Conway
Corporation

Business Telephone
User Guide

Welcome to Conway Corporation Business Telephone Service

We take pride in providing superior and reliable voice services to our valued business customers.

This booklet should answer any questions you may have regarding Conway Corporation's Business Telephone service, including how it works, installation instructions, and how to use some of the main features.

For information on additional features and options available, please go to your online Account Portal at https://phone.conwaycorp.com or call 501-450-6000.

Primary Business Line telephone number:

_____

Telephone number will serve as account portal username.

Password: _____

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Features of Business Telephone Services

What is Conway Corporation Business Telephone Services?

Conway Corporation Business Telephone services allows you to make and receive calls over computer networks like the Internet while still using the same telephone equipment you already have. VoIP (Voice over Internet Protocol) converts analog voice signals into digital data packets and supports real-time, two-way transmission of conversations using Internet Protocoal.

Making Calls with Business Telephone

You can make calls by dialing the number on your phone, as you always have.

For calls within your area code, you may dial 7, 10 or 11 digits.
Example: 555-1212, 859-555-1212 or 1-859-555-1212

When dialing outside your area code, you may use 10 or 11 digits.
Example: 859-555-1212 or 1-859-555-1212

To activate the International calling feature you will need to contact Conway Corporation Customer Service at 501-450-6000 or email comments@conwaycorp.net.

To place international calls, dial as you would with a standard analog telephone. (International Access Code + Country Code + City Code + Number)
Example: 011 + 39 (Italy) +81 (Naples) +Number

To answer a call pick up your phone's handset like you always have.

Important 911 Information

While the 911 system through Conway Corporation's Business Telephone services will work very similarly to your standard analog telephone, there are a few important differences of which you need to be aware.

- If you move locations, you will need to call our support line at 501-450-6000 to update your information. It may take a few days to activate and change your 911 feature, so please think ahead when planning a move.

- Electrical or broadband outages can prevent 911 dialing with our system. As your phone service is relying on both your broadband connection and electrical power, if these go out, so will your Business Telephone service. Once the power and broadband connection returns, your system will function properly again.

Additional 911 information is available on the Account Portal for you to read and reference. Please be safe and read all material related to this issue.

Learn more at: https://phone.conwaycorp.com

Customer Quick Start Business Guide

How to Log into your Account Portal as the **Main Account Holder.** The **Main Account Holder** is the email address assigned on the SIPS business account. You will be using the email address as the USER NAME in SIPS.

You can login to your Account Portal and configure all the User Features that Business Digital Phone Service has to offer by doing the following:

1. Open your web browser and point it to your account portal (https://phone. conwaycorp.com)

2. Select on left side of the screen "Forgot Password" link.

3. In Password Reset Screen enter Username of Main Account Holder's email address.

4. Your password will be emailed to you within 30 minutes.

5. Once you have received the email with the temporary password, click on the link.

6. The Main Account Holder is prompted to enter an email address as the User Name and the temporary password that was emailed to you as the password (see step 5).

7. When you log in for the first time you will be prompted to create a 4 digit CPNI (customer proprietary network information) security code. This verifies your identity when requesting a change from our Business Services department.

8. The Change password screen prompts you to put in Current password (see Temp password Step 5), and your new password. The new password must be at least 6 characters and contain at least 1 number, and 1 lower case and 1 upper case.

9. You should now be on the Account Summary Page. To configure User Features click on the Features tab on the top of the screen.

10. ***When on the Account Summary Page, if you have multiple accounts (Residential lines and Business lines) tied to one email address, you need to click on each product Package Name and input CPNI code for each package.

How to Log into your Account Portal as the Sub Account Holder

1. All other **Sub Account Holders** in the group will sign in with their phone numbers.

2. "Phone number login" users cannot sign into the Account Portal until the **Main Account Holder** has provided an email address and new password.

3. **Sub Account Holders** who sign in with their phone numbers are not permitted to change their account info. The account portal will display a message advising these users to contact their **Company's Main Account Point of Contact** for changes.

How to Access Voicemail

All of your business lines have voicemail attached and you may need to use the Account Portal to deactivate any unneeded voicemailboxes.

Accessing the Voicemail System for the First Time

1. Choose the line you're trying to access voicemail from, and dial that phone number (or, from any line, dial *62 and follow the prompts). The default pass code is **4227**
2. Enter a new pass code at the voicemail prompt
3. Re-enter the same new pass code at the prompt
4. If your new pass code is accepted, you will hear "your password has been changed successfully"
5. Press the # key

Once in the system, you will hear "Welcome to your Voice Messaging System. If you are not calling from your own phone press the * key."

Hint: To eliminate the need to dial your own phone number when accessing your voicemail, please refer to the Speed Dial instructions on page 17. You can set your own phone number as a speed dial code.

Accessing Voicemail

From any phone, dial your phone number

1. Press * to access your voicemail, once your recording picks up

2. Enter your pass code at the prompt

Voicemail Main Menu

1. To listen to your messages, press 1

2. To change your mailbox busy greeting, press 2

3. To change your mailbox no answer greeting, press 3

4. To compose and send a new message, press 5

5. To delete all messages, press 7

6. To go to the CommPilot Voice Portal press the * key

7. To repeat this menu, press the # key

While Listening to the Messages Menu

1. To save this message, press the # key

2. To erase this message, press 7

3. To repeat this message, press 2

4. To go back to the previous message, press 4

5. To play the message envelope, press 5

6. To go to the next message, press 6

7. For additional options, press 9

8. To go back to the previous menu, press the # key

Features Overview

On the Home page of the Account Portal, you will see the "Features Configuration" button where you can choose features like Call Forwarding, Simultaneous Ringing, etc.

Below is a list of our top features:
- Anonymous Call Rejection
- Call Forwarding Always
- Call Forwarding Selective
- Call Forwarding Not Reachable
- Call Waiting
- Do Not Disturb
- Speed Dial
- Simultaneous Ringing
- Three-Way Calling
- Voicemail Management

The following pages contain instructions for configuring these listed features. Refer to the online Account Portal for support and information about additional features and options. You must choose the appropriate phone line to enable each feature.

Anonymous Call Rejection (*77)

Use this feature to prevent or allow calls from callers who have blocked their phone numbers from being identified. Blocked callers hear a message notifying them that their calls are being rejected.

From Your Phone
Anonymous Call Rejection can be activated using your phone. To do this dial *77. Your calls remain forwarded until you dial the deactivation code (*87).

From Your Account Portal
You can activate this service at any time and configure it from your Account Portal.

Steps	Details
Turn Anonymous Call Rejection on or off	Click "**On**" or "**Off**." When on, Anonymous Call Rejection prevents calls from callers who have chosen to block the identification of their phone numbers. These callers hear an automated message that their call is being denied because of the block. The default for this service is "Off."
Save your changes	Click **Apply** to save your changes.

Call Forwarding

Call Forwarding Always (*72)

Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone.

From Your Phone

Call Forwarding Always can be activated, and its options changed, using your phone. To do this dial * 72, followed by the phone number to which you wish your calls to be redirected. Your calls remain forwarded until you dial the deactivation code (*73).

From Your Account Portal

Call Forwarding Always can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding Always on or off	Click "**On**" or "**Off**". When on, Call Forwarding Always forwards all your incoming calls to the phone number you entered in the "Calls Forward to" text box.
Confirm or enter the phone number	Add the forward-to number in a valid format (no dashes, parentheses, or spaces are necessary) and click **Apply**. Please note: Forwarding to an international number will not be accepted.
Select whether to play a ring reminder	The "Play Ring Reminder when a call is forwarded" check box causes the service to play a short ring burst on your phone when a call is forwarded. No ring reminder is played if this box is not checked.
Save your changes	Click **Apply** to save your changes.

Call Forwarding Remote Access

You can activate or deactivate Call Forwarding Always via your voicemail. Simply press * in the main menu, then select option 4.

Call Forwarding Busy (*90)

Use this feature to activate and edit the options for the service.
The Call Forwarding Busy service enables you to redirect calls to another destination when an incoming call encounters a busy condition. If activated, you must specify the forwarding number.

From Your Phone
Call Forwarding Busy can be activated and its options changed, using your phone.
To do this dial *90 followed by the phone number to which you wish your call to be redirected. Your calls remain forwarded until you dial the deactivation code (*91).

From Your Account Portal
Call Forwarding Busy can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding Busy on or off	Click "**On**" or "**Off**". When on, Call Forwarding Busy forwards all your incoming calls to the phone number you entered in the "Calls Forward to" text box.
Confirm or enter the phone number.	To edit or delete a phone number, enter the applicable phone number, in a valid format (no dashes, parentheses, or spaces are necessary) and click **Apply.** Please note: Forwarding to an international number will not be accepted.

Call Forwarding No Answer (*92)

Use this feature to activate and edit the options for the Call Forwarding No Answer service.

The Call Forwarding No Answer service enables you to redirect calls to another destination when an incoming call is not answered within a specified number of rings. If activated, you must specify the forwarding number and the number of rings before forwarding.

From Your Phone
Call Forwarding No Answer can be activated, and its options changed, using your phone. To do this dial * 92, followed by the phone number to which you wish your calls to be redirected. Your calls remain forwarded until you dial the deactivation code (*93).

Call Forwarding No Answer can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding No Answer on or off	Click "**On**" or "**Off**". When on, Call Forwarding No Answer forwards all your incoming calls to the phone number you entered in the "Calls Forward to" text box.
Confirm or enter the phone number.	To edit or delete a phone number, enter the applicable phone number, in a valid format (no dashes, parentheses, or spaces are necessary) and click **Apply.** Please note: Forwarding to an international number will not be accepted.
Select Number of Rings	Specify the number of rings you would like to occur before the call is forwarded.
Save your changes	Click **Apply** to save your changes.

Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

From Your Account Portal

Call Forwarding Selective can be activated, or its options changed using your Account Portal.

Steps	Details
Add Default Call forward to phone number	Enter the default forward to number.

Add Call Forward Selective Entry	Add Description, Select Time Schedule, choose to use default forward phone number or forward to default number. Choose between Calls from Any Phone Number or Any Private Number or Any Unavailable Number or up to 12 Specific Phone Numbers, then Click **Add**.
Activating and Deactivating Call Forward Selective Service	Once the Call Forwarding Selective entry has been added click the check box under the active column to activate or deactivate.

Call Forwarding Not Reachable (*94)

Call Forwarding Not Reachable automatically forwards your incoming calls to a phone number of your choosing, when activated, if the device your phone is connected to loses contact with our Business Telephone system.

From Your Phone

Call Forward Not Reachable can be activated and its options changed, using your phone. To do this dial *94 and enter the phone number you wish your call to be redirected to during an internet outage. Dial *95 to deactivate this service.

From Your Account Portal

Call Forwarding Not Reachable can be activated, or its options changed using your Account Portal.

Steps	Details
Turn Call Forwarding Not Reachable on or off	Click "**On**" or "**Off**" then click **Apply**.
Adding the Forward To number	Type in the number and click **Apply**.

Call Hold

Press the flash hook key and the call will be placed on hold. Hit the flash hook key again to remove the call from hold.

Call Return (*69)

Use this feature to call the last party who called your number, whether or not the call was answered.

From Your Phone

Call Return can be accessed using your phone. Simply dial * 69. If you wish to hear an audio playback of the number of the last caller, press * 69, then option 1 when prompted.

Call Transfer

Use this feature to transfer a call to another party. Use the flash key to place the call on hold then dial the telephone number you wish to transfer to.

To announce the call before it is transferred, wait until the party answers and inform them about the call before hanging up to complete the transfer.

The call transfer may also be completed without announcing (blind transfer) by hanging up when the number has been dialed and starts ringing.

Call Waiting On/Off

Use this feature to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.
NOTE: This service is not available with all access device types.

From Your Phone
Call Waiting can be deactivated from your phone for individual calls by dialing *70 before dialing your called number.

From Your Account Portal
Call Waiting can be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Waiting on or off	Click "**On**" or "**Off**". When this service is on and you receive a call while another call is already in progress, you will hear a beep. You can put the first call on hold to answer the incoming call. When this service is turned off, the caller hears a busy tone. The default for this service is "On".
Save your changes	Click **Apply** to save your changes.

Call Park

This feature allows you to park a call in a select group for anyone in that group to pick up. Use * 68 to park a call, and * 88 to retrieve a call.

Call Pick Up

Allows all in bound unanswered calls to be picked up by other members of the call group regardless of whether the called member has active or held calls.

Inbound Caller ID Delivery

A caller's identity (phone number) will be displayed (if available).

Inbound Caller Name Delivery

A caller's name will be displayed (if available).

Outbound Caller ID Blocking [*67]

Caller ID Delivery Blocking allows you to block your number from being shown when you're calling other numbers.

From Your Phone

You can block outbound calling on a per call basis by Pressing *67 before making any call.

From Your Account Portal

Outbound Caller ID Blocking can also be turned on or off using your account portal, turning on this feature in the portal blocks all calls until it is turned off.

Steps	Details
Turn Outbound Caller ID Blocking on or off	Click "**On**" or "**Off**". When on, Caller ID Blocking prevents your phone from being displayed during outgoing calls. The default for this service is "**Off**."

Connected Line ID Restriction

Caller ID Delivery Blocking allows you to block your number from being shown when receiving a call.

From Your Account Portal

Select "Connected Line Identification Restriction" in the Features list, click "on", then click "Apply".

Last Number Redial (*66)

Use this feature to redial the last number you called. Simply dial *66 from your phone.

Do Not Disturb (*78)   To Cancel (*79)

Use this feature to prevent your phone from ringing. Callers are sent to Voicemail or another specified location, such as a number indicated by the Call Forwarding Busy service.

From Your Phone

The Do Not Disturb service can be activated, or options can be changed, using your phone. To do this, dial *78. To deactivate, dial *79.

From Your Account Portal

Do Not Disturb can also be activated, or its options can be changed, using your account portal.

Steps	Details
Turn the service on or off	Click "**On**" or "**Off**". The default for this service is "Off."
Select whether to play a ring reminder	The "Play Ring Reminder when a call is blocked" check box causes the service to play a short ring burst if checked. No ring reminder is played if not checked. A ring reminder is played if this service blocks a call while this check box is checked. The ring reminder is a short ringing burst, 500 milliseconds in duration.
Save your changes	Click **Apply** to save your changes.

Speed Dial (*74)

Use this feature to program numbers for Speed Dial. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. You can dial a speed dial code instead of the full number to place calls. To use speed dial from your phone, dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 6, dial 6#.

From your phone, Speed Dial can also be programmed by dialing *74. For example, *74 3 8595551212 programs Speed Dial Code 3 to dial 859-555-1212.

From Your Account Portal

Speed Dial can also be activated, or its options can be changed, using your account portal.

Steps	Details
Enter a phone number	Type a complete phone number, including a country code, if necessary for dialing on your system.
Enter a name	Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is just a convenience to help you remember why the speed dial code was programmed. If a speed dial code is programmed using *74, then the "Name" text box is blank.
Save your changes	Click **Apply** to save your changes.

Speed Dial 100 (*75)

This feature allows you to set up to 100 speed dial phone numbers that can be dialed with the push of a few buttons.

From Your Account Portal

Speed Dial can also be activated or its options can be changed, using your account portal.

Steps	Details

Select "Speed Dial 100" from the Feature list.	Click "Add" to set up a new number. First you may select which "Speed Code 100" prefix you would like to assign the number to. Next, you may enter a description and then the phone number. Click "Apply" once you're finished to save your progress. Repeat the process for as many new numbers (up to 100) that you'd like to add.

From Your Phone

Dial *75, then dial the 2-digit code you wish to program (i.e. 02), followed by the number you wish to have dialed. Press # when complete. A successful confirmation announcement should then play. To dial the previously provisioned speed dial code, dial the code then # (i.e. 02#).

Three-Way Calling

Use this feature to create a three-way call. When this service is assigned, you can place a three-way call using the flash-based services.

From Your Phone

Steps	Details
While engaged on call	Press Flash hook on phone. The initial call is placed on hold.
Enter phone number	Enter complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
Press flash hook	When this third party is connected, press flash hook again. All parties will then be connected in three-way call.
Press flash hook	To drop the third party, press the flash hook again.
Hang up	If either of the two parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

Automatic Callback

Use this feature if you receive a busy signal and wish to monitor the busy party (within

the same call group) and automatically establish a call when the busy party becomes available.

From Your Phone
To use Automatic Callback, enter the appropriate digit as prompted by your phone system when you receive a busy signal.

Selective Call Acceptance/Selective Call Rejection

Selective Call Acceptance and Selective Call Rejection allows you to define criteria that causes certain incoming calls to be allowed or blocked. If an incoming call meets your specified criteria for acceptance, the call is allowed to complete. All other calls are blocked and the caller is informed that you do not wish to receive the call. If an incoming call meets your specified criteria for being blocked, the call will not be completed. Criteria can be based on incoming caller identity, time of day, and day of week. Multiple criteria sets can be defined.

From Your Account Portal
Selective Call Acceptance can also be activated, or its options can be changed, using your account portal.

Steps	Details
Add Selective Call Acceptance or Rejection Entry	Add Description and select Time Schedule. Choose between Calls from Any phone number or Any Private Number or Any Unavailable number or up to 12 Specific Phone Numbers, then Click **Add**.

+ Sequential Ringing

Use this feature to define a "find me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message.

From Your Account Portal
Sequential Ringing can also be activated, or its options can be changed, using your account portal.

Steps	Details

Set up Sequential Ringing	Add Description and select Time Schedule. Choose between Calls from Any phone number or Any Private Number or Any Unavailable number or up to 12 Specific Phone Numbers, then Click **Add**.
Use Base Location First	If you want your base line to be the first location to ring, check the Base Location box to set up then click **Apply**.
Number of Rings for Base Location	Choose the number of rings for Base Location then click **Apply**.
Skip Search Process	If you check Skip Search Process box, it will enable callers to skip the search process and leave a message.
Enter Secondary Search Locations	You can enter telephone numbers for up to five Search Locations and the number of rings for each.

+ Voicemail Management

Voicemail Management allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone or you can choose to send messages directly to your e-mail (not using the phone).

From Your Account Portal
Voicemail can be activated, or it's options changed using your Account Portal.

Steps	Details
Turn your Voice Messaging service on or off	Click "**On**" or "**Off**".

Indicate how you want to use the voice messaging service in the "When a voice message arrives..." section	If you want to retrieve voice messages using your phone and your e-mail account, select "Use Unified Messaging". When using Unified Messaging, you can check the "Use Phone Message Waiting Indicator" box. This option provides a stuttered dial tone (and blinking light on some phones) to inform you when you have messages waiting. If you always listen to your voice messages using your e-mail account and do not use the phone retrieval option, select "Forward it to this e-mail address:" and provide the e-mail address where you want your voice messages to be sent.
Indicate whether you want to be notified by e-mail of new messages	If a check mark appears in the "Notify me by e-mail of the new voice message at this address:" box, a short e-mail message informing you about the new caller and date/time of the message is sent. In the text box, type the e-mail address where you want these notifications to be sent.
Indicate if you want a carbon copy of your messages	If you want a carbon copy of your messages to be sent to another e-mail address, check the "E-mail a carbon copy of the voice message to:" box and provide the e-mail address where you want the copy to be sent.
Indicate whether callers have the option to transfer to another number instead of leaving a voice message	If a check mark appears in the "Transfer on '0' to Phone Number:" box, callers can press 0 during your outgoing voice message and be transferred to another number, such as a mobile phone or auto attendant. If a caller presses 0 while recording a message, the recording is aborted, no message is left and the caller is transferred.
Save your changes	Click **Apply** to save your changes.

* Feature Access Codes

*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
*67	Caller ID Delivery Blocking per Call
*65	Caller ID Delivery per Call
*69	Call Return
*70	Cancel Call Waiting (per call)
*94	Call Forwarding Not Reachable Activation
*95	Call Forwarding Not Reachable Deactivation
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*77	Anonymous Call Rejection Activation
*87	Anonymous Call Rejection Deactivation
*75	Speed Dial 100
*11	Broadworks Anywhere (pulling call to alternate phone)