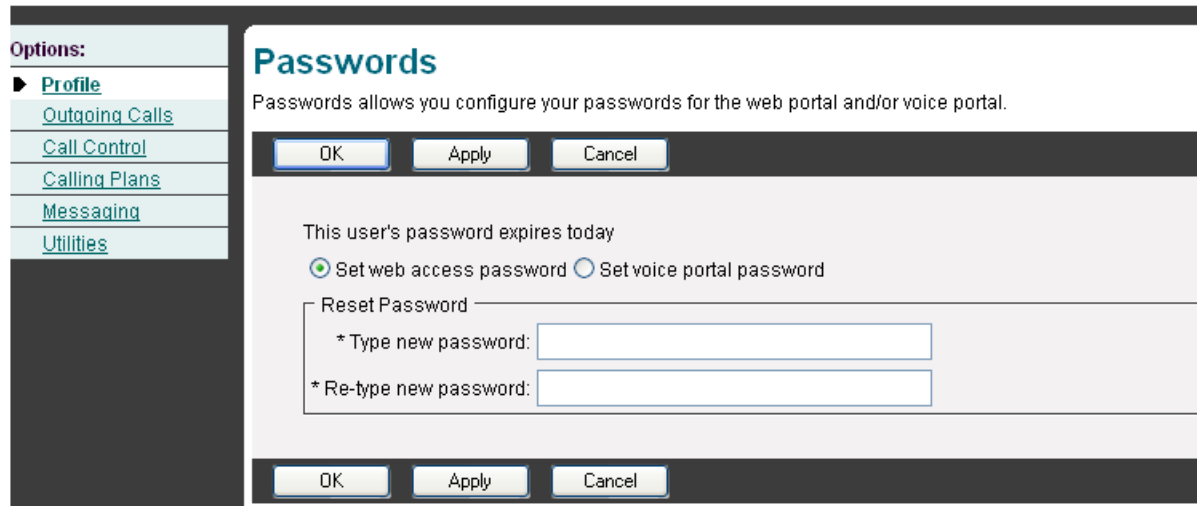


## Frequently Asked Questions – End Users

- How do I access my account online?
  - ◆ Connect to the Internet and go to <http://aitweb.onvoip.net>
  - ◆ Enter your User ID and Password
- Forgotten Voice Mail Password –
  - ◆ Log into Broadworks – select user in question
  - ◆ Select Passwords under the Profile header
  - ◆ Ensure that the Voice Portal radio button is pushed and reset your password



The screenshot shows a web interface for managing passwords. On the left is a navigation menu with the following items: Options, Profile (selected), Outgoing Calls, Call Control, Calling Plans, Messaging, and Utilities. The main content area is titled 'Passwords' and includes the following text: 'Passwords allows you configure your passwords for the web portal and/or voice portal.' Below this text are three buttons: OK, Apply, and Cancel. A message states 'This user's password expires today'. There are two radio buttons: 'Set web access password' (which is selected) and 'Set voice portal password'. Below the radio buttons is a section titled 'Reset Password' containing two text input fields: '\* Type new password:' and '\* Re-type new password:'. At the bottom of the form are three buttons: OK, Apply, and Cancel.



## Frequently Asked Questions – End Users

- How do I get my voice mail messages?
  - ◆ Call your phone number and during the outgoing message play hit the \* key and then respond to the prompts accordingly.
  - ◆ You can also call the voice mail portal number and respond to the prompts as well.
  
- Can I change the number of rings it takes to go to voice mail? Yes
  - ◆ Select Messaging under Profile header – click on Greetings
  - ◆ Select the number of rings you wish by clicking on the appropriate radio button.

**Options:**

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [▶ Messaging](#)
- [Utilities](#)

### Greetings

Message Greetings allows you to upload personal WAV files as greetings to use when people reach your voice messaging box.

OK
Apply
Cancel

**Busy Greeting:**

System greeting  
 Personal greeting  
 Load personal greeting:  Browse...

**No Answer Greeting:**

System greeting  
 Unavailable Greeting  
 Load Unavailable Greeting:  Browse...

**Alternate No Answer Greetings:**

Greeting Name	Greeting file	Load Alternate Greeting
<input type="radio"/> <input type="text"/>	Audio: <input type="text"/>	<input type="text"/> <span style="float: right;">Browse...</span>
<input type="radio"/> <input type="text"/>	Audio: <input type="text"/>	<input type="text"/> <span style="float: right;">Browse...</span>
<input type="radio"/> <input type="text"/>	Audio: <input type="text"/>	<input type="text"/> <span style="float: right;">Browse...</span>

Number of rings before greeting:  None  2  3  4  5  6

OK
Apply
Cancel

## Frequently Asked Questions – End Users

- How do I turn on/off Call Forward Always?
  - ◆ Dial \*73
- How do I turn on/off Call Forward No Answer?
  - ◆ Dial \*93
- How do I turn on/off Call Forward Busy?
  - ◆ Dial \*91

***NOTE: These star codes are default values in the system, if they have been changed then provide the appropriate star codes assigned to these functions.***

- I forgot my WEB access (CommPilot) password –
  - ◆ Contact your Service Provider to have the password reset
- I am not getting incoming calls. It rings once but no one is there and I can place outbound calls.
  - ◆ Verify that your Call Forward is ON and if so, turn it OFF.
- Why isn't my simultaneous ring working?
  - ◆ Verify that Call Forwarding is not ON or
  - ◆ Verify that if you do have Simultaneous Ring On and if directed to your Cell Phone, remember that if the cell phone is out of range it will automatically go to your cell phone's voicemail.

## Frequently Asked Questions – Service Providers

- I cannot get incoming calls & my Call Forward is off –
  - ◆ Check to see if the Phone is registered with Broadworks if you cannot make outgoing calls either or...
  - ◆ Check to see that the Authentication User ID and password agree between the phone and Broadworks.
- All of my incoming calls go directly to voice mail or get a busy signal –
  - ◆ Check to see if the Phone is registered with Broadworks.
  - ◆ Ensure that the Do Not Disturb feature is turned off.
  - ◆ Make sure Do Not Disturb or Call Forward is not selected on the IP Device.