

Entanet VoIP Express User Handbook

Version 2.0 Released July 2009



Contents

Logging in.....	3
Home/News Items	3
My Details	3
My VoIP Account.....	4
Product details	4
SIP configuration settings	4
Voicemail settings	4
Call settings	5
My Call History	5
My Statements	6
My Voicemail	6
Payment details	7
My Black and White call lists	7
SMS	8
Tariffs	9
Auto provision.....	9

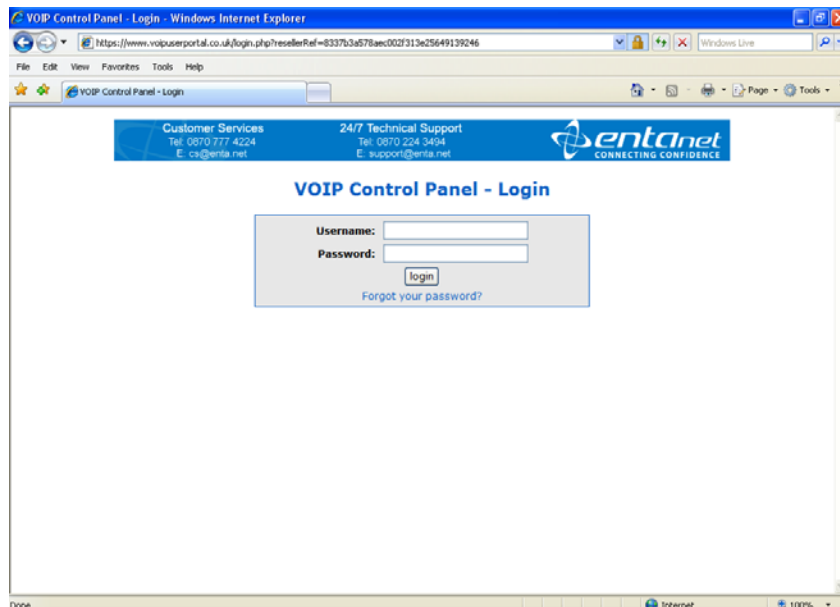
Logging in

The web based interface is user friendly and works in real-time so it is quick and easy for the admin user to control and deploy.

Each VoIP Express customer has a unique username and password to ensure only authorised personnel can log on, make changes and view source information. If you forget your password you can request a password reminder to be sent to the email address that has been registered with Entanet.

If you require further assistance at any time, each page within the administration console shows the Entanet customer service and technical support department contact details.

To log out at any time simply select the log out tab from the menu.



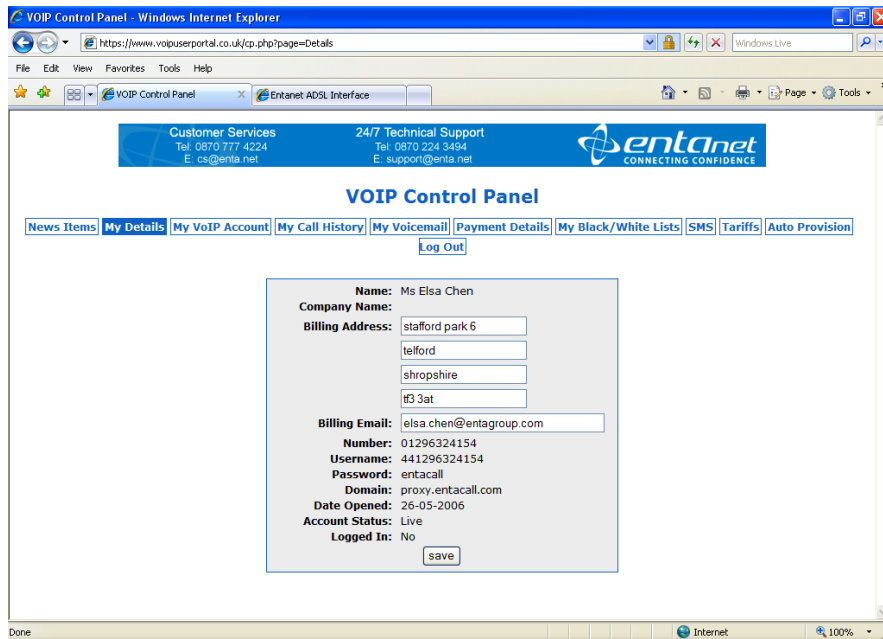
Home/News Items

The VoIP Express Home screen shows all current news items and is updated regularly. Advise your customer to check this page regularly to stay informed of the latest updates and features available from Entanet.

My Details

This section displays the customers personal account information including customer contact information, billing information, username and password to login to this portal and account information.

The billing address and email can be amended by the customer by simply entering the new details and selecting save at the bottom of the screen.



My VoIP Account

All details of the customers chosen VoIP product are displayed within the 'My VoIP Account' section.

Product details

This informs the customer of their current VoIP product e.g. VoIP Express. It also informs the customer of the monthly charges they incur from this product, the date of their next bill and if applicable the amount of remaining call credit.

SIP configuration settings

This provides details of the configuration settings for the VoIP account and cannot be modified by the customer. It details the VoIP number being used, the username and password used to login to the control panel and the proxy setting used for the configuration of the VoIP account.

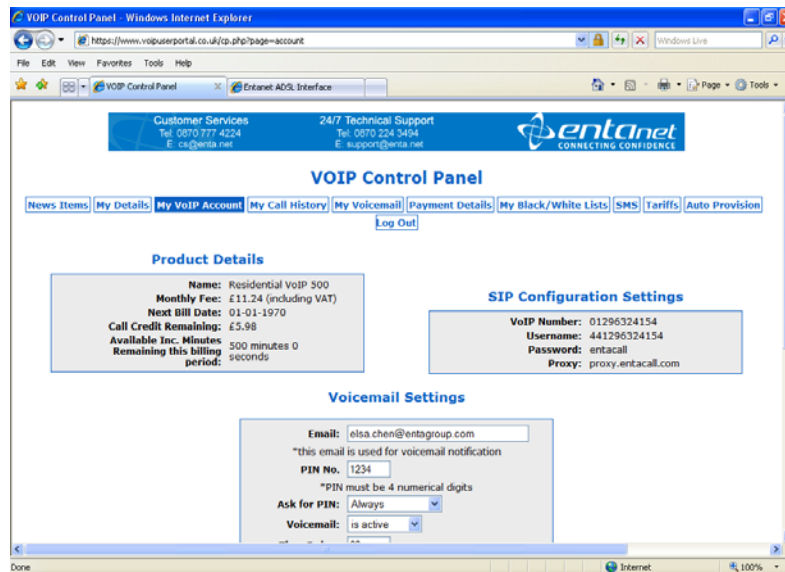
If you require any of these details to be changed you will need to contact the Entanet technical support department for further assistance.

Voicemail settings

The details submitted in this section can be amended by simply saving any changes via the save button at the bottom of the page. The email address submitted will be the email address all voicemail audio files will be sent to. The 4 digit PIN will be required to retrieve voicemail messages from your phone if you select always or remote access within the PIN settings. The PIN settings contain three options always, never or remote access. If you set your PIN settings to always you will be requested to input your 4 digit PIN code every time you request to listen to your voicemail messages. If you select 'never' your messages can be listened to without the PIN being requested. Remote access will require a PIN only when the voicemail is retrieved remotely. To turn your voicemail function on and off select active or inactive from the voicemail settings and then select the time delay (in seconds) before the call is diverted. A maximum of 180 seconds can be selected.

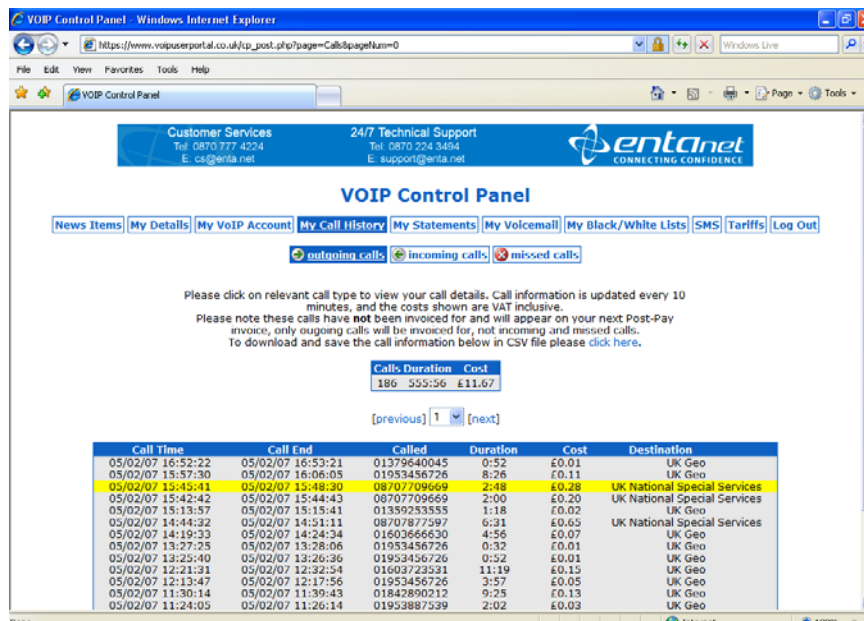
Call settings

Choose to automatically reject anonymous calls by selecting yes from the call reject drop down menu. Caller ID can also be hidden or displayed by selecting yes or no from the hide caller ID drop down menu. To enable call forwarding simply select enable from the relevant drop down menu and enter the number you wish to forward the calls to in the field below, then select the save button to save all changes.



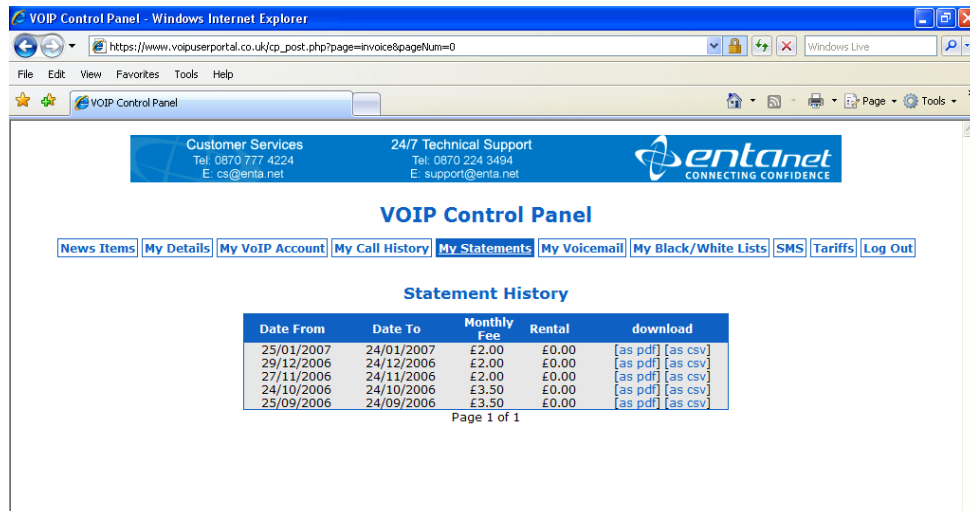
My Call History

Customers can view their outgoing, incoming and missed calls history within the 'My Call History' section. The information is updated every 10 minutes and can be viewed month by month within the control panel or downloaded as a CSV file. The total number of calls, total call duration and total cost for the selected month can also be viewed within this page. All call information is removed after six months.



My Statements

Recent statements can be downloaded as PDF or CSV files via the 'My Statements' page. This feature is only available on post pay accounts.



Customer Services 24/7 Technical Support
 Tel: 0870 777 4224 Tel: 0870 224 3494
 E: cs@enta.net E: support@enta.net

VOIP Control Panel

News Items My Details My VoIP Account My Call History **My Statements** My Voicemail My Black/White Lists SMS Tariffs Log Out

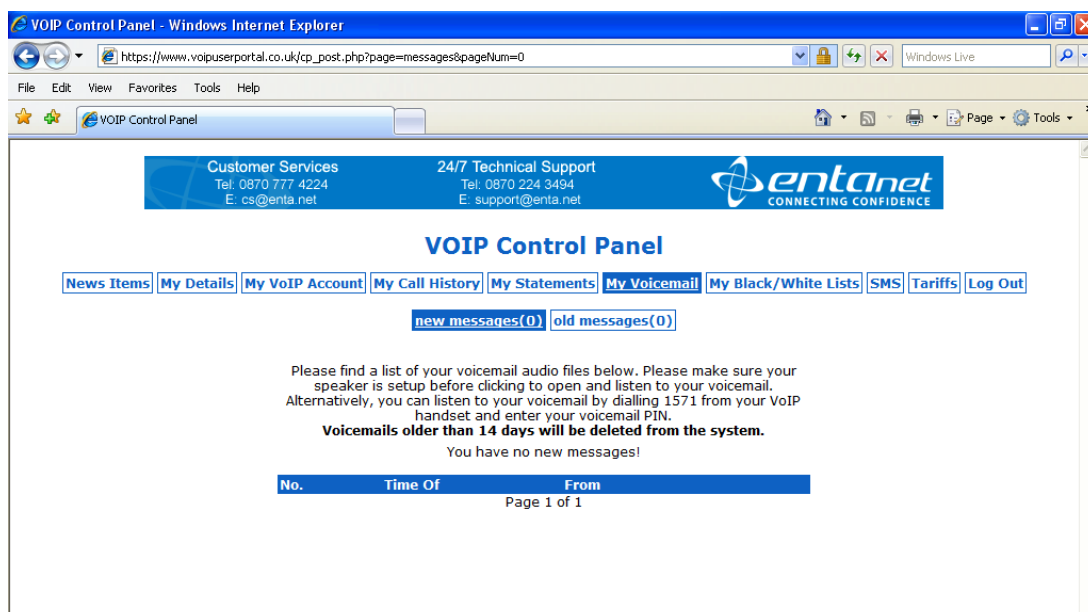
Statement History

Date From	Date To	Monthly Fee	Rental	download
25/01/2007	24/01/2007	£2.00	£0.00	[as pdf] [as csv]
29/12/2006	24/12/2006	£2.00	£0.00	[as pdf] [as csv]
27/11/2006	24/11/2006	£2.00	£0.00	[as pdf] [as csv]
24/10/2006	24/10/2006	£3.50	£0.00	[as pdf] [as csv]
25/09/2006	24/09/2006	£3.50	£0.00	[as pdf] [as csv]

Page 1 of 1

My Voicemail

New and old voicemail messages can be retrieved via this page within the control panel. To listen to a message turn up the speakers on your computer and select listen next to the relevant message. Alternatively you can dial 1571 on you VoIP handset and listen to your voicemail. You may be requested to enter a PIN, these settings are described in further detail on page 4 within the 'My VoIP Account' section. All messages will be deleted after 14 days.



Customer Services 24/7 Technical Support
 Tel: 0870 777 4224 Tel: 0870 224 3494
 E: cs@enta.net E: support@enta.net

VOIP Control Panel

News Items My Details My VoIP Account My Call History My Statements **My Voicemail** My Black/White Lists SMS Tariffs Log Out

new messages(0) old messages(0)

Please find a list of your voicemail audio files below. Please make sure your speaker is setup before clicking to open and listen to your voicemail. Alternatively, you can listen to your voicemail by dialling 1571 from your VoIP handset and enter your voicemail PIN.
Voicemails older than 14 days will be deleted from the system.

You have no new messages!

No.	Time Of	From
-----	---------	------

Page 1 of 1

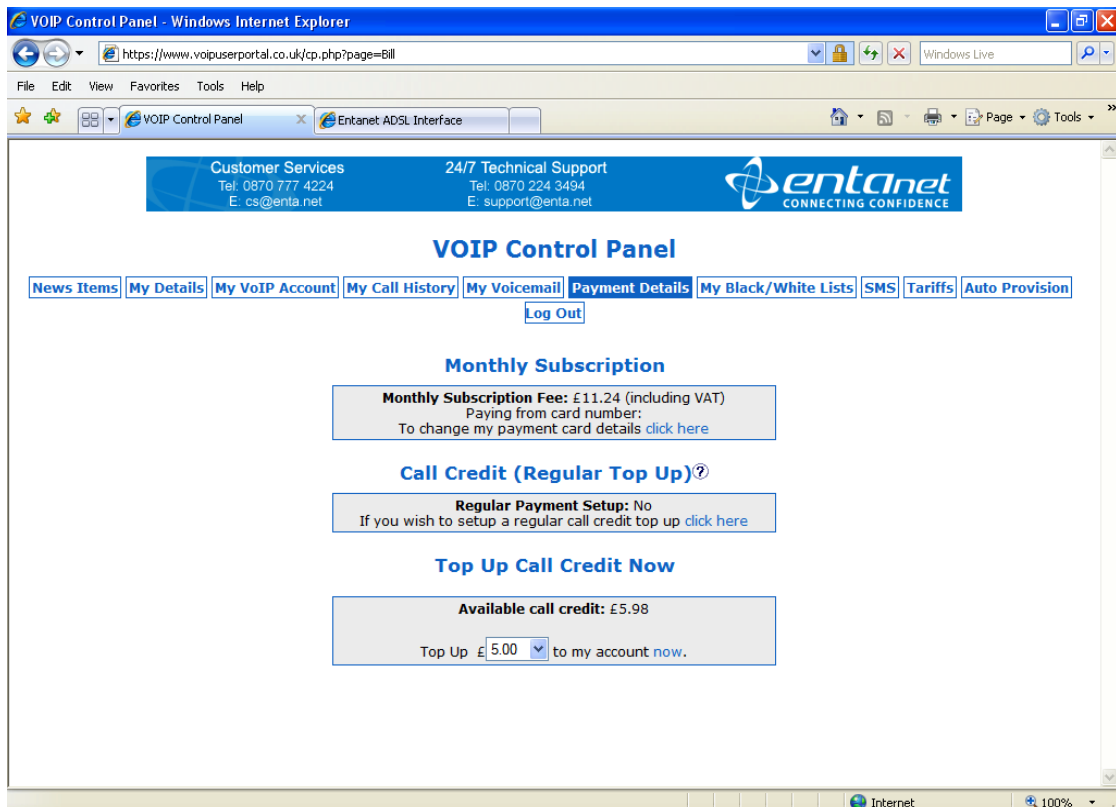
Payment details

This facility is only available to Pay-as-you-go customers. Here customers are able to view and amend their payment details, top up their accounts and arrange regular top up payments.

Monthly subscription: This shows the customer their monthly subscription charges, inclusive of VAT. It also shows the customer details of their current payment methods which can be amended and saved when necessary. Please note in order to save the changes the customer must agree to Entanet's terms and conditions and tick the corresponding box.

Call credit (regular top up): Here customers can organise top up of their account by a regular top up method. The account can be set to automatically top up the calling credit from the specified payment method whenever calling credit falls below a specified amount set by the customer.

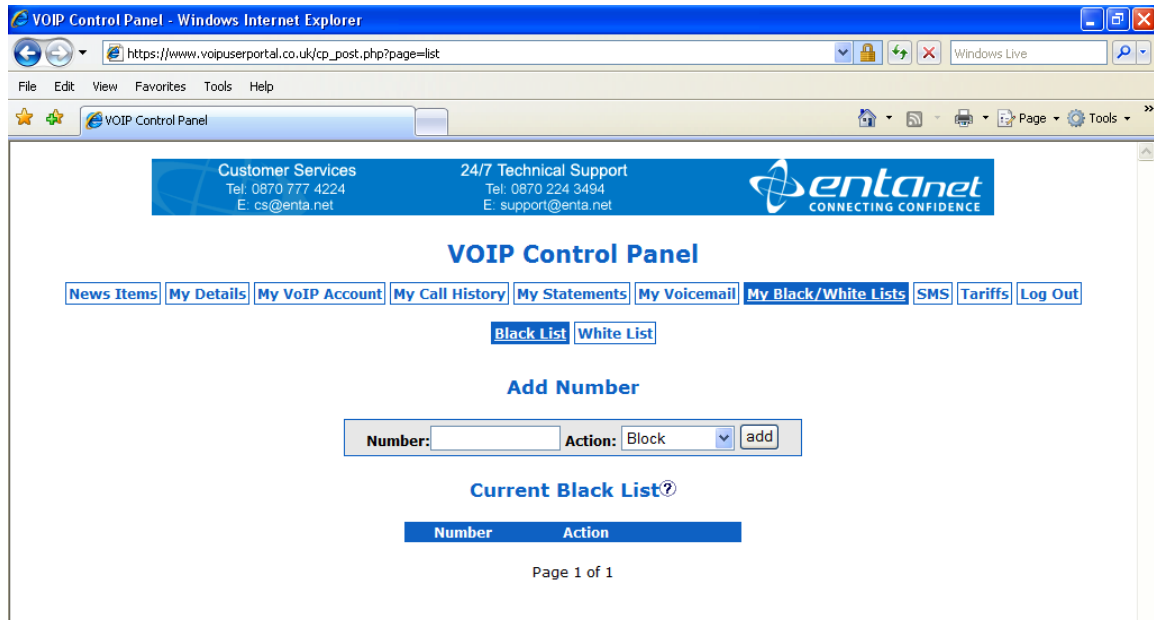
Top up call credit now: Alternatively, calling credit can be topped up manually whenever the customer deems it necessary by selecting 'top up call credit now'. The customer selects the amount they wish to top up with each time.



The screenshot shows a web browser window titled "VOIP Control Panel - Windows Internet Explorer". The address bar shows the URL "https://www.voipuserportal.co.uk/cp.php?page=Bill". The page content includes a header with "Customer Services" and "24/7 Technical Support" contact information, and the "entanet" logo. Below the header is a navigation menu with links: "News Items", "My Details", "My VoIP Account", "My Call History", "My Voicemail", "Payment Details", "My Black/White Lists", "SMS", "Tariffs", "Auto Provision", and "Log Out". The main content area is titled "VOIP Control Panel" and features three sections: "Monthly Subscription" with a fee of £11.24 (including VAT) and a link to change payment card details; "Call Credit (Regular Top Up)" with a "Regular Payment Setup" option and a link to click here; and "Top Up Call Credit Now" with an available call credit of £5.98 and a dropdown menu set to £5.00.

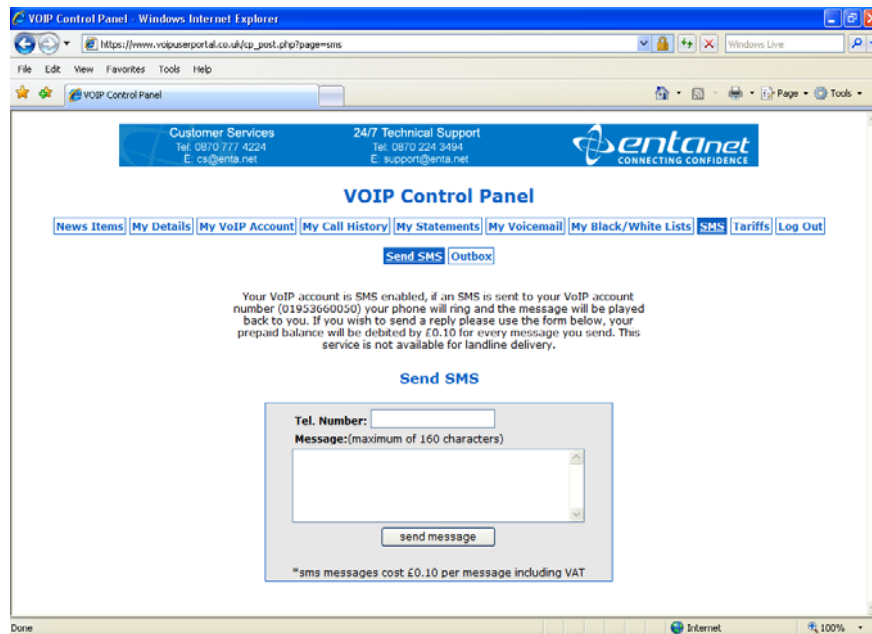
My Black and White call lists

This feature allows the customer to add numbers to either black or white call lists. If added to a black call list the number is effectively blocked and can have all calls diverted to voicemail or can completely block the call. The white list feature is similar to a do not disturb and when activated will temporarily send calls to voicemail or block the call. Please note when the white list function is active this will override all black list features.



SMS

You can send an SMS message via the SMS page within the control panel. Simply type your message (up to 160 characters) and enter the number it is to be sent to, then press send. Each message sent will cost 10p (inc VAT). This service is not available for landline delivery.



Tariffs

A downloadable tariff is available from the 'tariff' page within the control panel. Customers can also use the search tool to identify the costs of calling a specified number, a list of all the charges relating to this number will then be displayed. All call charges displayed are inclusive of VAT.



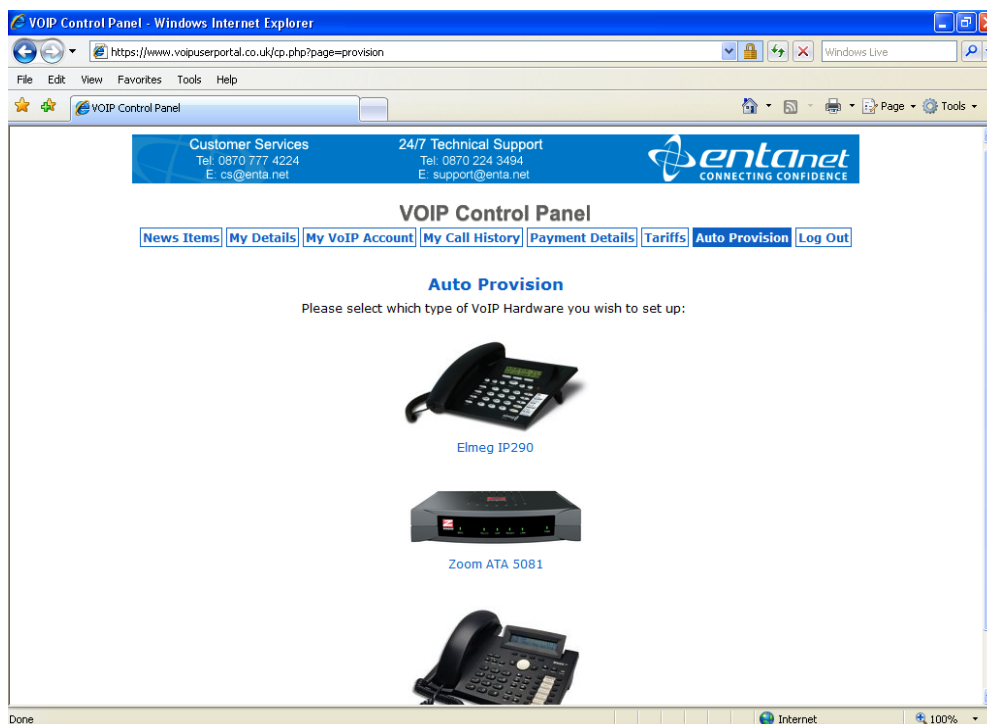
The screenshot shows the 'VOIP Control Panel' in a Windows Internet Explorer browser. The page title is 'VOIP Control Panel' and the URL is 'https://www.voipuserportal.co.uk/cp_post.php?page=tariff&searchtxt=0500'. The page features a navigation menu with links: News Items, My Details, My VoIP Account, My Call History, My Statements, My Voicemail, My Black/White Lists, SMS, Tariffs, and Log Out. The 'Tariffs' link is highlighted. Below the navigation menu, there is a 'Search Tariffs' section with a search box containing '0500', a 'search' button, and an 'exact match' checkbox. Below the search box, there is a link 'download tariff list here'. The search results show 'Search for: 0500, Results Matched: 1'. A table displays the search results:

Number	Description	Call Charges(inc. VAT)			Connection Charges(inc. VAT)			Charge
		Peak	Off-Peak	Weekends	Peak	Off-Peak	Weekends	
0500	UK Freephone	0.0000	0.0000	0.0000	0.00	0.00	0.00	per minute

Page 1 of 1

Auto provision

The auto provision page enables the customer to configure their VoIP equipment via the control panel. To configure your device simply select the brand of the device from the drop down menu and enter the MAC code.



The screenshot shows the 'VOIP Control Panel' in a Windows Internet Explorer browser. The page title is 'VOIP Control Panel' and the URL is 'https://www.voipuserportal.co.uk/cp.php?page=provision'. The page features a navigation menu with links: News Items, My Details, My VoIP Account, My Call History, Payment Details, Tariffs, Auto Provision, and Log Out. The 'Auto Provision' link is highlighted. Below the navigation menu, there is a section titled 'Auto Provision' with the text 'Please select which type of VoIP Hardware you wish to set up:'. Three images of VoIP hardware are displayed: an Elmeg IP290, a Zoom ATA 5081, and another Elmeg IP290.