

ONEplace User Guide

WELCOME

Welcome to AKVoice®, your over the internet voice solution. This guide will help get your AKVoice service running with basic features.

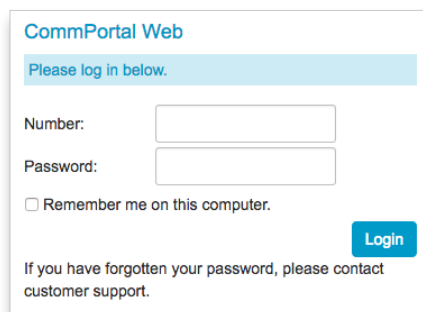
For more in-depth information and feature setup, please see the tutorial videos at alaskacommunications.com/AKVoice.

ONEplace is the web portal used to configure and customize the voicemail and features on your new phone system. In ONEplace, you will:

- View call records
- Listen to and manage voicemail messages
- Manage contacts
- Set up rules to route your calls
- Personalize and customize features, ringtones, and much more

LOG INTO YOUR ACCOUNT

1. Go to <https://oneplace.alaskacommunications.com>.
2. Log in with your 10-digit telephone number and password provided in your welcome email. (Consult your administrator regarding your default password.)
You will be prompted to create a new password upon login.

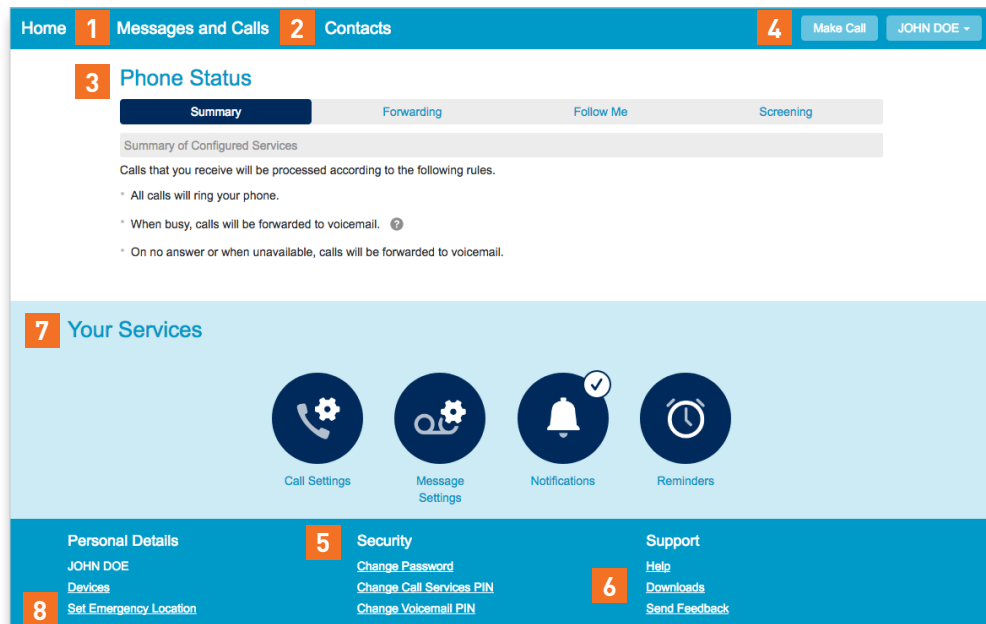
The screenshot shows a web browser window with the title "CommPortal Web". Below the title is a light blue banner with the text "Please log in below.". There are two input fields: "Number:" and "Password:". Below the "Password:" field is a checkbox labeled "Remember me on this computer.". To the right of the checkbox is a blue "Login" button. At the bottom of the form, there is a line of text: "If you have forgotten your password, please contact customer support."

CommPortal Web Login Interface

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GETTING ORIENTED - HOME PAGE

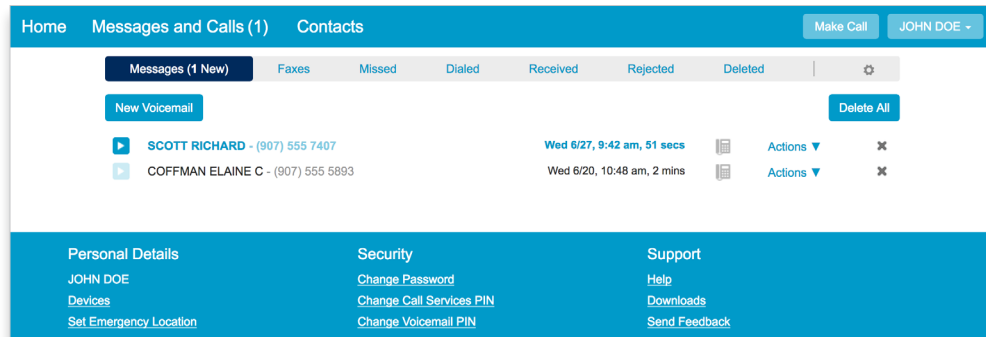
The ONEplace home page displays Call Manager settings. This main screen is your portal to customize phone features as you like.



- 1 Messages and Calls:** Click this link to view and retrieve voicemails
- 2 Contacts:** Import contacts from Outlook or create new ones, and click on a name to dial
- 3 Call Manager:** Control your Phone Status settings such as call forwarding and screening
- 4 Make Call:** Make a call direct from ONEplace
- 5 Security:** Change your password or security email address
- 6 Downloads:** Download apps, for example “Accession Communicator” to manage your telephony services from anywhere
- 7 Your Services:** Access a range of services available with your ONEplace account. For example: change your call, message and notification settings, or set up a reminder call for appointments.
- 8 Emergency Location:** View or update e911 location and information

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MESSAGES AND CALLS



Click the 'play' arrow button to listen to a voicemail. A window (shown over the Messages and Calls screen) will open to display the Voicemail player where you can listen to and manage the message. Note: You can select and listen to voicemails in any order.

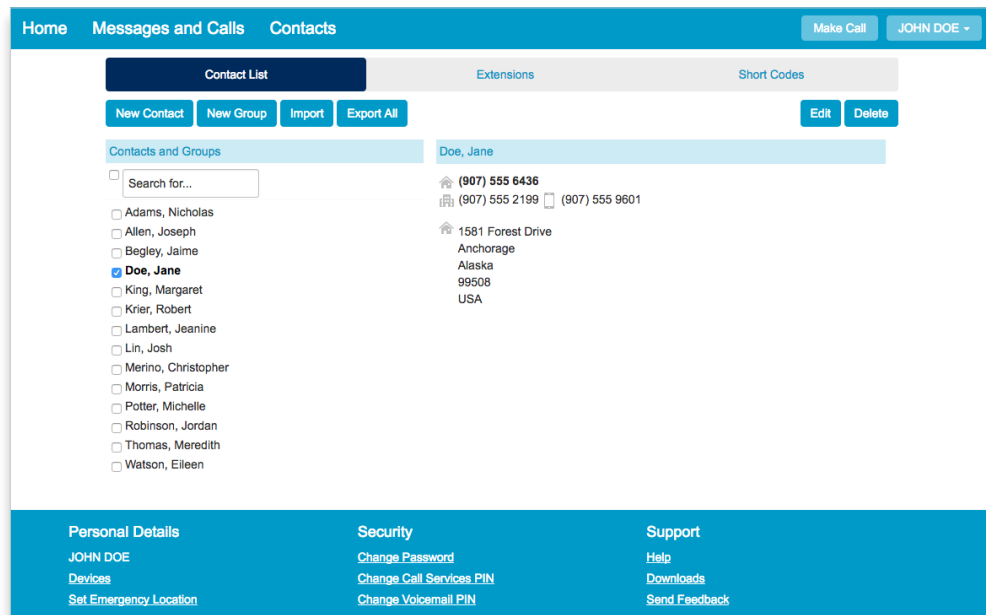
Use the drop-down menu alongside each message, mark as heard, new, forward as email, or forward as voicemail, or select the trash icon to delete.

Click the 'New Voicemail' button at the top of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function). View calls based on whether they were missed, received, dialed, or deleted. More detail displays by clicking on the sub-tabs. From the Missed, Dialed, and Received tabs, click on a name to call, add to contacts, or jump to contact information.

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CONTACTS

Quickly and simply manage your contacts and details all from the Contacts page. Here you can create new contacts (using recent call information like a missed call), or create a new one from scratch. Create groups of contacts, or import/export your contacts from other lists.



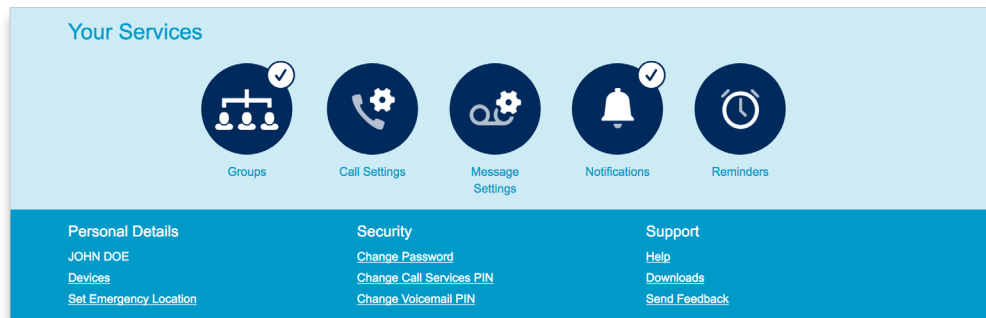
WANT TO QUICKLY UPLOAD CONTACTS?

Import them from your email. From Microsoft Outlook follow these instructions:

1. Open Outlook, go to the 'File' tab, then 'Import and Export'
2. From the window, select 'Export to File,' and click 'Next'
3. Select 'Comma Separated Values' from the list and click 'Next'
4. Select 'Contacts' from the folder tree then 'Next'
5. Save file as 'Outlook Contacts' and click 'Next.'
6. Save in a place you can easily access (e.g., Desktop or My Documents)
6. Go back to the ONEplace Contacts page
7. Click 'Import'
8. Click 'Browse' to find the Outlook Contacts file
9. Click 'Import'
10. Your contacts are now in ONEplace!

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CALL MANAGER



The Phone Status panel in the center of the ONEplace home page displays your Call Manager where you can set your availability status and manage how you receive incoming calls.

1. Route calls directly to voicemail from the top section on the left by changing your setting from 'Available' to 'Do Not Disturb.'
2. Enable simultaneous ring with your mobile device with the 'Forwarding' option
3. Add numbers to 'VIP' or 'Unwanted' caller lists from the panel on the right under screening.

DOWNLOADING APPS

Use the 'Download' link, located at the foot of the ONEplace home page, to access and download apps like the Alaska Voice application to your computer or mobile for quick access to ONEplace voicemail and features.

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SETTINGS

Make setting updates from the ONEplace home page:

1. Configure your phone by clicking '**Devices**.' On the next screen use the '**Set Keys**' link to configure your phone preferences on the lower left of the screen.
2. Change your password, PIN, or security email address by selecting '**Security**' (at the bottom of the home page).
3. The '**Call Settings**' page lets you control various call settings, like withholding caller ID, configuring Call Forwarding, Call Blocking, or updating Call Jump settings.
4. The '**Messaging Settings**' page enables you to control how your messages are handled, voicemail notifications, and configure greetings.

