



Getting Started With WANetics

Your new managed phone service from WANetics is just like any other phone. And yet it is completely different!

Someone calls, you pick it up and say "Hello". To call out, you pick it up and dial. Pretty simple stuff.

However, there are over 100 special features available with every WANetics line and some ways of interacting with your phone that you may not be familiar with. A list and description of all of these features is included at the end of this guide. The feature package for your phone may or may not include all of these features. Please check with your phone administrator if you are unsure what features your phone has enabled.

You may be surprised at first by having multiple phone numbers, extensions, passwords, etc. Don't worry! We'll get you through it. The basic idea is pretty simple – in many businesses there is a main number for the company and as an individual, you have either an extension or a direct dial number. So that's two.

In most cases, we add a third number for our "Voice Portal", explained further below. By using this number from outside your company you have access to

voicemail and other features. You will be glad to have it! The 'username' in the voice portal is your extension. When contacting the voice portal from your own phone this is assumed and is not prompted. However, if you contact the voice portal with the outside number you will be prompted for your extension. The default password is listed on password list provided to your phone administrator. Check with your phone administrator to confirm the outside Voice Portal access number and your password.

In addition to the voice portal, WANetics also provides a Web Portal that allows you to control every feature of your phone. The Web Portal login is typically either your direct dial number, if you have one, or your organization's main number plus your extension. The default password is listed on password list provided to your phone administrator. Check with your phone administrator to confirm your login name and password.

Voice Portal – Most of us are familiar with the processing of setting up and retrieving voicemail messages. WANetics has extended this concept to allow for the use of other features of your service in the same way. We call this function the "Voice Portal". The simplest use is the familiar case of dialing your own extension from your own phone to pick up your voicemails. However, voicemails can be retrieved from



outside of your office through the voice portal as well. In addition, you can change call forwarding options and “login” to your extension on someone else’s phone. You can even place calls from within the voice portal, masking the caller ID of the phone you are actually using.

The default extension for the voice portal is ‘1234’ (or ‘123’ if you have 3 digit extensions and ‘99’ if you have 2 digit extensions) and the default password is listed on password list provided to your phone administrator. You will probably be prompted for a new password the first time you enter the Voice Portal.

Unless you are satisfied with the default announcement and voicemail greeting you must setup your voice mail with the voice portal to record a personalized announcement of your name and your voicemail greeting.

You may also access the voice portal from outside your office by dialing your main number and selecting your extension. Press ‘*’ to enter the voice portal. You will be prompted for your password.

The default password is ‘856ADDR’ where ADDR is the your organizations street address. If in doubt, you should check with your phone administrator to confirm your password.

Web Portal – By using your web browser to login to our “web portal” you can control virtually every feature of your new phone service. Point your browser to:

waneticsweb.onvoip.net

Your login is typically either your direct dial number, if you have one, or your organization’s main number plus your extension. So if your company’s main number is 312 546-6000 and your extension is 1010 your login name for the web portal would be: ‘31254660001010’. Check with your phone administrator for your password. The default password is ‘wanADDR’ where ADDR is the numeric part of your organizations street address. If in doubt, you should check with your phone administrator to confirm your password.

For an animated overview of the various web port features visit www.wanetics.com | [Support](#) | [Animations](#) or click on this Shockwave Flash link:

[Web Portal How-To](#)

Call Manager – The web-based Call Manager can be used to control your phone more easily than using the full feature Web Portal. You can also place, receive and control calls, access your personal and group directories and more. To access the Call Manager, login to the Web Portal and select the “Call Manager” link in the upper right corner.



Toolbar – Your voice package may have included our Internet Explorer and Outlook Telephony Toolbar. This provides one-click access to control of forwarding, call rejection, find me-follow me features and dialing from your outlook directory. If not already installed on your computer the toolbar software can be downloaded from:

info.onvoip.net

Check with your phone administrator to make sure your are licensed for this feature. If not already setup, the second button, Options, should be selected followed by Accounts.

The Username is your Web Portal login and the Password is your Web Portal password.

If prompted during setup, the server name is:

waneticsweb.onvoip.net

Check with your phone administrator to confirm these settings.

The first button on the left is normally used to automatically login and logout. Once logged in, nearly all the features of the Web Portal can be accessed with just one or two clicks from the Toolbar. The Toolbar Quick Start Guide summarizes most these options.

The fourth, purple button is the Web Portal Auto-login feature which is a

very easy way to enter the Web Portal.

The most commonly used functions like forwarding, speed dial and directory functions are one click buttons. Most other functions are available by pressing the Services button and selecting a specific service to configure.

The Telephony Toolbar also introduces the idea of "CommPilot Profiles". This function allows you to preset profiles for common states like "In Office", "Out of Office", "Busy", etc in advance.

That way, you can decide in advance whether in certain situations you want calls to follow you to your cell phone, go straight to VM, get covered by an assistant, etc. Then with two clicks you can enable those settings whenever you want.

IF all of this is too much, don't worry! Just pick up your phone and make a call just as you would with any other phone. You can reach us at:

Phone:

312 546-6000
Support – select #2 from AA

Email:

support@wanetics.com