

Excell's secure Call Management Portal allows you to control your phone's features and call routing.

You can log on through any web browser and control how and where your phone rings, allowing you to choose the functionality that is most convenient for you.

excell[®]
people. technology. innovation.

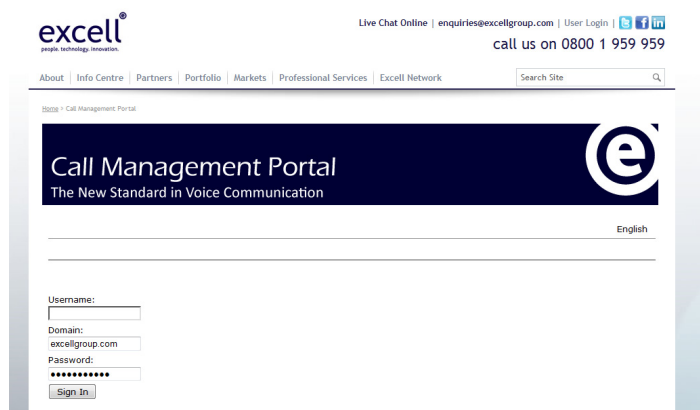
Call Management Portal

User Guide for Standard and Mobility Users

Logging In

The Call Management Portal is available through <http://www.excellgroup.com/default/call-management-portal.aspx> where you can login using your unique details. Alternatively, the portal can be accessed through the 'User Login' area of www.excellgroup.com.

Your user name, domain and password will be provided to you by your administrator, alternatively contact your Excell Account Manager. All Account Manager Details can be found at <http://www.excellgroup.com/about/account-management-team.aspx>.



The screenshot shows the login page for the Excell Group Call Management Portal. At the top, there is the Excell logo and contact information: "Live Chat Online | enquiries@excellgroup.com | User Login | call us on 0800 1 959 959". Below this is a navigation menu with links for "About", "Info Centre", "Partners", "Portfolio", "Markets", "Professional Services", and "Excell Network". A search bar is also present. The main heading reads "Call Management Portal" with the tagline "The New Standard in Voice Communication" and a logo featuring a stylized 'e' in a circle. Below the heading, there is a language selector set to "English". The login form includes fields for "Username:", "Domain:" (with "excellgroup.com" pre-filled), and "Password:" (with masked characters). A "Sign In" button is located at the bottom of the form.

Standard and Mobility Users

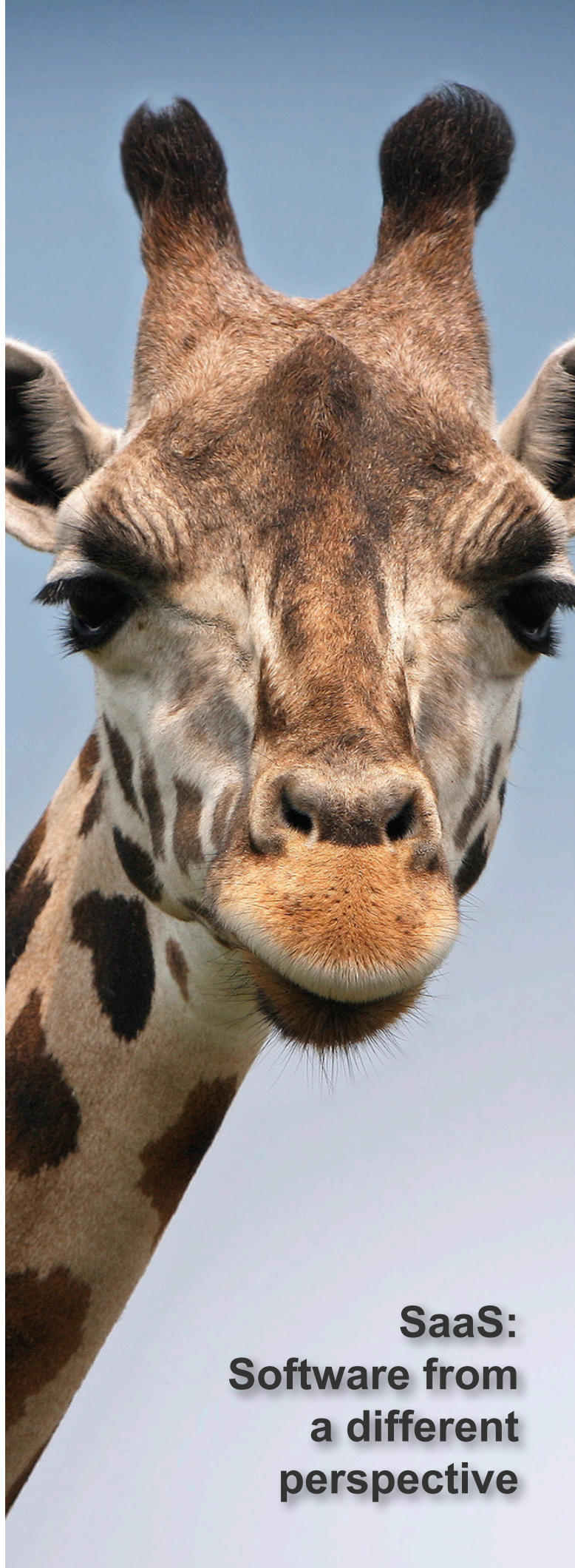
There are two user levels depending on the license that you have subscribed to. The 'Mobility' package enables greater functionality and flexibility to the user. The 'Standard' package is simply a scaled down version. Both levels of functionality are detailed in this document.

The Standard Portal

Click on the 'Service' tab and then 'Feature Settings'. From here you are able to quickly click the applications you would like to apply to your individual phone.

Quick settings for the standard portal include:

- Call Waiting
Allows you to receive a second call when you are already using the phone
- Calling Line ID Blocking
Your outgoing calls will not be identified



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Software from
a different
perspective**

- **Calling Name Retrieval**
Calling Name Retrieval looks up the name of a caller in an external database if the name did not arrive with the original call
- **External Calling Line ID Delivery**
Allows you to view the incoming caller ID information for a call from outside of your site
- **Internal Calling Line ID Delivery**
Allows you to view the incoming caller ID information for a call within your site

The Mobility Portal

Click on the 'Service' tab and then 'Feature Settings'. From here you are able to quickly click the applications you would like to apply to your individual phone.

Settings for the mobility portal include :

- **Anonymous Call Rejection**
Block calls from unidentified callers
- **Call Waiting**
Allows you to receive a second call when you are already using the phone
- **Calling Line ID Blocking**
Your outgoing calls will not be identified
- **Do Not Disturb**
Automatically forwards your calls to your voice messaging service, if configured; otherwise the caller hears a busy tone
- **External Calling Line ID Delivery**
Allows you to view the incoming caller ID information for a call from outside of your site
- **Internal Calling Line ID Delivery**
Allows you to view the incoming caller ID information for a call within your site
- **Voice Portal Calling**
Allows an authenticated user to originate calls from the Voice Portal

Detailed settings for the mobility portal include:

- **Call Forwarding**
Create call forwarding rules for Always, Busy, No Answer and Not Reachable situations, depending on which features are available in this feature package.

- **Call Forwarding Selective**
Allows you to forward specific calls matching a predefined rule to a different phone number.
- **Call Notify**
Sends an email containing the caller's name and phone number, when the call matches predefined rule
- **Distinctive Ringing**
Uses special ringing for intra-group calls or specific phone numbers.
- **Do Not Disturb**
Automatically forwards your calls to your voice messaging service, if configured; otherwise the caller hears a busy tone
- **Remote Office**
Remote Office allows you to manage your phone service while you are at a remote location
- **Selective Call Acceptance**
Create rules that will allow certain incoming calls
- **Selective Call Rejection**
Create rules that will block certain incoming calls
- **Simultaneous Ring**
Specify other phone numbers that should ring when your phone rings
- **Time Schedule**
Time schedule is used to support other features (e.g. Call Notify, Call Forwarding Selective, Distinctive Ringing, Selection Call Acceptance, Selective Call Rejection, Sequential Ring). A time schedule establishes a set of timeslots on which a feature can execute specific behaviour
- **Voice Messaging**
Voice Messaging allows you to specify how to handle your voice messages. Use unified messaging if you want to use your phone to retrieve voice messages. You can also just choose to send the message to your e-mail and not use the phone for voice messaging
- **Voice Portal**
Voice Portal allows you to set a Personalized Name (upload a WAV file to use as your name for Auto Attendant and Voice Messaging) and set voice portal auto-login option.

Should you need any more information please do call our technical support team on 0844 873 0200.

About Excell

With seven regional offices and a network of partners to deliver globally, Excell is a leader in the delivery of advanced corporate communications solutions. Our Next Generation Network delivers feature rich, robust technologies to address your complex business and technology challenges.

It is our unique position as an independent Service Provider and Systems Integrator, underpinned by our commitment to continually build innovative solutions which gives us such an advantage over our competitors. The decision to embrace and invest substantially in Next Generation Networking technologies, has been key to our success.

With no legacy infrastructure to distract from the task in hand, Excell's dynamic team of industry professionals has been able to build the ultimate 21st Century Network, uncompromised. Excell is driving tangible operational benefits, comprehensive fiscal savings and competitive advantage to clients by integrating our network with complimenting technologies from the worlds leading systems vendors.

With expertise and specialist capabilities across multiple industry sectors, Excell can be trusted to advise, deliver and support the most appropriate solutions from small businesses through to large global enterprises.

We see SIP trunks as paving the way to an all IP, all SIP world where businesses can work without geographical constraints, employees can contribute equally regardless of location, and everyone is reachable anywhere and anytime.

SIP trunking extends the notion of seamless connectivity within a business to customers, remote employees, and anyone working outside the corporate network. This is the next evolution of telecommunications – we look forward to sharing it with you.

Our Portfolio of Services

