Single Number Service User Guide

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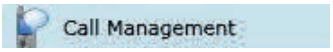
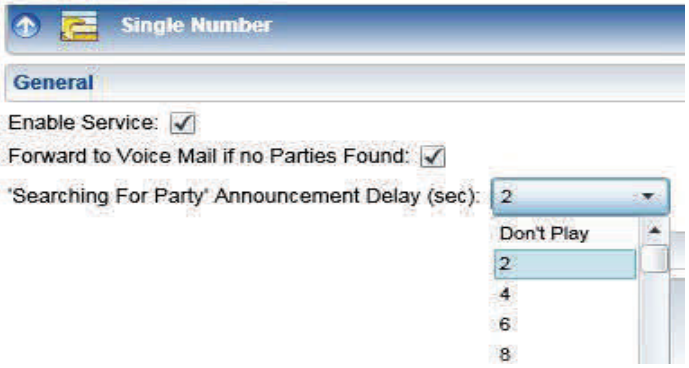
Accessing Single Number Service From The Web Portal (For Phone Administration see page 7)

- After logging into the Web Portal (vm.mygsc.com), click on the *My Settings Tab* to access your services.

- Single Number Service can be administered by clicking on the *Call Management* tab and then clicking on the *blue arrow* in the Single Number tab.



- The *Enable Service* box can be checked to turn the service on or unchecked to turn it off.



- If you check the *Forward to Voice Mail if no Parties Found* box and you subscribe to Granite State Communications' Unified Messaging Service, unanswered calls will be forwarded to your Voice Mailbox.

- If you want callers to hear a "Searching for Party" Announcement, you can choose to delay the announcement from 2—60 seconds or by choosing *Don't Play,* callers will not hear the announcement.

SETTING UP YOUR CALLING SEQUENCE

- The *Call Sequence* section is used to manage the list of phone numbers the Service will dial while trying to locate the subscriber. The *Call Sequence* list may contain a maximum of nine entries. Click on *Add* to open the Edit Phone Entry box which allows you to start entering numbers into your calling sequence.

- You can select up to 9 phone numbers that you want Single Number Service to contact by entering the 10 digit numbers in the *Number To Dial* field.

- The drop down *Order* field allows you to select the calling order for a specific number in your calling sequence. In the above example, the number is set as the first number the service will call in the search sequence. Phone numbers that share the same *Order* value will be dialed simultaneously.

- If you want Single Number Service to *Verify* that the subscriber is at a specific number, selecting *Yes* in the *Verify* field will trigger an "Attempting to locate (Subscribers Recorded Name* or Single Number Subscriber) , if that person is available , press "1", otherwise hang up." *If you are not a subscriber to Granite State Communications' Unified Messaging Service, callers will hear "Single Number Subscriber" instead of the subscribers recorded name.

SETTING UP YOUR CALLING SEQUENCE (CONTINUED)

- In the *Call Attempt Time* field, you can select the maximum number of seconds the service should wait for this number to answer before moving on to the next number in the list. The valid range for this field is 1 to 120 seconds. In the example below, with the *Call Attempt Time* set at 13, the service will let the number ring for 13 seconds before moving on to the next *Number To Dial*.

- In the *Call Delay Time* field, you can select the number of seconds the service should wait before dialing this number in the Call Sequence. The valid range for this field is 0 to 30 seconds. In the example above, with the *Call Delay Time* set at 0, the service will dial the number immediately.

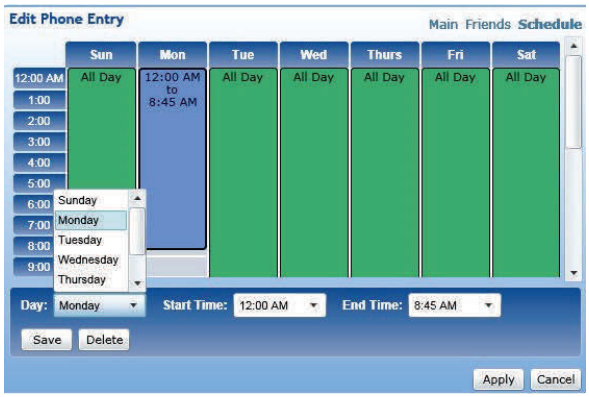
- If you would like to transfer calls between various numbers in the Single Number calling sequence, you can select a *Transfer Digit* number from the drop down menu for each number. In the above example, pressing *1 will transfer a call from another number in the calling plan to this number.

- Click on *Apply* to add a new number to the Single Number calling plan.

SCHEDULING FEATURES OF SINGLE NUMBER SERVICE

Single Number Service, when enabled, can allow you to restrict incoming calls to any of the numbers you have entered into your Calling Sequence. By clicking on the *Schedule* tab of the Edit Phone Entry window you will see a weekly calendar that you can use to define the time and days when this phone entry is available to accept incoming calls. By default, the *Schedule* calendar is set for the number to be available for incoming calls 24 hours a day, 7 days a week, and will remain so unless the schedule is changed.

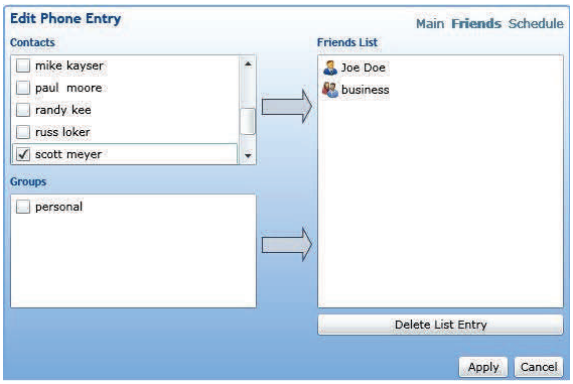
Use the drop down boxes to change the times and days of the week when this phone entry is available to accept incoming calls. In the example below, this particular phone entry is being set to accept incoming calls every day with the exception of Monday from Midnight to 8:45 AM. During this time, callers to this number will be forwarded to your Granite State Communications' Unified Messaging Service. If forwarding is not allowed, the caller will hear: "We're sorry, (subscriber name) or (the Single Number Subscriber) could not be located, please call back later."



- Once you have made your changes click on *Save* and then *Apply* to save your new schedule settings.

Using the Single Number Friends List

If you subscribe to Granite State Communications' Integrated Web Portal, you have the option of allowing specific contacts from your Integrated Web Portal contact list to override the incoming call restrictions that you have defined in the *Schedule* section.



- To add a contact or group to the Friends List, check the *box* next to the contact or group in the lists on the left-hand side and press the arrow button located to the right of the appropriate list. The checked items will be added to the *Friends List*.

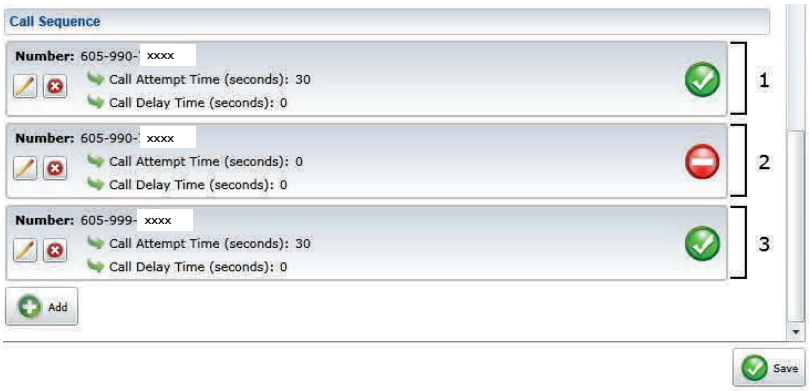
- Items can be removed from the Friends List by selecting them in the *Friends List* and pressing the *Delete List Entry* button located below the list.

- Once you have made your changes click on *Apply* to save your new *Friends List*.

Editing Call Sequence Entries

- To modify a number in your Call Sequence, click on the *Edit Button* in the phone number row you wish to change. An Edit Phone Entry popup window will be displayed. The Edit Phone Entry window functions the same as when adding a phone entry (see Page 4). Once the desired changes have been made, press the *Apply* button in the Edit Phone Entry window. The Edit Phone Entry window will be closed and the phone number row in the *Call Sequence* list will be updated with the changes.

- To remove a phone number from the Call Sequence list, press the *Delete* button below the phone number row you wish to delete. The row containing the phone number and its settings will be immediately deleted.



- The enable/disable button located on the right side of each phone number row in the Call Sequence allows the subscriber to quickly activate or deactivate phone numbers by clicking on the buttons instead of deleting and re-adding the entries.
- The *Green* button indicates the specific number is activated in the call sequence.
- The *Red* button indicates the specific number is disabled and will not be called by the Single Number Service.
- For any of your Call Sequence changes to take effect you must click on the *Save* button.

Phone Administration

Dial in to 603-XXX-9800 (using the first three digits of your phone number e.g., 529-9800, 495-9800, etc.) to find out if your service is *On* or *Off*. The automated phone administrator will ask you for your 10 digit phone number and your 4 digit Personal ID Number (PIN). Once verified you will be asked to "Press 1" if you would like to change the status of your service by turning it either *On* or *Off*. The announcement will then update you as to the current status of the service, at this point you can either change the status or hang up. You can change your PIN from the Web Portal Single Number General Tab by choosing a new one in the Admin Access PIN field.
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