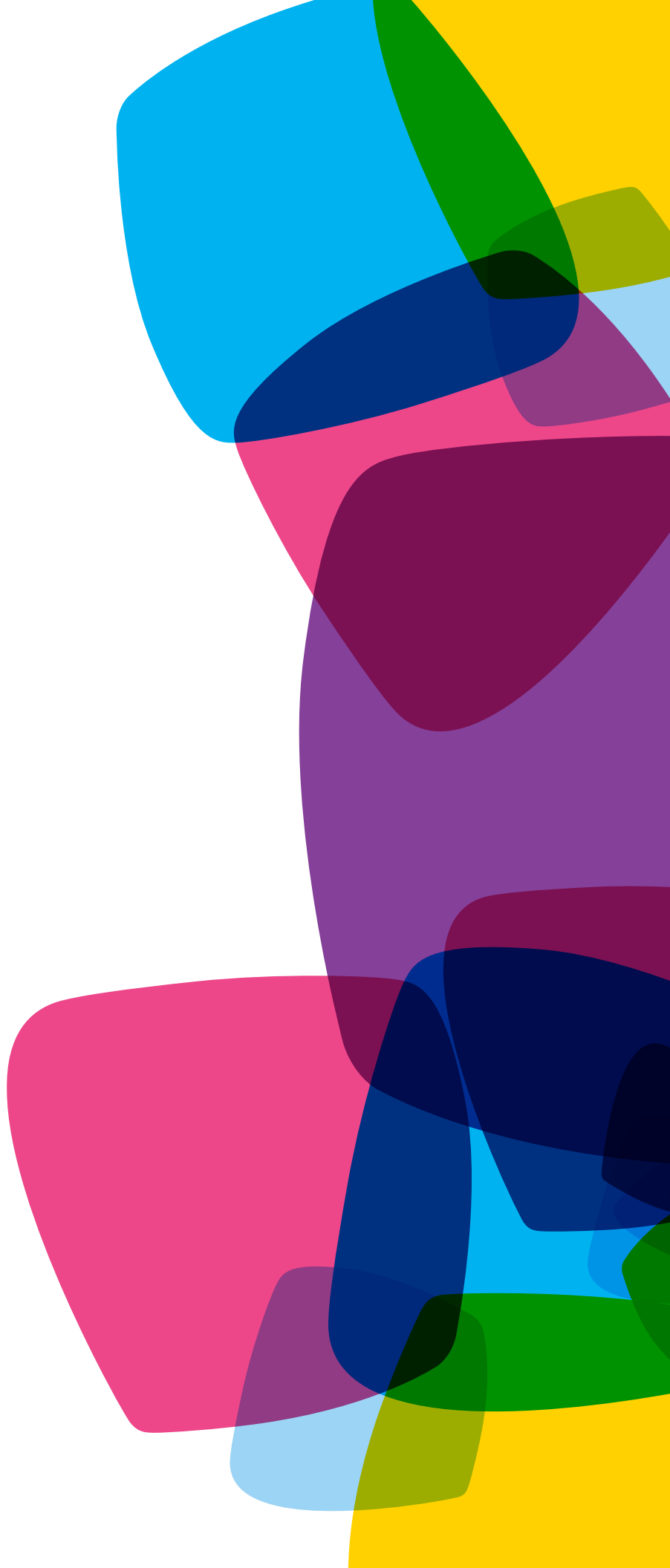


## XO VoIP Quick Start Guide

(for customers with IP Flex, IP Flex  
with VPN, and SIP services)

Welcome! As an XO VoIP services customer, you have a 24x7 access to the XO Business Center, our robust and easy-to-use customer self-service portal. The XO Business Center contains a full suite of tools designed to put you in control of your communications services by enabling you to manage invoices, trouble tickets and voice features online.



Save this Quick Start Guide and use it as a reference tool!

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

## Registering for a Business Center Account

If you purchased XO IP Flex, IP Flex with VPN, or SIP service, your XO Business Center login credentials will be issued and emailed to you automatically when your service is installed.

If you did not receive the emails with your username and password or misplaced them, you can register for a Business Center account anytime by visiting [bc.xo.com](http://bc.xo.com) and clicking on [Register Today](#) (you will need the account number from your XO invoice or XO service installation email to complete your registration).

## Need Assistance?

If you have trouble accessing your account or have questions, call XO Customer Care toll-free at the number shown on your invoice or dial (800) 421-3872.

## Accessing Business Center -- Online and On the Go

To log into your existing account, go to [bc.xo.com](http://bc.xo.com). You can also access the Business Center by visiting [www.xo.com](http://www.xo.com) and clicking on the [Customer Login](#) button in the upper right corner of the home page.

**Mobile Business Center:** You can quickly create repair tickets, view ticket status and make ticket updates (e.g., add notes, change access hours, or request closure) from most web-enabled mobile devices. Go to [mbc.xo.com](http://mbc.xo.com) to get started! *You have to be a registered Business Center user to use the Mobile Business Center.*



## Business Center



Welcome to the next generation of the XO @ Business Center—a powerful, self-service portal that enables you to get even more from your XO services. Pay your invoices, open repair issues, and much more. Business Center is more robust than ever and available any time, day or night.

If you are an existing Business Center user, sign in now to start using the new features. If you haven't registered yet, [Learn More](#) or [Register today](#).

### Sign-in to your Account

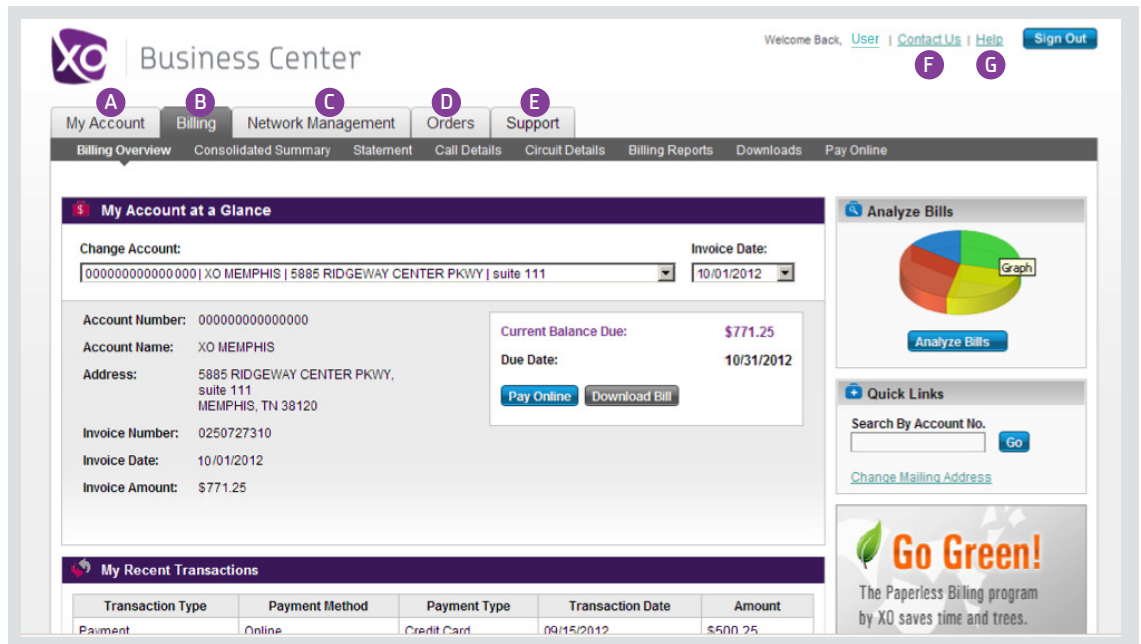
User ID:

Example: (jsmith1)

Password:

[Sign In](#) [Forgot Password?](#)

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## XO Business Center Navigation

The top navigation bar takes you to the main functional areas within the Business Center: My Account, Billing, Network Management, Orders, Support, Contact Us, and Help.

### A My Account

This [Overview](#) page displays up to five Billing Locations with the current balance due for each, and five of your most recently submitted support requests and trouble tickets. You can also perform searches to display information on service locations, trouble tickets and telephone numbers/circuit IDs.

In the [Manage Users](#) section you can create and approve new Business Center users, and view and update the existing users' status. Go to [My Profile](#) section to update your account information or change your password. In the [Notification Preferences](#) section you can sign up to receive network outage and proactive maintenance notifications, and billing email alerts and reminders.

### B Billing

View current balance due, invoice date, and due date for each of your accounts. Access and download up to 13 months of account statements and call detail in your choice of PDF, CSV or XML formats. [Go Green](#) by signing up for paperless billing. Pay your bills online or set up automatic payments.

### C Network Management

Preview Repair and Networking activity via convenient dashboards. Create trouble tickets and view/update their status. View and export your XO circuit inventory and active circuit alarms. Access a near-real time interactive map of your active circuit alarms. View and receive network outage and maintenance notifications.

### D Orders

View your orders and their status, learn about the service installation process, export all orders at the account level or location level, get a detailed view of each order and all related orders, access order summaries, and accept/decline your orders\*.

*\*for Enterprise SIP orders only*

### E Support

Use the [Message Center](#) tab to access the list of all issues submitted within the last 90 days. Search for and display details of each Network Alert, trouble ticket or billing inquiry by clicking on the reference number. Access the online Knowledge Base for answers to frequently asked questions by clicking on the [Help](#) tab.

### F Contact Us

Submit issues to XO Customer Care; initiate trouble tickets and check their status; contact XO Customer Care agents.

### G Help

Access the online Knowledge Base for answers to frequently asked questions and troubleshooting advice. Search by topic for up-to-date billing, troubleshooting and support information.

## Managing Your Services

The Location Details page lets you access the tools to manage your VoIP services ([Online Feature Management](#)), view your DIA circuit performance ([XO Stats Usage Reporting](#)), or update your website online ([XO Gateway](#)).

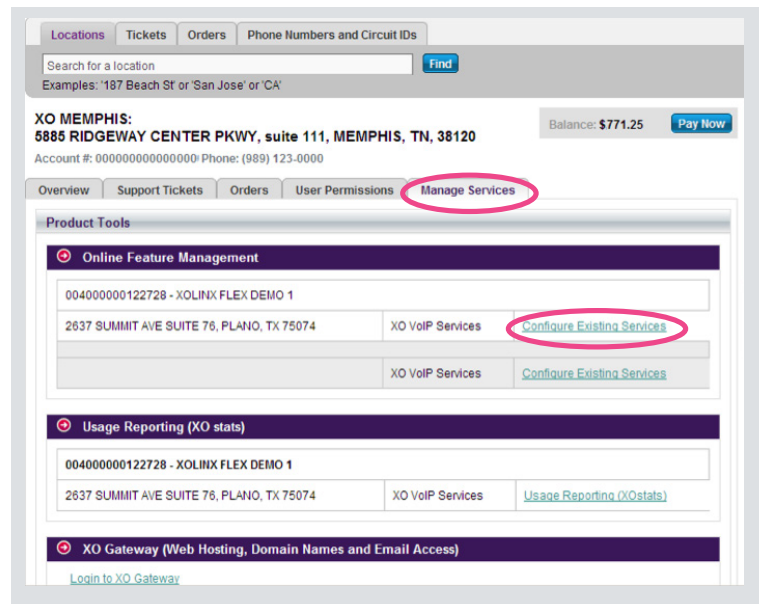
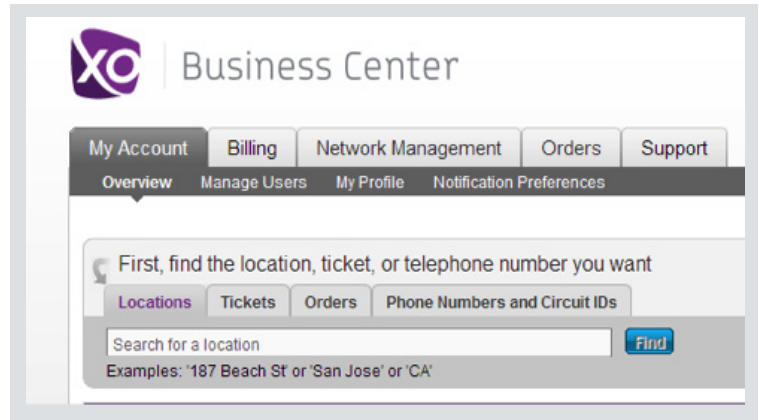
First, search for the desired service location by entering the street address, city, or state in the search bar and clicking [Find](#). If multiple locations match the criteria, a list of locations will be displayed. Select the desired location from the list.

You can also click on the location address if it's shown on the list of the [Most Viewed Locations](#) below the search bar.

## Location Details Page

Once the [Location Details](#) page is displayed, access the tool you need by clicking on the appropriate tab underneath the location address.

To access [Online Feature Management](#) and begin managing your voice features, click on the [Manage Services](#) tab, then click on the [Configure Existing Services](#) link.



# Online Feature Management (OFM) Overview

**Online Feature Management** lets your group administrator quickly and easily access and configure services and telephone features on your organization's phone lines, including:

- Set Up Call Forwarding
- Reset Voicemail Passcodes
- Configure Hunt Groups and Incoming Call Routing
- Manage Contact Center
- Manage XO Anywhere licenses
- Bulk Upload Account Codes
- Edit Phone Numbers Displayed in Caller ID
- Set Up Automatic Call Routing

Here are just some of the features available with your XO VoIP service:

**XO Anywhere** – a unified communications feature that allows your remote and on-the-go workers to work from anywhere as if they were in the office.

**Call Forwarding** – automatically forwards all your incoming calls to a single phone number

**Hunt Group** – automatically processes incoming calls received by a single phone number and distributes them among a group of users or agents

**Incoming Call Routing** – a series of defined telephone numbers organized so that when a phone number is busy, the call is forwarded in sequence until a free telephone line is found

**Auto Attendant\*** (also known as automated receptionist) -- answers the phone and routes incoming calls

*\*Optional feature, additional charges apply*

## OFM Navigation

### 1 OFM Home

#### Telephone Number/Location Search

Search for your locations or telephone numbers for quick access to the features you want to manage or configure. Enter full or partial address or phone number and click **Find** to get started.

#### OFM Dashboard

#### Locations (also known as Service Locations)

Click on any of the locations shown on the OFM Dashboard to configure and change location-wide features, such as Auto Attendants, Account Codes and Hunt Groups.

#### Recently Viewed Locations/Numbers

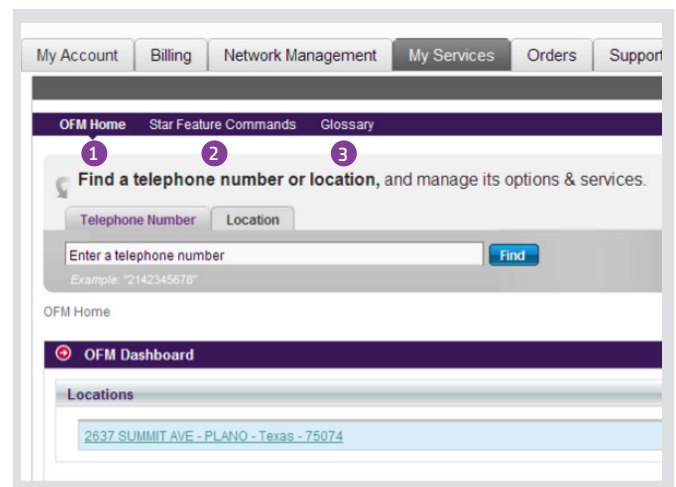
This section lists recently accessed locations and phone numbers.

### 2 Star Feature Commands

Click on the **Star Feature Commands** tab to see the complete list of available phone feature codes and their descriptions. Star codes are shortcuts that enable or cancel features on your telephone. They are called star codes because each code begins with an asterisk (\*).

### 3 Glossary

Click on the **Glossary** tab to see the complete list and descriptions of services and options – both for groups and individual users -- available with your XO VoIP services.



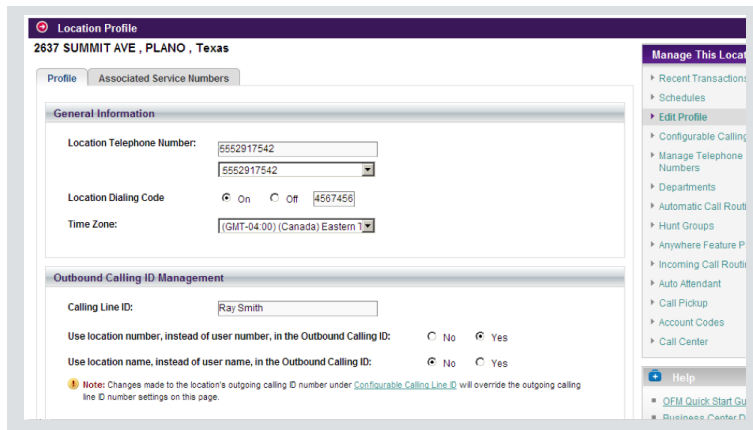
## Location Profile

### Manage This Location Menu

The navigation menu located on the right side of each Location Profile page displays only the services and features you've purchased that are available at that location.

### Additional Services

A listing of VoIP services and features offered by XO but not yet ordered.



## User Phone Lines

Click on the [Associated Service Numbers](#) tab on the Location Profile screen to view the individual telephone numbers assigned to each of your locations. For easy identification, you can give each phone number a unique name such as "John Smith" or "Fax Machine." Standard features, such as call forwarding and call waiting, can be configured for each User Phone Line.

Phone Number	Name	Address	City	State	Zip
(555) 291-7540	Gina Canaday	2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7541		2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7542		2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7543		2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7600		2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7669		2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7670		2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7671	5552917671 User	2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7672	5552917672 User	2637 SUMMIT AVE	PLANO	Texas	75074
(555) 291-7673	5552917673 User	2637 SUMMIT AVE	PLANO	Texas	75074

# Quick Tips

## **Making Outbound Calls**

Please ensure that all users of your XO VoIP service are dialing 10 digits for all calls. Users should not dial a “1” before any call. Credit card and fax machines, modems and other customer-based equipment must be programmed for 10 digits only.

## **Hunt Groups vs. Incoming Call Routing**

Available with IP Flex Service, a Hunt Group assigns a pilot number (virtual number assigned to your location) that will guide an incoming call to the appropriate employee. An administrator cannot create a new Hunt Group via Online Feature Management because a new telephone number is required. Therefore, to add a new Hunt Group, an order must be placed with XO Customer Care. Incoming Call Routing allows the administrator to assign multiple telephone numbers to a “call forward busy” group. If any number in the Incoming Call Routing group is busy, the call will roll to the next line listed in the series until it is either answered, goes into voice mail or the calling party disconnects.

## **The Voice Portal Overview (Setting up Voicemail and Phone Features)**

The Voice Portal Number provides access to voicemail, remote access to call forwarding, and associated greetings. The Voice Portal number is a unique telephone number assigned by XO. You can use the number to retrieve voicemail or to configure some calling features from the Voice Portal. Consult the Personal Voice Portal Quick Start Guide for instructions.

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