



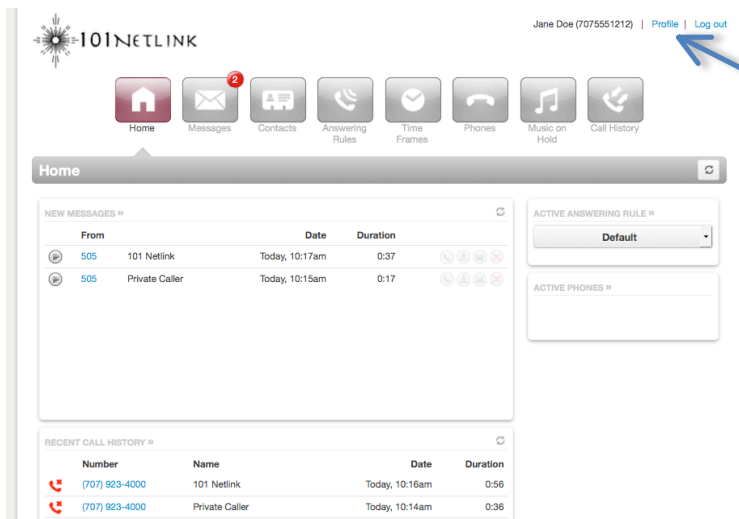
101Netlink Phone Service Online Account Quick Start Guide.

Customer Online Portal

Thank you for choosing 101Netlink's digital, Voice Over IP (VOIP) phone service! To get started please login to your online account to view the features of your new phone service.

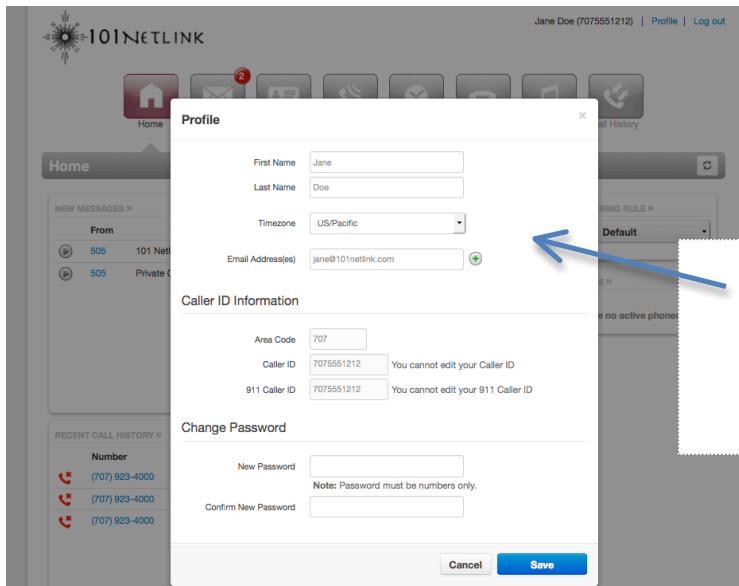
Online phone account website: <https://phone.101netlink.com>

Your login details were provided by email when you began service. If you need assistance with your login details contact our Support Department: 707-923-4000 x2 or email: voip@101netlink.com.

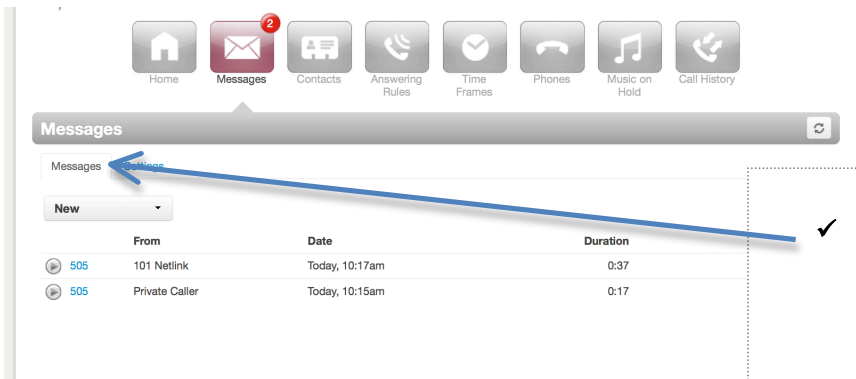


From the Home Page Click On:

1. **Profile**
 - a. Change Name
 - b. Change Email or Add Emails (All voicemails will be emailed to addresses entered here)
 - c. Change Account Password
2. **Messages**
 - a. Enable/Disable Voicemail
 - b. Record/Listen/Select Greetings
 - c. Change Voicemail to Email options
 - d. View Voicemail Messages
 - e. Listen to Voicemail Message
 - f. Delete Voicemail Messages
3. **Answering Rules**
 - a. Create Rules for Incoming Calls
 - b. Allow/Block Calls
4. **Time Frames**
 - a. Create Rules for Incoming Calls
 - b. Allow/Block Calls



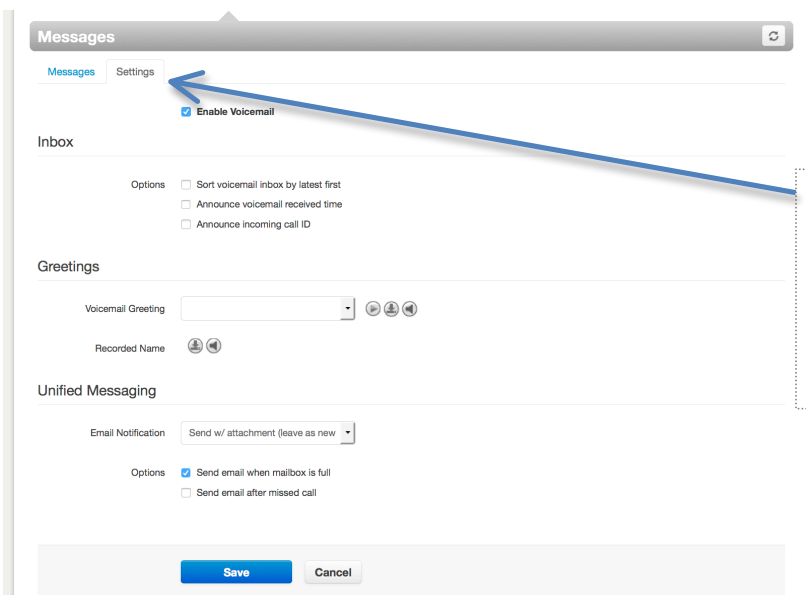
- ✓ **Profile**
- Change Name
 - Change Email or add Emails
 - Change Account Password



- ✓ **Messages > Messages**
- View Voicemail Messages
 - Listen to Voicemail Message
 - Delete Voicemail Messages

Your voicemail box comes with 25MB of storage. This space will fill up with approximately 60-100 messages. If you do not make any changes to your Email Notification or you do not delete your voicemail from your 101Netlink phone line, your voicemail box will fill up over time and you will need to delete them.

If you select: Send w/attachment (move to trash), your voicemails will be emailed to you and then deleted from your 101Netlink phone account automatically. This option will not delete your email.



- ✓ **Messages > Settings**
- Enable/Disable Voicemail
 - Record/Listen/Select Greetings
 - Change Voicemail to Email options
 - Enable Full Mailbox Email Notification
 - Enable Missed Call Email Notification



✓ Answering Rules

- Create Rules for Incoming Calls
Eg: Call Forwarding/Simultaneous ring, Do Not Disturb, Call Screening
- Allow/Block Calls
- Select ring time (default is 25 seconds)

Answering Rules / Jane Doe (7075551212)

Ring for 25 seconds

Allow / Block Add Rule

Time Frame

Description

Time Frame	Description
Default Active	Simultaneously ring (707) 555-1212, 1 (707) 555-1000 Forward when unanswered to (707) 555-1212

About Allow/Block

If **Do not disturb** is selected in your Rules, all calls are routed to the your voice mail box. For **Call Screening**, the system will ask the caller to record their name and then a call is placed you. You then have a choice of answering the call or sending it to voice mail. Upon clicking on the **Allow/Block** button the following box will pop up. Enter numbers you wish to **Allow** and **Block**. Calls from numbers saved to **Allowed Numbers** are not subject to **Do not disturb** or **Call screening**.

Add a Timeframe

Name Note: Name cannot be changed

When Always Certain days of the week and times

Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Specific dates or ranges

Cancel Save

✓ Time Frames

Whenever you create an Answering Rule, you will apply a Time Frame to the Rule. There are three different time frames that can be created.

- Always
- Certain days of the week and times; e.g., work hours or weekends
- Specific dates or ranges; e.g., observed holidays or vacation schedules