

**coms.net™**

## **Internet Telephony**

# **User Guide**

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## **1. Welcome to Coms.Net**

Voice over IP (VoIP) is a new technology which allows you to make voice telephone calls over the Internet.

Armed with your Coms.Net VoIP extension details and an Internet telephone you can begin making calls, and need never use a traditional telephone line ever again!

In every case, your ability to make VoIP telephone calls relies on your access to a broadband Internet connection either directly or indirectly via your local area network (LAN).

There are three types of Internet telephony devices that you can use over broadband to make and receive calls:

- **Software phones or 'softphones'**  
These are applications that you install on your desktop which are used in conjunction with either a headset or a microphone and speakers.
- **Hardware phones or 'IP phones'**  
These are special devices that look and behave just like a normal telephone except that they have an Ethernet port for connection straight on to your local computer network.
- **VoIP adapters**  
These are devices which provide an interface for VoIP calling. On one side they have an Ethernet port for connection to your local computer network, and on the other side they have a normal phone port so that you can connect and use a normal, traditional phone handset or DECT base station.

You can use any available SIP-compatible device or program for making and receiving calls. If you do not have easy access to any phones then you are welcome to use the free X-Lite softphone available from [www.xten.com](http://www.xten.com) (for more help using this program see below).

To configure your chosen phone for calling you simply need to enter:

- Your VoIP extension number (which will begin with **510...**)
- Your VoIP password (confirmed by Coms.Net or your Site Administrator)
- Your SIP server (also called proxy server or registrar) **[sip.coms.com](http://sip.coms.com)**

For further assistance in configuring your chosen VoIP phone you should approach your local IT administrator, or alternatively contact the manufacturer or the retailer for assistance.

This document guides you through the use and configuration of your Com.Net extension number using the online **[cp.coms.net](http://cp.coms.net)** interface.

## 2. Online Account Management

To access your account online go to <https://cp.coms.net>. You will be asked for your login details.

Login   
Password   
  
[I've forgotten my password](#)

(Demo Login: "demo" with password: "demo123")

Enter your login (the same as your VoIP extension number) and your password and press the **Log In** button to gain access to your account. (If you have forgotten your password then click on the link provided to have it e-mailed to you.) Once you have logged in successfully a welcome message will appear.

<a href="#">Home</a>	<b>Voice Home Page</b> <b>Manage your account from here:</b> <ul style="list-style-type: none"><li>• Set call forwarding options</li><li>• Set Voice Mail options</li><li>• Record your Voice Mail Greeting message</li><li>• View the itemised list of your call records</li><li>• Add credit to your account</li><li>• Change your password</li></ul>
<a href="#">My Details</a>	
<a href="#">Call Forwarding</a>	
<a href="#">Voice Mail</a>	
<a href="#">Call Records</a>	
<a href="#">Add Credit</a>	
<a href="#">Advanced</a>	
<a href="#">Change Password</a>	
<a href="#">Log Out</a>	
<a href="#">Help</a>	

### 3.1 My Details

The menu option **My Details** allows you to check and update your personal contact information.

### 3.2 Call Forwarding

The menu option **Call Forwarding** allows you to check and set your call forwarding options.

Call Forwarding

Save/Add	Description	Number	Ring for, sec	Off	Delete	Edit	Up	Down
<input type="button" value="+"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>				

There are no forwarding options set by default. If you require call forwarding, you can drop down the **Call Forwarding** box to select forwarding **Always** (all the time) or **When Unavailable** (when the phone is offline or not answered).

Then click on the  button and enter a target **Description** and **Number** for the forward. Press  to save the entry.

Please note that if you specify a real telephone number as a forwarding target then you must include the country code for that number, including 44 if it is a UK number. In the following example below, the user has selected forwarding to a UK land line, a UK mobile and then a French number.

Call Forwarding Enabled

Call Forwarding When Unavailable

Save/Add	Description	Number	Ring for, sec	Off	Delete	Edit	Up	Down
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>				
	Land Line	442071234567	30					
	Mobile	447123456789	30					
	Overseas	331234567890	30					

The **Timeout** is the number of seconds which the system will call the given forwarding number before giving up. Note that if your phone remains online and you have selected **When Unavailable** then it will ring for 30 seconds before attempting the call forwarding. (Also note that if you select a mobile number as a target then the connection time will be longer, and you must ensure that you set the **Timeout** to at least 30 seconds for the forwarded call to complete.)

As shown above, if you enter multiple numbers then you can set their order using the **Up** and **Down** arrow buttons. The system will try each entry in order from top to bottom, and if the call is still not answered after trying all forwards, then the caller will be directed to your voice mail instead.

### 3.3 Voice Mail

The menu option **Voice Mail** allows you to configure your voice mail greetings and settings.


Forward Voice Messages / Fax to Email?  E-Mail

Pick up VM by phone: announce date & time  Auto Play

Greeting 1

Greeting 2

Name

Standard  

Caller Will Hear

The person you are trying to reach is not available. Please leave a message. + Beep

If your VoIP phone is offline or not answered (and any call forwarding options are exhausted) then the system will forward the caller to your voicemail. By default the system plays a default message and then stores the message online for collection.

Rather than using the default system greeting you may instead record and upload one of your own. Once you have obtained a suitable greeting message file (a .wav, .au or .ogg file 2MB or less in size) you should select one of the available custom greeting entries in the menu and then press **Browse** to find and upload your greeting file., e.g.:

Greeting 1 

You will know when you have new voicemail messages because the dial tone in your VoIP telephone handset you will ‘stutter’ before becoming the normal continuous dial tone that you would expect to hear. (Some VoIP phones will also display a light or an alarm to say that there are messages waiting.) You can listen to your messages by dialling \*99 (or your own extension number) in your VoIP phone and then following the instructions provided.

However, as an alternative to listening to your messages in the above fashion you can instead configure the system to deliver each message as an audio file to your e-mail inbox. To do this simply tick the box marked **Forward Voice Messages/Fax to Email** and specify your E-Mail address, e.g.:

Forward Voice Messages / Fax to Email?  E-Mail

When making any changes to your voice mail settings, always ensure that you press the **Save Changes** button afterwards, or otherwise your changes will be lost.

### 3.4 Call Records

The menu option **Call Records** allows you to examine the itemised call history of your account.



The screenshot shows a web form titled "Call Records". It contains two date selection fields: "From Date" with the value "2005-06-08" and "To Date" with the value "2005-06-09". Both fields have a calendar icon to the left and a "YYYY-MM-DD" label to the right. Below these fields is a button labeled "Show CDRs".

Simply select the period that you will like to see calls for, either by entering the dates manually or by clicking **From Date** or **To Date** to access the system calendar.



After selecting the appropriate time frame press the **Show CDRs** button to see your calls.

### Call Records

Account	<b>5101234740</b>	Balance	<b>-0.05906 GBP</b>
Total Charged Time, min:sec	1:44	Opening Balance	<b>0 GBP</b>
Total Charged	0.05906 GBP	Charged by	<u>SIP services</u>
Total Credits	0 GBP	Type	Credit
Total Transactions	2	From	2005-06-08 00:00:00
		To	2005-06-10 00:00:00

From	To	Country	Description	Date/Time	Charged time, min:sec	Amount, GBP
5101234740	448452292222	UNITED KINGDOM	UK-Local 0845	2005-06-09 10:39:13	0:52	0.02953
5101234740	448452292222	UNITED KINGDOM	UK-Local 0845	2005-06-09 10:36:48	0:52	0.02953

The system will show you a summary of your charges and your payments, with the selected calls listed underneath.

### 3.5 Add Credit

If you have been provided with a VoIP extension as part of a **Single Site** or **Multi-Site** package then you may ignore this section as your Site Administrator will instead look after the credit for your company's account.

If however you are using a **Solo Worker** account then you will need to use the **Add Credit** menu option to add credit directly to your extension so that you may continue to make and receive calls.

To make a payment simply check your listed card details, enter the amount you wish to pay in the box provided and then press the **Make Payment** button to complete the transaction.

If you have not yet entered any payment details onto this page then you must do so and select **Save Credit Card Details** before you can actually make a payment. If your cardholder address is the same as your contact address then you can press **Same As Address Info** to port these details across automatically.

## Add Credit

Preferred Payment Method

---

Credit Card No.  \*

Exp. Date  /

CW

Name on Card  \*

Address  \*

City

Country

Postal Code  \*

---

Amount (GBP 10.00 Minimum)

NB If you are using a new credit card, please save your credit card details in our system before you click 'Make Payment'.

### 3.6 Advanced

The **Advanced** menu option allows you to see (but not change) the details you need to be able to make VOIP calls. This section should also detect and display the type of VoIP phone you are currently using.

### 3.7 Change Password

The **Change Password** menu option allows you to change your password for web access to your account.

Old password	<input type="password" value="....."/>
New Password	<input type="password" value="....."/>
Retype New Password	<input type="password" value="....."/>
<input type="button" value="OK"/>	

Please note that this does not change your VOIP password. If for any reason you need to change your VOIP password then please contact your Site Administrator (for Single Site and Multi-Site users) or Coms.Net directly (for Solo users) for assistance.

### 3.8 Log Out

This menu option logs you out back to the [cp.coms.net](http://cp.coms.net) login page.