

Zipty Fiber Hosted Voice

End-User Portal Instructional Guide

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Log in to your End-User Portal

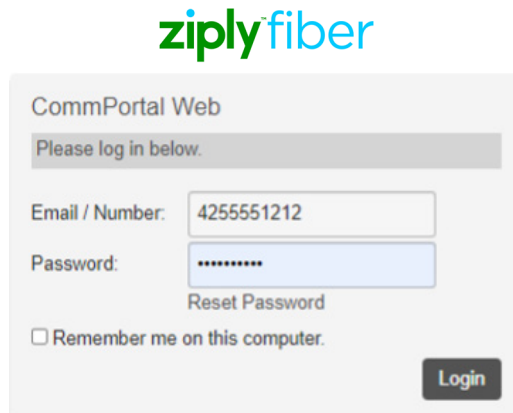
Step 1. Using any web browser, enter the following URL: <https://um.ziplyfiber.com>

Step 2. Log in using:

Username: 10-digit phone number or email address

Password: See your Hosted Voice Administrative contact

To avoid having to manually add these credentials each time you log in, select “Remember me on this computer.”



End-User Portal Dashboard

Quick Navigation

The portal’s most popular links are accessible at the top the of the screen (click to access):

Home

Messages and Calls

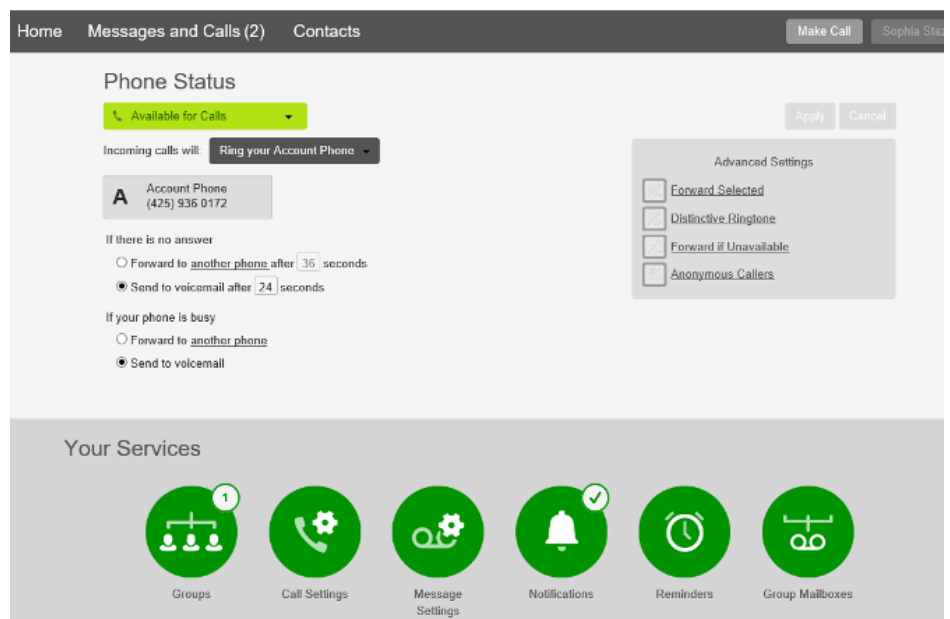
Contacts

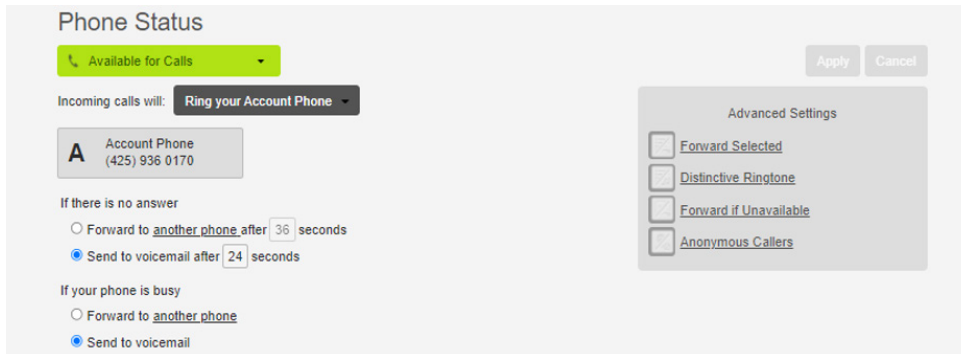
From the Dashboard:

- Set Availability
- Set Incoming Call Flow
- Set Advanced Settings

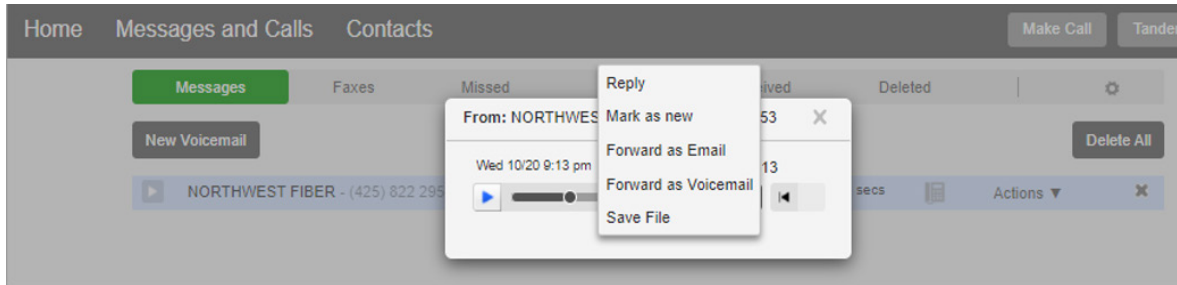
Your Services:

- Groups
- Call Settings
- Message Settings
- Notifications
- Reminders
- Group Messages

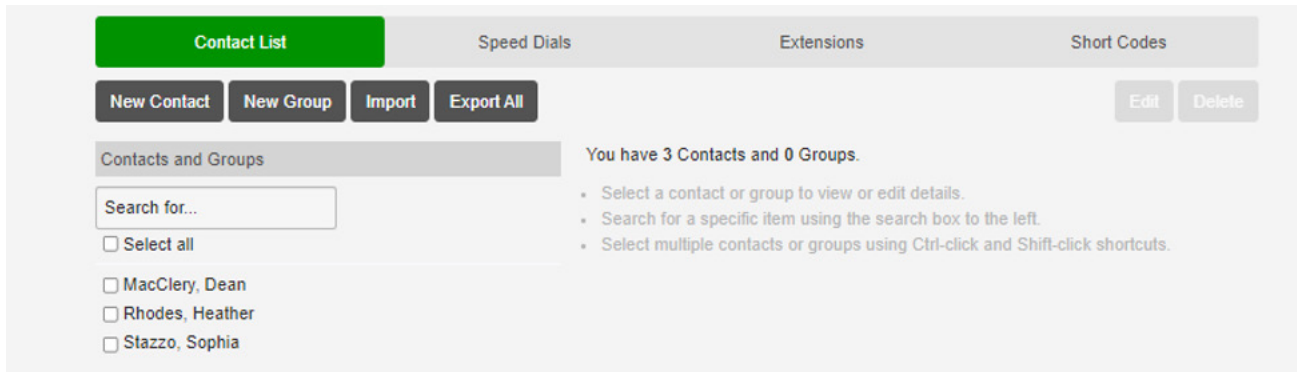




<h3>Phone Status if there is no answer</h3>	<p>Available for Calls (default setting)</p> <p>Do Not Disturb:</p> <ul style="list-style-type: none"> • Select the drop down to change the status • Select Allow Priority Callers to allow certain callers to call through while Do Not Disturb is enabled • Select Apply to save changes
<h3>Incoming Call Settings</h3>	<p>Ring your Account Phone (default setting)</p> <p>Ring your Phones in Order Ring any numbers in a specified order</p> <p>Ring your Phones Together Ring any numbers simultaneously</p> <p>Forward to another Phone Automatically forward all incoming calls to another number</p>
<h3>If your Phone is Busy</h3>	<p>Incoming calls will go to voicemail (default setting)</p> <ul style="list-style-type: none"> • Default is 36 secs (6 rings) • Modify the ring length by changing the seconds (5 secs per ring) <p>Forward calls to another number instead of going to voicemail</p>
<h3>Advanced Settings</h3>	<p>Forward Selected - Forward callers who match the Forward List</p> <p>Reject Selected - Reject callers on the Rejected Selected List without going to voicemail</p> <p>Distinctive Ring - Distinguish incoming calls using the Distinctive Ringtone</p> <p>Forward if Unavailable - Forward calls if your phone is unavailable, or has become unplugged</p> <p>Anonymous Callers - When enabled, this feature will deny any incoming caller with hidden Caller ID</p>



<p>Messages</p>	<p>Message inbox:</p> <ul style="list-style-type: none"> • View, listen and send voicemails • Time Stamp of date and time a message was left <p>Modify voicemail: Select Actions, then choose from options:</p> <ul style="list-style-type: none"> • Reply • Mark as New • Forward as Email • Forward as Voicemail
<p>Faxes</p>	<p>Fax inbox: View the originating fax number, time stamp and total pages faxed</p> <p>Fax options:</p> <ul style="list-style-type: none"> • Mark as New • Forward as Email • Forward as Fax (forward the fax to coworkers)
<p>Missed</p>	<p>All missed calls with a time stamp will appear here</p> <ul style="list-style-type: none"> • Add an unrecognized missed call as a contact • Place a call using Click to Dial
<p>Dialed</p>	<p>All dialed calls with a time stamp calls will appear here</p>
<p>Received</p>	<p>All received calls with a time stamp calls will appear here</p>
<p>Deleted</p>	<p>All deleted calls and deleted voicemails will appear here</p> <p>Deleted Options: Restore voicemails or Delete Permanently</p>



Contact List Speed Dials Extensions Short Codes

New Contact New Group Import Export All Edit Delete

Contacts and Groups

Search for...

Select all

MacClery, Dean

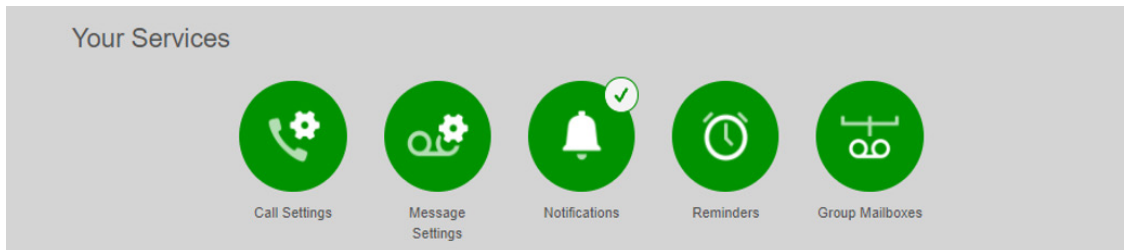
Rhodes, Heather









Stazzo, Sophia


You have 3 Contacts and 0 Groups.

- Select a contact or group to view or edit details.
- Search for a specific item using the search box to the left.
- Select multiple contacts or groups using Ctrl-click and Shift-click shortcuts.

<p>Add</p> <p>Edit</p> <p>Delete</p> <p>New Group</p> <p>Import</p> <p>Export</p>	<p>Add a new contact to your contact list A contact added in the End User Portal will be available on all devices this user is assigned to.</p> <p>Select the contact name, then select Edit</p> <p>Select the contact name, then select Delete</p> <p>Create a Group Name and add members</p> <p>Import contacts using the CSV file</p> <p>Select the export mode, then select Export</p>
<p>Speed Dials</p>	<p>To add a new speed dial entry:</p> <ul style="list-style-type: none"> • Using the Speed Dial drop down, select number 2 to 49 • Add a ten-digit phone number • Select Add
<p>Extensions</p>	<p>Use extensions to quickly dial other numbers in the Business Group</p>
<p>Short Codes</p>	<p>Short codes allow you to quickly dial common numbers created by the Business Group Administrator</p>



 <h2>Groups</h2>	<p>Groups show which members from the Business Group that are part of a Hunt Group and Call Pick Up Groups.</p> <ul style="list-style-type: none"> • Hunt Groups:  indicates logged-in, and  logged-out. • Call Pickup Groups: Members within this group are always available for calls
 <h2>Call Settings</h2>	<ul style="list-style-type: none"> • Set inbound and outbound Caller ID • Set call forwarding capabilities
 <h2>Message Settings</h2>	<ul style="list-style-type: none"> • Set forwarding of messages • Add an email address that will be used with Voicemail to Email • Set preferred voicemail accessibility • Record your personal and group voicemail greetings • Set preferred voicemail greeting • Set specific greeting based on business hours
 <h2>Notifications</h2>	<ul style="list-style-type: none"> • Enable/Disable Message Waiting Indicator (MWI) notifications • Set the email notifications of message and faxes as emails
 <h2>Reminders</h2>	<ul style="list-style-type: none"> • Enable reminders for this user • Create a new Reminder that includes: <ul style="list-style-type: none"> • Reminder Description • Phone number to notify • When reminder occurs • Time of day the reminder is sent • Record the Reminder message
 <h2>Group Mailboxes</h2>	<ul style="list-style-type: none"> • Create a new secondary user to access this voicemail box • Add first and last name of this mailbox user • Assign a PIN number this user will use when calling in from a phone • Create and assign password to use when accessing the primary voicemail box

Personal Details Tander DiDinato Devices	Security Change Password Change Call Services PIN Configure Account Email  Change Voicemail PIN	Support Help Downloads Send Feedback
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Personal Details

Devices	See the telephone number assigned and set soft keys
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Security

Change Password	Change password for End-User Portal and Ziplly Communicator App
Configure Account Email	Use an email address to log in to the End-User Portal instead of using phone number to reset your password
Change Voicemail Pin	Change the password used to log into your voicemail

Support

Help	Access your End-User Portal's Help Menu to learn more about the calling features and user settings
Downloads	Software repository where you can download the Ziplly Communicator Desktop and Mobile Apps
Send Feedback	Submit feedback on End-User Portal to Ziplly Fiber's Voice Engineering team