



Save this QuickStart Guide and use it as a reference tool!

USER NAME: \_\_\_\_\_

PASSWORD: \_\_\_\_\_

HELP: 800-421-3872 or send an email to Customer Care from the Business Center: [www.businesscenter.xo.com](http://www.businesscenter.xo.com)

# XOptions® Flex QuickStart Guide

## Online Feature Management

Welcome. XOptions® Flex customers can utilize a full suite of online services available through the XO® Business Center, including the Online Feature Management tool.

- Once your service has been installed, you will have access to the XO Business Center.
- If you have not done so already, please login to your Business Center account: [businesscenter.xo.com](http://businesscenter.xo.com)
- You will be required to enter your User ID and Password that you received in your "XOptions Flex: Online Access" and "Your Password" emails.

### XO® BUSINESS CENTER HOME PAGE

The XO® Business Center contains a full suite of services designed to help you better manage your communications needs. The Online Feature Management tool, where you can manage your XOptions Flex voice features, is located within the Business Center.

The screenshot shows the XO Business Center home page for user Craig Lloyd. It features a top navigation bar with tabs for Home, Billing, My Services, Support, and Contact XO. A search bar is located on the right. The main content area includes a welcome message, account overview, top FAQs, my locations table, my open issues, my orders, and a knowledge base. Callout 1 points to the navigation tabs, callout 2 points to the search bar, and callout 3 points to the top FAQs section.

ACCOUNT NUMBER	ACCOUNT NAME	ADDRESS	CITY	STATE	ZIP	BALANCE
004000000042020	XOLINK CRAIG TEST 3	2637 SUMMIT AVE	PLAND	TX	75074	\$0.00

**1 Business Center Navigation**  
The top navigation provides access to the entire Business Center, including the active tabs directly underneath the top navigation.

**2 Search**  
Search the Business Center for up-to-date billing, troubleshooting and XOptions Flex support information.

**3 Top FAQs**  
Provides answers to customers, most frequently asked questions.

### XO® BUSINESS CENTER ACCOUNT MANAGEMENT CAPABILITIES

- Billing**
- View, download and analyze bills and call detail reports
  - Pay bills online via credit card or debit from your bank account
  - Set up Autopay so bill payments are automatically deducted each month

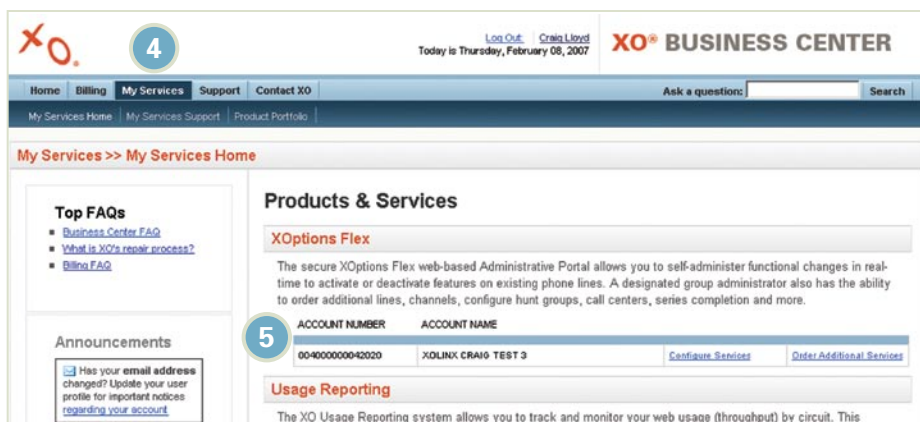
- XOptions® Flex Online Feature Management**
- Configure features for each phone line
    - Call Forwarding Setup
    - Manage Voice VPN
    - Passcode Reset
    - Bulk Upload Account Codes
    - Configure Hunt Groups
    - Edit Phone Numbers Displayed in Caller ID
    - Incoming Call Routing Setup

- Customer Care**
- Email requests or issues directly to a Customer Care agent
  - Review current trouble ticket status or get notified by email

- Usage Statistics & Web Site Maintenance**
- Monitor throughput on each internet access circuit
  - Update your Web site online

## 4 My Services

Access XOptions® Flex **Online Feature Management** 5 through the “My Services” section, where you will be able to manage your voice features.

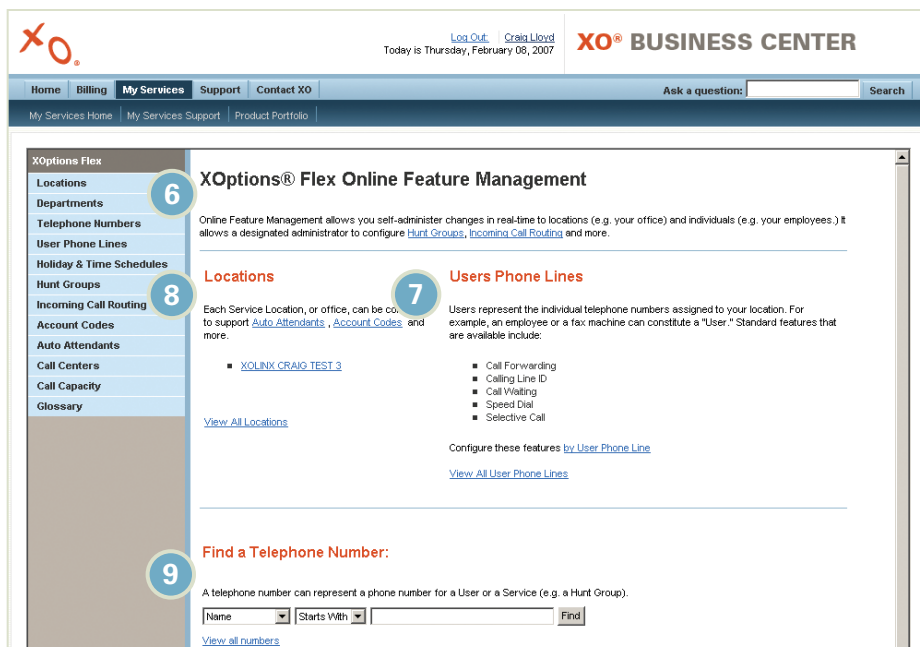


## Online Feature Management allows you to self-administer changes in real-time to manage services and telephone features on existing phone lines.

## 6 Online Feature Management

Provides quick access to telephone features that can be configured by a group administrator. Features include:

- Auto Attendants – also known as automated receptionist, this feature answers the phone and routes incoming calls.
- Call Forwarding – automatically forward all your incoming calls to a single phone number
- Hunt Groups – a Hunt Group automatically processes incoming calls received to a single phone number and distributes them among a group of users or agents.
- Incoming Call Routing – a series of defined telephone numbers organized in such a way that when a phone number is busy, the caller will be forwarded in sequence until a free telephone line is found.



## 7 User Phone Lines

User Phone Lines represent the individual telephone numbers assigned to your location(s). For example, an employee or a fax machine can be a “User Phone Line” Standard features are listed and can be configured for each User Phone Line. To make administration easier, you can give each phone number a User Phone Line name, for example “John Smith” or “Fax Machine.”

## 8 Locations

Also known as Service Locations, represent the locations where XOptions Flex is installed. Group services can be added to each location by clicking on any of the features listed in the left navigation.

## 9 Search Telephone Number

A telephone number can represent a phone number for an individual user, a location or a service (e.g. a Hunt Group).

## HELP & SUPPORT

### Tool Tips

Click on the question mark icons ? located throughout Online Feature Management to get detailed information on features and applications. These tips will help you understand and deploy services more effectively among your employees.

### Demo

Visit the On-Demand learning tool for Online Feature Management at [www.xo.com/care/product/flex/ondemand.html](http://www.xo.com/care/product/flex/ondemand.html) which provides an interactive, online tutorial for managing XOptions Flex voice features.

### User Guide

Access the Business Center Search function to get step-by-step instructions on setting up voice features. Check out the XOptions Flex User Guide at [www.xo.com/care/product/flex](http://www.xo.com/care/product/flex). The user guide explains feature functions, and enables you to manage end-user resources.

## QUICK TIPS

### 1. Making outbound calls

Please ensure that you and your end-users are dialing 10 digits for all calls. You 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.

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

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.

### 3. The Voice Portal

The Voice Portal provides access to your voice mail, remote access to call forwarding and associated greetings. The Voice Portal number is a unique telephone number assigned by XO. Once the Voice Portal number is dialed, features can be configured within the Voice Portal.

### 4. Retrieve Voice Mail

Start by dialing your Voice Portal telephone number. You will be prompted to enter a passcode (the default passcode is your extension). Press “1” to access your voice mailbox.