POWERLINE
Customer Portal Guide

This easy Quick-Start guide is all you need to perform your system setup using our online Customer Portal. The Customer Portal will allow you to administrate your Arch system via the Internet. From the portal you can:

- Verify your mailbox information such as company name, address, password
- View your invoices, line item billing records or make payment
- Listen to voice mail or view fax mail
- Edit or add to your instant notifications
- Create, edit, listen or delete a recording or upload a .WAV file voice recording to an extension

The customer portal is also where you will view your online service reports for Powerline™, Voice Broadcast, FSBO or Call Coordinator.

- Powerline™ reports can be viewed by date range selectable by any query or downloaded via a comma separated variable file
- FSBO reports can be viewed by date range. Mileage radius can be edited.
- Call Coordinator settings can be adjusted, such as days of week to call, maximum monthly usage or enable/disable
- Voice Broadcast reports can be viewed as well as all voice messages, databases and history.

All of these operations are performed by logging into our Customer Portal at:

https://portal.archtelecom.com/Portal/Login.aspx

Logging on to the Portal

1. Access the Customer Portal by either going to the Arch homepage at www.archtelecom.com and clicking on the "Customer Center" and using the "Online Reports/Account" link or entering https://portal.archtelecom.com/Portal/Login.aspx
2. Enter your 10 digit Mailbox number in the "Login ID" field
3. Enter your default password in the "Password" field
4. Click the "Login" button

You are now logged into the customer portal.

Creating a new Web Login

You can create a new "Web Login" to use when accessing the Web Portal. The purpose of a "Web Login" is two-fold. One you can change your user name and password to something more meaningful or easier to remember than your mailbox or assigned password. Secondly, if you are part of a multi-use system the Web Login will enable you to add other user mailboxes and view them together without logging into each mailbox.

1. Click on the "New Web Log-in" link located at the top-right of the screen
2. Enter your Username in the "New Login ID". The first four characters must be alpha characters
3. Enter in your new "Password" and confirm. The first four characters must be alpha characters.

NOTE: A Web Login will not affect your Default Password.

4. Click "Create"

Linking Multiple Mailboxes to a Web Login

If you have multiple Mailbox numbers you can link and access them using a single Web Login

1. From the Customer Portal Home Page click on the "Mailboxes" tab
2. Enter in the new 10 digit Mailbox number you would like to add in the "Mailbox" field
3. Enter the Default Password in the "Password" field
4. Click "Add"

SYSTEM SETUP

Password Set Up

This password can be used without the Web Login ID. This password will work from the web or from any telephone. It may be any numeric number (no alpha characters) from 4 to 8 digits in length.

1. Click on the tab labeled "My Mailbox"
2. Enter in the your "Current" password
3. Enter your new password and confirm it in the box below
4. Click the "Save Settings" button

Zero Transfer Set Up

The Zero Transfer number is a direct dial number that will dial the number you input when a caller presses "0" at any time during the recording. You can also use the number "9" to direct dial an alternative number. For information on how to setup "9" please call Arch.

1. Click on the "My Mailbox" tab
2. Enter the 10 digit destination number in the "Zero Xfer Destination" field
3. Click on the "Save Settings" button

Instant Notification Set Up

You can have your Powerline™ leads sent directly to you for instant notification of a lead. The leads can be sent to a numeric pager, cell phone via SMS or a standard email address.

1. Click the "Notifications" tab
2. Enter your email address, pager number or cell phone and appropriate carrier tagline as listed below into the "Pager Destination" field
3. Click the "Add" button

NOTE: We can notify multiple email addresses and cell phones. Simply add the additional addresses using the steps above.

Uploading a .wav file to a Regular Extension

You can upload a .wav file to create a standard IVR extension

1. Click on the "Powerline" tab
2. Click the "Create Regular Extension"
3. Enter the new extension number you would like to create in the "Extension" field
4. ***Optional***: Enter an extension description in the "Description" field for future reference
5. Click on the "Browse" tab and select the .wav file you would like to upload
6. Click on the "Save Extension" button

NOTE: Only .wav files in the following format are supported

- Mono is of course preferable to stereo, but stereo is accepted.
- 8000Hz, 16-bit, PCM, mono is the recommended format.
- 44,100Hz, 16-bit, PCM is also supported
- .mp3 files are NOT supported

Direct Connect Listing (Secondary Transfer) Set Up

If the back end system prompts "0" and "9" are not a sufficient number of Direct Connections, you can have an extension directly dial a phone number versus play a recorded message. Callers can transfer from one of your regular recorded listings to a direct connect listing by pressing '5' (to return to the main menu) followed by the direct connect listing number.

1. Click on the "Powerline" tab
2. Click on the "Create Direct Connect Ext" button at the bottom of the page
3. Enter in the Extension number you would like to create in the "Extension" field
4. Enter the 10-digit phone number where you would like the call to be forwarded to in the "Destination" field
5. ***Optional***: Enter an extension description in the "Description" field for future reference.

To Delete a Listing

1. Click on the "Powerline" tab
2. Click on the "Del" link under the Controls column

Quickload Number Set Up

Quickload numbers are unique numbers that align fax images with listing extensions. Once you have recorded the verbal presentation, the Quickload number is created.

1. Click on the "Reports" tab
2. Choose a "Custom Report"
3. In the box marked "Enter Report Number" enter 412
4. Click "Get Report"

Creating a Shadow Listing

A Shadow listing points to another listing within the same IVR system. For example, if you want listing 300 to contain the same recording as listing 200, you can create 300 as a Shadow listing that points to listing 200. Keep in mind any changes to the original listing recording will affect the Shadow listing as well.

1. Click on the “Powerline” tab
2. Click on the “Create Shadow Ext”
3. Enter in the new extension number you would like to create in the “Extension” field
4. Enter the toll free number where the extension you would like to copy currently exists in the “Source Mailbox” field

   Note: If you are shadowing from our prerecorded direct response reports, the Source Mailbox is 8009519704.

5. Enter in the current extension number of the recording you are shadowing in the “Source Extension” field.
6. Optional: Enter in a description of the extension in the “Description” field
7. Click “Save Extension”

Retrieving a Call Detail Report

1. Click on the “Reports” tab
2. Choose the “Powerline” report
3. Choose the date range for the report (Report data is stored for a maximum of 90 days)
4. Press “Get Report”