

User guide: Managing your telephone account via the Kiosk

This document gives you an overview of how you can manage your telephone account in the Kiosk. The functions are available for Single, Family, Soho and Virtual PBX plans.

If you have a Light subscription (automatically included in the ADSL2+ plan) and you wish to use these functions, please switch over to one of the compatible plans directly through the Kiosk interface.

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Accessing your customer interface: the VTX Kiosk

You can access the Kiosk at: <http://kiosk.vtx.ch> with the login and password provided when you activated your account.

ACCESS TO THE VTX-KIOSK (CUSTOMER AREA)

In order to login into the VTX-Kiosk, please enter your e-mail address and your password

E-mail

Password

» [Don't remember your password?](#)

Remember my login.

Click on **Telephone services** to manage your numbers:

My Services

Create a vtxnet.ch E-mail address and enjoy the webmail and related credit kiosk services!

Email

- Manage your emails
- Create an email address

SMS

- Price list

Fax

- Price list

My account

My profile

- My client record
- My contact details
- My correspondants
- My SMS Account
- My E-mailings
- My password
- My alerts
- My invoices

My subscriptions

- Telephony**
- SMS gateway
- Domainnames
- VTX Secure PC
- Hosting
- VTX Conferencing
- VTX Fax
- VTX TV



Call restrictions:

Allows you to restrict outgoing calls by service.

➔ *Please note: any restriction will apply to all the telephone numbers included in your service plan.*

Detailed account

Your calls as of the 01.11.2013 for your number(s)

Service	National	International	Mobile	Other	total CHF	Limitation of calls
Virtual_PBX_5 ()	0.00	0.00	0.00	0.00	0.00	
VTX Fax - Abonnement ()	0.00	0.00	0.00	0.00	0.00	
Conferencing ()	0.00	0.00	0.00	0.00	0.00	
SMS Gateway VTX Pack L - Abonnement ()	0.00	0.00	0.00	0.00	0.00	

Limitation

Limitation/Restriction of outgoing calls

Limit for calls to 09XX Value added numbers CHF 500.00/month

Permit or bann calls to certain numbers or services with your phonenumber(s).

Calls to	pre-selections / explanation	Right
Swiss mobile network	079, 078, 077 and 076	permitted
international mobile network	i.e.: +33 6 (France), +39 3 (Italy), +32 4 (Belgium)...	permitted
International numbers	e.g.: +33 (France), +49 (Germany), +39 (Italy)...	permitted
directory assistance	18xx	permitted
Automatic wake-up service	0 900 77hhmm	permitted
Number 0 900	Value added numbers for Business or Marketing services.	permitted
Number 0 901	Value added numbers for Entertainment services (horoscope, chatrooms, ect.) phone competitions, surveys, etc.	permitted
Number 0 906	Value added numbers for services for adult entertainment	permitted

Authorize or block calls

Confirm

Settings for your telephone accounts:

Fixed telephone

- Detailed account
- Manage your numbers**
- Manage your number
- administer my IP-Phones
- Your Virtual PBX
- Administer your messages
- Directory
- Support/Configuration

Advanced settings
Allows you to manage your number online

Voice mailbox | Incoming calls | Outgoing calls | **Advanced settings**

Modify the number 021

You can display and change the settings of your SIP account and, if the number is not allocated to a subaccount, change the password.

Username* : +4121

Password* :

Attention: All password changes have to be done on your VoiceIP-Hardware as well (IP-phone, ADSL-ModemRouter, cable network modem, etc).

SIP Server* : vtx.res.ipvoip.ch

SIP-Proxy* : vtx.res.ipvoip.ch

Post Code : 8048

Port to be opened: 5060

Please choose a contact person or add a new contact, so the user of teh phone number 021 566 70 31 can access to the VTX kiosk and to the options of the service (voicemail, call diversion...).

assign the number to the following contact: Monsieur

* Obligatory fields

Confirm

Managing your voicemail:

The screenshot shows a web interface for managing a voicemail mailbox. At the top, there are tabs for 'Voice mailbox', 'Incoming calls', 'Outgoing calls', and 'Advanced settings'. The main heading is 'Modify the number 021 566'. Below this, there are several sections:

- Voicemail* :** Includes radio buttons for 'Active', 'Announcement only', and 'Disabled'. A note states: 'Your announcement is ACTIV. recording of announcement is ACTIV.' A callout box points to this section with the text: 'Voicemail status and description'.
- Customised message - Voicemail activated (file wav or mp3 max 4 MB):** Includes a 'Record your message' button and a 'Parcourir...' button. A callout box points to the 'Record your message' button with the text: 'To get messages by email, enter your email address'.
- Language:** A dropdown menu is set to 'French'.
- Email address :** A text input field for the email address.
- Access code for your voicemail by telephone :** The current code is '0386'.
- Your new password : (4 digits):** A text input field for a new password.
- Confirm your new password:** A text input field to confirm the new password.
- SMS notification :** A checkbox for 'SMS notification' with a note: '(CHF 0,20 for Swiss numbers otherwise CHF 0,40)'. A callout box points to this section with the text: 'Password to access your voicemail*'.
- Maximum number of notifications per day:** A dropdown menu set to '20'.

At the bottom, there is a 'Confirm' button and a note: '* Obligatory fields'.

* If you would like to check your voicemail from a telephone, dial 086, then enter your phone number [for example, if your number is 0215661015, dial 0860215661015].

Incoming call settings:

Forward incoming calls to the selected number:

Unselective call forwarding and forwarding calls in case of absence or when busy to your voicemail* or another number

* Make sure your voicemail is activated (see previous section)

Outgoing call settings:

Hide or choose the number that appears on the receiver's phone*

* You can choose one of the default numbers included in your service plan. You can also choose to have another of your numbers appear, such as your mobile or another landline number. To do so, you will have to contact our service centre to activate the desired number on the list.

Accessing your voicemail:

The messages received on your voicemail can also be managed from your online account.

Click on the envelope icon at the right in your Kiosk account

Listen, download and delete messages

Contact list and Click to call:

This section allows you to manage a contact list and attribute a short (5xxx) speed dial number for each contact. There is a contact list for each service.

Directory

[+ Add a contact](#) - [Import a contact](#) - [Switch to another address book](#)
[Import a contact list](#) (from a .csv, .txt or .xls file)
[Extract your contact list](#) (to a .csv, .txt or .xls file)

[+ Ajouter un contact](#) - [Changer d'annuaire](#)

Rechercher...

Consulter votre annuaire

Nom	Prénom	Numéro court	Créé par	Actions		
Bou...	...	5030	Yves Laporte			
Ces...	Bel...	5025	Admin			
...	Laurent	5027	Admin			
Kan...	...	5026	Admin			
Moulin	...	5028	Yves Laporte			

Add a contact or switch between contact lists if you have several VTX service plans

Clicking the green Click to call button will dial the person you want to call*

* Make sure you are near your telephone

Detailed online statement:

Detailed account

Your calls as of the 01.11.2013 for your number(s)

Service	National	International	Mobile	Other	total CHF	Limitation of calls
Phone Comfort - Abonnement 1-2 Nummer (...)	0.00	0.00	0.20	0.00	0.20	
Virtual PBX 10-Abonnement ...	0.00	0.00	0.00	0.00	0.00	
Phone Comfort Business - Abonnement (...)	0.00	0.00	0.00	0.00	0.00	

Call details (available for the last 12 months)

Period : [exact period](#)
 November 2013

Visualise : Outgoing calls

Classify by : Chronological order

Subscription : Phone_Confort (... ..)

Show : All numbers

For Corporate* customers

Choose the extraction settings and confirm

* This function is only available for business customers. It allows advanced extraction that includes time ranges.

VTX telephone function codes:

These codes can be used directly from a telephone. For more information about managing your voicemail from your telephone, go to www.vtx.ch/support, "Setting up your VoIP voicemail"

- ▶ Keys * 2 1 * (number): activate call forwarding for all calls to (number)
- ▶ Keys # 2 1 * : deactivate call forwarding
- ▶ Keys * 6 1 * (number): activate call forwarding in case of absence to (number)
- ▶ Keys # 6 1 * : deactivate call forwarding in case of absence
- ▶ Keys * 6 7 * (number): activate call forwarding when the line is busy to (number)
- ▶ Keys # 6 7 * : deactivate call forwarding when the line is busy
- ▶ Keys * 3 4 * (number): activate call forwarding in case your line is out of service
- ▶ Keys # 3 4 * : deactivate call forwarding in case your line is out of service
- ▶ Keys * 3 5 * (number): activate call forwarding in case your phone is out of service
- ▶ Keys # 3 5 * : deactivate call forwarding in case your phone is out of service
- ▶ Keys * 3 1 * (number): display your number on a per-call basis (if anonymous calling is activated)
- ▶ Keys # 3 1 * (number): prevent your number from being displayed on a per-call basis
- ▶ Keys * 4 1 * : activate forwarded call blocking
- ▶ Keys # 4 1 * : deactivate forwarded call blocking
- ▶ Keys * 6 6 * : activate display number with call waiting
- ▶ Keys # 6 6 * : deactivate display number with call waiting
- ▶ Keys * 9 9 0 * : activate "Do not disturb" mode
- ▶ Keys # 9 9 0 * : deactivate "Do not disturb" mode