

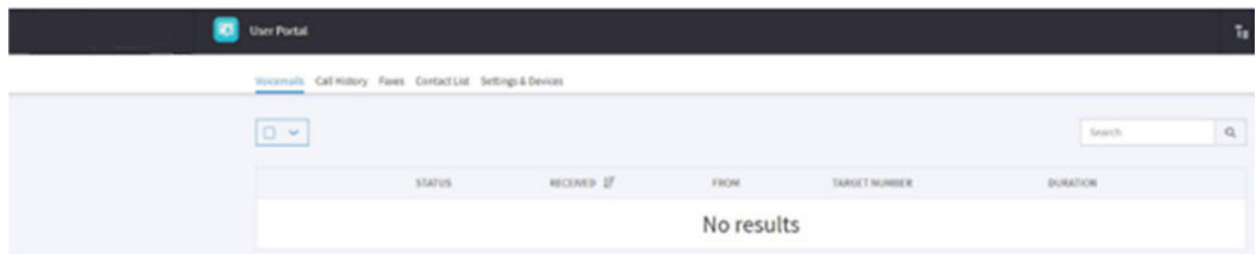
Portal Login

- Visit portal.sproutfibervoice.com to login
- Type in email address used on your Sprout Fiber account
- Type in your password
- Account name will be Sprout Fiber
- Click on “Sign In”

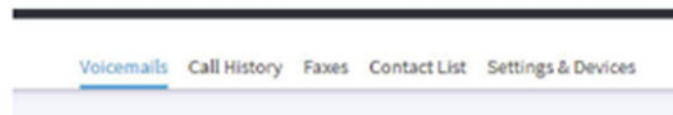


User Portal

Once logged in, you are brought to the user portal home page as seen below. All your account information and activity can be accessed from this screen.



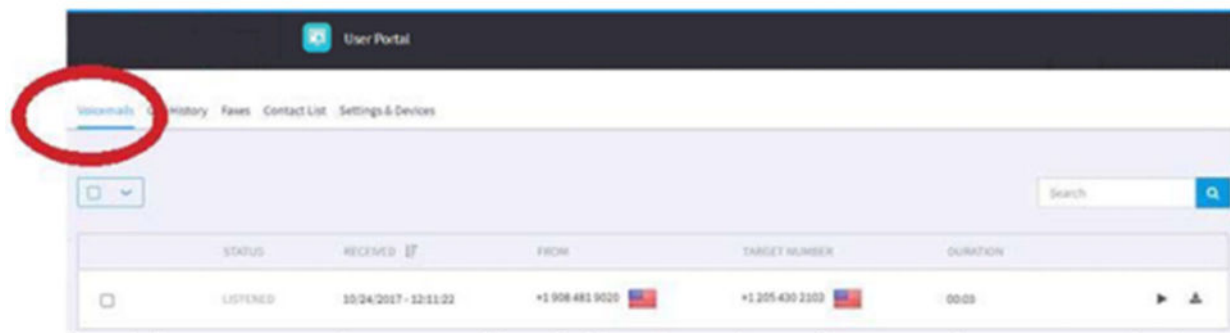
Menu Tabs allows you access to your account information and activity.



To Logout of your account, click the arrow in the upper right hand corner of the Home Page.



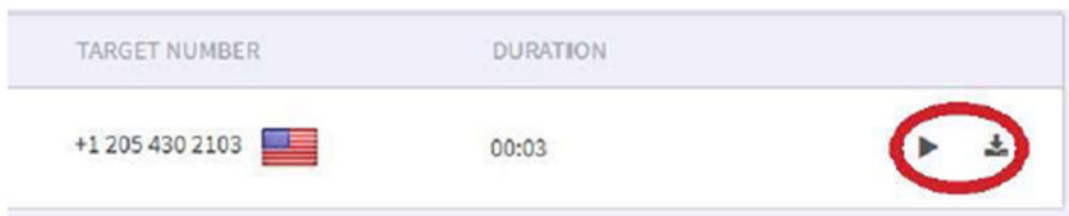
Voicemail



The Voicemail activity screen can be accessed by clicking the Voicemail Icon on the Menu Bar in the User Portal.

The Voicemail activity screen highlights:

- Voicemails received on your account
- Status of Voicemails
- Phone number of origin
- Target phone number
- Duration of Voicemail



Play Voicemail:

To play a voicemail click on the arrow located (as shown above) to the far right of “Duration” on the desired voicemail.

Download Voicemail:

To download a voicemail to save to your computer, click on the download icon to the right of the play arrow (as shown above).



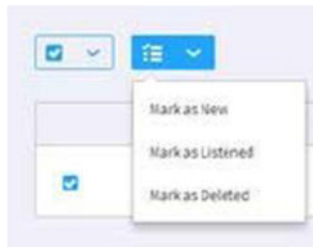
Mark Voicemail:

To change the status of a voicemail to new, listed or to delete, choose the voicemail you'd like to mark by clicking on the box to the far left next to "Status" (Shown above).



Once selected an icon will appear that the top that looks like this:

Click on the down arrow of the icon to highlight the options. Scroll to the desired option and click to select the one you want.



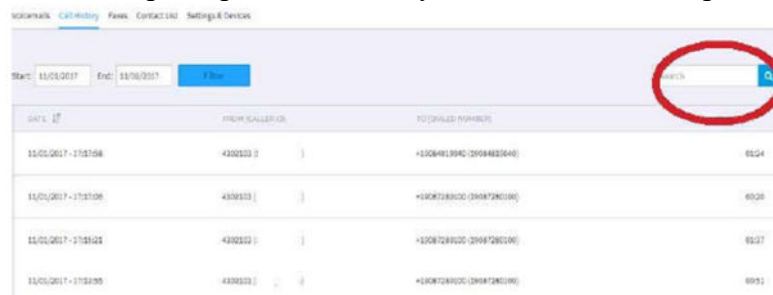
Call History

Accessing Call History:

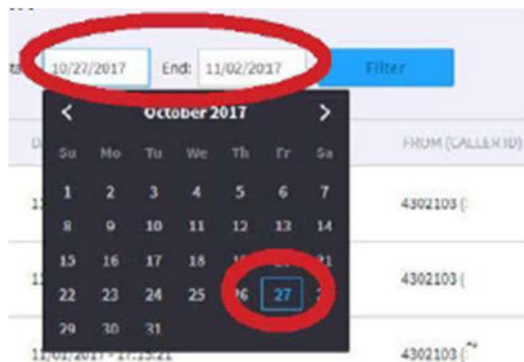
Accessed by clicking on the Call History icon on the Menu Bar in the User Portal. Call history provides a list of incoming and outgoing phone calls, date and time of phone calls, Caller ID of whom the call came from, dialed number and duration of call.

The chronological order of the history can be changed from the past to the most recent and most recent to past by clicking on the down arrow located next to the word DATE.

The search engine at the top right hand corner can be changed used to search for the specific phone numbers within your call history. Type the desired phone number in the box entitled “search” to pull up the call history associated with that phone number.



After the call history a filter appears with the start and end dates. This filter automatically defaults to the first day of the current month and ends with the current date. To change the filter to your desired time frame, begin by clicking on the start date. A drop-down calendar will appear. See below:



- The current start date will be highlighted in blue and enclosed in a blue square.
- The month and year appear at the top of the calendar with arrows on either side.
- To change the month, click the arrow to the right of the month to move forward a month or the arrow to the left to move back a month.
- Once in the desired month, select the date by clicking on it. It will again highlight blue when selected.
- Once the date is selected the calendar will disappear and your new start date will appear in the rectangular box labeled “Start”.
- The same process should be done for the end date. Once both dates are selected, click the “Filter” icon in blue.

Contact List

A list of Prefix codes can be found by clicking the Contact List icon on the Menu Bar in the User Portal. These codes activate additional features.

The features include:

1. Call Forward – To activate Call Forward enter *72 on your phone. You will be prompted to enter the phone number in which calls are to be forwarded. To deactivate Call Forward enter *73 on your phone.
2. Call Forward Update – Enter *56 on your phone to update the phone number used on the Call Forward features.

NAME	INTERNAL NUMBER
call forward (activate)	*72
call forward (deactivate)	*73
call forward (update)	*56

3. Voicemail – To check voicemail messages enter *98 on your phone.

NAME	INTERNAL NUMBER
voicemail (check)	*98

4. Quick Call option – This feature allows you to place a phone call through your User Portal. (See below) Type the desired phone number into the box located to the right of Quickcall Device. The “Call” box will appear once the phone number is entered. Select “Call”. The call initiates through your residential phone. IT will ring your residential phone. Once your residential phone is answered, the call is then forwarded to its final destination.

Quickcall Device		888-313-1000	Call
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Setting & Devices

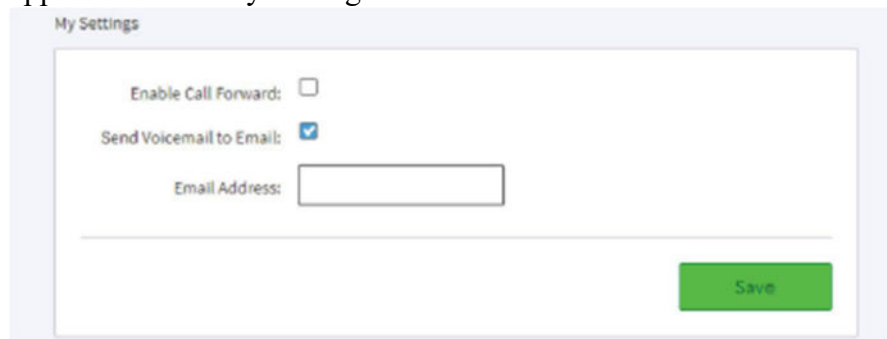
Faxes:

Fax option is not available.

Settings and Devices:

Settings can be accessed and altered by clicking on the “Settings and Devices” icon on the Menu Bar in the User Portal.

My Settings – Click on the “Settings and Devices” icon on the Menu Bar. A box will appear labeled “My Settings”.



My Settings

Enable Call Forward: ☐

Send Voicemail to Email: ☒

Email Address:

Save

Call Forward – Check the box labeled “Enable Call Forward”. A screen will appear asking you to input a phone number. (See screen shot below) Input the phone number of which you would like calls to be forwarded in the box labeled “Forward Calls To:”. Selecting “Also Ring my VoIP Phone” affords both your residential, as well as the phone in which calls are being forwarded, to ring for incoming phone calls.

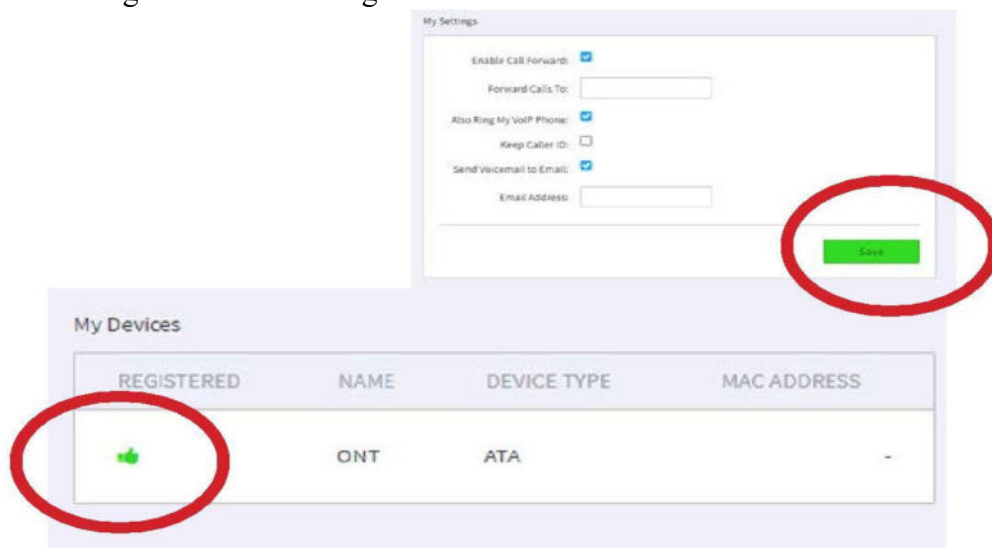
Caller ID – Select “Keep Caller ID” to activate the Caller ID functions.

Voicemail to Email – This function forwards a sound file and transcript of your incoming voicemails to an email address of your choosing. Check the box next to “Send Voicemail to Email:” and input the email address you would like to use. Please take note of the email address especially if it differs from the email address used in registering your account.

Hit “SAVE” in the green box at the bottom when setting options are complete.

My devices:

A green thumbs up designates a registered device and working service. A red thumbs down designates non-working service.



My Settings

Enable Call Forward: ☒

Forward Calls To:

Also Ring My VoIP Phone: ☒

Keep Caller ID: ☐

Send Voicemail to Email: ☒

Email Address:

Save

My Devices

REGISTERED	NAME	DEVICE TYPE	MAC ADDRESS
	ONT	ATA	-