



# AP<sub>MAX</sub> Call Management Web Interface Guide

Incoming Call Management  
Call Sequence Management

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## Publication History

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# Accessing the Web Interface:

## Logging into Web Interface:

### 1. Portal URL.

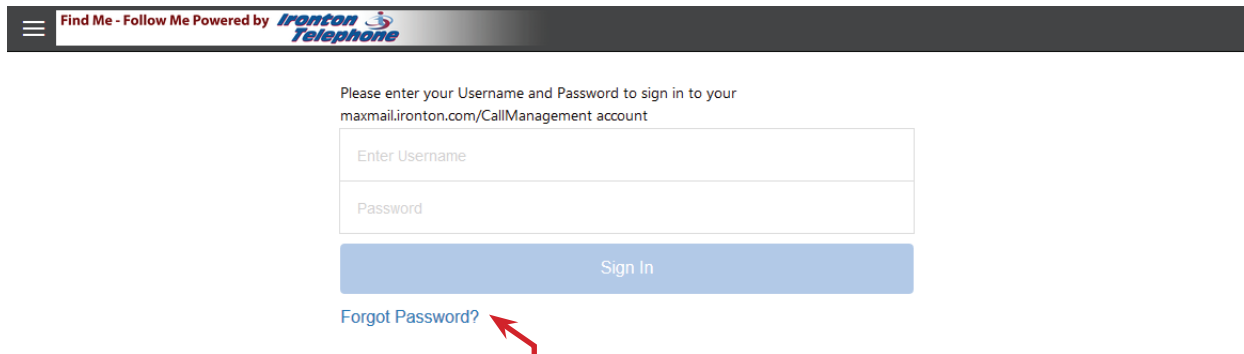
- A. <https://maxmail.irontron.com/Voicemail>

### 2. Login information:

- A. Enter the Username in the text field
- I. Enter the Mailbox Number.
  - II. 10 digit Phone Number.
- B. Enter the Password in the text field.
- I. Enter the password entered during Mailbox setup.
  - II. New Users:
    - a. Default password is 0000.
- C. Select the “Sign In” button.

- D. A PIN Confirmation screen will appear.
- This Pin is the same as the telephone Interface PIN number.
- I. Enter the PIN number in the text field.
  - II. Select the “Set” button.
    - a. The Message Screen will Open.
  - III. Select the “Cancel” button to exit the Login procedure.
    - a. The “Sign Out” screen will appear.
    - b. Select the “Yes” button to complete.

# Resetting the Web Interface Password:

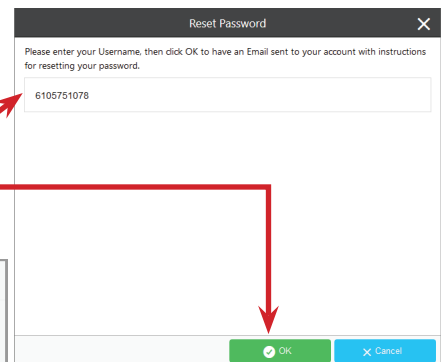


## 1. Forgot Password?

- A. Select the "Forgot Password?" Link.

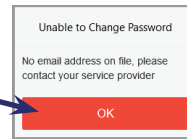
## 2. The Reset Password screen.

- A. Enter your 10 Digit Phone number in the text field.
- B. Select the "OK" button.



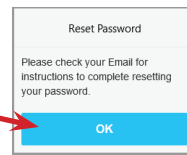
## 3. No E-mail address is on file for the mailbox.

- A. The "Unable to Change Password" Screen will open.
- B. Select the "OK" button to proceed.
  - I. Contact Technical Support for assistance.



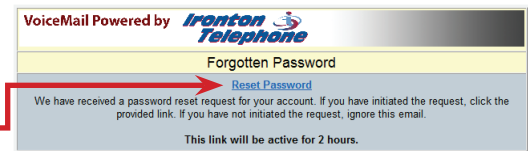
## 4. An E-mail address is on file for the mailbox.

- A. The "Reset Password" screen will open.
- B. Select the "OK" button to proceed.



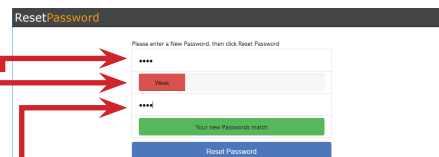
## 5. Password Reset E-mail Notification.

- You will receive the notification request in all E-mail addresses on file in the voicemail account.
- A. Select the "Reset Password" link in the E-mail to proceed.



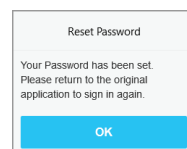
## 6. Changing the Password.

- A Reset Password screen will open in your default browser.
- A. Enter the desired password in the "New Password" field.
  - I. The Strength Bar will indicate how secure the new password is.
- B. Re-enter the password in the "Verify New Password" field.
- C. Select the Rest Password button to complete the change.



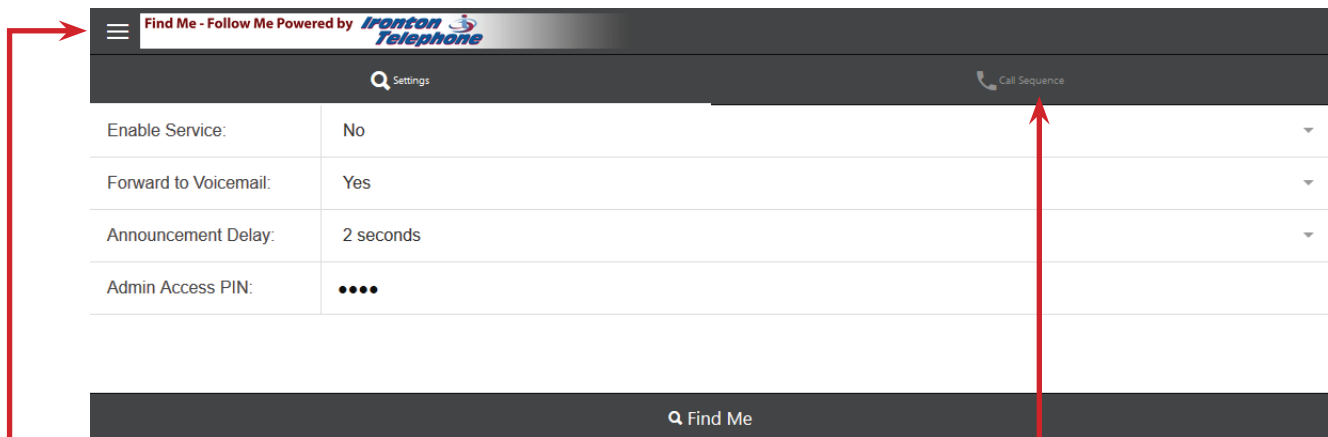
## 7. Password Reset Verification.

- A. The Reset Password Verification screen will open when the change has been completed.



# Web Interface Layout:

## Default Screen:



- Settings Screen is the default Screen.

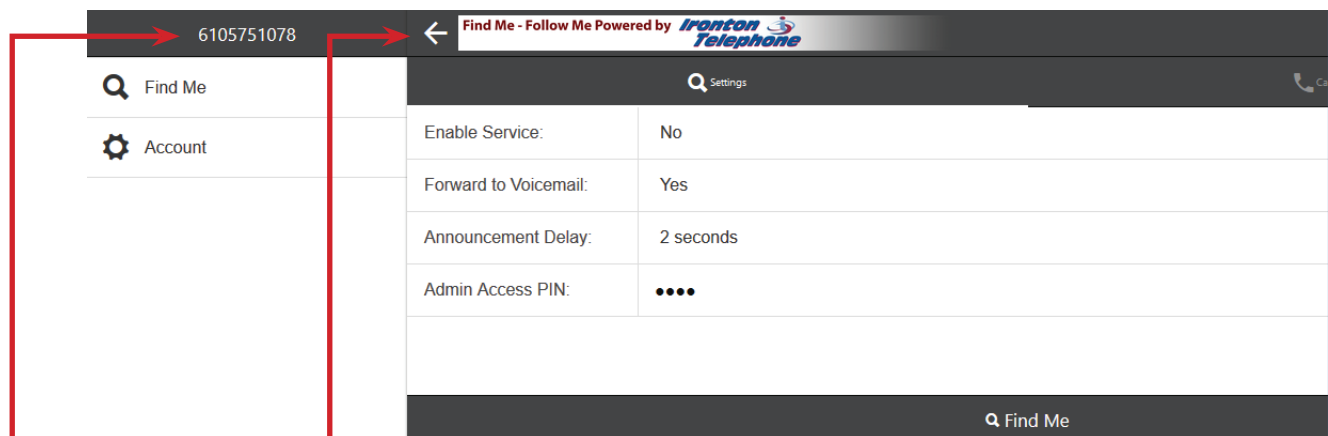
### 1. Call Sequence Screen.

- Select the Call Sequence Tab to access the screen.

## Navigating the Portal:

### 2. Accessing the Menu:

- Select the “Menu Icon” to open the Interface Menu on the left side of the screen.
  - Once a menu option is selected the menu will close.
  - The selected section will open.

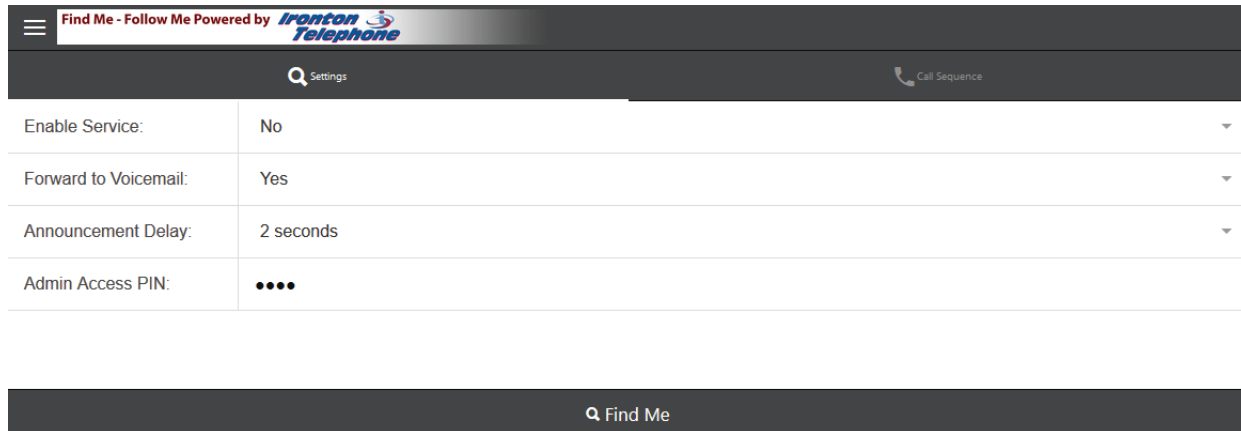


- Close Menu.
  - Select the “Left Arrow” Icon.

### 3. Mailbox Number:

- The Mailbox number is displayed on the top of the Menu Bar.

# Settings Tab:

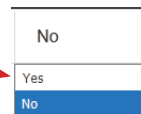


## Find Me Settings Options:

- Select the desired Drop-Down Menu for changes.

### 1. Enable Service:

- Use the Drop-down menu to turn the service ON and OFF.
- Select the desired option.



### 2. Forward to Voicemail:

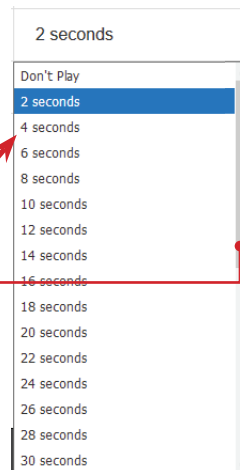
- This Option is only used when there is a mailbox associated with the account.

  - Select "YES" to send any unanswered calls to the accounts voicemail.
  - Select "NO" if there is no mailbox associated with the account.
    - Select "NO" if the calls are being sent to a Cell phone and you wish the call to go to the wireless voicemail.

### 3. Announcement Delay:

- Allows the user to determine a desired time in seconds before the following announcement is made.
  - **"Attempting to Locate"**.

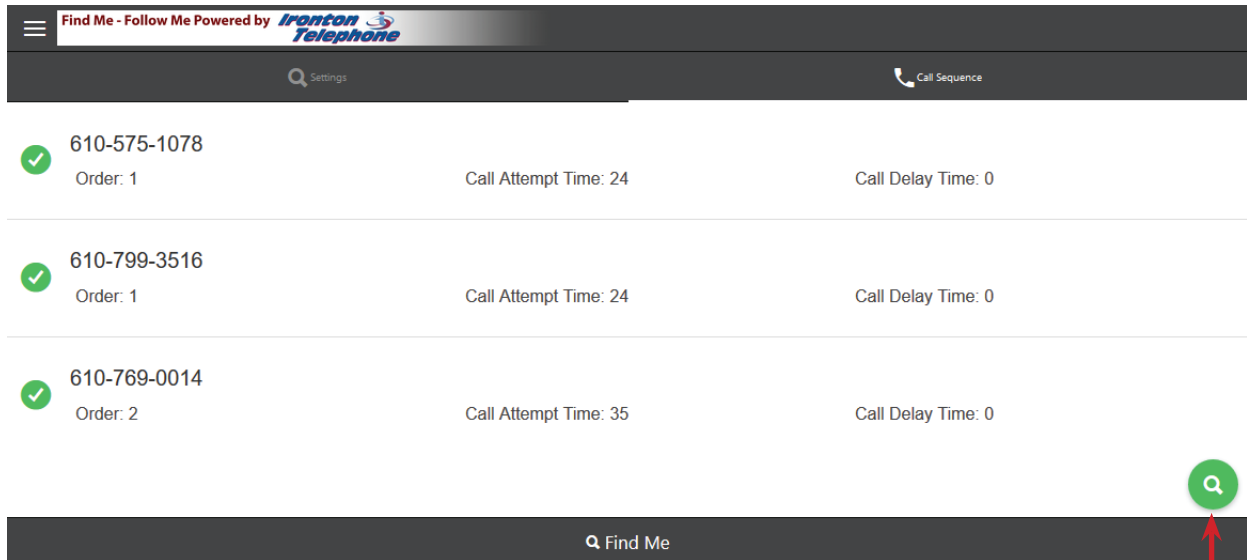
  - The Default Setting is 2 Seconds.
  - Utilize the Drop-down menu to select the desired time interval.
    - Use the slide bar if required.



### 4. Admin Access Pin:

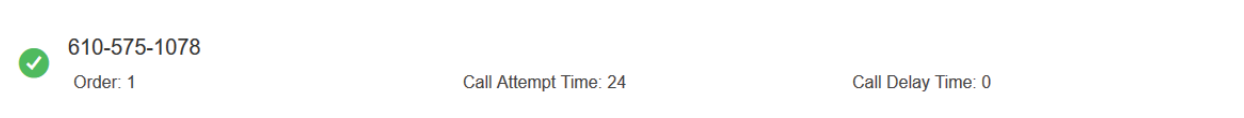
- This Option is not utilized at this time.
  - For Future Use.

# Call Sequence Tab:



- The Call Sequence section of the web interface is used to manage the list of phone numbers the Call Management Service will dial while trying to locate the subscriber.
  - The Call Sequence list may contain a maximum of nine (9) entries.
  - Initially, the Call Sequence list will be empty.
  - An unconfigured Call Sequence will only have the Find Me Options button.

## How Call Sequence Works:



### 1. Number to Dial:

- The 10-digit phone number to be dialed.
- The same phone number may be listed multiple times in the Call Sequence.

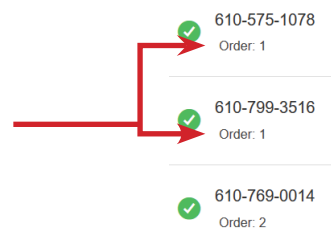
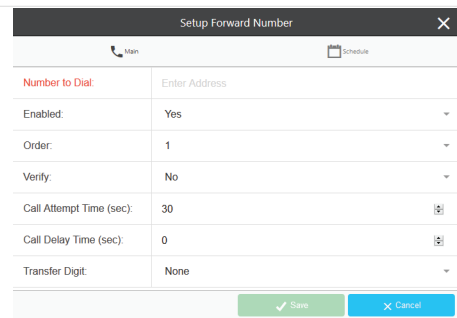
### 2. Enabled:

- Determines whether the number in the sequence is active or inactive.

- Enabled Icon
- Disabled Icon

### 3. Order:

- Determines in what order the numbers will Ring in the sequence.
  - Phone numbers that share the same Order value will be dialed simultaneously.



**4. Verify:**

- A. Select “Yes” if the should the service verify that the subscriber is present when this number is **answered**.
  - I. Caller will hear “I have a call for subscriber. If this person is available press 1, otherwise, please **hang up**”.
- B. Select “No” if the call should be directly connected to the called number.

**5. Call Attempt time (sec):**

- The maximum number of seconds the service should wait for this number to answer before moving on to the next number in the list.
  - A. Default time is 30 Seconds.
  - B. The valid range for this field is 1 to 120 seconds.

**6. Call Delay time (sec):**

- The number of seconds the service should wait to dial this number after reaching this number in the Call Sequence.
  - A. The valid range for this field is 0 to 30 seconds.

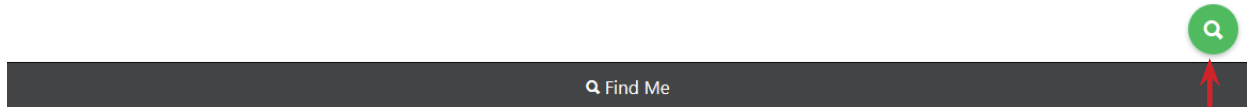
**7. Transfer Digit**

- A. The speed dial digit pressed to transfer a call to this phone number.
- B. This feature is only utilized between numbers placed into the Call Sequence.
  - I. Example:
    - a. Sequence called is 2 adults in a household.
    - b. Adult 1 receives calls.
      - 01. The call is for adult 2.
    - c. Adult 2 transfers caller to Adult 1 by dialing their transfer digit.

## Building a Call Sequence:



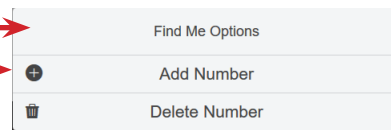
No Forward Numbers  
Add a new Forward Number to get started.



### 1. Adding a Number.

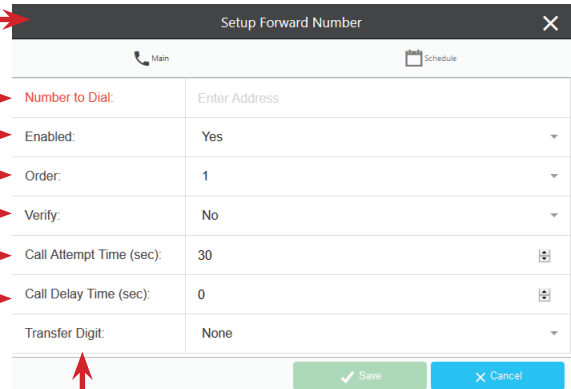
- A. Select the "Find Me Options" button.
  - I. The Find Me options window will open.

- B. Select the "Add Number" button.
  - I. The Setup Forward Number window will open.

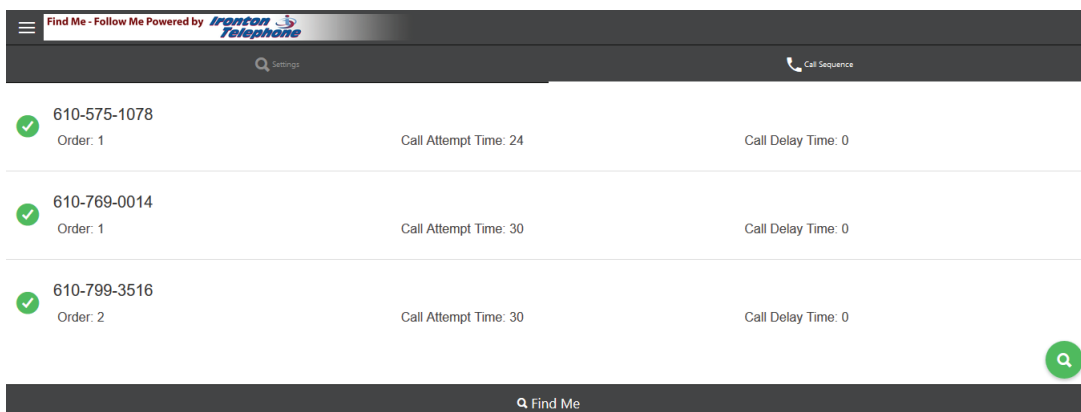


### 2. Setting up the Forward Number.

- A. Add the Number to Dial in the text field.
  - I. Add the account phone number first in order to ring the locations phones.
- B. Select the desired "Enabled" setting.
  - I. Leave as "Yes" to allow dialing.
- C. Select the "Order" number you wish the dialed number to be in.
- D. Select the desired "Verify" setting.
  - I. Leave as "No" to remove any verification.
- E. Select the desired "Call Attempt Time (sec)".
  - I. Length of time to ring this number.
- F. Select the desired Call Delay Time (sec).
  - I. This option may be skipped if using multiple "Order" numbers.
- G. Select the desired "Transfer Digit".
- H. Select "Save" when finished.



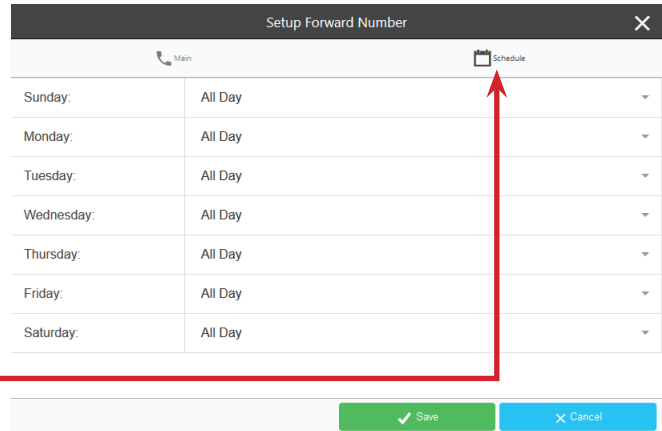
### 3. Repeat to setup multiple numbers.





## Adding a Schedule to a Forward Number:

- The Schedule tab contains a weekly calendar that used to define the time and days when this phone entry is available to accept incoming calls.
- The phone number, by default, is available 24 hours a day, 7 days a week, and will remain so unless the schedule is changed.
- Select the Schedule Tab to open the Scheduler calendar.

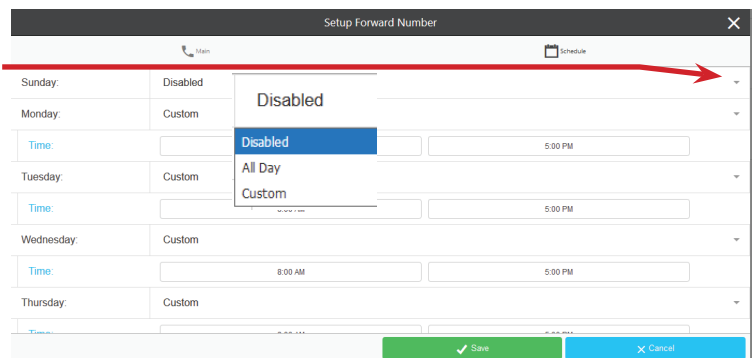


## Navigating the Schedule:

1. Use the Drop-down to change the Options.

2. Options:

- A. Disabled.
  - I. The number will not Ring.
- B. All Day.
  - I. The number will Ring all hours.
- C. Custom.
  - I. The selected "Start" and "End" time the number will Ring.



## Changing the Custom Time Field:

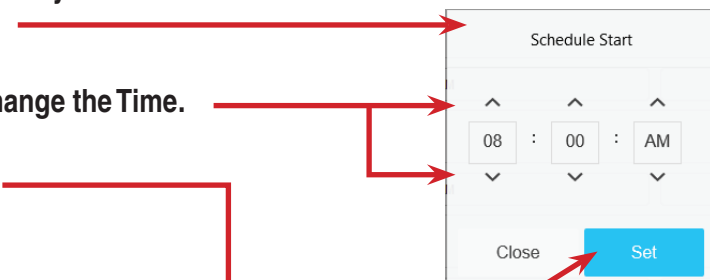


1. Select the Time Field for the desired day.

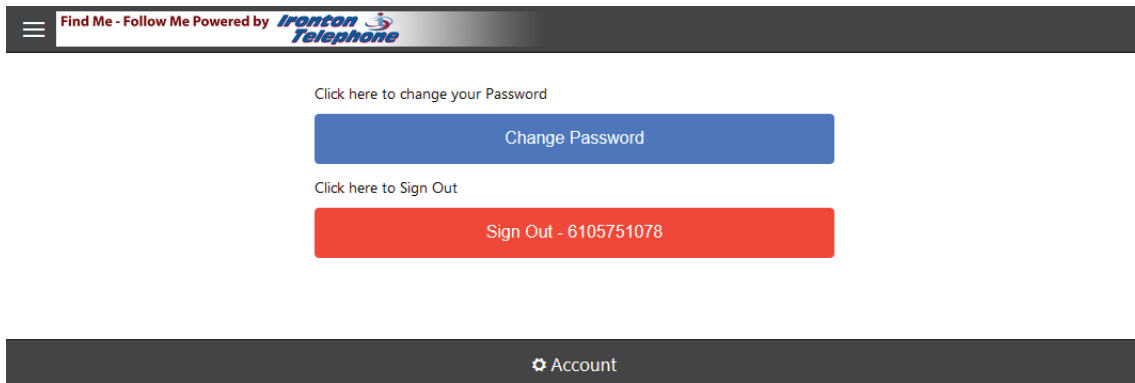
- A. The Schedule window will open.

2. Use the Up and Down Arrows to change the Time.

3. Select the "Set" button to finish.



# Account:



## Changing the Web Interface Password:

**1. Select the “Change Password” button.**

A. The Change Password Screen will open.

**2. Enter the following information.**

A. Current Web Interface Password.

B. New Web Interface Password.

I. The Password can consist of the following.

a. Upper Case Letters.

b. Lower Case Letters.

c. Numbers

d. Special Charactors (! @ # \$ % & \*)

C. Re-enter the New Web Interface Password.

D. The Strength Bar will help the user by Indicating how strong the password is.

**3. Select the “OK” button to complete the change.**

