This complete web portal guide will show you how to utilize the Powerline™ system to its fullest potential; i.e. how to set up multiple transfers, generate listing or price reduction reports, and track your source digits. Most of these functions can also be performed over the telephone (telephone guide follows).

The Customer Portal will allow you to administrate your Arch system via the Internet. From the portal you can:

- **Edit your mailbox information such as company name, address, and password**
- **View your invoices, line item billing records or make a payment**
- **Listen to voice mail or view fax mail**
- **Edit or add to your instant notifications**
- **Create, edit, listen to 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 separate 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 the week to call, contact information, 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 into the Portal

Note: The first time you log into the portal you will be prompted to enter an email address. We use this for notification of lost passwords.

1. Access the Customer Portal by either going to the Arch homepage at www.archtelecom.com and clicking on "Customer Center" and using the "Online Reports/Account" link, or by 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

Note: A Web Login will not affect your Default Password

You can create a new "Web Login" to use when accessing the Web Portal. The purpose of a "Web Login" is two-fold: first, 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-user system the Web Login will enable you to add other user's mailboxes, including voice broadcast mailboxes, and view them together without logging into each mailbox.

1. Click on the "New Web Login" 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.
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"

Editing Account Information

Note: To change the responsible party and company name you will need to contact Customer Service at 800-882-9155.

Changing Contact Information

1. From the Customer Portal click on the "Home" tab
2. Click on the link "Change Contact Information"
3. Edit your billing address, contact phone number, fax number, and email address

Note: To change the responsible party and company name you will need to contact Customer Service at 800-882-9155 and fill out an Account Transfer Form.

Changing the Credit Card on file

1. From the Customer Portal Home Page click on the "Billing" tab
2. Click on the "Change Credit Card" button under "Automatic Payment"
3. Enter in the new credit card number and expiration date
4. Click on "Save"

Viewing Billing Statements

1. From the Customer Portal Home Page click on the "Billing" tab
2. Choose the Monthly Statement you would like to review under "Reprint an Invoice"
3. Click on either "View" or "Download"

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 your Current Password
3. Enter your New Password and confirm it in the box below
4. Click the "Save Settings" button

Configuring Top Producer for Auto Import

You can automatically download your Powerline™ leads into Top Producer 7i and 8i.

For 7i Users:

1. Open Top Producer Online 7i
2. From the "Contacts" tab choose "Leads" from the drop down menu
3. Select "Lead Setup" from the menu on the left side of the page
4. Choose "Add a website"
5. Enter the following information:
    - Lead Provider Name: "Arch Powerline"
    - URL: https://portal.archtelecom.com.com/portal/topproducer.aspx
    - User Name: Powerline™ Mailbox Number
    - Password: Default Powerline™ Password
    - Click "OK"

For 8i Users:

1. Open Top Producer Online 8i
2. Select "Preferences"
3. Select "Contacts"
4. Choose "Lead Provider Setup" under "Contacts Preferences"
5. Select "Add Lead Provider"
6. Enter in the following information:
    - Lead Provider Name: "Arch Powerline"
    - URL: https://portal.archtelecom.com.com/portal/topproducer.aspx
    - User Name: Powerline™ Mailbox Number
    - Password: Default Powerline™ Password
    - Click "OK"

Zero Transfer Setup

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 set up “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 Setup

Note: We can notify multiple email addresses and cell phones. Simply add the additional addresses individually using the same procedure.

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

Uploading a .WAV file to a Regular Extension

You can upload a .wav file to create a standard IVR extension. If you are not using a .wav file to create your regular Powerline™ extension DO NOT use this feature. It must be created through the phone menu.

1. Click on the “Powerline” tab
2. Click the “Create Regular Extension” at the bottom of the screen.
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

Creating a Regular Extension via your Web Browser

You can record your extensions directly through our website to create a standard IVR extension. You will need a microphone connected to your PC and the latest version of Java Sun which can be downloaded at http://java.com/.

1. Click on the “Powerline” tab
2. Click on “Create Regular Ext”
3. Enter the extension number to create
4. Enter the extension “Description”
5. Click “Record” in the dialog box
6. When finished, choose “Upload” in the dialog box.

Configuring SMS Info

After you create a regular extension you can add information to the listing that will be sent automatically upon request by the caller to their wireless phone. The caller will be sent two separate text messages; the first one will be information on the individual extension and the second will be your “Business Card” containing all of your contact information which will automatically be included with each extension. Each of these messages will be limited to 160 characters due to the constraints of the text messaging features.

Note: It is only necessary to set up your business card one time. It will be included on every SMS requested.

Setting Up Your Business Card Message

1. Click on the “Powerline” tab
2. Choose the link “SMS/Text”
3. Enter your contact information inside of the “SMS Info” dialogue box
4. Choose “Save”

Setting up SMS for a Regular Extension

1. Click on the “Powerline” tab
2. Choose “Edit” under “Controls”
3. Enter the description inside of the “SMS Info” box
4. Choose “Save Extension”

Direct Connect Listing (Secondary Transfer) Setup

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 playing 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.
6. Click on the "Save Extension" button

To Delete a Listing

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

Quickload Number Setup

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 "Powerline" tab
2. A 14-digit number will be assigned to each extension under the "Quick Load" column

Loading Fax Images Using Quickload Numbers

Use the following procedure to load your fax images by fax machine:

1. Load all of your pages for that particular listing into the fax machine
2. Set the fax machine to **FINE** for graphics, or **NORMAL** for text. When choosing between **FINE** and **NORMAL**, please consider that although setting your machine to fine mode will give you a higher resolution necessary for clear graphics, it will also slow the transmission rate, substantially increasing the cost of your fax.
3. Using the telephone built into your fax machine, call **(800) 247-8853.**
4. The system will prompt you to enter your Mailbox or Quickload number. Enter the 14-digit Quickload assigned to the listing you are attaching a fax image to.
5. Press ***START*** button on your fax machine. The fax image is immediately loaded behind the correlated listing.

NOTE: If your fax machine does not accept the Quickload number, chances are it is not in an interactive mode. If your fax requires that you press START to hear a dial tone, your fax is not in an interactive mode. If the fax machine has a PAUSE/REDIAL button, try the following:

1. Load all of your pages for that particular listing into the fax machine
2. Set the fax machine to **FINE** for graphics, or **NORMAL** for text.
3. Using the telephone built into your fax machine, enter **800-247-8853,** but do not press ***Start*** yet.
4. Press the ***Pause*** button 5 times.
5. Enter the 14-digit Quickload assigned to the listing you are attaching a fax image to.
6. Press the ***Start*** button and your fax will load into the Arch system.

Creating a Shadow Listing

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

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 that any changes to the original listing recording will affect the Shadow listing as well.

1. Click on the "Powerline" tab
2. Click on "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
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"

Managing your Source Digits

1. Click on the "Powerline" tab
2. Choose "Top Producer 7i" or "Top Producer 8i" under "Configuration"
3. Enter the advertising source next to each source digit
4. Click "Save"

Listening to Voicemail

1. Click on the "Voice and Faxmail" tab
2. Click on "Listen"

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 max. of 90 days)
4. Press “Get Report”