



*Lightspeed Telecom*




Lightspeed Telecom Online Self Care Guide


1. Open up your browser and go to <https://myportal.lightspeedtelecom.com>
2. Enter your user name and password.
3. For your username, use your email address.
4. For your password, use your previously emailed 4 digit PIN number.
5. Once logged in, you'll see the below menu:



Welcome to your portal

 E-mail:

Password:






 **Login**

## Voicemail

- Any new messages in your mailbox will be display here.
- You can move, forward, listen and delete messages.

**Lightspeed Telecom** Help Logout Select language: English

My Details  
**Voicemail**  
Enhanced Services  
CDR  
Settings

INBOX  Open Please select ...  Move  Forward  Play  Delete

MSG	Caller	Date	Duration	Type
No records found.				

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# Enhanced Services

- You'll see a list on of enabled features on your account.

The screenshot shows the Lightspeed Telecom user interface. At the top, there is a navigation bar with 'Lightspeed Telecom', 'Help', 'Logout', and a language selector set to 'English'. On the left, a sidebar menu includes 'My Details', 'Voicemail', 'Enhanced Services' (highlighted), 'CDR', and 'Settings'. The main content area is titled '» Enhanced Services (sorted by priority)'. It contains a table of settings:

Priority	Service Name	Code	Off	On	Temporary	Destination	Action
01	Caller ID		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
02	Last Caller		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>		Edit
03	Call Filters & Blocking		<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
04	Do Not Disturb	[ *78/79 ]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
05	Call Forwarding	[ *71/72 ]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
06	Follow Me	[ *520/521 ]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit
07	Speed Dial	[ *130 ]	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		Edit

At the bottom left of the settings area is a 'Save' button with a green checkmark icon.

- Outbound Caller ID, Do Not Disturb, Call Forwarding, Speed Dial and Follow me are standard.
- You can turn on and off each individual feature from here.

## Do Not Disturb

- Click on the temporary button to activate DND.
- Under destination, select voicemail to send calls directly into your voicemail, or call forward to forward your calls to an outside number.

# Call Forwarding

← → ↻ Secure | https://myportal.lightspeedtelecom.com/?app=pbxware&t=enhanced\_services&v=enhanced\_ser

Lightspeed Telecom | Help | Logout | Select language: English

My Details  
Voicemail  
**Enhanced Services**  
CDR  
Settings

» Call Forwarding

Unconditional

Destination	Timeout			
2126317556	30	↑	↓	✖

Busy

Destination	Timeout			
				+

No Answer

Destination	Timeout			
				+

Line Unavailable

Destination	Timeout			
				+

Options

Play Call Forward message:  Yes  No Allow ES CallerID:  Yes  No

Save Go back

These options forward all incoming calls based on custom set of rules. For example, calls can be forwarded to other extensions (local/proper/remote) or voicemail boxes unconditionally or depending on whether extension is busy, nobody answers or when line is unavailable.

To unconditionally forward all calls to extension 1000, from your extension dial '\*71+1000'.

To disable unconditional call forwarding dial '\*72'.

## Play Call Forward message:

Should a message be played to user notifying him that call is being forwarded

Example: Yes, No

Field Type: Option buttons

## Unconditional:

Forward all calls to selected destination unconditionally

Example: Extension, Voicemail / 1002

Field Type: Select box, [0-9]

**NOTE:** This service can be enabled via UAD(User Agent Device) by dialing \*71 {EXTENSION\_NUMBER} to activate or \*72 to deactivate it. If you have previously entered call forward number and disabled the service, it is necessary only to dial \*71 to call forward to last number

### Busy:

Forward all calls to selected destination if extension is busy

Example: Extension, Voicemail / 1002

Field Type: Select box, [0-9]

### No Answer:

Forward all calls to selected destination if call is not answered

Example: Extension, Voicemail / 1002

Field Type: Select box, [0-9]

### Line Unavailable:

Forward all calls to selected destination if extension is unavailable Example:  
Extension, Voicemail / 1002

Field Type: Select box, [0-9]

## Caller ID

Overrides the standard Caller ID information with the custom one.

The screenshot shows a web browser window with the URL [https://myportal.lightspeedtelecom.com/?app=pbxware&t=enhanced\\_service](https://myportal.lightspeedtelecom.com/?app=pbxware&t=enhanced_service). The page header includes "Lightspeed Telecom", "Help", "Logout", and a language dropdown set to "English". A left sidebar contains navigation links: "My Details", "Voicemail", "Enhanced Services" (highlighted), "CDR", and "Settings". The main content area is titled "» Caller ID" and contains the following fields:

- System/Network CallerID:** Text input field containing "2126317556".
- Emergency CallerID:** Text input field containing "2126317556".
- Allowed list of CallerIDs (via App and Access Code):** A table with columns "Caller ID number" and "Label", and a "+" button to add new entries.

At the bottom right of the form are two buttons: "Save" (with a green checkmark icon) and "Go back" (with a yellow arrow icon).

### Caller ID:

Custom Caller ID  
information Example:  
john@1234.com

Field  
Type: String, [0-9]

# Follow Me

These options ring multiple extensions in sequential order

The screenshot shows the 'Follow Me' configuration page in the Lightspeed Telecom web interface. The page has a header with 'Lightspeed Telecom', 'Help', 'Logout', and a language dropdown set to 'English'. On the left is a navigation menu with 'My Details', 'Voicemail', 'Enhanced Services' (highlighted), 'CDR', and 'Settings'. The main content area is titled '» Follow Me' and contains a table for adding destinations. The table has columns for 'Destination' and 'Timeout'. The first row has '21226317556' in the 'Destination' field. Below the table are sections for 'Options' and 'Last Destination'. The 'Options' section includes 'Dial options:' and 'Confirm Calls:' (checkbox). The 'Last Destination' section includes 'Last Destination:' and 'Is Voicemail:' (checkbox). A warning message states: 'If all destinations fail after 'Timeout', 'Last Destination' will be called.' At the bottom right are 'Save' and 'Go back' buttons.

Destination	Timeout			
21226317556		↑	↓	✖

**Options**

**Dial options:**  **Confirm Calls:**

**Last Destination**

**Last Destination:**  **Is Voicemail:**

**⚠ If all destinations fail after 'Timeout', 'Last Destination' will be called.**

## Priority\*:

Local/Proper/Mobile numbers to be dialed

**Example:** Provide a list of local/proper/mobile extensions that are to be dialed in sequential order when this extension is called. If first extension does not answer the call, second one rings. If none of the 'Priority' extensions answers the call, caller gets redirected to 'Last Destination' extension

**Field Type:** [0-9]

## Timeout:

Ring time in seconds

**Example:** Settings '20' here will ring each of the Priority extensions for 20 seconds. If the first extension does not answer during this timeout period, second extension is called etc...

**Field Type:** [0-9]

## Last Destination:

The last destination to be dialed

**Example:** Extension number dialed if none of the 'Priority' extensions answers the call. In case that this 'Last Destination' does not answer the call, the call is redirected to 'Last Destination' voice box

**Field Type:** [0-9]

## Speed Dial

### About:

This service allows users to dial preset numbers (with many digits) by dialing a special code (\*13055 for example).

The speed dial code, by default, is set to \*130

Adding speed dial codes:

Speed dial requires three fields:

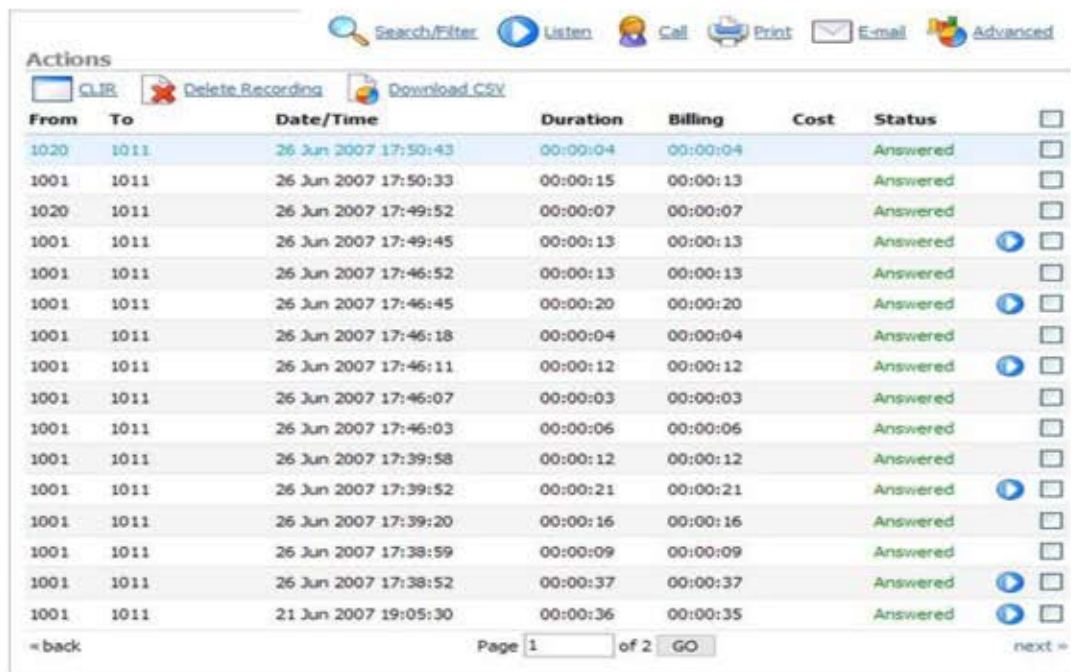
**Code** - Two digit speed dial code (e.g. 55)

**Speed Dial name** - A custom name describing the speed dial number (e.g. John's mobile)

**Destination** - Destination number to be called (e.g. 121255510205)

## CDR (Call Detail Recording)

Call Detail Records for all placed or received calls on the system. In addition to normal operation an authorized user is able to perform additional actions such as extensive search, listen to recorded calls, call any destinations listed and access advanced features.



The screenshot shows a web interface for Call Detail Recording (CDR). At the top, there are several action icons: Search/Filter, Listen, Call, Print, E-mail, and Advanced. Below these is a section for 'Actions' with buttons for CLR, Delete Recording, and Download CSV. The main part of the interface is a table with the following columns: From, To, Date/Time, Duration, Billing, Cost, Status, and a checkbox. The table contains 18 rows of call records, all with a status of 'Answered'. The last row is dated 21 Jun 2007, while the others are from 26 Jun 2007. At the bottom, there is a pagination bar showing 'Page 1 of 2' and a 'GO' button, along with 'back' and 'next' links.

From	To	Date/Time	Duration	Billing	Cost	Status	
1020	1011	26 Jun 2007 17:50:43	00:00:04	00:00:04		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:50:33	00:00:15	00:00:13		Answered	<input type="checkbox"/>
1020	1011	26 Jun 2007 17:49:52	00:00:07	00:00:07		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:49:45	00:00:13	00:00:13		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:46:52	00:00:13	00:00:13		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:46:45	00:00:20	00:00:20		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:46:18	00:00:04	00:00:04		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:46:11	00:00:12	00:00:12		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:46:07	00:00:03	00:00:03		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:46:03	00:00:06	00:00:06		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:39:58	00:00:12	00:00:12		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:39:52	00:00:21	00:00:21		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:39:20	00:00:16	00:00:16		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:38:59	00:00:09	00:00:09		Answered	<input type="checkbox"/>
1001	1011	26 Jun 2007 17:38:52	00:00:37	00:00:37		Answered	<input type="checkbox"/>
1001	1011	21 Jun 2007 19:05:30	00:00:36	00:00:35		Answered	<input type="checkbox"/>

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