

Red Road Telecom

Remote Worker Support

This guide provides all the details of our out-of-office staff communication services.

You can send and receive faxes via your business fax number, retrieve any previously received fax, place and receive phone calls via your business phone number, forward your extension to any phone number, even forward all of your main-number calls to any phone number.

Our Mobile Extension service enables you to receive calls on your cell or home phone, and you will know they are business calls before you answer so that you can answer appropriately. If you don't answer, calls will never go to your personal voicemail, only to your Red Road voicemail.

Through our web-based voicemail manager, you can scan through voice messages and listen to the ones you want, or download them to your computer, or even move them to a different voicemail box within your company. You can also return a call from any phone, showing your business number as the caller ID.

We also provide a quick way to switch your desk phone connection over to a ZoiPer soft phone, which can operate on any Mac OSX, Windows, iPhone, or Android system.

Faxology(tm)

When your fax number was set up in our system, we sent you a Faxology(tm) setup sheet with all the information. Please let us know if you need another copy. Here's the info in brief:

You have the option to have all incoming faxes delivered to your fax machine and also to any email addresses you choose. All incoming faxes are stored, encrypted, on our server and you can retrieve them by going to the "Fax History" selection under "Customer Portal" on our website <https://redroad.com>.

You can also send a fax by sending an email, optionally with multiple attached PDF or text files. You address the email to the fax number you're sending to followed by '@faxology.redroad.com'. Our system receives that, converts it, and sends it as a fax to the destination number you provided. In order to use this, your email address must be registered with our system. Please contact us to register whatever email addresses you need.

Call Forwarding: One Extension

To forward your extension to any number, log in at <http://myphone.redroad.com> and you will see the Call Forwarding section:

Call Forwarding:	<input type="checkbox"/> Immediate 28 Seconds	Number: 5551212	Forward option: Forward, voice mail if no answer	OK
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Fill in the number you want to forward to, and select the forwarding option. "Forward, voicemail if no answer" will go to your Red Road voicemail if the call is not answered. "Forward, hang up if no answer" will not. If you have voicemail on the number you're forwarding to, select "Forward, hang up if no answer". You can control how long the system waits for an

answer by changing the default 28 seconds to whatever value you wish. A standard ring cycle is 6 seconds, so 28 seconds is 4 - 5 rings. If you do not check the "Immediate" box, your desk phone will ring for that number of seconds before the call is forwarded; otherwise the call forwarding will happen immediately.

Call Forwarding: Main Number

To forward your main number, log in at the Admin Panel: <http://admin.redroad.com> . On the left panel you will see your call routing. The number or numbers in the first group are routed to your "main" destination, so these numbers are the ones that will be forwarded when you choose this option. Just above the call routing, you see a field labeled "Forward All Calls". Fill in the number you want to forward to and click OK. Put in the number exactly as if you were dialing it on the phone - no punctuation, no spaces.

Call from home showing your business number

To place a call from a cell phone or home phone, showing your business number as the caller ID, go to the voicemail manager at <http://voicemail.redroad.com> Either on the login page or, after logging in, at the top of the voicemail page you will see a field labeled "CALL ME AT". Fill in your phone number there.

Now, if you click the "CALL" button next to any voice message, or if you fill in a phone number in the "CALL" field at the top of the page and press ENTER, our system will first call you at the number you set as the "CALL ME AT" number. When you answer, it will tell you it's placing a call and the number it's calling for you. When they answer they will see your business number as the caller ID, not the number of the phone you're using.

Enable Calls From Home or Cell Showing Business Number

We can also register your home or cell number so that you can call our system from that number and hear a new dial tone. Any number you call will show your business number as the caller ID. Just let us know what cell or home numbers you want to have set up this way.

Mobile Extension

The Mobile Extension service will send your calls to up to 3 outside numbers as well as to your desk phone. Whichever phone answers first gets the call. If you answer a Mobile Extension call on an outside number, you will hear a message saying "Press any key to accept a call from", and the caller's name and number. That's how you know it's a business call. So, press any key (any number key that is), and then you can answer the call in a "business" way. If you don't answer the call at all, or you just hang up after hearing the "press any key" announcement, the call will go to your Red Road voicemail.

To enable Mobile Extension on your phone, just let us know and we'll do that for you.

Once it's enabled, you can manage the service through the My Phone web panel. You can set up to 3 numbers that will ring on your incoming calls, and you can also turn the service on and off.

Mobile Extension:	<input type="text" value="ACTIVE"/>	Phone Numbers:
		<input type="text" value="6431234"/>
		<input type="text" value="5009876"/>
		<input type="text" value="0"/>

And you can specify that it should only be active during Day, Night, or Break mode, so for example if you don't want to receive

these calls when your system is in Night mode, you just don't enable that mode. To create or change the schedule of Day, Night, and Break, just let us know how you want it set up.

Mobile Extension:	<input type="text" value="FOLLOW MODE"/>	Active: <input checked="" type="checkbox"/> Day <input type="checkbox"/> Night <input checked="" type="checkbox"/> Break	Phone Numbers: <input type="text" value="6431234"/> <input type="text" value="5009876"/> <input type="text" value="0"/>
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ZoiPer Soft Phone

The ZoiPer soft phone comes in a completely functional free version. You can download the desktop version at <https://zoiper.com> , and the smartphone app is available through your app store both for iPhone and Android.

When you are ready to swap your desk phone over to the soft phone, log in at <http://myphone.redroad.com> and click on the "SWITCH TO ZOIPER" button at the top right. You'll see "Please Wait" under your name while the change is taking place.

Extension 619 0 New; 0 Old: <input type="button" value="VOICEMAIL"/> Display Name: <input type="text" value="SFO"/> <input type="button" value="LOG OUT"/> <input type="button" value="LABEL"/> Please Wait ...	<input type="button" value="PASSWORD"/> <input type="button" value="EXTENSION LIST"/> <input type="button" value="RING TONE"/> <input type="checkbox"/> Directory	<input type="button" value="SWITCH TO ZOIPER"/> Upload Phonebook <input type="button" value="Choose File"/> No file chosen <input type="button" value="GO"/>
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When it's complete, the screen resets and it shows you the information you need to create the new account on your ZoiPer phone.

In the ZoiPer app, fill in the username, server or host name, and password as shown. Select IAX if you are given a choice of SIP or IAX. If it asks for the account name, that's the same as the

username. The ZoiPer app will run through several protocols trying to log in, and the last one, "IAX" will succeed and turn green. See the next section for some details on the ZoiPer login process.

Voicemail

To pick up voice messages via the ZoiPer phone, dial 700.

We recommend you set your message notification to "email attachment" instead, since the free version of ZoiPer will not alert you to new messages. Do this via the My Phone web portal.

Switch Back To Desk Phone

When you're ready to switch your extension back to your regular desk phone, this is important:

FIRST DELETE THE ACCOUNT FROM YOUR ZOIPER APP

Otherwise you will probably not be able to switch back successfully to the ZoiPer app should you choose to later.

To swap back to the desk phone after deleting the ZoiPer account, log in again at My Phone and click the "SWITCH TO REGULAR" button.



The screenshot shows a web interface with two main sections. The left section displays user information: "Extension 619" in red, "0 New; 0 Old:" followed by a "VOICEMAIL" button, "Display Name:" followed by a "LOG OUT" button, and a text input field containing "SFO". The right section features a "SWITCH TO REGULAR" button at the top, followed by "Upload Phonebook" in red, a "Choose File" button, the text "No file chosen" in red, and a "GO" button at the bottom.

Again you'll see "Please Wait" and then after up to 5 minutes your desk phone will be active again.

ZoiPer Phone Login: iPhone

Go to Settings - Accounts. Click on the + at the top right to create a new account. It asks if you already have the account information (username and password) - click Yes.

Click "Manual Configuration".
Click "IAX Account"

Fill in the Account name (can be anything)
Server, Username, Password - copy these from the My Phone screen.

Click the green bar that says "Register".

ZoiPer Phone Login: Android

On the initial configuration screen, fill in the username@remote.redroad.com (or @ whatever the server name says on the My Phone page) and the password as shown on the My Phone page, and then select "CREATE AN ACCOUNT".

If it asks for the server again, it should already be filled in; put that in if not.

If you have a choice of the type of account, choose IAX.
Once the account is defined, it will run through different options to connect and eventually succeed with IAX.

ZoiPer Desktop Login

The ZoiPer desktop app has the same options, displayed a little differently depending on the version. Select the option to add a new IAX account and fill in the information requested. Fill in the

host or server name, user name and password as shown on the My Phone page, and then click "OK".

If you see a button labeled "REGISTER", click on that. It should change to "UNREGISTER", indicating that your softphone is registered.

Maintaining Connection

If you find that your softphone stops receiving calls when the screen goes to sleep, depending on the operating system you're using, you'll need to tell it not to go to sleep. On most Windows systems, this is in the Control Panel under Power Options. On most Mac systems, it's in System Preferences - Energy. On the iPhone it's under Settings - Display and Brightness - Auto-Lock. On Android it's under Settings - Display - Screen timeout.

Some versions of ZoiPer also have "Warnings" that give you hints as to how to receive incoming calls more reliably. For example, if available, go to Settings - Connectivity and select Keep Alive WiFi and Run In Background. Then select Background Mode and choose "Use Constant Wake Lock"

Voice Quality

If people you're talking with tell you your voice breaks up or drops bits of speech, that is usually because your connection does not have sufficient upload bandwidth. You can change the encoding mechanism to use considerably less. In the ZoiPer app, find your way to Accounts - IAX and select your active account. Under Audio Codec Settings, uncheck all except g729. You may need to pay a small fee to enable that.