Westelcom®

Reference Guide & Welcome Kit



Design. Deliver. Support.

Westelcom Company | 130 Park Pl, Watertown, NY 13601 | 1.866.482.5425 | **www.westelcom.com**

Support Team Contacts

Dear

Welcome to the Westelcom family! I wanted to send you our welcome packet and introduce myself.

My name:

Direct:

Email:

I am your in-house representative who can assist in processing orders, billing questions, payments, and general inquiries. Please feel free to contact me at any time. In the event I am out of the office for an extended period of time, I recommend you utilize our team email of **boc@westelcom.net.**

Sales & Customer Service

Your customer number:

ACCOUNT REP:	--- Select or enter account rep. ---
CUSTOMER SERVICE REP:	--- Select or enter customer service rep ---
DIRECTOR:	Krista Boule | kboule@westelcom.net | 518.569.5625
GENERAL INQUIRIES:	**1.866.327.8832** [1] Technical Support [2] Customer Service & Billing

Trouble Escalation List

8AM to 8PM Weekdays, Non Holidays

LEVEL 1 - TECH SUPPORT	LEVEL 2 - SUPERVISOR	LEVEL 3 - MANAGER
Help Desk 1.866.327.8832 [1] Technical Support	**Andrea Kearns** 315.755.3923 akearns@westelcom.net	**Seth Crimmins** 315.755.3924 scrimmins@westelcom.net

FOR FASTEST RESPONSE: Use the **Mission Critical App** or email **noc@westelcom.net**

Trouble Escalation List

8PM to 8AM Weekdays, Weekends, Holiday

LEVEL 1 - TECH SUPPORT	LEVEL 2 - SUPERVISOR	LEVEL 3 - MANAGER
Help Desk 1.866.327.8832 [1] No Dialtone [2] All Other Support Inquiries	**Andrea Kearns** 315.755.3923 akearns@westelcom.net	**Seth Crimmins** 315.755.3924 scrimmins@westelcom.net

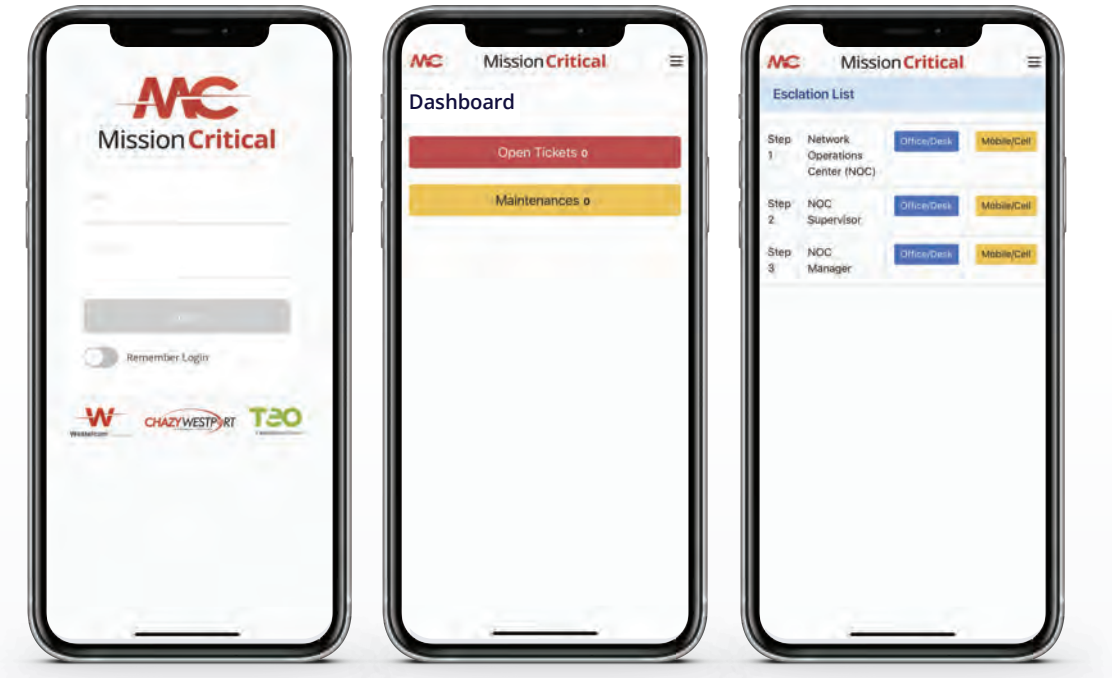
Mission Critical Login

The fastest way to get support.

Optimized for iOS and Android devices, the Mission Critical app provides immediate access to your network's connectivity status and performance and lets you create support requests, monitor ticket activity and network up-time, receive notifications, request service changes, and more!

To log in to Mission Critical:

1. Visit **mc.westelcom.com** or download the Mission Critical app on the App Store or Google Play.
2. Your username is your email:
3. Your password is your customer number:



Access Mission Critical on the desktop at mc.westelcom.com

or download the Mission Critical app:

Available on the App Store

GET IT ON Google Play

Once established, Mission Critical will allow you to:

- Submit support requests
- View the status of your support request
- Receive important updates
- Manage push notifications
- Monitor network uptime
- Review network maintenance updates
- Request service changes
- And more!

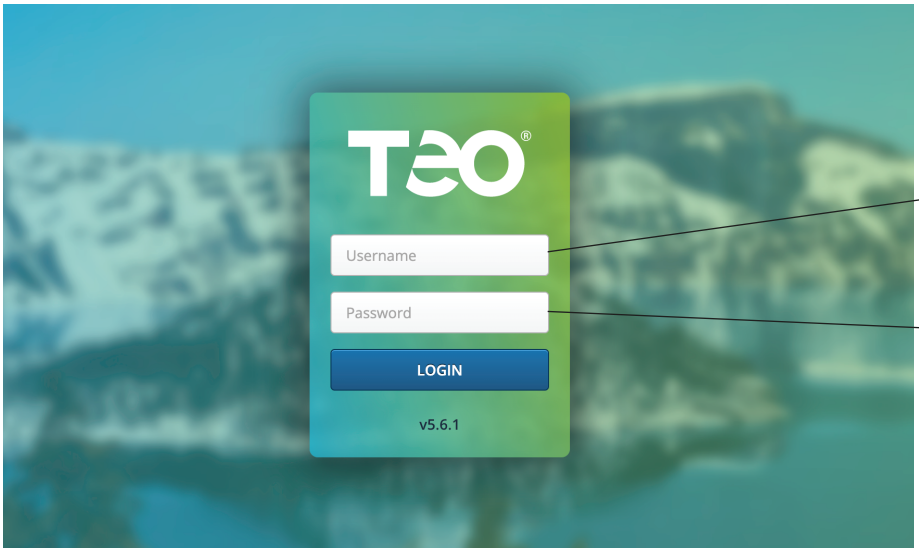
For more help, watch the Mission Critical how-to video at **https://youtu.be/ngJT_wM9Ag0**

Teo UC System Admin Login

1 In your web browser, go to your main UC portal login page.

Your main UC portal login page:

2 Enter your UC System username and password.



Note: If you forgot your password and your email address is not configured in the system, you can contact your system administrator to get your login credentials.

3 Select login (if needed).

If you have a user account and extension on this system **and** are assigned as an administrator, Conference Monitor, and/or ACD Supervisor, you will see the SELECT LOGIN panel.

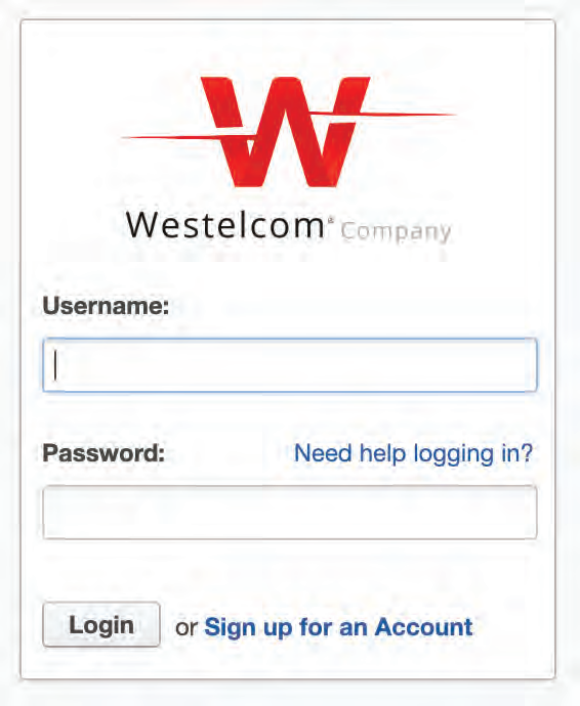
- Click ADMIN to log in to the Admin Portal as an administrator
- Click USER to log in to your account on the User Portal
- Click CONFERENCE MONITOR to log in as a Conference Monitor
- Click ACD SUPERVISOR to log in as an ACD Supervisor

Note: You cannot navigate to other User Portal or Admin Portal screens while logged in as a Conference Monitor or ACD Supervisor.

Important Billing Information

To create your Billcenter account:

1. Visit **westelcom.billcenter.net** and click on the "Sign up for an Account" link.



2. You will need to enter the following account information to create your login credentials:
   - Your Customer ID:
   - Your registration code:
3. Once your Westelcom Billcenter account has been created, you can enroll in Auto Pay or save payment methods for future transactions.

To enroll in Auto Pay:

Log in to your newly created Billcenter account and follow the steps below.

1. Click on the View & Pay Bills tab located in red under our logo.
2. Select Auto Pay from the drop-down menu.
3. Enter your payment information in the fields provided.
4. Click the Enroll in Auto Pay button at the top of the screen to complete your enrollment.
5. Accept our Auto Pay Terms of Service.

For help initiating your account and enrolling in Auto Pay, contact customer support at **1.866.327.8832**.

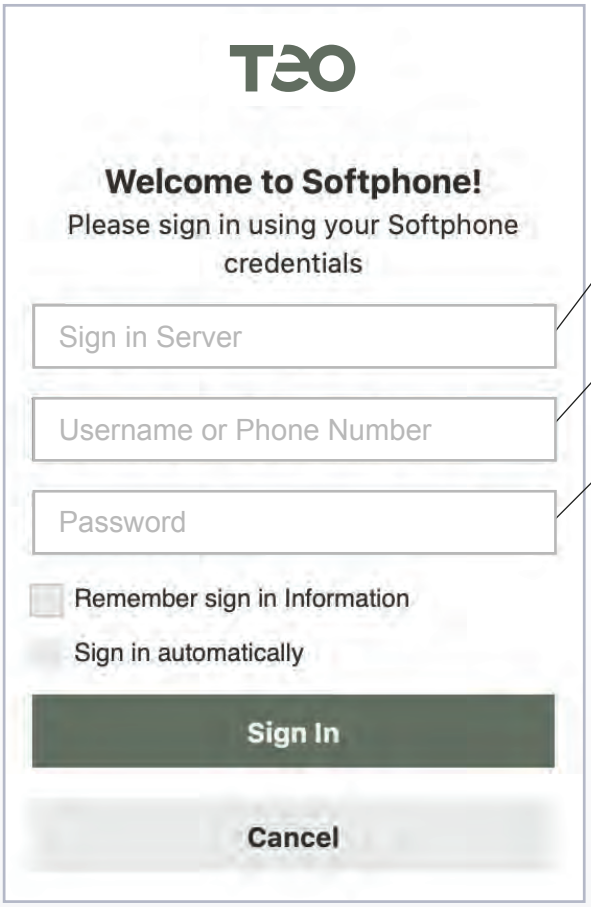
Teo Softphone Login

1 Download and install the Teo Softphone software:

Teo Softphone for Microsoft Windows 5.0.3.7_88797
https://www.teotech.com/content/installers/softphone/teosoftphone_5.0.3.7_88797.exe

Teo Softphone for mac OS 5.0.3.7_88796
https://www.teotech.com/content/installers/softphone/teosoftphone_5.0.3.7_88796.dmg

2 Log in to Teo Softphone:



Your sign in server:

Username is your Teo UC System extension number.

Password is your login password for the Teo UC System.

Forgot your password?

If you do not know or have forgotten your user login password, access a browser and enter the Teo UC, Doman Name or IP address. When the user login screen appears click on “Forgot Password” and enter your email address. A new password along with all your login credentials will be emailed to you.

If you are logged in, **Phone Ready** is shown at the top of the Teo Softphone screen. Teo Softphone automatically logs in to the Teo UC System when the app is started. You can manually log out by selecting **Sign out** in the Softphone menu. You must log out to stop call alerts.

Teo IP Phone User Guides

Digital Forest Line **Cedar+**

Product Data Sheet
Installation Guide
User Manual



Digital Forest Line **Fir Essential**

Product Data Sheet
Installation Guide
User Manual



IP Phone 9104

Installation Instructions
Quick Reference



IP Phone 9102

Installation Instructions
Quick Reference



IP Phone 4104

Installation Instructions
Quick Reference
User Guide



For more, see the **Network Administration Guide** or visit **https://www.teotech.com/support/#Downloads**

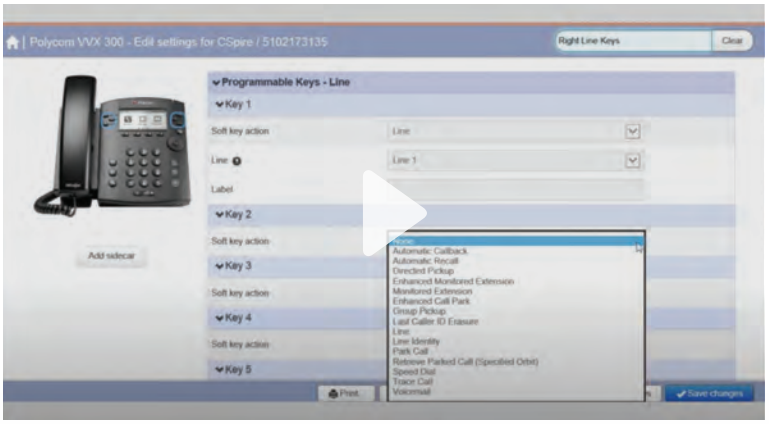
HPBX Solutions / Metaswitch

To log in to the admin portal:

1. Visit
2. Your username:
3. Your password:

How To Use Hosted Phone Commportal + Virtual Apps

The hosted phone Commportal interface allows you to access and manage your individual phone services and enables customization of Metaswitch call features.



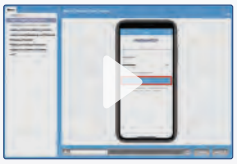
Visit the link below to find helpful instructional videos on:

- Configuring Metaswitch call features
- Call settings and notifications
- Using the mobile app
- Using call history and directory
- Setting up voicemail and forwarding
- Three-way calls and call transfers
- And more!

http://docs.metaswitch.com/interactive/commportal-end-user-tutorial/story_html5.html

Using Metaswitch MaX UC Mobile & Desktop Apps

MaX delivers rich voice, PBX, and contact management features through intuitive user interfaces on Windows, Mac OS, Android or iOS and is integrated with Microsoft 365 and Teams.



MaX UC Mobile Client Tutorial:
http://docs.metaswitch.com/interactive/max-uc-mobile/story_html5.html



MaX UC Desktop Client Tutorial:
http://docs.metaswitch.com/interactive/max-uc-desktop/story_html5.html

For more Metswitch tutorial videos, visit **https://www.youtube.com/user/metaswitch/videos**.

Westelcom Referral Program

Earn rewards by referring businesses to Westelcom...

For each successful referral, you can earn a bonus of $100 for any sale generating $100-$500 in monthly recurring revenue and $500 for any sale generating more than $500 in monthly recurring revenue. To get started, simply submit the referral form at https://westelcom.com/refer/.

...for any Westelcom solution.



Internet Connectivity

Business-class internet solutions built on a carrier-grade fiber network with diverse connectivity and redundancy.



Business Voice & Phone

High-quality business PBX and VoIP voice services bring efficient communication to the entire team.



Unified Communications

UC capabilities enable organizations of all sizes to communicate with greater ease and better operational efficiency.



Collaboration

High-quality solutions for file storage, document sharing and co-authoring, chat and video conferencing.



Mission Critical App

Get immediate, convenient access to Westelcom network's connectivity status and performance.



Web Hosting

Web and mailbox hosting enabling migration and maintenance through Westelcom-provided portals.



Security

A complete, proactive security service with seven layers of protection and unlimited backup monitored 24/7.



Data Center & Colocation

Carrier-neutral data centers featuring state-of-the-art backup power, redundancy, and perimeter security.



SDWAN

Enhanced resiliency, efficiency, reporting, security and application visibility for mission critical businesses.



Contact Center as a Service (CCaaS)

A flexible, cost-efficient, cloud-native alternative to comples, expensive on-premises contact centers.

For Westelcom Referral Program terms and conditions, visit **https://westelcom.com/referralterms/**.

Testimonials & Reviews

Industry Case Studies & Testimonials

Healthcare
Westelcom has provided mission critical services to the health care industry for over 12 years.
View testimonial

Education
Westelcom has vast experience providing custom solutions to school systems, colleges and universities.
View testimonial

Government
Westelcom provides solutions to over 20 villages, towns, cities, and counties throughout Northern New York.
View testimonial

Financial
A leader in telecommunications services for financial institutions throughout Northern New York.
View testimonial

Non-Profit
We are the number one provider of telecommunications services to non-profits in Northern New York.
Get the case study

Small Business
Westelcom solutions improve margins and reduce the cost of infrastructure and maintenance of legacy systems.
View video

Leave Us a Review

Watertown ★★★★½
Write a review

Plattsburgh ★★★★½
Write a review

Everette ★★★★★
Write a review

Connect With Us on Social Media

Facebook
Follow us

LinkedIn
Connect with us

YouTube
View our channel

For more case studies and industry solutions, visit **https://westelcom.com/industry-solutions/**.