

# Hosted VoIP Administrator Portal Guide

May 2023

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## Portal Navigation

URL: <https://centurylink.com/voip>. Enter your **Administrator** user ID/password to access admin functionality within the portal. You should have received your administrator login details via email and will look similar to the following:

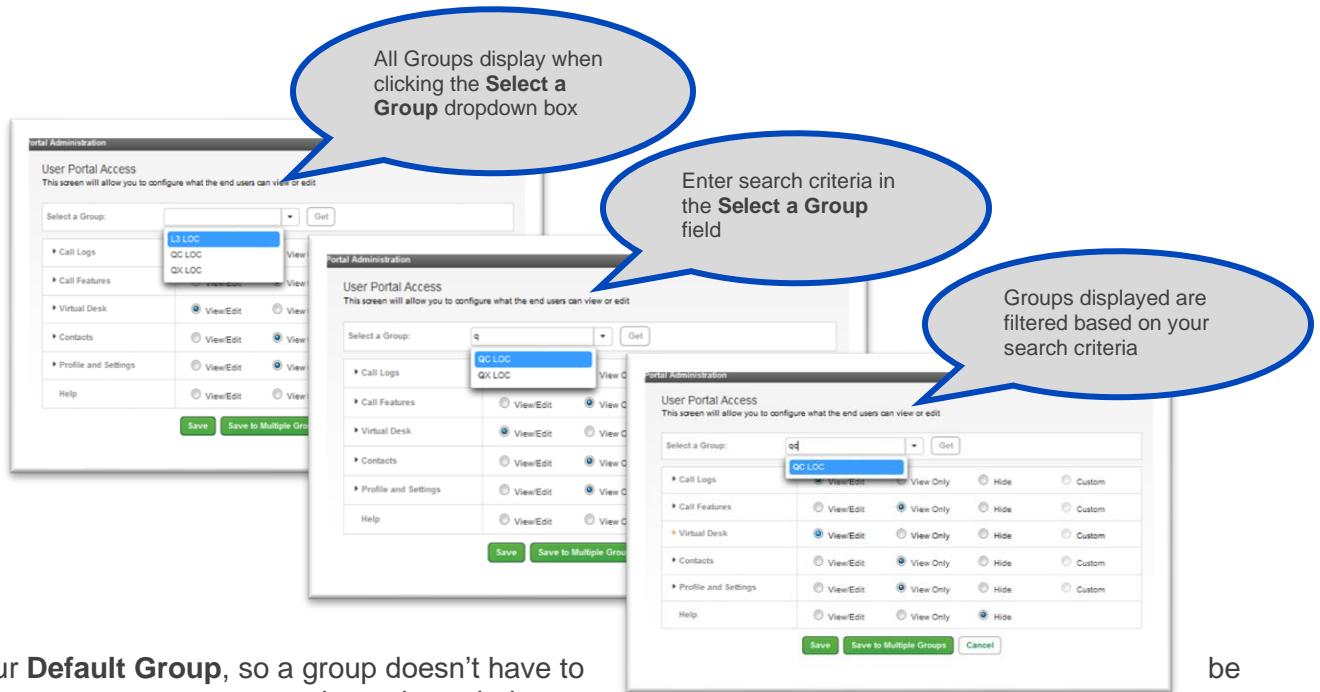
Administrator Portal URL: [centurylink.com/voip](https://centurylink.com/voip)  
User Id: adminlogin here  
Password: adminpassword here

## Home Page

The **Default Group** option allows you to define which group you want as your default location. As you work in a specific group, managing users and features, this prevents you from having to define your group on each page as you navigate through the portal.

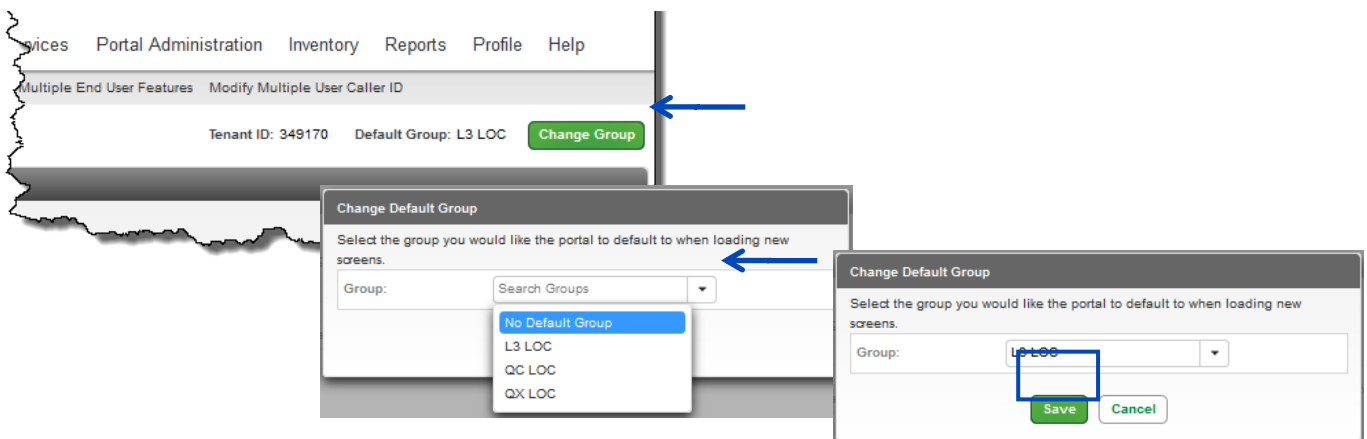
The screenshot displays the CenturyLink Business Administrator Portal. The top navigation bar includes 'User Administration', 'Trunk Administration', 'Manage Services', 'Portal Administration', 'Inventory', 'Reports', 'Profile', and 'Help'. Below this, a sub-menu shows 'Manage Users', 'Customize User Templates', 'Bulk Load Users', 'Modify Multiple End User Features', and 'Modify Multiple User Caller ID'. The main content area is titled 'User Administration' and 'Manage Users', with a description: 'This application may be used to manage users for your Enterprise.' It features a 'Select a Group:' dropdown menu with 'Search ALL - Across Enterprise' selected, a 'Warning' message, and a 'Create New User' button. Below this is a 'Search End Users' section with a search form and 'Search' and 'Clear' buttons. Annotations with blue arrows point to various elements: 'Main Menu' points to the top navigation bar; 'Sub Menu' points to the sub-menu; 'Default Group Setting' points to the 'Change Group' button; 'Group/Location Selector' points to the dropdown menu; 'Create New User' points to the 'Create New User' button; and 'Search for Specific Users' points to the search form.

As you navigate throughout the portal, you'll have several opportunities to search for specific groups for managing inventory, creating or editing users, etc. You can enter search criteria in the **Search a Group** field, which filters which group is displayed, based on that search criteria.



Define your **Default Group**, so a group doesn't have to be selected on every page as you navigate through the portal:

1. Click the **Change Group** button.
2. In the **Change Default Group** window, click the arrow to search for the group, or enter a search or partial search of the group name in the **Group** field to refine your search.
3. If you don't want to set a default group, select **No Default Group** from the dropdown list.
4. Once you've selected your group, click the **Save** button.

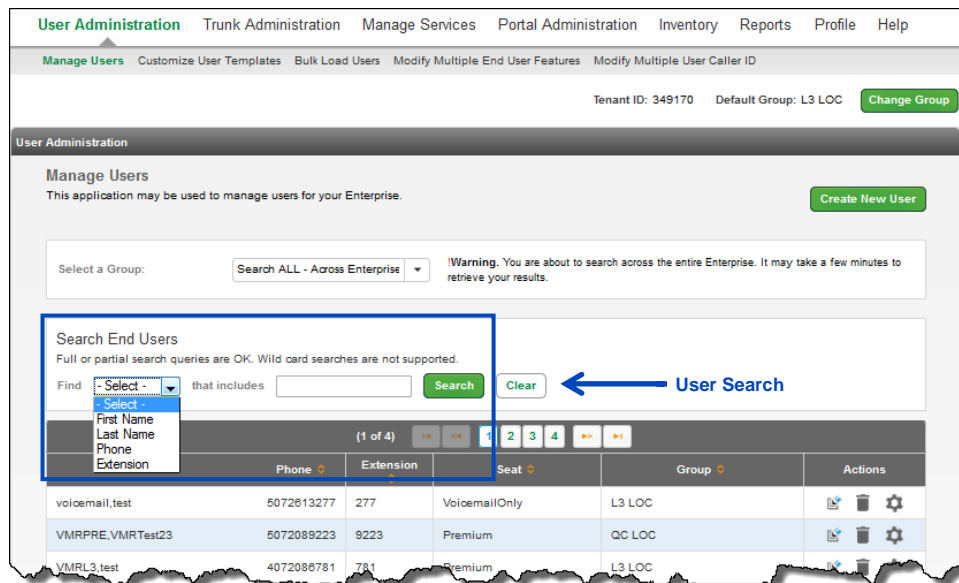


As you navigate from feature to feature within the portal, your default group automatically populates. A new **Default Group** can be redefined at any time, by following this same process.

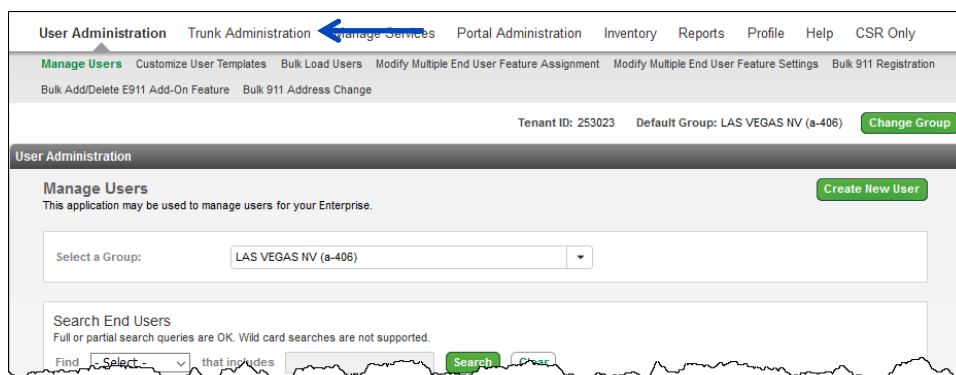
The **Search End Users** option is available throughout the portal. Click **Search** to display all users in the group.

If there are more than 1000 users, you'll be required to refine your search by selecting an option from the **Find** dropdown list. Depending on the page you are on, the **Find** dropdown list will let you search by:

- First Name** Partial search supported.
- Last Name** Partial search supported.
- Extension** Partial search supported.
- MAC Address** Partial search is not supported; the full 12-digit MAC address is required.



The **Trunk Administration** option within the main menu will only be visible for customers with **SIP Trunking** from CenturyLink. If you don't have **SIP Trunking**, the **Trunk Administration** option won't be available from your main menu.



For details on specific features associated to our **SIP Trunking** product, refer to the [Hosted VoIP Trunk Administration Portal Guide](#), found under Help from the main menu.

## User Administration

Within the **User Administration** section of the portal, **Manage and Create New** users, **Edit** existing users, create **Custom User Templates**, process **Bulk Uploads**, and modify multiple users with the **Modify End User Feature** tool.

### Creating a New User

1. Click **User Administration** from the main menu.
2. Click **Manage Users** from the sub menu.
3. If your organization has only one group (location), users automatically appear for editing users, deleting users, etc., without having to select a group.
4. To edit or delete a user, click on the **Edit** or **Trash Can icon** next to the individual you plan to edit. The **Gear icon** allows you to access that user's end user portal, to manage individual features such as forwarding, simultaneous ring, etc., on their behalf.

The screenshot displays the 'User Administration' portal. The top navigation bar includes 'User Administration', 'Trunk Administration', 'Manage Services', 'Portal Administration', 'Inventory', 'Reports', 'Profile', and 'Help'. Below this, a sub-menu shows 'Manage Users' (highlighted with a blue box), 'Customize User Templates', 'Bulk Load Users', 'Modify Multiple End User Features', and 'Modify Multiple User Caller ID'. The main content area is titled 'Manage Users' and contains a 'Create New User' button. A search section includes a 'Select a Group' dropdown (set to 'Search ALL - Across Enterprise'), a warning message with a blue arrow pointing to it, and a 'Search End Users' section with a search input and 'Search'/'Clear' buttons. Below the search is a table of users with columns for 'User', 'Phone', 'Extension', 'Seat', 'Group', and 'Actions'. The 'Actions' column for the second user is highlighted with a blue box.

User	Phone	Extension	Seat	Group	Actions
voicemail.test	5072613277	277	VoicemailOnly	L3 LOC	[Icons]
VMRPRE.VMRTTest23	5072089223	9223	Premium	QC LOC	[Icons]
VMRL3.test	4072086781	781	Premium	L3 LOC	[Icons]



5. Click the **Create New User** button to load a **Manage User – Create New User** form.
6. If you have more than one group within your tenant, select the group from the **Select a Group** dropdown list where the user should be built; you can also select your group from the **Create New User** screen.

The screenshot shows the 'Manage Users' interface. At the top, there is a navigation bar with 'User Administration' selected. Below it, there are several tabs: 'Manage Users', 'Customize User Templates', 'Bulk Load Users', 'Modify Multiple End User Feature Assignment', 'Modify Multiple End User Feature Settings', and 'Bulk 911 Registration'. A 'Change Group' button is visible. The main content area shows 'Manage Users' with a 'Create New User' button highlighted. A dropdown menu is open for 'Select a Group:', showing options like 'LAS VEGAS NV (a-406)', 'Search ALL - Across Enterprise (253023)', 'CENTURYLINK (a-402) (a-402)', 'CENTURYLINK PHOENIX AZ (a-405)', 'CENTURYLINK PORTLAND OR (a-408)', 'CENTURYLINK SALT LAKE CITY (a-404)', and 'CENTURYLINK SEATTLE WA (a-407)'. A blue arrow points to the dropdown menu.

7. Complete the **Manage Users - Create New User** form. All fields denoted with an **asterisk (\*)** are required fields and must be populated to successfully build the user.
8. Enter the user's **First Name** and **Last Name** in the appropriate fields.
9. Select the group (location) from the dropdown list if different than what's displayed.
10. Select the **Seat** type from the dropdown list; available options are based on your available inventory.
11. Apply a **Custom Template** (if applicable) by selecting your option from the dropdown list (optional).

The screenshot shows the 'Manage Users - Create New User' form. It includes a legend: '\* Is a required field.' The form fields are:
 

- \* First Name: John
- \* Last Name: Doe
- \* Group: LAS VEGAS NV (a-406)
- \* Seat: Premium (1)
- Custom User Template: - Select - (with an 'Apply Template' button)
- ☐ \* Hosted VoIP Number: (with a 'Select from another group' button)
- ☐ \* Extension:
- Title:

 A blue bracket highlights the First Name, Last Name, Group, and Seat fields.

12. Select a number from the **Hosted VoIP Number** dropdown list; number options within this list are based on telephone numbers available in your inventory within the selected group.



**Note:** If you have more than one group in your tenant, all available (unassigned numbers) are shown in the dropdown list. It's suggested you use a number assigned to the group you're building the user in, however, you're allowed to create a user in one group with a number from another group.

User Administration  
Manage Users - Create New User

\* Is a required field.

\* First Name: John

\* Last Name: Doe

\* Group: LAS VEGAS NV (a-406)

\* Seat: Premium (1)

Custom User Template: - Select - Apply Template

Ⓞ \* Hosted VoIP Number: 3212037222 (LAS VEGAS NV (a-4)) Select from another group

Ⓞ \* Extension: 7222

Title:

13. To choose an available number from another group, click the **Select from another group** button.

\* Group: LAS VEGAS NV (a-406)

\* Seat: - Select -

Ⓞ \* Hosted VoIP Number: Select from another group

\* Extension:

14. Select a group from the **Select another group** dropdown list.
15. From available numbers in that group, select a number from the **Hosted VoIP Number** dropdown list.
16. Click the **Select** button.

Select Phone Number From Another Group

Select another group: CENTURYLINK (a-402) (a-402)

Hosted VoIP Number: 6123979371 (CENTURYLINK (a-402))

Select Cancel

17. The **Extension** field automatically populates based on the telephone number selected.

**Note:** This field is editable, if you prefer extension not associated to the number, input the extension manually.



**Note:** If you're using 3-digit internal extensions, you cannot use the following: 123, N11 (211, 311, 411, 511, 611, 711, 811, 911) and will be prompted with an error.

18. The **Title**, **Mobile** and **Pager** fields are optional; they don't have to be populated to build the user.

19. Click the **Allow Custom Caller ID** if you wish to change the 10-digit number that is sent for outbound calls; this will be described in more detail.

20. Check the **Enable Directory Privacy** box if you don't want others in this group to monitor this device within the Webex softphone app.

21. To encrypt this user's devices, check the **Secure SIP** checkbox; you must have inventory to enable this feature.

**Note:** If enabled, this user's devices will be converted to Secure SIP, which enables SIP TLS/SRTP encryption. It will ONLY be enabled for supported devices. Some devices may not support Secure SIP.



User Administration  
Manage Users - Create New User

\* Is a required field.

\* First Name: John

\* Last Name: Doe

\* Group: LAS VEGAS NV (a-406)

\* Seat: Premium (1)

Custom User Template: - Select - [Apply Template](#)

Ⓞ \* Hosted VoIP Number: 3212037222 (LAS VEGAS NV (a-4)) [Select from another group](#)

Ⓞ \* Extension: 7222

Title:

Mobile:

Pager:

Allow Custom Caller ID:  Yes  No

Ⓞ Enable Directory Privacy:

Ⓞ Secure SIP:  Inventory: 2

\* Portal User ID and Domain: @centurylink.com

22. A window confirms Secure SIP was applied to this user, click the **Continue** button.

Confirm

The below list of devices will be changed to Secure SIP. Do you want to continue?

Device Name
6126296455_BC-PC
6126296455PRIMARY_Poly400

[Continue](#) [Cancel](#)

23. Once a user is created and a Secure SIP license is assigned, click the **Manage Device** button.

The screenshot shows a user configuration form. At the top, there are fields for 'Secure SIP' (checked), 'Inventory: 5', 'Portal User ID and Domain' (jane.doe6455@centurylink.com), 'Email' (rebecca.athmann@centurylink.com), and 'Time Zone' (GMT-08:00 (US) Pacific Time). Below these are 'Change User ID' and 'Reset Password' buttons. The 'Primary Device' section includes 'Phone Type: Polycom VVX 4XX', 'Device Template Name: PolyPremium\_2', and 'Device MAC Address: 001401014A2C'. There are 'Edit Device' and 'Manage Device' buttons. At the bottom, there is a 'Make this End User the Primary User of this Device' checkbox (checked) and 'Save' and 'Cancel' buttons.

24. On the Manage Device screen, by default, Secure SIP is disabled, to enable, click the **Enable** radio button.

25. Click the **Save Secure SIP** button.

26. Click the **Reboot Device** button.

The screenshot shows a table of line keys and several configuration sections. The table has columns: Line Key, Type, First Name, Last Name, Phone Number, Line Label, Display Count, Ring Type, Line Type, Message Waiting Indicator, Track Calls, Sync Call Forward, CFNA Sync Rings, Sync Do Not Disturb, and Action. Below the table are 'Add Line Key(s)', 'Busy Lamp Field' (with 'Manage Busy Lamp' button), and 'Secure SIP' section. In the 'Secure SIP' section, the 'Enable' radio button is selected and highlighted with a blue arrow. Below it, the 'Save Secure SIP' button is highlighted with a blue box. At the bottom, the 'Reboot Device' button is highlighted with a blue box, and the 'Back to Edit User' button is visible.

27. After the reboot, you're returned to the **User Settings** tab.

28. The **Lock** icon next to the device's MAC address is your indication that a license has been assigned to this user, and the license has been enabled.

The screenshot shows the 'Primary Device' section of the user settings. It includes 'Phone Type: Polycom VVX 4XX', 'Device Template Name: PolyPremium\_2', and 'Device MAC Address: 001401014A2C'. A blue arrow points to a lock icon next to the MAC address. There are 'Edit Device' and 'Manage Device' buttons. At the bottom, there is a 'Make this End User the Primary User of this Device' checkbox (checked) and 'Save' and 'Cancel' buttons.

29. Enter the **Portal User ID** and select the **Domain** from the dropdown list; this will be the user ID used to log into the user's end user portal.
30. Enter the user's email in the **Email Address** field, a welcome email is sent to this address and includes a user ID and password to sign into their portal.
31. From the **Send Welcome Email** dropdown list, choose who should receive the welcome email:
  - **Admin Only** – only the primary administrator will receive the welcome email
  - **User Only** – the user only receives the welcome
  - **Both Admin & User** – both the primary admin and user receive the welcome email
  - **Do Not Send** – neither party receives the welcome email – if this option is chosen, the welcome email can be sent later
32. From the **Time Zone** dropdown list, select the correct time zone if it is not displayed correctly or if changes are needed later.
 

**Note:** There is a unique time zone selection for Arizona.



The screenshot shows a web form for user configuration. The fields are as follows:

- Secure SIP:**  Inventory: 4
- \* Portal User ID and Domain:**  @  (Blue arrow points to the domain field)
- \* Email:**  (Blue arrow points to the email field)
- \* Send Welcome Email:**  (Blue arrow points to the dropdown menu)
- Time Zone:**
- Primary Device:**
  - Device or Trunk Group:  Device  Trunk  None
- Voice Mail Box Number:**
- Voice Mail Pin:**  (Note: 6 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User. For additional Voice Mail PIN rules, hover over the question mark on the left.)
- Confirm Voice Mail Pin:**
- Escape To Operator Group:**

At the bottom, there are three buttons: **Activate User** (green), **Activate User and Continue** (green), and **Cancel** (white).

33. Click the **Device** radio button; as options are selected from the dropdown lists, additional options appear based on the selection you made within each previous dropdown list.
34. From the **Vendor** dropdown list, select the manufacturer of the device you're building.
35. From the **Phone Type** dropdown list, select the phone model you're building.

36. From the **Device Template Name** dropdown list, select the template you wish to assign to this device.
- The template selected is based on the assigned seat type, i.e., **Premium** seat should be assigned a **Premium\_x** template.
  - “\_1”, “\_2”, “\_3” determines the number of lines built for the primary phone number of that device, i.e., 1, 2 or 3 lines.
37. Enter the 12-digit MAC address for your device in the **Phone MAC Address** field.
38. A unique name for that device can be added in the **Description** field, but it's not required.
39. Keep the **Make this End User the Primary User of this Device** check box checked.
40. Enter a numeric passcode in the **Voice Mail PIN** field, this will be included in the welcome email, and is used when first logging into voicemail.
41. Reconfirm the passcode by entering it in the **Confirm Voice Mail PIN** field.
- Maximum greeting length for individual mailboxes is 180 seconds (3 minutes).
- PIN Requirements:**
- PINs are required.
  - PINs must be 6-15 numeric digits in length.
  - The PIN cannot solely consist of your VoIP telephone number or any part of your telephone number.
  - The same digit cannot be repeated more than twice.
    - **Allowed Examples:** 11xxxx, xxx88xxx, xxxxxx99
    - **Not Allowed Examples:** 222xxx, xxx444xx, 777777
  - The entire PIN value cannot be sequential; neither ascending or descending.
    - **Allowed Examples:** 012347, 98761, 01234560
    - **Not Allowed Examples:** 123456, 0123456789, 765432, 9876543210
42. Select an option from the **Escape To Operator Group** dropdown list, if escape to operator groups have been defined; this determines where callers go if they press “0” in the user's voicemail.
43. Click the **Activate User** button to return to the Manage Users page or click the **Activate User and Continue** button to continue making feature changes to the user.

The screenshot shows a web form for configuring a user's primary device and voicemail settings. The form is titled "Primary Device" and includes the following fields and options:

- Time Zone:** (GMT-05:00) (US) Eastern
- Device or Trunk Group:** Radio buttons for Device (selected), Trunk, and None. A blue arrow points to the "Device" option.
- \* Vendor:** Polycom
- \* Phone Type:** Polycom VVX 500
- \* Device Template Name:** PolyPremium\_2
- Device MAC Address:** 001201014A2C. A blue arrow points to this field. A note indicates "MAC Address Example: 001201014A2C".
- Description:** CEO Second Phone. A blue arrow points to this field.
- Make this End User the Primary User of this Device:** Checked checkbox.
- Voice Mail Box Number:** 6142103199
- Voice Mail Pin:** 319999. A blue arrow points to this field. A note indicates "4 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User."
- Confirm Voice Mail Pin:** 319999
- Escape To Operator Group:** -Select-

At the bottom of the form, there are three buttons: "Activate User" (highlighted with a blue box), "Activate User and Continue" (highlighted with a blue box), and "Cancel".

44. To change the outbound caller ID, click the **Allow Custom Caller ID Yes** radio button.  
 45. Enter the number you wish to display, in the **Custom Caller ID** field.



**Note:** You must agree that you're sending a valid telephone number owned by the calling party, whether the telephone number is owned by CenturyLink or another provider. The telephone number must correctly represent the physical location of the call where the call is originated.

Allow Custom Caller ID:  Yes  No

**Please Note:** I agree to send a valid telephone number that I own as a Calling Party Number, whether the telephone number is registered with CenturyLink or with other providers. The telephone number must correctly represent the physical location of the call where the call is originating.

\* Custom Caller ID:

46. Click on the **Feature Assignment** tab.  
 47. To add a Webex (softphone app) to the user, click the **Manage Webex** button.



**Note:** For more details on assigning the Webex add-on feature, refer to the [Webex Administrator Guide \(lumen.com\)](#).

User Settings **Feature Assignment** Feature Settings Voice Mail Settings Alternate Numbers

Device Name	Phone MAC Address	Belongs To	Action
<div style="display: flex; justify-content: space-between;"> <span>ADD PHYSICAL DEVICE</span> <span>MANAGE WEBEX</span> </div>			
Receptionist PC Console			
Assign a Receptionist PC Console for this User: <input type="radio"/> Yes <input checked="" type="radio"/> No			
Inventory: 1			

48. Click the radio button next to the appropriate feature package. (**Note:** The quantity of features available shows in parenthesis to the right of each package type.)  
 49. Click the **Save** button.

User Settings **Feature Assignment** Feature Settings Voice Mail Settings Alternate Numbers

**Manage Applications**

? User Specific Email:

? Webex Package:

- None
- Softphone (Available: 92)
- Basic Collaboration (Available: 2)
- Standard Collaboration (Available: 35)
- Premium Collaboration (Available: 1)

50. Receive a successful notice that the license has been assigned to that user.



**Note:** End user will receive a welcome email notifying them that the feature has been added. The email will include a link to download the app. The link as well as Webex help guide can also found in the Help menu of the end-user portal.

51. To change or remove a Webex license, click the **Manage Webex** button.

Device Name	Phone MAC Address	Belongs To	Action
a-12172_1634054319838_WX-PC		Clarissa Smith	<a href="#">Manage Device</a>
a-12172_1634054319838_WX-MOBILE		Clarissa Smith	<a href="#">Manage Device</a>
a-12172_1634054319838_WX-TABLET		Clarissa Smith	<a href="#">Manage Device</a>

ADD PHYSICAL DEVICE    MANAGE WEBEX



52. Click on the appropriate radio dial to change the package type or click the **none** radio dial to remove the feature.

**Note:** If you remove the feature, it will become **available** and can be assigned to another user.

53. Click the **Save** button.

Manage Applications

② User Specific Email:

② Webex Package:

- None
- Softphone (Available: 92)
- Basic Collaboration (Available: 2)
- Standard Collaboration (Available: 35)
- Premium Collaboration (Available: 1)

SAVE    CANCEL

**Note:** For more details on assigning the Webex add-on feature, refer to the [Webex Administrator Guide \(lumen.com\)](https://lumen.com).



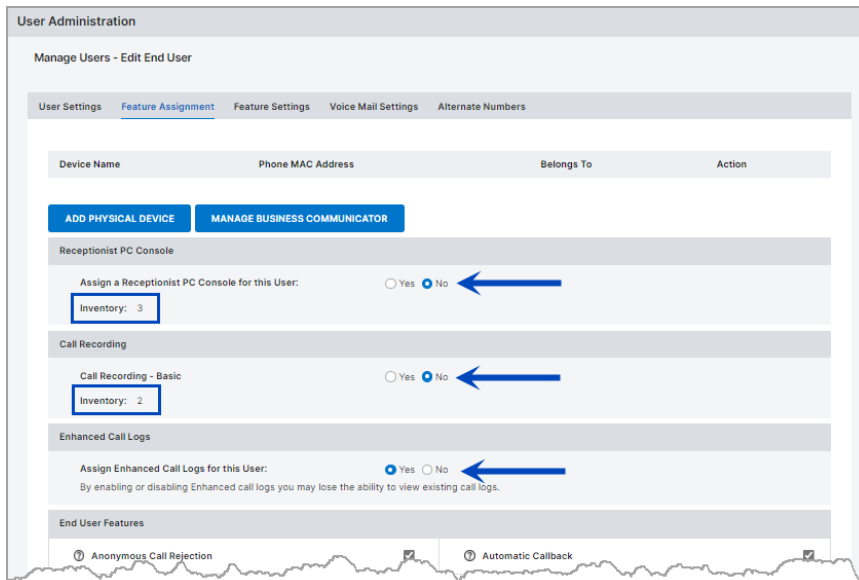
- 54. If the user requires access to the **Receptionist PC Console**, click the **Yes** radio button; if inventory is not available, the license cannot be assigned.
- 55. If the user requires access to **Call Recording**, click the **Yes** radio button; if inventory is not available, the license cannot be assigned.
- 56. If you would like to assign **Enhanced Call Logs**, click the **Yes** radio button. Historical call log data for up to 60 days is shown on an end user's device and in the end user portal.

**Basic Call Logs** (default setting)

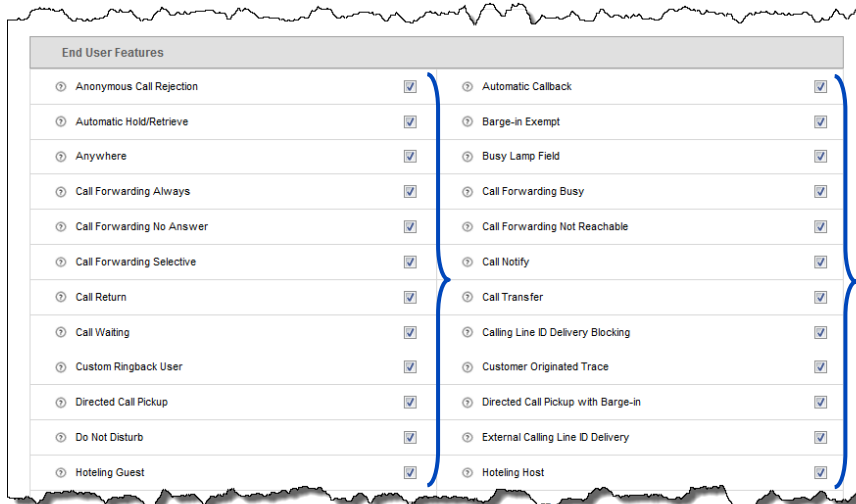
The last 20 calls of each missed, dialed and received are available during this period.

**Enhanced Call Logs**

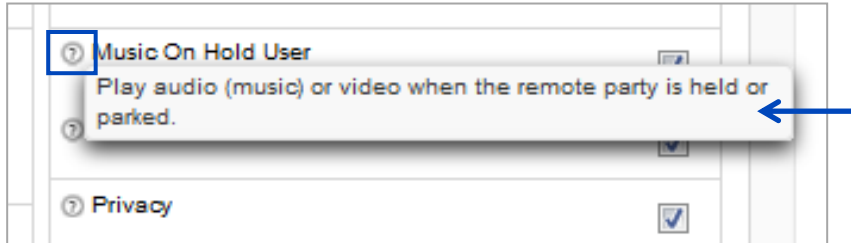
The last 100 calls of each of missed, dialed and received are available during this period. Call duration will also show in call logs.



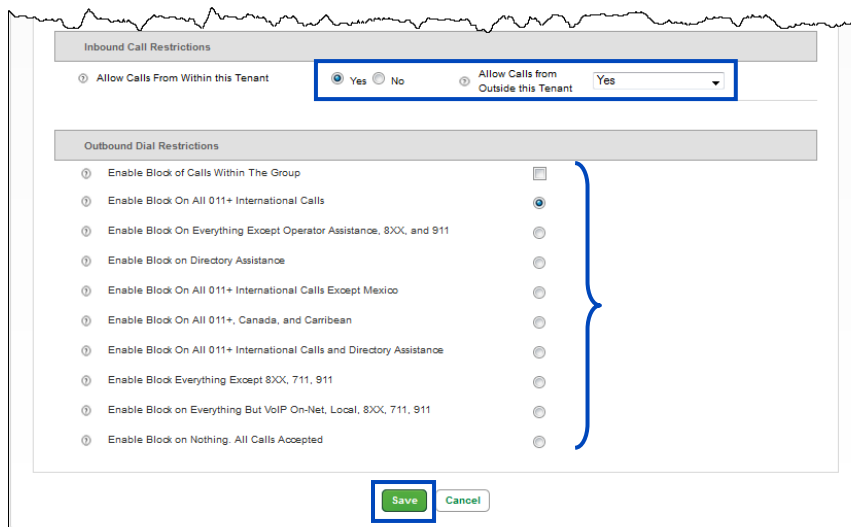
- 57. Available features are based on the seat type, i.e., **Basic, Standard, Premium, etc.**
- 58. All **Features** associated to that seat type are enabled by default.
- 59. To disable a **Feature**, uncheck the box for the feature(s) you wish to disable.



60. If you're not familiar with a feature, hover over the "?" next to the feature, and you're presented with a brief description.
61. This type of real time help can be found throughout the portal.



62. Click the **Yes** radio button for **Allow Calls From Within this Tenant** if you want the users to receive calls from employees at other locations. Click the **No** radio button to block those calls.
63. From the **Allow Calls from Outside this Tenant** dropdown list, select from the following:
- **Yes** – the user's allowed to receive inbound calls from outside of their tenant
  - **Transfer Calls Only** – the user's allowed to receive outside calls transferred to them
  - **No** – the user won't be allowed to receive any inbound calls from outside of their tenant
64. For **Dialing Restrictions**, click the radio button associated to the calling policy required for that user.
65. Click the **Save** button to save all feature setting changes.



66. Click on the **Feature Settings** tab.

67. Next, select the appropriate feature(s) as they pertain to that user under **Share Call Appearance** by clicking the appropriate radio buttons:

- Alert all appearance for Click-to-Dial
- Allow Call Retrieve from another location
- Configuration of Multiple Call Arrangement
  - Allow bridging between locations
  - Multiple Call Arrangement
- Bridge Warning Tone: Allow bridging between locations
  - None
  - Barge-in only (no tone)
  - Barge-in and repeat every 20 seconds (tone repeats)

The screenshot shows the 'User Administration' interface, specifically the 'Manage Users - Edit End User' page. The 'Feature Settings' tab is selected and highlighted with a blue box. Below the tabs, the 'Share Call Appearance' section is visible, containing several radio button options. A blue bracket on the right side of the page groups the following features: 'Alert all appearance for Click-to-Dial calls', 'Allow Call Retrieve from another location', 'Configuration of Multiple Call Arrangement' (including 'Allow bridging between locations' and 'Multiple Call Arrangement'), and 'Bridge Warning Tone' (including 'Allow bridging between locations' with options for 'None', 'Barge-in only', and 'Barge-in and repeat every 20 seconds'). The 'End User Features' section below shows 'Anonymous Call Rejection' set to 'Off'.

- 68. **End User Features** allow you to visually see what type of features the end user has set up in their portal or allows you to manage these features for them.
- 69. Make setting changes or enable/disable features to assist the users with personal call flows.
- 70. For a full description of each feature and how to program them, refer to the **End User Portal Guide**.

Barge-in only  
 Barge-in and repeat every 20 seconds

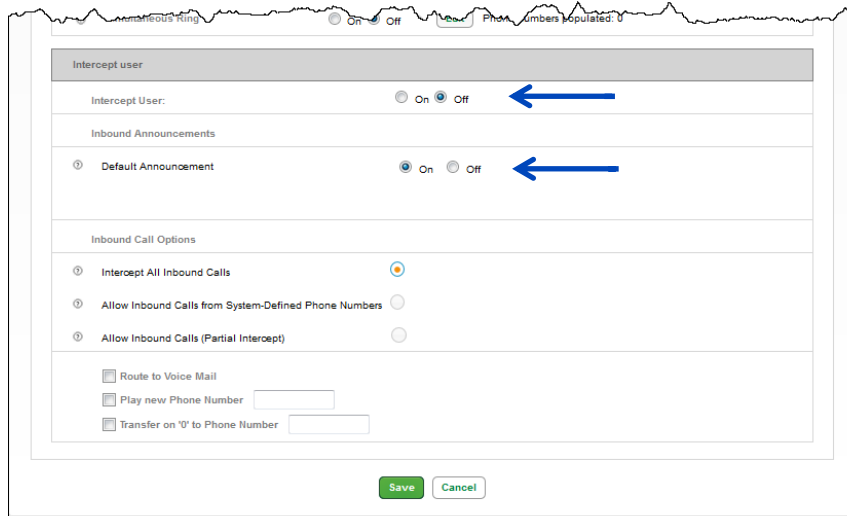
**End User Features**

① Anonymous Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off	
① Auto Callback	<input type="radio"/> On <input checked="" type="radio"/> Off	
① Automatic Hold/Retrieve	<input type="radio"/> On <input checked="" type="radio"/> Off	Automatically retrieve the call after <input type="text" value="120"/> seconds
① Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/> <input type="checkbox"/> Play Ring Reminder when a call is forwarded.
① Call Forwarding Busy	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/>
① Call Forwarding No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/> Number of rings before forwarding <input type="text" value="3"/>
① Call Forwarding Not Reachable	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/>
① Call Forwarding Selective	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="button" value="Edit"/>
① Call Notify	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="button" value="Edit"/>
① Call Waiting	<input checked="" type="radio"/> On <input type="radio"/> Off	
① Calling Line ID Blocking	<input type="radio"/> On <input checked="" type="radio"/> Off	
① Directed Call Pickup with Barge-in	<input checked="" type="radio"/> On <input type="radio"/> Off	Warning Tone: On
① Do Not Disturb	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/> Play Ring Reminder when a call is blocked.
① Music On Hold	<input checked="" type="radio"/> On <input type="radio"/> Off	
① Push to Talk	<input checked="" type="radio"/> On <input type="radio"/> Off	<input type="button" value="Edit"/>
① Selective Call Acceptance	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="button" value="Edit"/>
① Selective Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="button" value="Edit"/>
① Sequential Ring	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="button" value="Edit"/>
① Simultaneous Ring	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="button" value="Edit"/> Phone numbers populated: 0

**Intercept user**

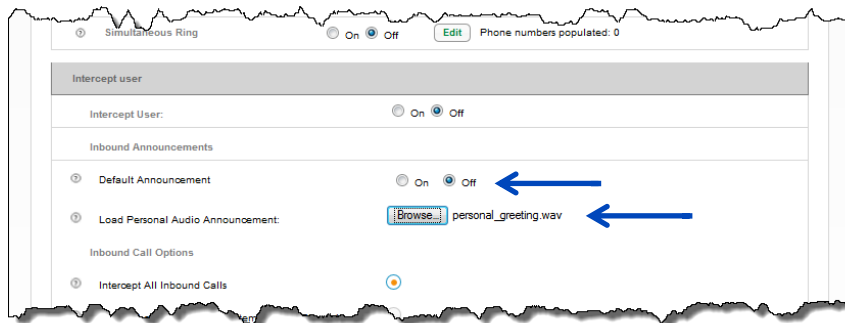
Intercept User:  On  Off

71. To enable the intercept feature, click the **Intercept User On** radio button.
72. To use the default greeting, click the **Default Announcement On** radio button.



The screenshot shows the 'Intercept user' configuration page. At the top, there is a 'Simultaneous Ring' section with 'On' and 'Off' radio buttons, and an 'Edit' button. Below this is the 'Intercept user' section with 'Intercept User:' and 'On' and 'Off' radio buttons. A blue arrow points to the 'Off' radio button. The 'Inbound Announcements' section has 'Default Announcement' and 'On' and 'Off' radio buttons. A blue arrow points to the 'On' radio button. Below this is the 'Inbound Call Options' section with 'Intercept All Inbound Calls' (selected), 'Allow Inbound Calls from System-Defined Phone Numbers', and 'Allow Inbound Calls (Partial Intercept)'. At the bottom, there are checkboxes for 'Route to Voice Mail', 'Play new Phone Number', and 'Transfer on '0' to Phone Number', along with 'Save' and 'Cancel' buttons.

73. To customize the announcement, click the **Off Default Announcement** radio button.
74. Click the **Browse** button to search for your announcement as you would any other file.
75. Once uploaded, the file name displays next to **Load Personal Audio Announcement**.



The screenshot shows the 'Intercept user' configuration page. At the top, there is a 'Simultaneous Ring' section with 'On' and 'Off' radio buttons, and an 'Edit' button. Below this is the 'Intercept user' section with 'Intercept User:' and 'On' and 'Off' radio buttons. A blue arrow points to the 'Off' radio button. The 'Inbound Announcements' section has 'Default Announcement' and 'On' and 'Off' radio buttons. A blue arrow points to the 'Off' radio button. Below this is the 'Load Personal Audio Announcement:' field with a 'Browse...' button and the text 'personal\_greeting.wav'. A blue arrow points to the 'personal\_greeting.wav' text. Below this is the 'Inbound Call Options' section with 'Intercept All Inbound Calls' (selected).

76. Choose from the following options:

- **Intercept All Inbound Calls** – rolls to voicemail for announcement
- **Allow Inbound Calls from System-Defined Phone Numbers** – matches incoming calling number
- **Allow Inbound calls (Partial Intercept)** – choose partial intercept with alternate outbound blocking announcement

77. Choose from the following options:

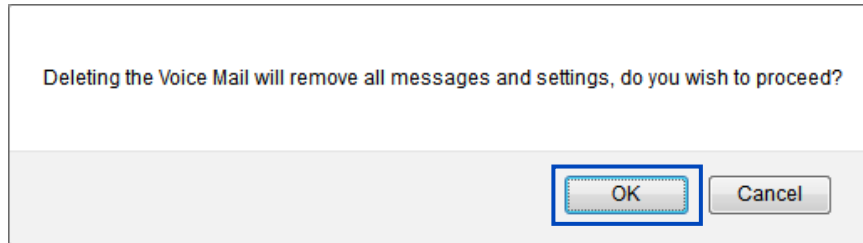
- **Route to Voice Mail** – caller hears full default or custom announcement
- **Play new Phone Number** – play/announce the number replacing this telephone number
- **Transfer on “0” to Phone Number** – caller goes to Escape to Operator destination when “0” is pressed

78. After making all feature setting changes, click the **Save** button.

79. Click the **Voice Mail Settings** tab to manage voicemail.

80. To delete a user’s voicemail, click the **Delete Voice Mail** button.

81. Click the **Ok** button to confirm the deletion of the mailbox.
82. Click the **Cancel** button to cancel the mailbox deletion.
83. Receive notice that your action was successful, and the mailbox was deleted.



84. To add a new mailbox, enter a PIN in the **Voice Mail PIN** field.
85. Confirm the PIN by entering the same PIN in the **Confirm Voice Mail PIN** field.

**PIN Requirements:**

- PINs are required
  - PINs must be 6-15 numeric digits in length
  - The PIN cannot solely consist of your VoIP telephone number or any part of your telephone number
  - The same digit cannot be repeated more than twice
    - **Allowed Examples:** 11xxxx, xxx88xxx, xxxxxx99
    - **Not Allowed Examples:** 222xxx, xxx444xx, 777777
  - The entire PIN value cannot be sequential; or ascending or descending
    - **Allowed Examples:** 012347, 98761, 01234560
    - **Not Allowed Examples:** 123456, 0123456789, 765432, 9876543210
86. To assign an escape to operator group for the user, click the **Escape to Operator Group** dropdown list; this determines where callers go if they press “0” in the individual’s voicemail.
  87. Select from any **Escape to Operator Group** already built under Manage Services --> Escape to Operator.
  88. Click the **Save** button.



**Note:** Maximum **Greeting** length is 3 minutes Open and Closed; maximum **Message** length 3 minutes each (50,000 KB), maximum mailbox capacity is 150,000 KB.

User Administration  
Manage Users - Edit End User

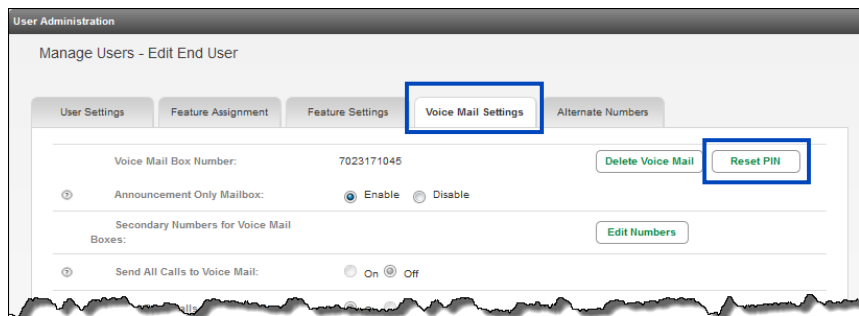
User Settings   Feature Assignment   Feature Settings   **Voice Mail Settings**   Alternate Numbers

Voice Mail Pin:  6 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User.

Confirm Voice Mail Pin:

Escape To Operator Group:

89. Click the **Reset PIN** button to reset the user's voicemail box passcode.



90. Enter the new PIN in the **New PIN** field.

91. Confirm the PIN by entering it in the **Confirm PIN** field, the PIN must be between 6 and 15 numeric characters.

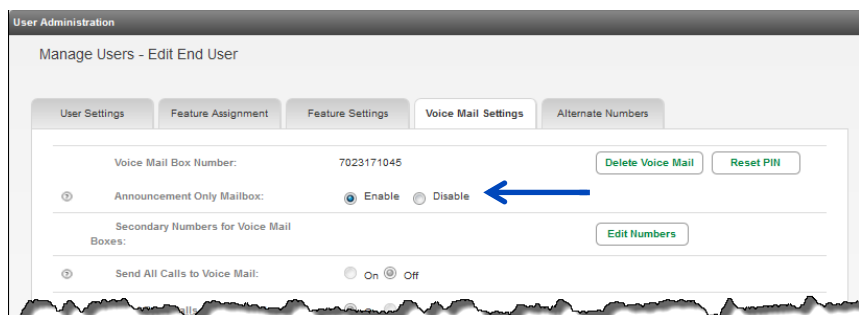
92. Click the **Save** button.

 A screenshot of a 'Reset PIN' dialog box. It contains the instruction: 'Please enter the new Voice Mail PIN. Voice Mail PIN can be 6 to 15 numeric characters.' There are two input fields: '\* New PIN:' and '\* Confirm PIN:'. Both fields contain the numeric value '936699'. A blue bracket on the right side groups these two fields. At the bottom of the dialog, there are two buttons: 'Save' (highlighted with a blue box) and 'Cancel'.

93. An announcement only mailbox provides a greeting for callers but doesn't allow them to leave a message; these mailbox types are for information only.

94. To enable, click the **Enable** radio button for **Announcement Only Mailbox**.

95. To change it back to a fully functional mailbox that can again accept messages, click the **Disable** radio button.





96. Click the **Edit Numbers** button to assign secondary numbers to this voicemail box.  
 97. This allows you to have one mailbox for up to 20 lines associated to this mailbox.  
**Note:** When secondary numbers are associated to a mailbox, callers hear the greeting of the main (this) user's mailbox after their call rolls to voicemail.



User Administration  
 Manage Users - Edit End User

User Settings Feature Assignment Feature Settings Voice Mail Settings Alternate Numbers

Voice Mail Box Number: 7023171045 Delete Voice Mail Reset PIN

Announcement Only Mailbox:  Enable  Disable

Secondary Numbers for Voice Mail Boxes: Edit Numbers

Send All Calls to Voice Mail:  On  Off

98. In the **Secondary Numbers** field, enter up to 20 numbers, separated by a comma “,”.  
 99. Click the **Save** button.

User Administration  
 Secondary Numbers for Voice Mail Boxes

Secondary mailboxes allow you to have one mailbox with up to 20 lines associated to this mailbox. When secondary telephone numbers are associated to a mailbox, callers will hear the greeting of the main mailbox when the call is forwarded to voice mail. Enter the numbers separated by commas in the box below.

Secondary Numbers:  ←

Maximum Numbers: 20

Save Cancel

100. To edit or add to these numbers, click the **Edit Numbers** button adding or deleting numbers accordingly.

User Administration  
 Manage Users - Edit End User

User Settings Feature Assignment Feature Settings Voice Mail Settings Alternate Numbers

Voice Mail Box Number: 7023171045 Delete Voice Mail Reset PIN

Announcement Only Mailbox:  Enable  Disable

Secondary Numbers for Voice Mail Boxes: 2125552369, 2125559874 Edit Numbers ←

Send All Calls to Voice Mail:  On  Off

Send Busy Calls to Voice Mail:  On  Off

Send Unanswered Calls to Voice Mail:  On  Off

101. To **Send All Calls to Voicemail**, click the **On** radio button, click the **Off** radio button to disable this feature.

102. To enable or disable the **Send Busy Calls to Voicemail** and **Send Unanswered Call to Voicemail**, click the **On** or **Off** radio button.

**Note:** By default, busy and unanswered calls roll to voicemail; these settings should only be deviated from if calls to this user should roll elsewhere.



103. From the **Escape to Operator** dropdown list, select the location you want callers to be forwarded to if they press “0” in this individual’s voicemail.

104. Choose the delivery speed of your emails from the **Prompt Speed** dropdown list.

User Administration  
Manage Users - Edit End User

Voice Mail Settings

Voice Mail Box Number: 7023171045 [Delete Voice Mail](#) [Reset PIN](#)

Announcement Only Mailbox:  Enable  Disable

Secondary Numbers for Voice Mail Boxes: 2125552369, 2125559874 [Edit Numbers](#)

Send All Calls to Voice Mail:  On  Off

Send Busy Calls to Voice Mail:  On  Off

Send Unanswered Calls to Voice Mail:  On  Off

Escape To Operator Group: etolestt (7023171056)

Prompt Speed: Standard

Automatically Play Envelope

105. Check or uncheck boxes, to enable or disable the following features:

- **Automatically Play Envelope Information**
- **Play Additional Ring before Greeting**
- **Auto Play**

Automatically Play Envelope Information:  On  Off

Play Additional Ring before Greeting:  On  Off

Auto Play:  On  Off

106. From the **Voice Mail Forward** dropdown list, select from the following:
- **Disable** – voicemails won't be sent to email
  - **Forward & Delete** – voicemails will be sent to email, and **won't** be saved in your telephone's voicemail box
  - **Forward & Save** – voicemails will be sent to email, and a copy **will** also be saved in your telephone voicemail box (voicemails will need to be deleted via the voicemail box, or by clicking the 'delete' link in the email envelope)



**Note:** If **Forward & Delete** is the selected option for voice mail forwarding, the Out Call Notification and/or Text Notification features defined in the user's portal won't work; notifications won't be sent if a message is NOT left in the user's mailbox.

107. In the **Forward to Email Addresses** field, enter the email addresses or distribution lists to receive voicemails to email; addresses or distribution lists are comma separated.
108. If **Voice Mail Transcription** licenses were purchased, they must be available within inventory to be assigned.
109. If inventory is available, click the **Yes** radio button for **Assign Voice Mail Transcription** to assign a license to the user.
110. Click the **Inventory On** radio button to enable transcription.
111. Remove voicemail transcription by clicking the **Assign Voice Mail Transcription No** radio button.
112. To turn voicemail transcription off, click the **Voice Mail Transcription Off** radio button.



**Note:** Transcriptions are included at the bottom of an email the user receives when a message is left. This envelope also contains a .wav file of the message; email addresses receiving .wav files. The transcribed message is approximately a maximum length is 45-60 seconds, regardless of the entire message length.

113. Click the **Save** button.

The screenshot displays a configuration window for voice mail forwarding. It includes the following elements:

- Automatically Play Envelope Information:** Radio buttons for On and Off, with Off selected.
- Play Additional Ring before Greeting:** Radio buttons for On and Off, with On selected.
- Auto Play:** Radio buttons for On and Off, with Off selected.
- Voice Mail Forwarding:** A dropdown menu currently set to 'Disable'.
- Forward to Email Addresses (comma separated, Limited to 5 Email Addresses):** An empty text input field.
- Assign Voice Mail Transcription:** Radio buttons for Yes and No, with No selected.
- Voice Mail Transcription:** Radio buttons for On and Off, with Off selected. Below this, it indicates 'Inventory: 12 available out of 12'.
- Buttons:** A green 'Save' button and a grey 'Cancel' button at the bottom.

114. Click the **Alternate Numbers** tab.
115. This feature allows you to assign up to 10 available numbers to an existing user for inbound calls; unique ring patterns for each alternate number(s) can be assigned.
116. To define distinctive rings, click the **Yes** radio button.

User Administration  
Manage Users - Edit End User

User Settings Feature Assignment Feature Settings Voice Mail Settings **Alternate Numbers**

Alternate Telephone Numbers allows up to ten additional telephone phone numbers to be assigned to a user for inbound calls. In addition, you can specify a ring pattern for alternate numbers.

Distinctive Ring:  On  Off

Phone Number	Activated	Extension	Ring pattern
			Normal
			Normal
			Normal
			Normal
			Normal
			Normal
			Normal
			Normal

117. Select the number you want to assign to this user from the **Phone Number** dropdown list.
118. To remove an alternate number from a user, click the **Phone Number** dropdown list and select **None**.

User Administration  
Manage Users - Edit End User

User Settings Feature Assignment Feature Settings Voice Mail Settings **Alternate Numbers**

Alternate Telephone Numbers allows up to ten additional telephone phone numbers to be assigned to a user for inbound calls. In addition, you can specify a ring pattern for alternate numbers.

Distinctive Ring:  On  Off

Phone Number	Activated	Extension	Ring pattern
None	No		Normal
4048695253	No		Normal
4048695259	No		Normal
4048695260	No		Normal
4048695261	No		Normal
4048695262	No		Normal
4048695263	No		Normal
4048695264	No		Normal
4048695265	No		Normal

119. The extension automatically populates in the **Extension** field based on your extension dialing plan and can be edited if it wasn't populated correctly.
120. From the **Ring Pattern** dropdown list, select from silent or three unique ring pattern types for each alternate number.
121. Click the **Save** button.

User Administration

Manage Users - Edit End User

User Settings   Feature Assignment   Feature Settings   Voice Mail Settings   **Alternate Numbers**

Alternate Telephone Numbers allows up to ten additional telephone phone numbers to be assigned to a user for inbound calls. In addition, you can specify a ring pattern for alternate numbers.

Distinctive Ring:  On  Off

Phone Number	Activated	Extension	Ring pattern
4048695253	No	5253	Normal
None	No		- Select -
None	No		Normal
None	No		Long-Long
None	No		Short-Short-Long
None	No		Short-Long-Short
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal

## Creating an ATA Device

An **ATA** device provides dial tone from an IP platform, which can then be plugged into an analog device such as a phone, fax machine, postage machine, or paging system. Creating or editing an **ATA** is similar to creating or editing regular users.

1. Click on **User Administration** from the main menu.
2. Click the **Create New User** button.

The screenshot shows the 'User Administration' page. At the top, there is a navigation menu with 'User Administration' highlighted. Below the menu, there are several tabs: 'Manage Users', 'Customize User Templates', 'Bulk Load Users', 'Modify Multiple End User Features', and 'Modify Multiple User Caller ID'. The 'Manage Users' tab is active. In the top right corner, there is a 'Tenant ID: 349170' and 'Default Group: L3 LOC' with a 'Change Group' button. The main content area is titled 'User Administration' and 'Manage Users'. It contains a 'Create New User' button highlighted with a blue box. Below this, there is a 'Select a Group:' dropdown menu set to 'Search ALL - Across Enterprise' and a warning message: 'Warning: You are about to search across the entire Enterprise. It may take a few minutes to retrieve your results.' There is also a 'Search End Users' section with a search bar and 'Search' and 'Clear' buttons.

3. Complete the **Manage Users – Create New User** form, as described in the previous section.
4. For Device or Trunk Group, click on **Device**.
5. Choose the appropriate vendor from the **Vendor** dropdown list.
6. Select the appropriate device from the **Device Type** dropdown list.
7. Select the appropriate ATA from the **Phone Type** dropdown list.
8. Select the correct template in the **Device Template Name** dropdown list based on the vendor and device type.
9. Enter the devices MAC address in the **Phone MAC Address** field.
10. Click the **Activate User** or **Activate User and Continue** button.

The screenshot shows the 'Create New User' form. At the top, it says 'Primary Device'. Below this, there is a 'Device or Trunk Group:' section with three radio buttons: 'Device' (selected), 'Trunk', and 'None'. A blue arrow points to the 'Device' radio button. Below this, there are several dropdown menus: '\* Vendor:' (Cisco), '\* Phone Type:' (Cisco 122 ATA), and '\* Device Template Name:' (SPA122Standard). There is a 'Device MAC Address:' field with a 'MAC Address Example: 001201014A2C'. Below this, there is a 'Description:' field. There is a checkbox labeled 'Make this End User the Primary User of this Device:' which is checked. Below this, there is a 'Voice Mail Box Number:' field (4102092000) and a 'Voice Mail Pin:' field (4 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User.). There is a 'Confirm Voice Mail Pin:' field. At the bottom, there is an 'Escape To Operator Group:' dropdown menu (Select -). At the bottom right, there are three buttons: 'Activate User', 'Activate User and Continue', and 'Cancel'.

11. Once the device is successfully built, click the **Edit** icon for that device on the **User Administration --> Manage Users** menu.
12. Scroll down and click the **Manage Device** button.

13. Click the **Edit** icon to make changes to the primary line on the ATA; similar to editing a regular user.
14. If you make feature changes, you'll need to reboot the device by clicking the **Reboot Device** button.
15. Click the **Device Settings** tab.

Line Key	Type	First Name	Last Name	Phone Number	Ring Type	Line Type	Message Waiting Indicator	Action
1	FXS	ATA	Demo	3035033038		Private	Yes	

16. Click the **Day Light Savings Time Enable Yes** radio button to observe this feature; click the **No** radio button if your area does not observe.
17. Use the **Dial Plan FXS Port 1** and **2** fields to create hot lines or ring downs. Hover over the “?” for programming details.
18. **Enable Cisco Web GUI** allows you to access Cisco Web Browser settings from your computer’s web browser, however, should only be used if needed as it could pose a security risk.
19. The **Time Server** field is auto populated, if you wish to use your Internal SNTP Time server, enter the IP address in the **Timer Server** field.
20. Click the **Save** button to save your setting, then click the **Reboot Device** to enable those setting changes.

**User Administration**  
**Manage Device**

**! Please Note:** A reboot of the device is required for updates to be visible. Reboot also initiates a rebuild.

**Group:** CENTURLINK WAKE FOREST (8-12172)    **Device Type:** Cisco 122 ATA    **Maximum Number of Line Keys:** 2  
**Device Name:** 9195698171PRIMARY\_Cisco122    **MAC Address:** 5067AEEF1702    **Number of Line Keys Used:** 1

**Line Keys**    **Device Settings**

Day Light Savings Time Enable	<input checked="" type="radio"/> Yes <input type="radio"/> No
Dial Plan FXS Port 1	[P7]*xx *#[23469]11
Dial Plan FXS Port 2	[P7]*xx *#[23469]11
Enable Cisco Web GUI	<input type="radio"/> Yes <input checked="" type="radio"/> No
Time Server	2.poolntp.org

**Save**    **Cancel**

**Reboot Device**    **Back to Edit User**

## Adtran/ATA Router Devices

These devices are used with analog handset devices. Multiple handsets can be associated to one device.

1. To build an Adtran ATA or router device, begin creating an analog seat as you would any other seat and click on the **Device** radio button.
2. Select **Adtran** from the vendor dropdown list.

**Primary Device**

**Device:**  Device     None

**\* Vendor:** **- Select -**

**Make this End User the Primary User of this Device:** **- Select -**  
 Polycom  
 Cisco  
**Adtran**

**Voice Mail Box Number:** 9195698136

**Voice Mail Pin:**  4 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User.

**Confirm Voice Mail Pin:**

**Escape To Operator Group:** **- Select -**

**Activate User**    **Activate User and Continue**    **Cancel**



3. Select either Adtran ATA or Adtran Router from the **Device Type** dropdown list, based on the equipment you received.
4. Select the correct device from the **Phone Type** dropdown list, based on your equipment:
  - **Adtran 908E** (ATA or Router) – 8 port device
  - **Adtran 916E** (ATA or Router) – 16 port device
  - **Adtran 924E** (ATA or Router) – 24 port device

Time Zone: (GMT-05:00) (US) Eastern Time

**Primary Device**

Device:  Device  None

\* Vendor: Adtran

\* Device Type: AdtranTA900Router

\* Phone Type: - Select -

Make this End User the Primary User of this Device:

Voice Mail Box Number: 9195698136

Voice Mail Pin:  4 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User.

Confirm Voice Mail Pin:

5. Select a template from the **Device Template Name** dropdown list.
6. Enter the MAC address of the device in the **Device MAC Address** field.
7. Enter the serial number of the device in the **Device Serial Number** field.
8. Select and confirm a voicemail PIN if required.
9. Click the **Active User** or **Activate User** and **Continue** button.

Time Zone: (GMT-05:00) (US) Eastern Time

**Primary Device**

Device:  Device  None

\* Vendor: Adtran

\* Device Type: AdtranTA900Router

\* Phone Type: Adtran 908E Router

\* Device Template Name: Adtran\_Router\_Standard

Device MAC Address: 001501014A2C MAC Address Example: 001201014A2C

\* Device Serial Number: 123456123456 Serial Number off unit

Description:

Make this End User the Primary User of this Device:

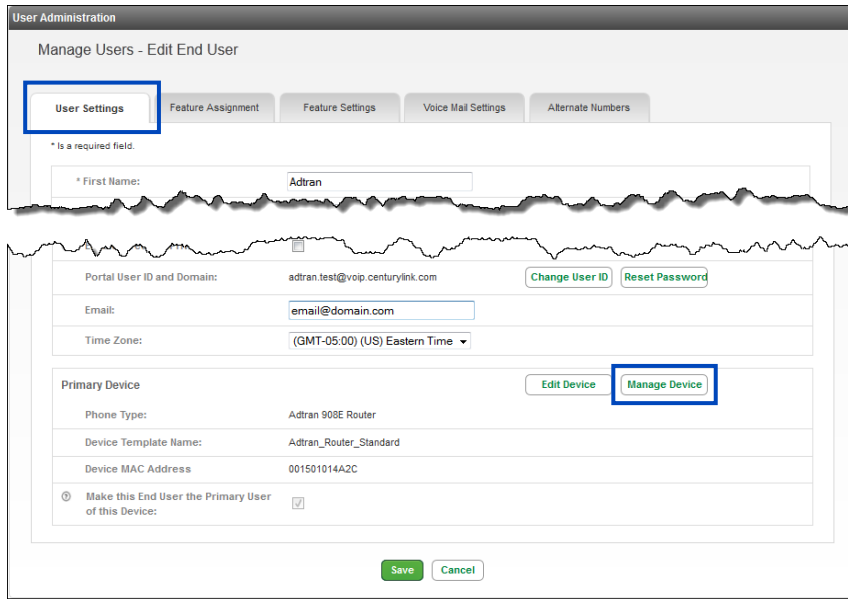
Voice Mail Box Number: 9195698136

Voice Mail Pin: 123456 4 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User.

Confirm Voice Mail Pin: 123456

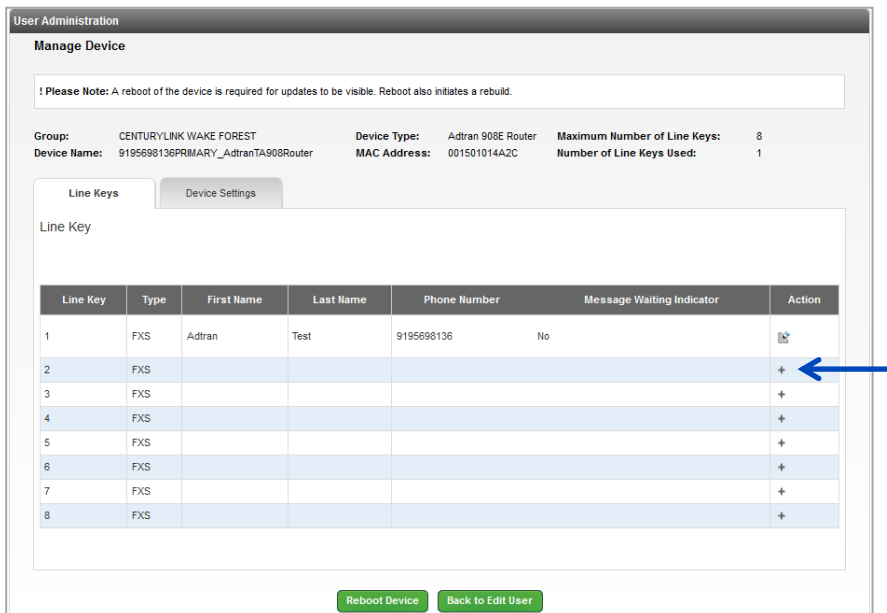
Escape To Operator Group: - Select -

10. To assign additional users to the remaining lines of your device, click the **Manage Device** button from the User Settings tab.

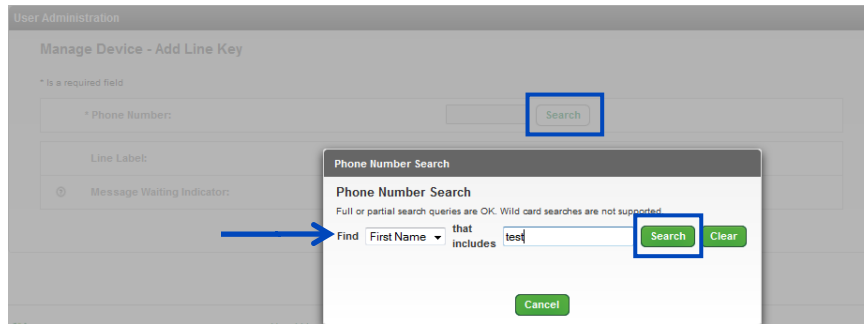


11. The number of ports will be based on the ATA or Router model chosen when you built the seat.

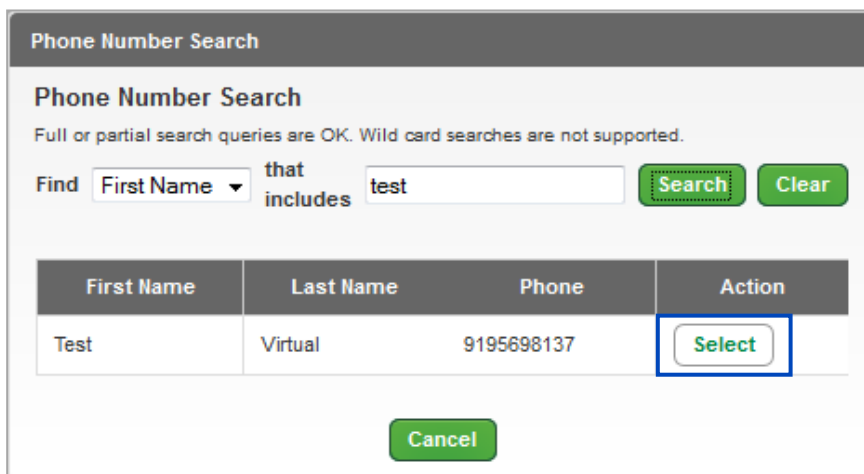
12. To add a line, click the “+” next to the port you want to program.



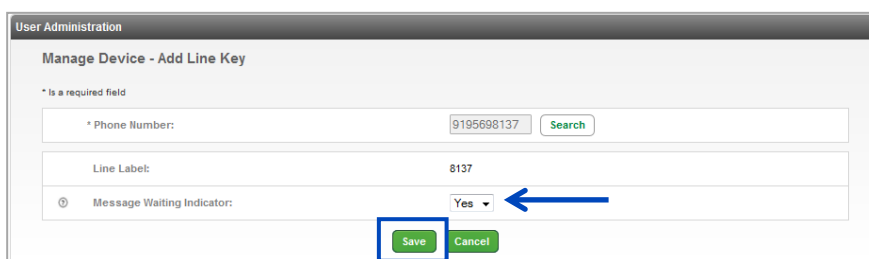
13. Click the **Search** button from the Manage Device – Add Line Key window.
14. From the **Find** dropdown list, choose to enter a search or partial search by First Name, Last Name or Phone Number.
15. Click the **Search** button.



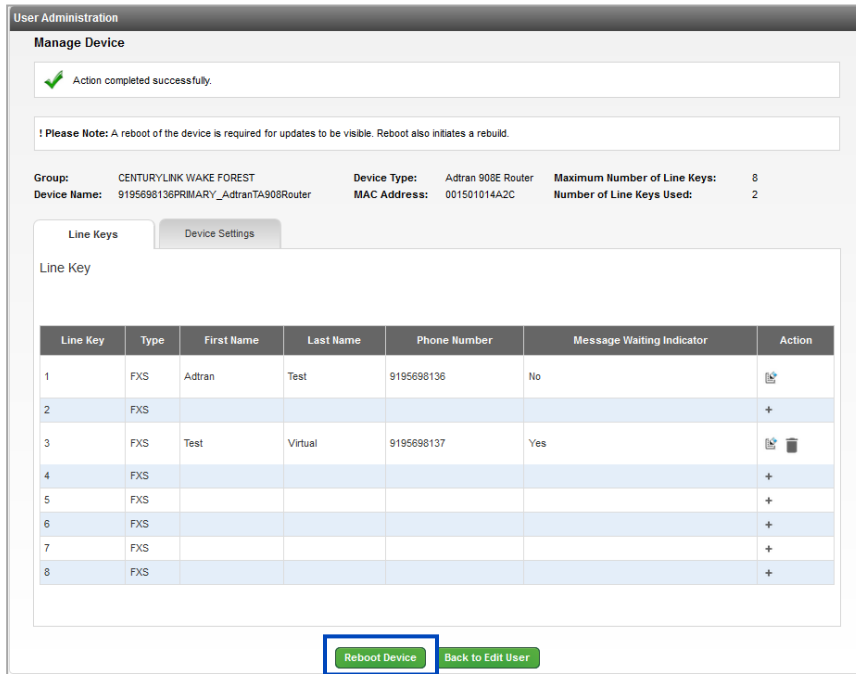
16. All seats matching your search criteria are displayed.
17. Click the **Select** button for the user you wish to add to your device.



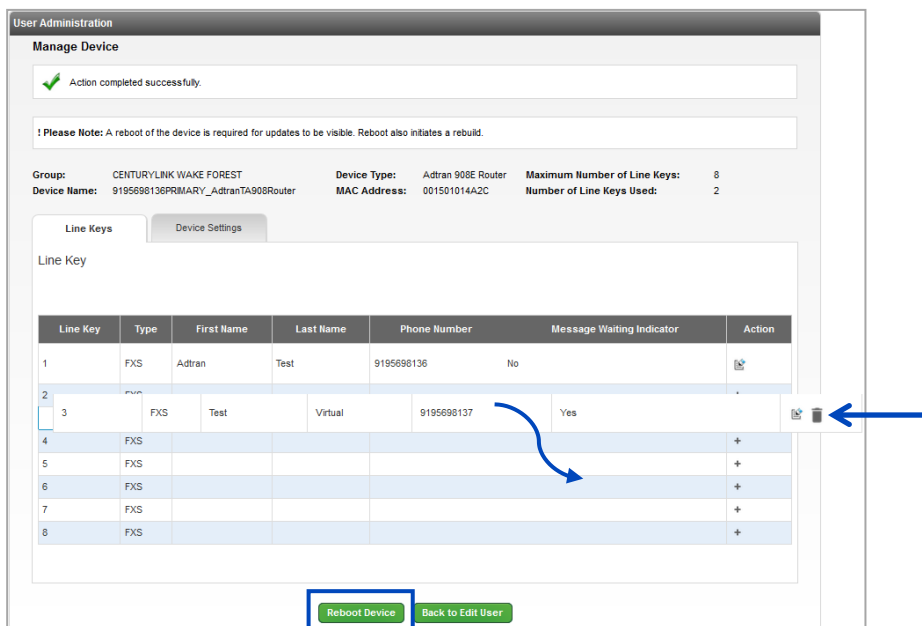
18. Choose your option from the **Message Waiting Indicator** dropdown list:
  - **Yes** – will light the message waiting indicator on the device
  - **No** – won't light the message waiting indicator the device
19. Click the **Save** button.



- 20. Your successful action is acknowledged, that user will now be programmed on that port.
- 21. A reboot of the device is required after every change.
- 22. Click the **Reboot Device** button.



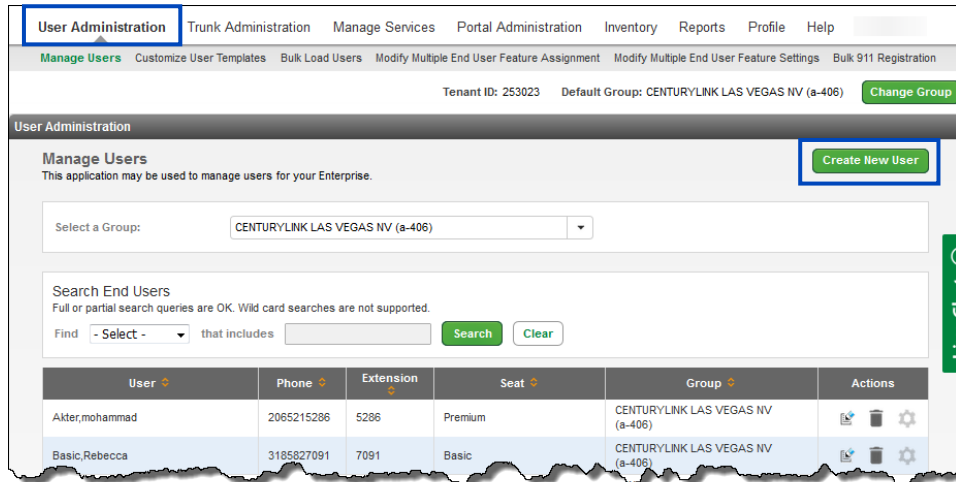
- 23. To move a user to another port, left click and drag the user to the new port location and release your mouse.
- 24. To delete a user from this device, click the **Trash** icon.
- 25. A reboot of the device will be required to activate the new port.



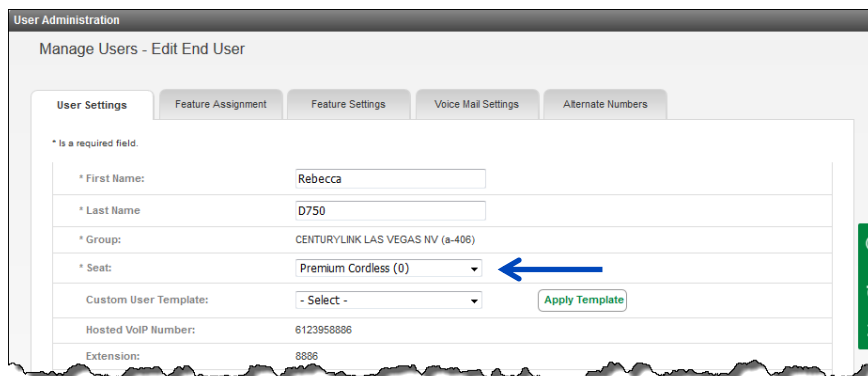
## Grandstream DP750 Devices

The **Grandstream DP750** base device can support programming for up to 10 lines and can be paired with 5 individual **Grandstream DP720** handset devices. Each handset then can be customized to include one or all 10 lines programmed on the base unit, in any order on the handset device.

1. Click on **User Administration** from the main menu.
2. Click the **Create New User** button.



3. Enter a **First Name** and **Last name** in the appropriate fields.
4. Select a location from the group dropdown list.
5. Select a **Cordless** seat type from the **Seat** dropdown list; options will be Basic Cordless, Standard Cordless or Premium Cordless, licenses are controlled by available inventory.
6. Continue inputting data for the new user as you would for any other device such as **Telephone Number, Portal User ID, Email Address**, etc.



7. Click the **Device** radio button to expose additional fields, required to program the DP750 base unit.

Time Zone: GMT-06:00 (US) Central Time

**Primary Device**

Device or Trunk Group:  Device  Trunk  None ←

Voice Mail Box Number: 6123958886

Voice Mail Pin:  4 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User.

Confirm Voice Mail Pin:

Escape To Operator Group: - Select -

8. Select **Grandstream** from the **Vendor** dropdown list.
9. Select **GrandstreamDP750** from the **Phone Type** dropdown list.
10. Select **Grandstream\_DECT\_Standard** from the **Device Template** name dropdown list.
11. Locate the device's MAC address on the bottom of the device and enter it in the **Device MAC Address** field.
12. If the primary line should include voicemail, enter a PIN and confirm that PIN, in the **Voice Mail PIN** and **Confirm Voice Mail PIN** fields.
13. Click the **Activate User** or **Activate User and Continue** button complete programming.

**Primary Device**

Device or Trunk Group:  Device  Trunk  None

\* Vendor: GrandStream

\* Phone Type: GrandStreamDP750

\* Device Template Name: GrandStream\_DECT\_Standard

Device MAC Address: 0008829D5823 MAC Address Example: 001201014A2C

Description:

Make this End User the Primary User of this Device:

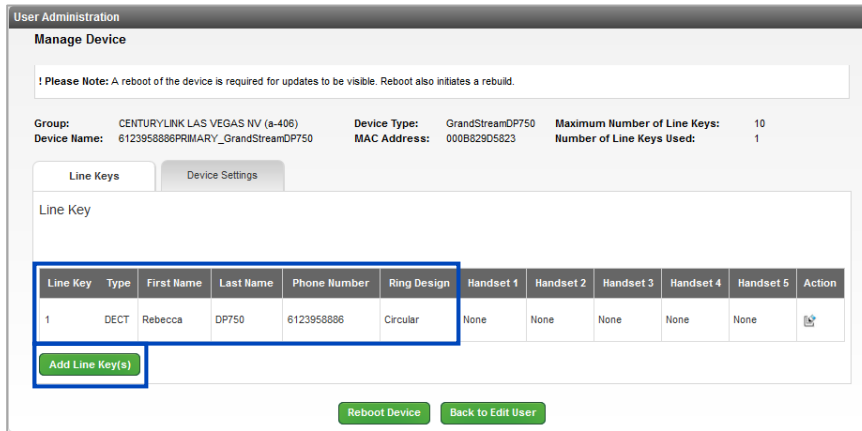
Voice Mail Box Number: 6123958886

Voice Mail Pin:  4 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User.

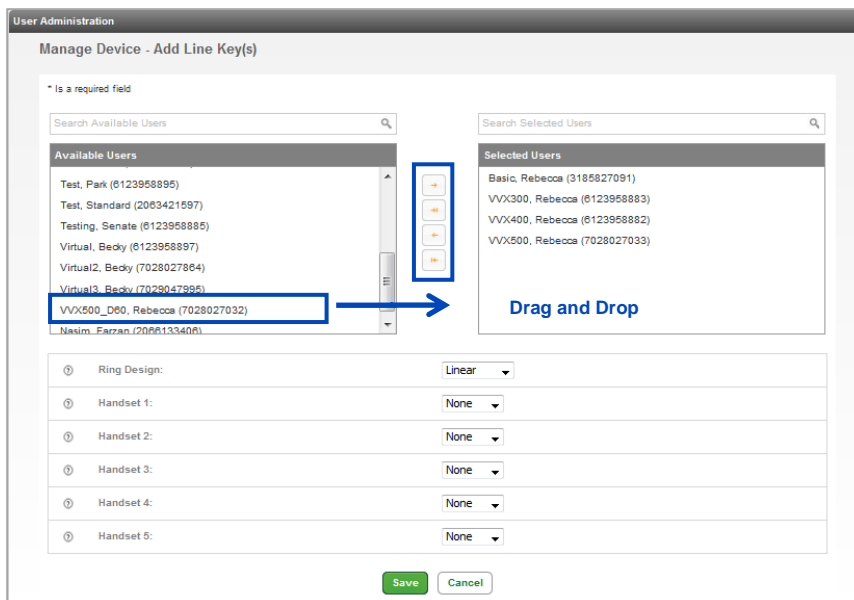
Confirm Voice Mail Pin:  ←

Escape To Operator Group: - Select -

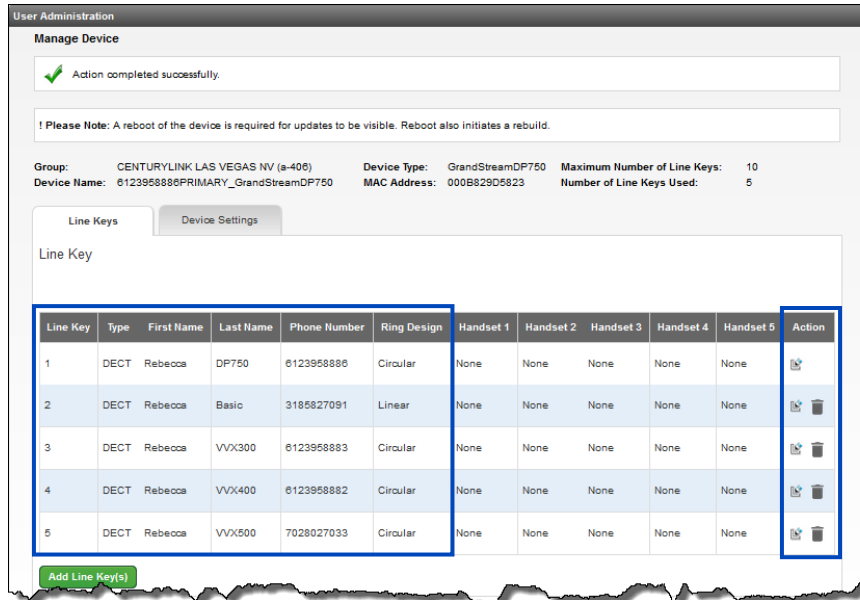
14. Initially a single line is programmed to the DP750 base device, based on the telephone number selected when the device was created.
15. To add additional lines, click the **Add Line Key(s)** button and click **Accept** to accept the disclaimer.



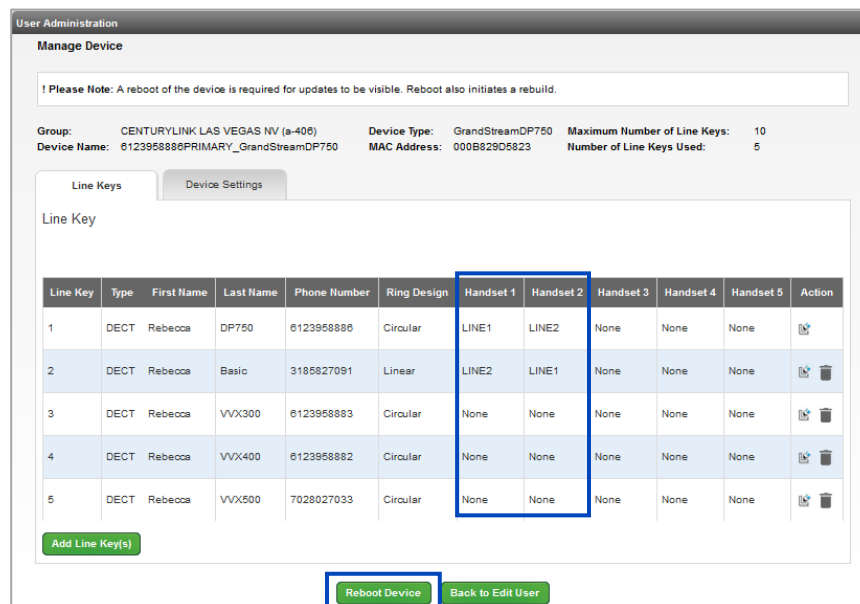
16. Locate the lines you want added to the DP750 base unit from within the **Available Users** field.
17. Drag and drop each user to the **Selected Users** field or use arrows to move users between fields.
18. Click the **Save** button.



19. Five lines are now programmed on the DP750 base unit and can be programmed to appear on 1-5 cordless handset devices (DP720).
20. To add lines to individual handsets, click the **Edit** icon for each line programmed on the base unit.



21. Based on the following programming, **Handset 1** appears with 6123958886 as line one, and 3815827091 as long 2; **Handset 2** appears with 3815827091 as line one, and 6123958886 as ling two.
22. Outbound caller ID is always based on the line that is programmed as line 1 on the device, unless the default outbound dialing setting is changed within the menu option on the handset.
23. When programming changes are done, click the **Reboot Device** button which syncs all changes to any handset paired to the base unit.





24. While editing lines, choose from **5 Ring Designs**:

- **Specific Handset (HS1 Only, HS2Only)** -- designates the inbound call to a specific handset
- **Shared Handset** -- allows all handsets assigned to the line to ring at the same time and all features to be shared from the line on all handsets
- **Circular** -- the base station notes which handset answered the last call, and the rings the next available handset in round-robin fashion
- **Linear** -- the base station distributes calls in predefined order from the lowest-numbered available handset, if no answer within ring timeout, the call is sent to next available handset in sequence; this mode is also called “serial hunting”
- **Parallel** -- all phones ring concurrently, if one phone answers, the remaining available phones can make outgoing calls

25. After any programming changes, always click the **Reboot Device** button to syncs changes to all paired handsets.

User Administration

Manage Device

! Please Note: A reboot of the device is required for updates to be visible. Reboot also initiates a rebuild.

Group: CENTURYLINK LAS VEGAS NV (s-406) Device Type: GrandStreamDP750 Maximum Number of Line Keys: 10  
 Device Name: 0123958880PRIMARY\_GrandStreamDP750 MAC Address: 000B829D5823 Number of Line Keys Used: 5

Line Keys Device Settings

Line Key

Line Key	Type	First Name	Last Name	Phone Number	Ring Design	Handset 1	Handset 2	Handset 3	Handset 4	Handset 5	Action
1	DECT	Rebecca	DP750	0123958886	HS1 Only	LINE1	LINE2	None	None	None	
2	DECT	Rebecca	Basic	3185827091	Parallel	LINE2	LINE1	None	None	None	
3	DECT	Rebecca	VVX300	0123958883	Shared	None	None	None	None	None	
4	DECT	Rebecca	VVX400	0123958882	Linear	None	None	None	None	None	
5	DECT	Rebecca	VVX500	7028027033	Circular	None	None	None	None	None	

Add Line Key(s)

Reboot Device Back to Edit User

26. If using parallel as a ring design, click the **Yes** radio button for **Call Waiting Parallel Mode** to allow calling waiting.
27. For security purposes, **Enable WAN Web GUI** should remain disabled; the **Yes** radio button should only be selected for troubleshooting purposes.
28. If using a **Linear** or **Circular** ring design, click an option from the **Handset Hunting Ring Timer** dropdown list from 5-40 seconds; this determines how many times the first handset rings, before the call rolls to the next available handset, typical setting is 20 seconds.
29. Enter the internal SNTP time server IP address in the **Time Server** field, if necessary; this field typically remains blank.
30. Click the **Save** button.

User Administration

### Manage Device

! Please Note: A reboot of the device is required for updates to be visible. Reboot also initiates a rebuild.

Group: CENTURYLINK LAS VEGAS NV (a-406) Device Type: GrandStreamDP750 Maximum Number of Line Keys: 10  
Device Name: 0123958880PRIMARY\_GrandStreamDP750 MAC Address: 000B829D5823 Number of Line Keys Used: 5

Line Keys Device Settings

Call Waiting Parallel Mode:  Yes  No

Enable WAN Web GUI:  Yes  No

Handset Hunting Ring Timer: 20

Time Server:

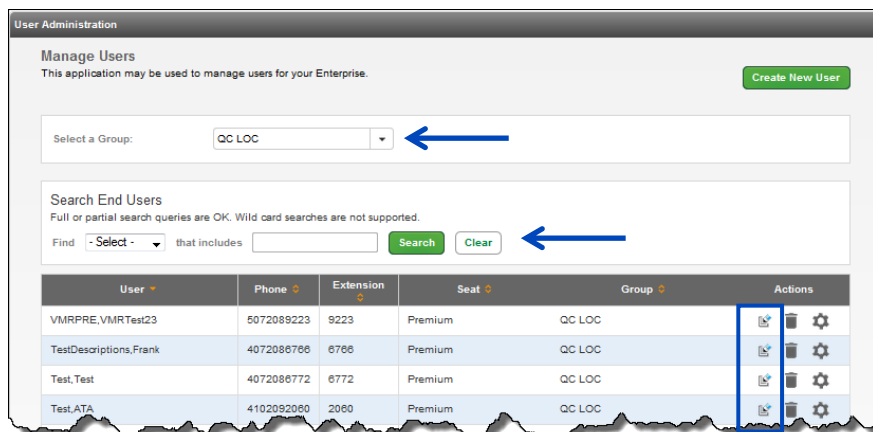
Save Cancel

Reboot Device Back to Edit User

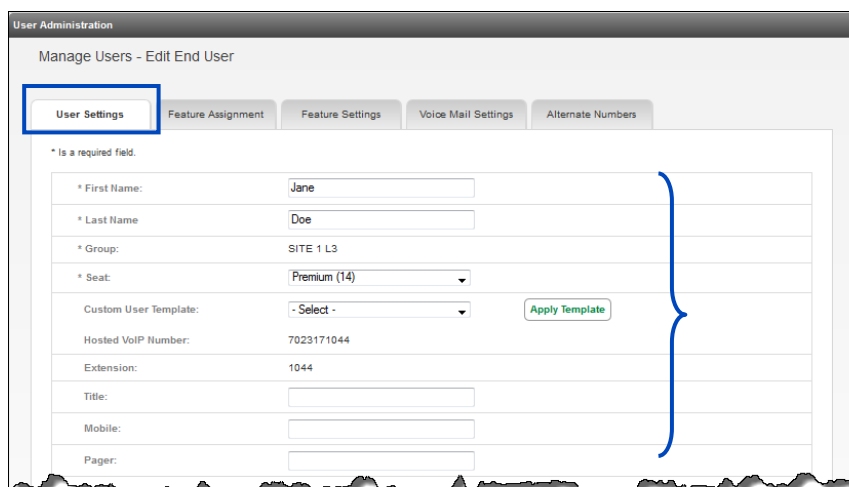
## Editing a New or Existing User

After the user has been activated and **Features and Settings** and **Phone Setting** changes have been applied and saved, you can return to the user and **Edit** the seat to add/manage features such as **Busy Lamp Fields**, **Shared Call Appearances**, and **Soft Keys**.

1. To **Edit** a user, go to **Manage Users** from the sub-menu.
2. Select your group from the **Select a Group** dropdown list if you have more than one location.
3. Use the **Search End Users** feature to refine your search criteria if your group is large.
4. Click on the **Edit** icon to access the features and setting for that user.



5. Most fields can be changed when editing a user. This allows you to change the name and user name if you have a change in staff, without having to delete and rebuild the seat.
6. Enter the new name in the **First Name/Last Name** fields.
7. If you need to change the seat type, click the dropdown list next to **Seat** to select the new seat type based on available inventory.
8. The **Hosted VoIP Number** and **Extension** cannot be changed without deleting and rebuilding the seat.



9. Enter a **Title**, **Mobile** and **Pager** number if desired, but these fields are not required.
10. To **Allow Custom Caller ID**, click the **Yes** radio button.

User Administration  
Manage Users - Create New User

\* Is a required field.

\* First Name: John

\* Last Name: Doe

\* Group: CENTURYLINK LAS VEGAS NV (a)

\* Seat: Premium (7)

Custom User Template: - Select - [Apply Template](#)

Ⓞ \* Hosted VoIP Number: 6126296452 (CENTURYLINK LAS \)

Ⓞ \* Extension: 6452

Title:

Mobile:

Pager:

Allow Custom Caller ID:  Yes  No

Ⓞ Enable Directory Privacy:

Ⓞ Secure SIP:  Inventory: 5

11. Enter the number you wish to display, in the **Custom Caller ID** field.



**Note:** You must agree that you're sending a valid telephone number that is owned by the Calling Party, whether the telephone number is owned by CenturyLink or another provider. The telephone number must correctly represent the physical location of the call where the call is originated.

**Note:** If you enter a number for Custom Caller ID that is not on you Hosted VoIP account or if you use a Toll Free number, all outbound calls will be billed as Long Distance.

12. Click the **Enable Directory Privacy** checkbox to enable this feature.
13. To enable **Secure SIP** for this user, click the **Secure SIP** checkbox; if you don't see this option, it indicates the seat you're editing doesn't support this feature, or you don't have available licenses within your inventory; there is a cost associated to this feature.
14. To change the portal user ID, click the **Change User ID** button.

Pager:

Allow Custom Caller ID:  Yes  No

**Please Note:** By turning this feature on, you are agreeing to send a valid telephone number that you own as a Calling Party Number, whether the telephone number is registered with CenturyLink or with other providers. The telephone number must correctly represent the physical location of the call where the call is originating. All outbound calls made using telephone numbers that are not assigned and ported to this tenant will be billed as Long Distance.

\* Custom Caller ID: 2125551212

Ⓞ Enable Directory Privacy:

Ⓞ Secure SIP:  Inventory: 5

Portal User ID and Domain: jane.doe6455@centurylink.com [Change User ID](#) [Reset Password](#)

Email: rebecca.athmann@centurylink.com

Time Zone: (GMT-08:00) (US) Pacific Time

Primary Device [Edit Device](#) [Manage Device](#)

15. A **Change User ID** window appears.
16. Enter the new user ID in the **Portal User ID and Domain** field.
17. Enter the user's correct email address in the **Update Email** field.
18. Click the **Save** button.
19. An email is sent to that email providing them with their user ID and password, as well as a link to access their end user portal.

**Change User ID**

Make sure you have updated the user's email address. In case it has changed. Once saved, the user will receive a welcome email with their new user ID. Note: The first time the user logs in, they will be required to reset their password.

Portal User ID and Domain:  @ portal5.com

Update Email:

20. To reset an existing end user's portal password or to assign a new password, click the **Reset Password** button.

**User Administration**

Manage Users - Edit End User

User Settings | Feature Assignment | Feature Settings | Voice Mail Settings | Alternate Numbers

\* is a required field.

\* First Name:

\* Last Name:

\* Group:

\* Seat:

Custom User Template:

Hosted VoIP Number:

Extension:

Title:

Mobile:

Pager:

Allow Custom Caller ID:  Yes  No

Enable Directory Privacy:

Portal User ID and Domain:

Email:

21. A **Reset Password** window appears.
22. Click the **Generate Password** button for a system generated password or enter and confirm a new password in the **New Password** and **Confirm Password** fields.
23. Click the **Save** button.
24. Once reset, the user receives an email with their new temporary password. When they log into their portal the first time, they'll be required to change their password for security purposes.

**Note:** Resetting the password effects their ability to log into the portal, soft clients, receptionist console and other features that require a user ID and password.



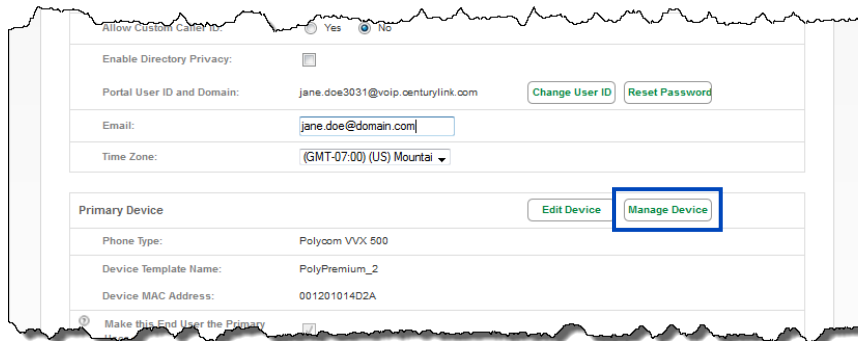
25. For password rules, hover over the “?” next to **New Password**.

**Note:** The password must be between 8 and 40 characters and include 1 upper case letter, 1 lower case letter, 1 number and 1 special character. The password cannot contain white space.



26. To edit or change the email address, enter the new email address in the **Email** field.
27. If the time zone needs to be changed, click the **Time Zone** dropdown list and select the correct time zone; remember, Arizona has its own unique option, so watch for that.

28. From the **Manage Users – Edit End Users** screen, click on the **Manage Device** button.



29. The **Line Keys** tab allows you to add/remove Shared Call Appearances and Busy Lamp Fields.

- **Shared Call Appearance (SCA)** – allows this user the ability to answer and monitor another individual’s line.
- **Busy Lamp Field (BLF)** – allows this user the ability to answer and monitor another individual’s line, in addition to using this key to dial that individual’s extension. A BLF can also be used in the transfer process, instead of having to manually enter that individual’s extension on the keypad in the transfer process.



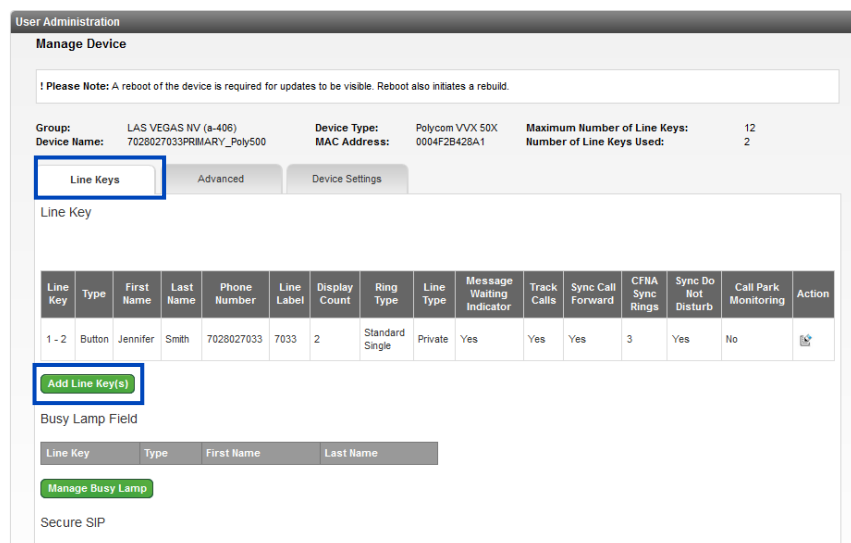
**Note:** You can only add **Shared Call Appearances (SCA)** for individuals within your group, you can add **Busy Lamp Fields (BLF)** for individuals in other groups across your tenant.

30. The **Soft Keys** tab allows you to delete and add soft keys to a user’s device.

31. The **Device Settings** tab allows you to change additional feature settings at the user level.

32. Click the **Add Line Key** button.

33. To continue, click the **Accept** button on the 911 Limitations screen.



34. Search for users by entering a search or partial search in either search field.
  35. Drag and drop users to and from the **Available Users** field and **Selected Users** field.
  36. You can also use arrow buttons between both fields to move individuals two and from each field.
  37. **Display Count** is the number of lines you want appearing on that device for that individual; select the appropriate number of lines from the dropdown list.
  38. Choose a **Ring Type** from the dropdown list; each SCA on any device can have a unique ring, which can also be unique from the primary line of that device.
  39. Select if the SCA should be **Private** or **Shared** from the dropdown list.
- IMPORTANT:**
- **Private** – won't show availability and you won't be able to barge or place a call on hold from one phone and pick it up on the other
  - **Shared** – you'll be allowed to see the line's status and place a call on hold to be picked up on the other device
40. If **Yes** is selected for **Message Waiting Indicator**, this user's message waiting light will activate when the individual you're monitoring receives a new voicemail; the standard setting for this feature is **No**.
  41. If **Yes** is selected for **Track Calls**, any missed calls for the monitored individual logs in this user's missed call log; the standard setting for this feature is **Yes**.
  42. If **Yes** is selected for **Sync Call Forward**, this device visually displays if the owner of the line appearance enables call forwarding; the standard setting is **No**.
  43. If **Yes** is selected for **Sync Do Not Disturb**, this device visually displays if the owner of the line appearance enables do not disturb; the standard setting for this feature is **No**.
  44. Click the **Save** button.

User Administration

Manage Device - Add Line Key

\* Is a required field

Available Users

Search Selected Users

Selected Users

Drag and Drop

Display Count: 1

Ring Type: Silent ring

Line Type: Shared

Message Waiting Indicator: No

Track Calls: Yes

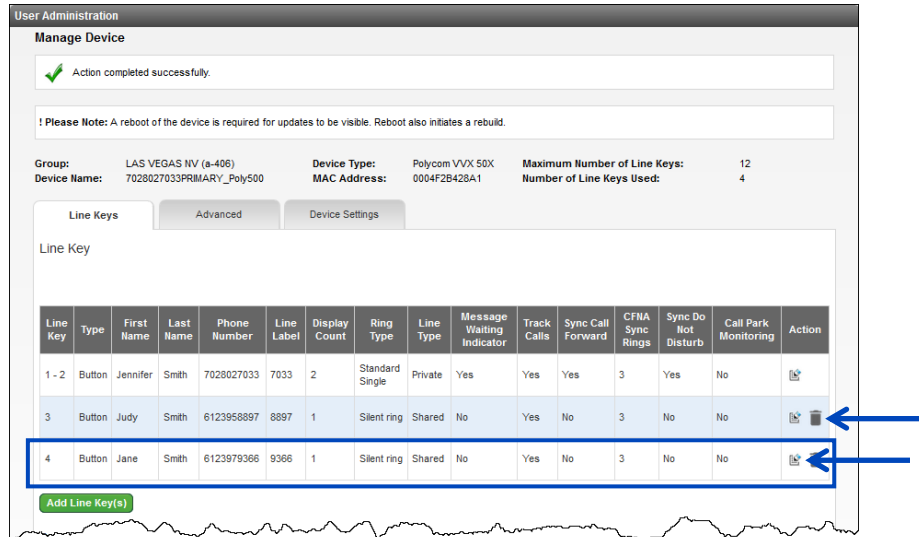
Sync Call Forward: No

Sync Do Not Disturb: No

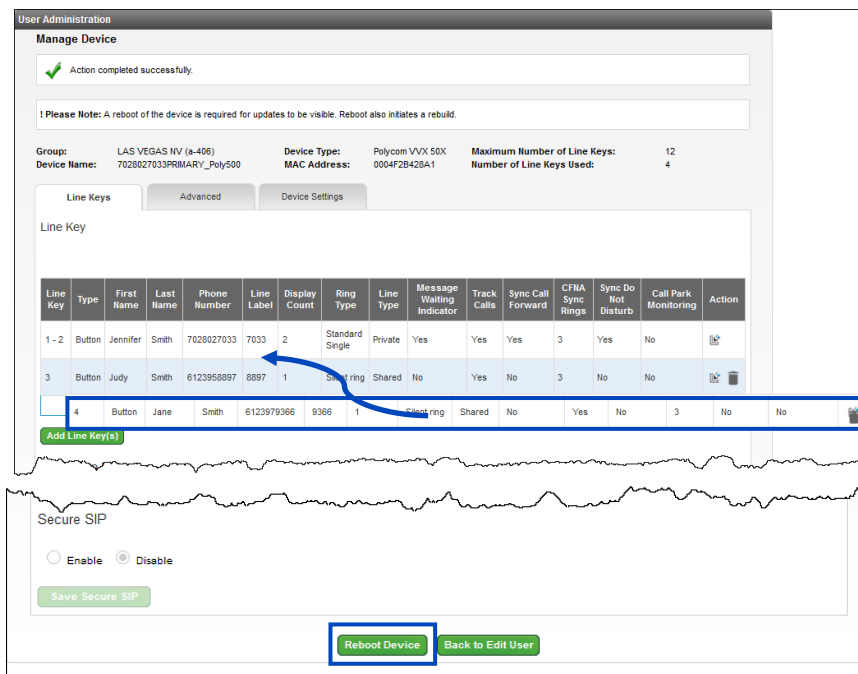
Save Cancel



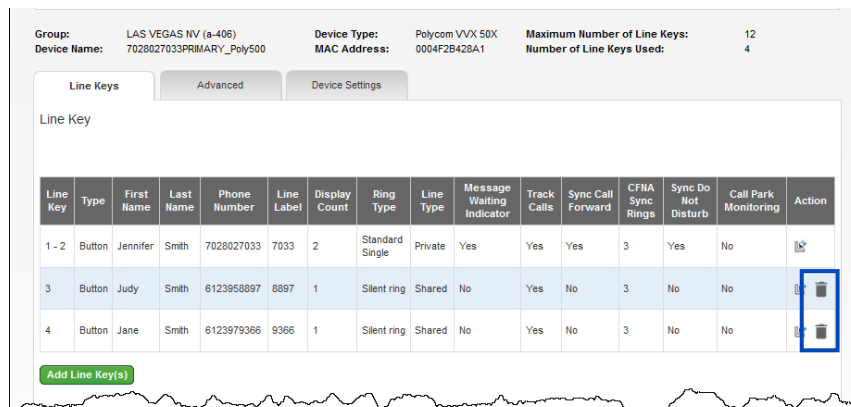
- 45. The SCA for the monitored user will be built on the next available line key.
- 46. At any time click the **Edit** icon to change any of the previously selected settings.
- 47. At any time click the **Trash Can** icon to delete an SCA from a user's device.



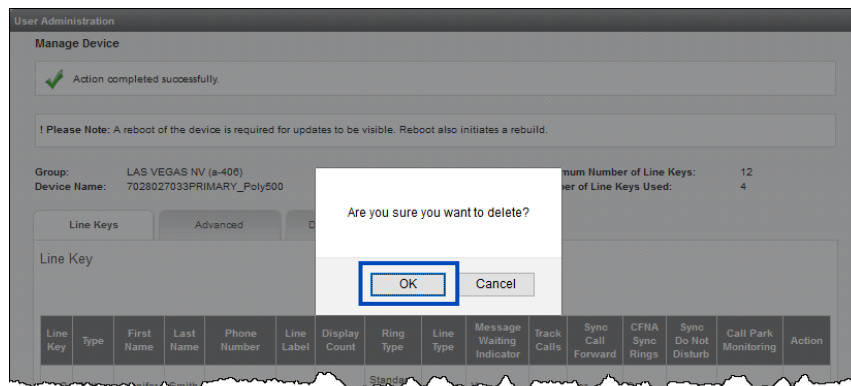
- 48. You can change the order in which your SCAs appear on a device.
- 49. **Left Click and Drag** the line you want to move and drop it into the new position.
- 50. When all line changes are made, you must click **Reboot Device** for your changes to take effect.



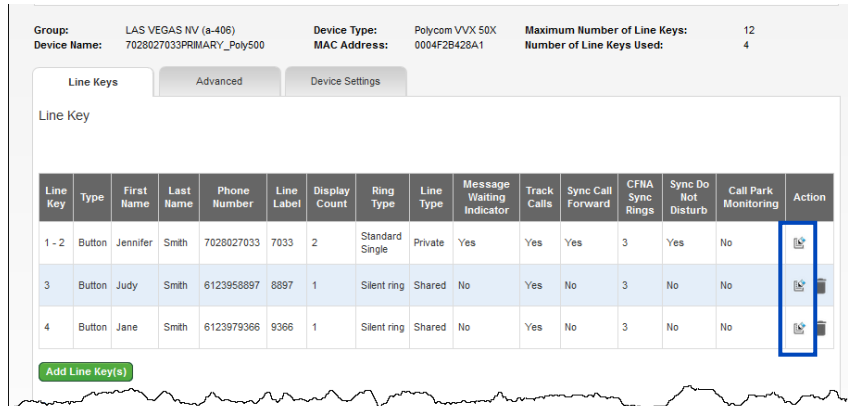
51. To delete an SCA, click on the **Trash Can** icon next to the line you wish to delete.



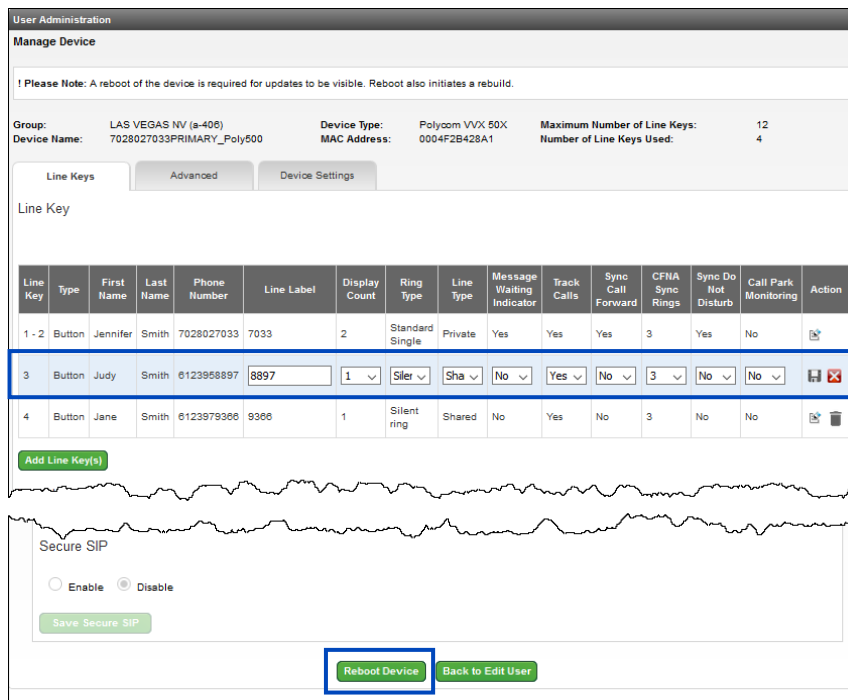
52. Click the **OK** button to confirm the deletion of that SCA.



- 53. When all SCA's are deleted, you must click the **Reboot Device** button for your changes to take effect.
- 54. To edit settings for any of your SCA keys, click the **Edit** icon.



- 55. To change the default line label from the extension number, enter the preferred label name in the **Line Label** field.
- 56. Select your preferred feature settings from the dropdown list for Display Count, Ring Type, Line Type, Message Waiting Indicator, Track Calls, Sync Calls Forward and Sync Do Not Disturb.
- 57. Click the **Disc** icon to **Save** your settings.
- 58. Click the delete “X” icon to exit without saving.
- 59. When all SCA setting changes have been made, you must click the **Reboot Device** button for your changes to take effect.



60. To monitor a user with a **BLF** (Busy Lamp Field) key, click the **Manage Busy Lamp** button.



61. Select your **Default Line Key Action** from the dropdown list.

- **Normal** – allows you to initiate a call to the user when set to Normal
- **Automata** – allows you to park/transfer/pickup when set to Automata (this is the preferred setting for full use of the BLF function)

62. If **Call Appearance** is set to **Yes**, a splash screen appears when an inbound call is made to the BLF, if set to **No**, the splash screen won't appear.

63. If **Remote Caller ID** is set to **Yes**, the inbound caller ID will appear; if set to **No**, the caller ID will appear as "unknown".

64. **Ringer Type** allows you to customize the ring tone of your BLFs. Unlike customizing ring tones for SCA's, you can only select one ring tone for all BLFs assigned to a device. Select the preferred ring type from the dropdown list, silent ring is also an option.

65. Select individuals from the **Available Users** field who will be monitored on this device.

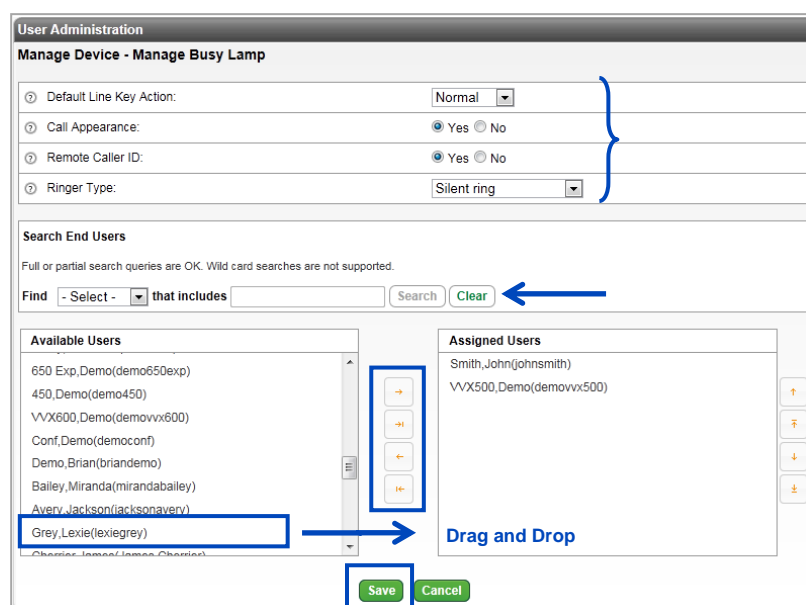
66. To narrow the list of users in that field, use the **Search End Users** field.

67. Select your search preference from the dropdown list, First Name, Last Name, or Phone Number.

68. In the **"that include"** field, enter your search criteria; you can enter a partial name or number.

69. From this list, drag and drop the user(s) who should appear on this device as a BLF to the **Assigned Users** field.

70. Click the **Save** button when all users have been added.



71. The BLF keys that were added will now appear and are built on the next available key in the order they were placed in the **Assigned Users** field.
72. Adding SCA or BLF keys requires a reboot of the phone for the changes to be visible on the device.
73. If you've finished making key changes, and don't need to make additional changes, click the **Reboot Device** button.



**Note:** If the user is on the phone when you reboot their device, the reboot won't take effect until the user disconnects from their call.

74. If you want to continue with soft key changes, click the **Advanced** tab, you can reboot the phone after those changes are made.
75. If you're not going to make soft key changes, click the **Reboot Device** button.

**User Administration**

**Manage Device**

✓ Action completed successfully.

**Please Note:** A reboot of the device is required for updates to be visible. Reboot also initiates a rebuild. ←

Group: LAS VEGAS NV (a-406)    Device Type: Polycom VVX 50X    Maximum Number of Line Keys: 12  
 Device Name: 7028027033PRIMARY\_Poly500    MAC Address: 0004F2B428A1    Number of Line Keys Used: 3

Line Keys    **Advanced**    Device Settings

Line Key

Line Key	Type	First Name	Last Name	Phone Number	Line Label	Display Count	Ring Type	Line Type	Message Waiting Indicator	Track Calls	Sync Call Forward	CFNA Sync Rings	Sync Do Not Disturb	Call Park Monitoring	Action
1 - 2	Button	Jennifer	Smith	7028027033	7033	2	Standard Single	Private	Yes	Yes	Yes	3	Yes	No	🔗
3	Button	Judy	Smith	6123958897	8897	1	Silent ring	Shared	No	Yes	No	3	No	No	🔗 🗑️

[Add Line Key\(s\)](#)

**Busy Lamp Field**

Line Key	Type	First Name	Last Name
4	BLF	Judy	Smith
5	BLF	Jill	Smith

---

2 - 3	Button	Shivya		6142103306	3306	2	Silent ring	Shared	No	Yes	No	No	No	🔗 🗑️
4	Button	John	Doe	6142103306	3306	1	Silent ring	Shared	No	Yes	No	No	No	🔗 🗑️

[Add Line Key\(s\)](#)

**Busy Lamp Field**

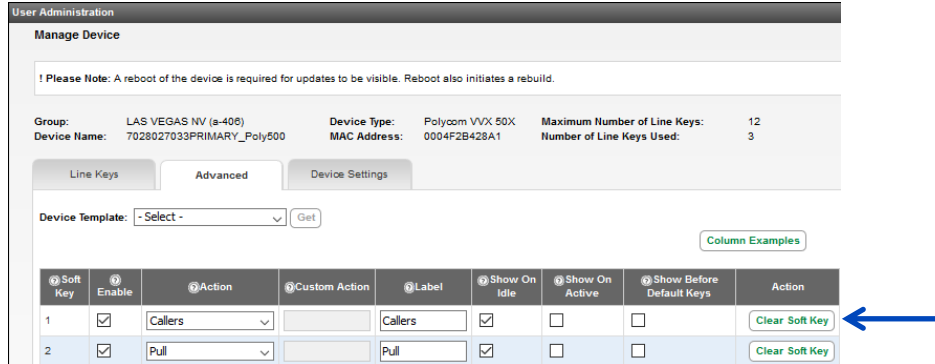
Line Key	Type	First Name	Last Name

[Manage Busy Lamp](#)

[Reboot Device](#)    [Back to Edit User](#)

76. **Callers, Pull, Retrieve** and **To Vmail** soft keys are default keys on all devices.

77. Clear or remove any of the default soft keys by clicking the **Clear Soft Key** button next to the feature you want to delete.



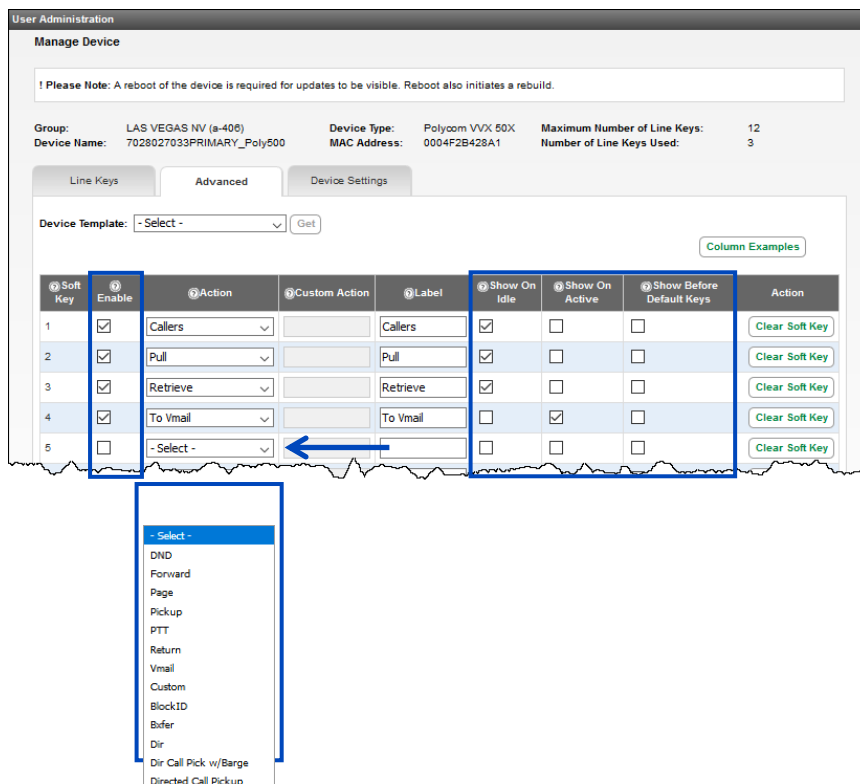
78. To add a new soft key, click the **Enable** check box to activate an option.

79. Click the dropdown list to display available options, select an option such as Park.

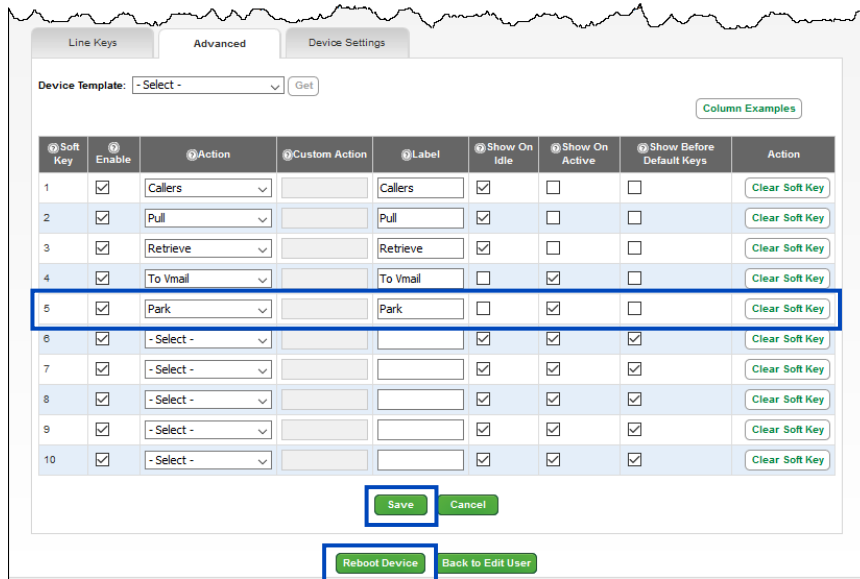
80. The default label name automatically populates in the **Label** field; this field is editable so you can relabel the key to reflect a different name that may be more familiar to your users.

81. Select when you want that key available to the user, i.e., when the phone is idle or while on an active call.

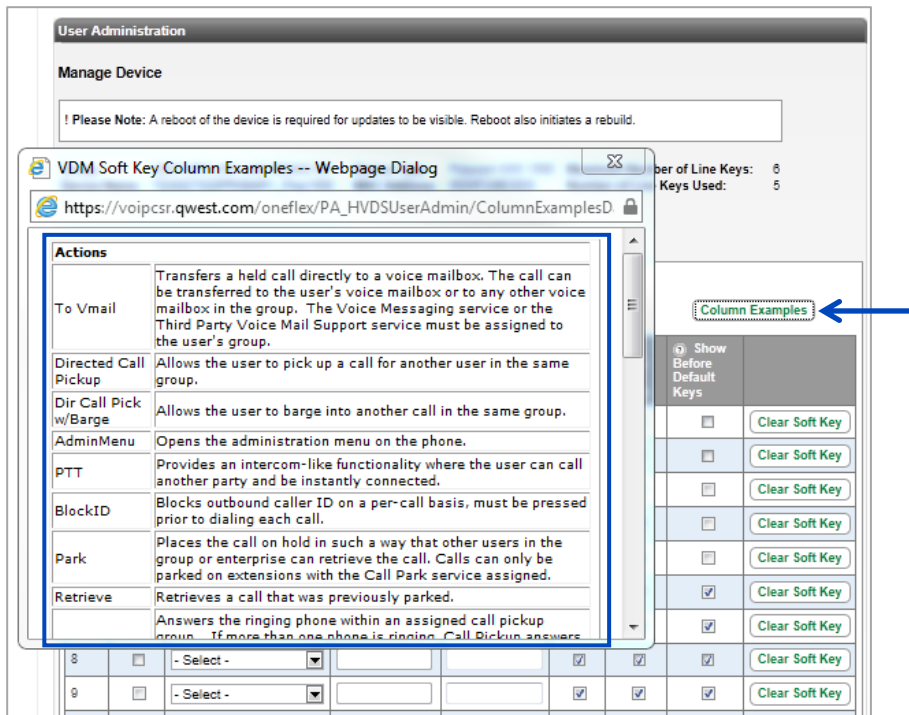
- **Show On Idle** – the key will be available when the phone is on-hook, i.e., no dial tone
- **Show On Active** – the key will be available while the phone is on an active call
- **Show Before Default Keys** – the key will be positioned before default keys such as conference and transfer



- 82. When all soft keys have been added, click the **Save** button.
- 83. Adding or modifying soft keys requires a reboot of the phone.
- 84. Click the **Reboot Device** button or click the **Device Settings** tab to continue making device changes.



- 85. If you're not familiar with a particular soft key feature, click the **Column Examples** button.
- 86. You'll be presented with a brief description about each feature that can be added as a soft key.



87. Click the **Reboot Device** button to reboot and apply key changes.

88. Or, click the **Device Settings** tab to make additional setting changes for this device.

**User Administration**  
**Manage Device**

! Please Note: A reboot of the device is required for updates to be visible. Reboot also initiates a rebuild.

Group: LAS VEGAS NV (a-406) Device Type: Polycom VVX 50X Maximum Number of Line Keys: 12  
 Device Name: 7028027033PRIMARY\_Poly500 MAC Address: 0004F2B428A1 Number of Line Keys Used: 3

Line Keys Advanced **Device Settings**

Device Template: - Select - Get

Column Examples

Soft Key	Enable	Action	Custom Action	Label	Show On Idle	Show On Active	Show Before Default Keys	Action
1	<input checked="" type="checkbox"/>	Callers		Callers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
2	<input checked="" type="checkbox"/>	Pull		Pull	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
3	<input checked="" type="checkbox"/>	Retrieve		Retrieve	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
4	<input checked="" type="checkbox"/>	To Vmail		To Vmail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
5	<input type="checkbox"/>	- Select -			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
10	<input checked="" type="checkbox"/>	- Select -			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key

Save Cancel

Reboot Device Back to Edit User

89. **BLF-Call Appearance** determines if the screen splash occurs on incoming calls.

90. Select Normal or Automata from the **BLF-Default Line Key Action** dropdown list

- **Normal** -- used to initiate a call to that user when pressing the BLF key
- **Automata** -- (preferred setting): used to Answer/Transfer/Park when pressing the BLF key

91. **BLFBLF-Remote Caller ID** provides caller ID of incoming call or 'unknown'.

92. **BLF Ringer** allows you to select from a series of ring types or silent from the dropdown list.

93. When **Browser Home Page** is configured, it enables a built-in web browser on the phone.

**Note:** The address in the browser home page field should be structured in the following



format <http://xxx.xxx> (<http://goggle.com>); when accessing Applications on your device, the website entered in this field will launch (supported on VVX models only).

94. **Call Hold Timer** provides a tone as an audible reminder that a caller is on hold; the feature default setting is **Disabled**. Select **10-60 seconds** from the dropdown list. The phone provides an audible ring every XX seconds until the caller is removed from hold or hangs up.

95. Click the **Yes** radio button, to enable **Call Recording Integration** (VVX only); this provides soft keys for starting, pausing, and resuming recordings for users with call recording licenses.

96. **Call Waiting Tone** allows you to select the audible tone from the dropdown list.

97. **Caller Number First** displays caller ID name above or below the number.



98. **Calls Per Key** indicates the maximum number of calls that can be active or held on one line.  
 99. **Conference Type** allows you to set each user to 3-Way or N-Way conference calling.

The screenshot shows the 'Manage Device' configuration page for a Polycom VVX 50X. The 'Device Settings' tab is active. A blue box highlights the 'Device Settings' tab, and a blue bracket groups the following settings:

Setting	Value
BLF - Call Appearance:	<input checked="" type="radio"/> Yes <input type="radio"/> No
BLF - Remote Caller ID:	<input checked="" type="radio"/> Yes <input type="radio"/> No
BLF-Ringer:	Silent ring
Browser Home Page:	
Call Hold Timer:	60
Call Recording Integration (VVX only):	<input type="radio"/> Yes <input checked="" type="radio"/> No
Call Waiting Tone:	beep
Caller Number First:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Calls per Key:	8
Conference Type:	N-Way
Contact Center:	Disabled

100. **Contact Center** allows you to enable call center stats and agent login integration; agent login integration is only available on Contact Center Standard seats.
- **Disabled** – won't provide a queue stats splash screen or an agent login button
  - **Enable All** – queue stats will splash on the screen and the device will have a login button
  - **Enable Login Keys** – will provide an agent login key only
  - **Enable Stats** – will provide queue stats splash screen only
101. **Day Light Savings Time Enable** enables the Day Light Savings Time setting on the phone.
102. Use the **Default Softkeys** feature to add Directory and DND soft keys to the bottom of the display. This feature is **Disabled** by default, so if you intend to provide soft keys for those features to your users, select Directory Key, DND or Enable All if you want both soft keys to appear.
103. **Directory-Corporate** (LDAP) – enables Corporate Directory search using LDAP, must configured LDAP settings for this option.
104. **Directory-Enterprise** (VVX only) – as new directory option that searches within the Enterprise Directory.
105. **Directory-Group** (VVX only) – enables new directory option, which searches entries in the Common Group Directory, this directory is managed by the primary or sub-administrator(s).
106. **Director-Personal** (VVX only) – enables new directory option, that searches entries added and modified by the user.
107. **Echo Cancelation** controls the built-in echo cancelation function.
108. Disable the **Enable Inbound Call Popup** feature, to turn off the popup that displays for incoming calls on VVX models; this provides the ability to transfer active calls, while new calls are ringing.
109. **Enable Polycom Web GUI** allows you to access phone settings from a browser. This should only be used when needed as it could pose security issues.

110. **Enable Stutter Dial Tone** turns on an audible alert when the user has a voicemail message.
111. From the **End of Dial Timer** dropdown list, select in seconds from **2-6**, the delay before a call is sent when extension dialing and transferring. This speeds up the dialing and transfer process, the user does not have to press the # key or the send call soft key to complete the dialing or transfer transaction.
112. **Exchange Calendar Enable** turns on the calendar on select models of phones (VVX models only).
113. **Exchange Server URL** input the Exchange calendar URL, must be OOF URL for Exchange (VVX models only).

Contact Center:	Disabled
Day Light Savings Time Enable	<input checked="" type="radio"/> Yes <input type="radio"/> No
Default Softkeys:	Directory Key
Directory-Corporate:(LDAP)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Directory-Enterprise:(VVX Only)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Directory-Group:(VVX Only)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Directory-Personal:(VVX Only)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Echo Cancellation:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable Inbound Call Popup:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable Polycom Web GUI:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable Stutter Dial Tone:	<input type="radio"/> Yes <input checked="" type="radio"/> No
End of Dial Timer:	4
Exchange Calendar Enable:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Exchange Server URL:	

114. **Flexible Expansion Modules Keys** allows you to build the primary line of the phone on all of the keys on the phone itself, thereby moving shared call appearances and busy lamp fields to build on the expansion module.
115. The default setting for **Handset Background Noise** is **None**. Change that setting by selecting **01-10** from the dropdown list. As the filter increases, the far end caller may have more difficulty hearing the speaker due to the increase of noise suppression.
116. **Handset SideTone** is a feature that allows a user to hear their own voice in the receiver earpiece. The selected adjustment from the dropdown list, increases and decreases the volume for the handset. **0** is the default setting, select from **+3 to -12** from the dropdown list.
117. The default setting for **Headset Background Noise** is **None**. Change that setting by selecting **01-10** from the dropdown list. As the filter increases, the far end caller may have more difficulty hearing the speaker due to the increase of noise suppression.
118. **Headset SideTone** is a feature that allows a user to hear their own voice in the headset earpiece. The selected adjustment from the dropdown list, increases and decreases the volume for the headset. **0** is the default setting, select from **+3 to -12** from the dropdown list.
119. **Hot Dial Enable** must be turned on to use that feature.
120. **Hot Dial** automatically dials the predefined number when the phone goes off hook.

121. When this device is setup as a hoteling host and **Hoteling Integration** is enabled by clicking the **Yes** radio button, a guest login button appears when the user enables the **Hotel Host** feature in their end user portal; if the **No** radio button is selected, the guest login button won't appear and a guest would need to associate to that device through their end user portal, not via the phone.
122. Click the **Yes** radio button for the **Line Numbering (VXX only)** feature to add a line number indicator in front of the extension or line key name, i.e., **1\_1234**, **2\_1234**, **3\_1234**, etc., or **1\_Main**, **2\_Main**, **3\_Main**, etc.
123. Select **Yes** from the **Multicast Paging Initiate** dropdown list to designate this device as a multicast pager.
124. From the **Multicast Paging Zone** dropdown list, determine which zone this user should be a member of; choose from zones 1-5; the paging initiator must be assigned a zone, which then provides a paging soft key that is used to initiate the page.
125. **Screen Capture** requires the Polycom Web GUI to be enabled; if you click the **Yes** radio button, this allows the web to see the display and button layout on a device.
126. **Spoofed Call Blocking** (not used when on CenturyLink access) when phones are not connected to the CenturyLink network, users may receive calls from extensions that don't exit.
  - **CAUTION:** If you turn this feature on when using a CenturyLink connection, the phone won't work properly

The screenshot shows a configuration page with the following settings:

Flexible Expansion Module Keys:	Disabled
HandSet Background Noise Reduction:(VXX only)	None
HandSet SideTone:(VXX only)	0
HeadSet Background Noise Reduction:(VXX only)	None
HeadSet SideTone:(VXX only)	0
Hot Dial Enable:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Hot Dial:	
Hoteling Integration	<input type="radio"/> Yes <input checked="" type="radio"/> No
Line Numbering:(VXX only)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Multicast Paging Initiate:	No
Multicast Paging Zone:	Disabled
Screen Capture:(Requires Polycom Web Gui be enabled)	<input checked="" type="radio"/> Yes <input type="radio"/> No
Spoofed Call Blocking	<input type="radio"/> Yes <input checked="" type="radio"/> No

A blue bracket on the right side of the form highlights the 'Hoteling Integration' and 'Line Numbering (VXX only)' options.

127. Use internal SNTP time service for the **Timer Server** setting.
128. **Transfer Type** (for VVX handset models only):
  - **Blind** – the default transfer type will be blind or unsupervised, for that device
  - **Consultative** (default) – the default transfer type will be consultative or supervised, for that device
129. **Video Enable** turns on the Polycom Video Codec H264 for use with video enabled phones.
130. **Video Quality** is used to set the video quality on video enabled phones. Higher quality video utilizes more bandwidth.
131. Click the **Save** button.
132. Click the **Reboot Device** button; most setting changes made on this page do require a reboot.

Time Server: pool.ntp.org

Transfer Type: (VVX only)  Blind  Consultative

Video Enable:  Yes  No

Video Quality: Polycom HD 1024kbs

Save Cancel

Reboot Device Back to Edit User

133. After all configuration settings have been added or modified on the **Line Keys**, **Soft Keys** and **Device Settings** tab.
134. Click the **Reboot Device** button to reboot the phone and apply all setting changes.
135. A **Reboot Device** button is available on all three settings tabs and can be rebooted at any time.
  - **REMINDER:** If the device is rebooted while the user's on a call, the call won't be disconnected. When the user disconnects their call, the phone immediately reboots.

User Administration

Manage Device

✓ Action completed successfully.

! Please Note: A reboot of the device is required for updates to be visible. Reboot also initiates a rebuild.

Group: LAS VEGAS NV (a-406) Device Type: Polycom VVX 50X Maximum Number of Line Keys: 12  
 Device Name: 7028027033PRIMARY\_Poly500 MAC Address: 0004F2B428A1 Number of Line Keys Used: 3

Line Keys Advanced Device Settings

Line Key

Line Key	Type	First Name	Last Name	Phone Number	Line Label	Display Count	Ring Type	Line Type	Message Waiting Indicator	Track Calls	Sync Call Forward	CFNA Sync Rings	Sync Do Not Disturb	Call Park Monitoring	Action
1 - 2	Button	Jennifer	Smith	7028027033	7033	2	Standard Single	Private	Yes	Yes	Yes	3	Yes	No	

Manage Busy Lamp

Secure SIP

Enable  Disable

Save Secure SIP

Reboot Device Back to Edit User

## Copying an Existing User

The **Copy** feature allows you to copy an existing user that has the correct seat type, group, and make/model of phone for the new user. This prevents you from having to entirely build the new user.

Example of fields that can be changed using the copy feature:










- First name/last name
- Phone number/extension
- Portal user ID and domain
- Email address
- MAC address

Example of fields that cannot be changed using the copy feature (be sure to copy a user that has the same group, seat type and phone make/model as the new user you're building):

- Group
- Seat type
- Phone vendor/make/model

1. Click **User Administration** from the main menu.
2. Click **Manage Users** from the sub-menu.
3. Select your group from the **Select a Group** dropdown list if you have more than one location.
4. Use the **Search End Users** feature to refine your search criteria if your group is large.
5. Click on the **Copy** icon for the user's seat you're copying to build your new user's seat.

The screenshot shows the 'User Administration' interface. The 'Manage Users' section is active, displaying a table of users. The 'Copy' icon in the 'Actions' column for the first user is highlighted with a blue box.

User	Phone	Extension	Seat	Group	Actions
680x,Cisco	6123958875	8875	Premium	LAS VEGAS NV (a-406)	  
780x,Cisco	6123958879	8879	Premium	LAS VEGAS NV (a-406)	  
880x,Cisco	6123958871	8871	Premium	LAS VEGAS NV (a-406)	  

6. On the **Manage Users – Copy User** page, enter information for the new user.
7. Enter the user's first and last name in the **First Name** and **Last Name** fields.
8. Click the Hosted VoIP Number drop down list to select a number; if you want to select an available number from another group, click the **Select from another group** button.
9. The extension prefills based on the number you select and your dialing plan, but this field can be changed if necessary.
10. Enter the user's portal ID in the **Portal User ID and Domain** field; if more than one domain is assigned to your tenant, select the correct tenant from the **Domain** drop down list.
11. Enter the user's email in the **Email Address** field.
12. Select who should receive the welcome email from the **Send Welcome Email** drop down list.

**User Administration**

**Manage Users - Copy User**

\* Is a required field.

Copy From: 68xx, Cisco (6123958875)

\* First Name:

\* Last Name:

Group: LAS VEGAS NV (a-406)

Seat: Premium

Ⓞ \* Hosted VoIP Number:  [Select from another group](#)

Ⓞ \* Extension:

\* Portal User ID and Domain:  @

\* Email:

\* Send Welcome Email:

**Primary Device**

Vendor: Cisco IP Phone

13. Enter the MAC address for the new phone in the **Phone MAC Address** field.
14. Enter a PIN for voicemail in the **Voice Mail PIN** field.
15. Confirm the PIN by re-entering the PIN in the **Confirm Voice Mail PIN** field.
16. Click the **Activate User** button.

**Primary Device**

Vendor: Cisco IP Phone

Device Type: CiscoIPPhone

Phone Type: Cisco-MPP-6851

Device Template Name: CiscoStandard

Phone MAC Address:  MAC Address Example: 001201014A2C

Ⓞ Make this End User the Primary User of this Device:

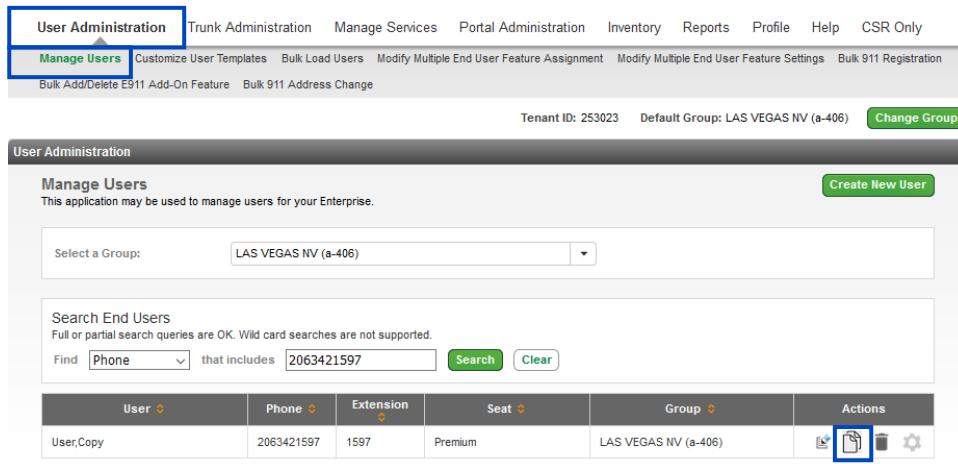
Voice Mail Box Number:

Ⓞ Voice Mail Pin:  6 to 15 numeric characters only. If the Voice Mail PIN is not entered, a Voice Mail Box will not be created for the End User. For additional Voice Mail PIN rules, hover over the question mark on the left.

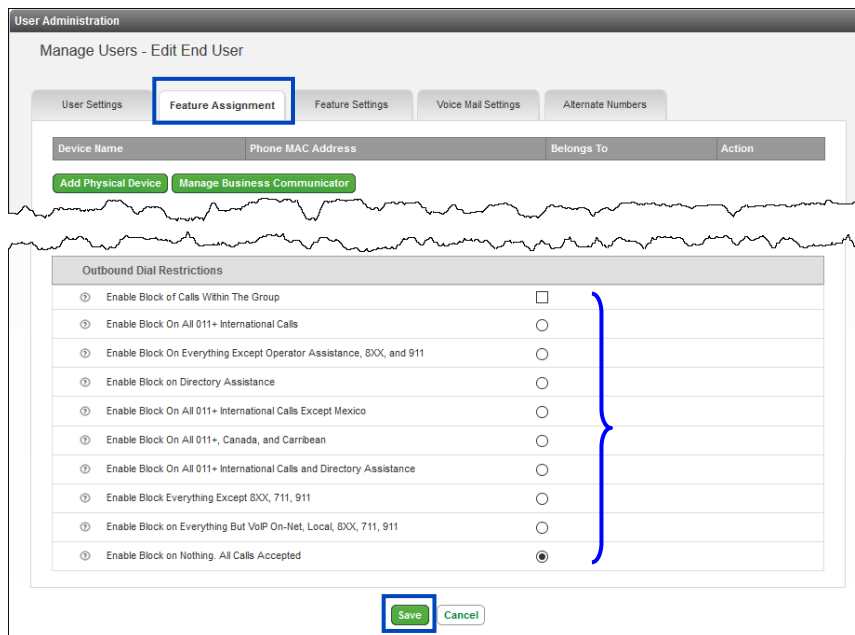
Confirm Voice Mail Pin:

The copy feature doesn't copy every setting of the user being copied. For the new user, Edit the user and check the following settings:

1. Click **User Administration** from the main menu.
2. Click **Manage Users** from the sub menu.
3. Click the **Edit** button for the new user.



4. Click the **Feature Assignment** tab.
5. Scroll **Outbound Dial Restrictions** at the bottom of the page.
6. Review the assign dialing restriction from the user you copied from and change accordingly by clicking the correct radio button.
7. Click the **Save** button.



8. Click the **Voice Mail Settings** tab.
9. By default, when copying a user, the Voice Mail Forwarding setting will be set to Disable; to change this setting select an option from the **Voice Mail Forwarding** drop down list.
10. If enabling this feature, enter an email address(es) or distribution list(s) in the **Forward to Email Addresses** field.
11. Click the **Save** button.

User Administration  
Manage Users - Edit End User

User Settings Feature Assignment Feature Settings **Voice Mail Settings** Alternate Numbers

Voice Mail Box Number: 2063421597 Delete Voice Mail Reset PIN

Play Additional Ringing:  On  Off

Auto Play:  On  Off

Voice Mail Forwarding: Disable

Forward to Email Addresses (comma separated, Limited to 5 Email Addresses):  
email@domain

Assign Voice Mail Transcription:  Yes  No  
Voice Mail Transcription:  On  Off  
Inventory: 12 available out of 12

Save Cancel

12. From the **Manage Users – Edit End User** page, scroll to **Primary Device**.
13. Click the **Manage Device** button.

User Administration  
Manage Users - Edit End User

**User Settings** Feature Assignment Feature Settings Voice Mail Settings Alternate Numbers

\* is a required field.

\* First Name:  Copy

Time Zone: (GMT-08:00) (US) Pacific Time

**Primary Device** Edit Device Manage Device

Phone Type: Cisco-MPP-6851

Device Template Name: CiscoStandard

Device MAC Address: 001201014D2C

Make this End User the Primary User of this Device:

Save Cancel



14. **Shared Call Appearances** and **Busy Lamp Fields** don't copy to the new user.
15. To add Shared Call Appearances, click the **Add Lines Key(s)**.
16. To add Busy Lamp Fields, click the **Manage Busy Lamp** button.
17. Click the **Reboot Device** button for changes to take place.

**User Administration**

**Manage Device**

! Please Note: A reboot of the device is required for updates to be visible. Reboot also initiates a rebuild.

Group: LAS VEGAS NV (a-406) Device Type: Cisco-MPP-6851 Maximum Number of Line Keys: 4  
Device Name: PRIMARY\_a-406\_1597769204787Cisco-6851 MAC Address: 001201014D2C Number of Line Keys Used: 1

Line Keys Advanced Device Settings

Line Key

Line Key	Type	First Name	Last Name	Phone Number	Line Label	Ring Type	Line Type	Message Waiting	Feature Key Sync	Track Calls	Action
1	Button	Copy	User	2063421597	1597	Sunrise	Private	Yes	Yes	Yes	

Add Line Key(s)

Busy Lamp Field

Line Key	Type	First Name	Last Name
----------	------	------------	-----------

Manage Busy Lamp

Reboot Device Back to Edit User

## Custom User Templates

**Custom User Templates** are used to assign a specific set of features and class of service (COS) to users during user creation. Each **Custom User Template** is created for a specific seat type. If you have a group of Premium seats that do have a particular feature like Call Forward, or access to Directory Service (411), you can create a **Custom User Template** and assign to a group of users within the tenant.

**Note:** Editing a **Custom User Template** does not change the users that were assigned that template during user creation, it will only affect users that the template applied to when editing or creating a new user in the future.



1. Click **User Administration** from the main menu.
2. Click **Customize User Templates** from the sub menu
3. If you have **Custom User Templates** built, you can click on the dropdown list to view all existing templates.
4. After selecting a template from the dropdown list, click the **Edit** or **Delete** button to manage that template.
5. To add a new template, click the **Add New** button.

6. Provide a name for the template in the **New Template Name** field. The name should be something meaningful that you'll recognize later (e.g., Premium No Call Fwd, Premium John Pickup Group).
7. Select the **Seat Type** from the dropdown; the seat type will determine which features you're able to enable/disable.
8. Fill in the optional **Template Description** field by noting a feature specific description of your template.

Features	Assign	Features	Assign
<input type="checkbox"/> Anonymous Call Rejection	<input checked="" type="checkbox"/>	<input type="checkbox"/> Automatic Callback	<input checked="" type="checkbox"/>
<input type="checkbox"/> Automatic Hold/Retrieve	<input checked="" type="checkbox"/>	<input type="checkbox"/> Barge-in Exempt	<input checked="" type="checkbox"/>
<input type="checkbox"/> Anywhere	<input checked="" type="checkbox"/>	<input type="checkbox"/> Busy Lamp Field	<input checked="" type="checkbox"/>

9. By default, all available features for the selected seat type are **Enabled**. To **Disable** a feature, uncheck the corresponding box under the **Assign** column.
  - For a brief description of any feature, hover over the “?”
10. By default, **Enable Block On All 011+ International Calls** is set; to change dialing restrictions for this template, click the radio button for the corresponding setting.
11. When all options are selected, click on the **Save** button.

**User Administration**  
**Customize User Template - Add**

\* is a required field

\* New Template Name: Prem - No Call Fwd

\* Based on Seat Type: Premium

Template Description: No forwarding options are provided for these seats

Features	Assign	Features	Assign
Anonymous Call Rejection	<input checked="" type="checkbox"/>	Automatic Callback	<input checked="" type="checkbox"/>
Automatic Hold/Retrieve	<input checked="" type="checkbox"/>	Barge-in Exempt	<input checked="" type="checkbox"/>
Anywhere	<input checked="" type="checkbox"/>	Busy Lamp Field	<input checked="" type="checkbox"/>
Call Forwarding Always	<input checked="" type="checkbox"/>	Call Forwarding Busy	<input checked="" type="checkbox"/>
Call Forwarding No Answer	<input checked="" type="checkbox"/>	Call Forwarding Not Reachable	<input checked="" type="checkbox"/>
Call Forwarding Selective	<input checked="" type="checkbox"/>	Call Notify	<input checked="" type="checkbox"/>
Call Return	<input checked="" type="checkbox"/>	Call Transfer	<input checked="" type="checkbox"/>

**Dialing Restrictions**

Enable

Enable Block of Calls Within The Group

Enable Block On All 011+ International Calls

Enable Block On Everything Except Operator Assistance, 8XX, and 911

Enable Block on Directory Assistance

Enable Block On All 011+ International Calls Except Mexico

Enable Block on Nothing. All Calls Accepted

Enable Block On All 011+, Canada, and Caribbean

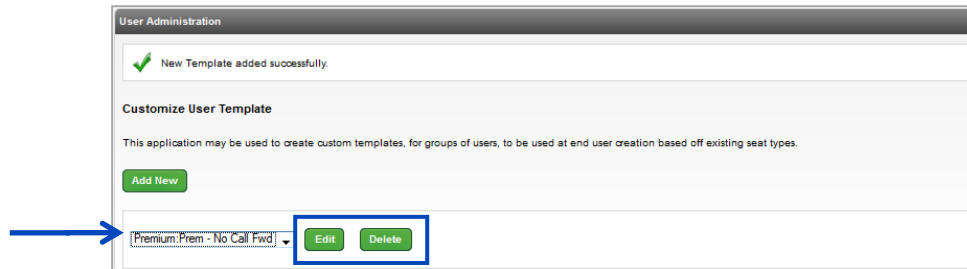
Enable Block On All 011+ International Calls and Directory Assistance

Enable Block Everything Except 8XX, 711, 911

Enable Block on Everything But VoIP On-Net, Local, 8XX, 711, 911

**Save** **Cancel**

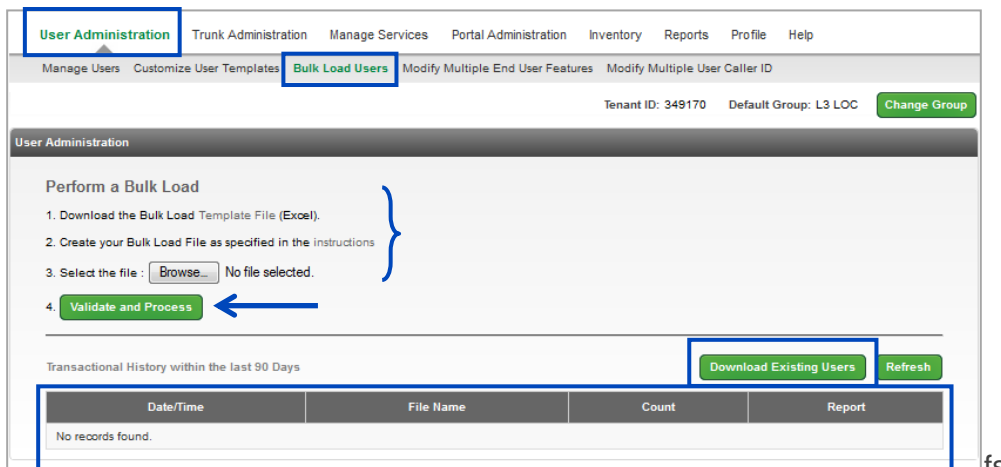
12. The new **Custom User Template** is now available from the dropdown list, and can be easily edited/modified
13. Click on the **Edit** button to edit the features of that template, click the **Delete** button to delete that custom template.



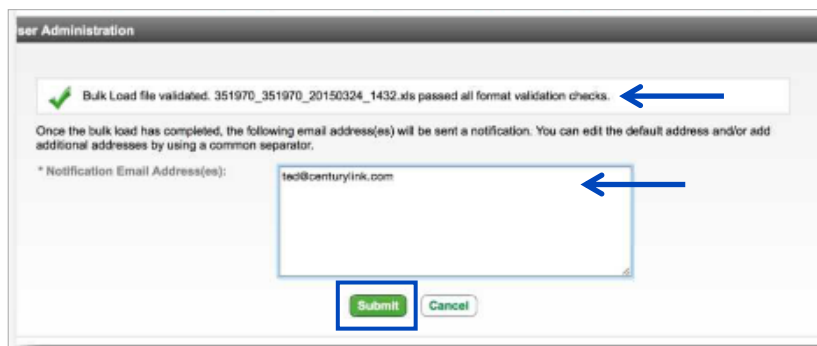
## Bulk Load Users

The **Bulk Load Users** tool allows you to fill out a spreadsheet with all users and import that spreadsheet into the portal. The tool will then process and activate all of the new users. If you have existing users listed in the spreadsheet, you can input an action for each user such as **Create**, **Delete**, or **Update**, and the tool will perform those actions as well. In addition, you can **Download Existing Users**, to make changes to multiple groups or Users.

1. Click on **User Administration** on the main menu.
2. Click on **Bulk Load Users** in the sub menu.
3. Download the **Bulk Load Template File** by clicking on the **Template File** link.
4. Fill out the file with all of the information for your users and settings.
5. For a guide on the information that is required within the **Template File**, click on **Instructions**.
6. Upload the file by clicking the **Browse** button to browse your computer and select the file.



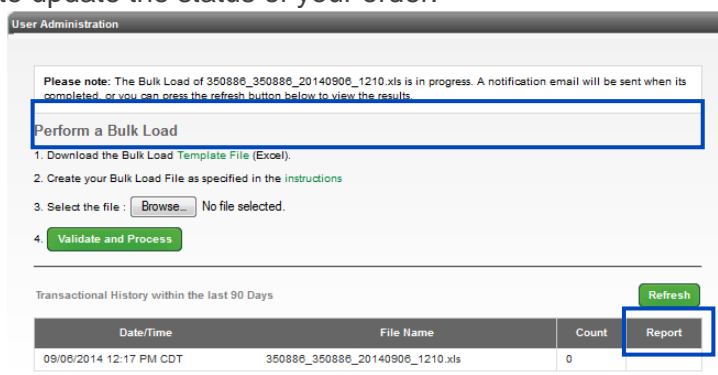
7. Once you browse to your document, click the **Validate and Process** button. The tool will then process the file.
8. You'll receive a confirmation window indicating that all format validations passed.
9. In the **Notification Email Address(es)** field, enter the email address(es) using comma separation, that you want to receive notification that the bulk upload has completed.
10. Click the **Submit** button.



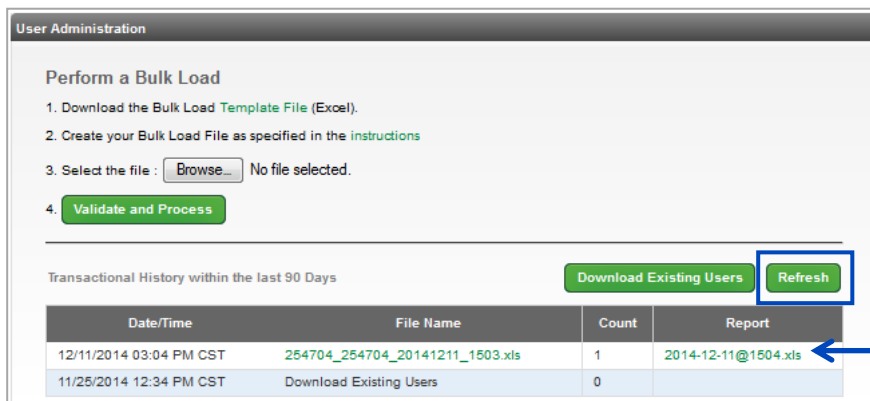
11. If your bulk upload spreadsheet does not pass validation, you'll receive an error.
12. Review your spreadsheet for errors, by clicking on the .xls file within this notification.
13. Correct all errors and upload the corrected spreadsheet.



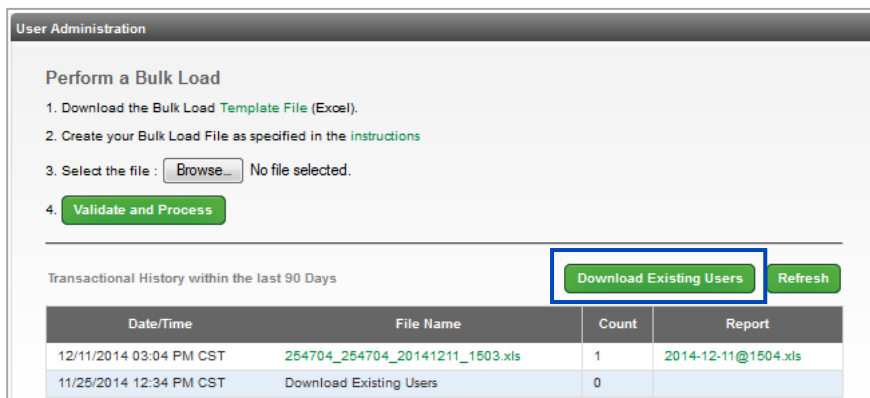
14. Another notification window will display indicating that your order is in process, and that an email notification will be sent when the order is complete.
15. The report in process will be listed under the **Transactional History** window for reference and status.
16. Once the email notification email has been received that your order is in process, click the **Refresh** button to update the status of your order.



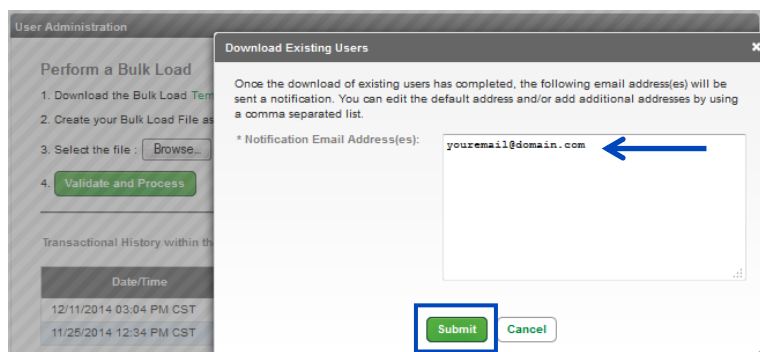
17. After clicking the **Refresh** button, your order status information is updated including a link to the spreadsheet under the **Report** column.
18. Click on the **Report Link** to open the spreadsheet – it may take a few minutes to download depending on the size of the spreadsheet.
19. **Transactional History Report** will provide reports for all of your bulk upload orders for the past 90 days. Click on a report link at any time to review the information contained within that report.



20. To download a report for all Existing Users, click the **Download Existing Users** button.




21. A window appears for email notification and contains the email address of the primary administrator.
22. Add/modify the email in the **Notification Email Address(es)** field.
23. Click the **Submit** button.



24. A notification will be sent to the email address(es) noted Email Notification field.
25. The time it takes to receive the report will vary based on the size of your company and the amount of information that needs to be downloaded.
26. Once that notification is received, click the **Refresh** button.

User Administration

 **Please note:** Your download request of existing users is in progress. A notification email will be sent once completed. Status updates can be refreshed below.

**Perform a Bulk Load**

1. Download the Bulk Load [Template File](#) (Excel).
2. Create your Bulk Load File as specified in the [instructions](#)
3. Select the file :  No file selected.
4.

Transactional History within the last 90 Days

Date/Time	File Name	Count	Report
12/16/2014 11:26 AM CST	Download Existing Users	0	
12/11/2014 03:04 PM CST	254704_254704_20141211_1503.xls	1	2014-12-11@1504.xls
11/25/2014 12:34 PM CST	Download Existing Users	0	

27. After clicking the **Refresh** button, there will be a link under the Report column.
28. Click on the link to download your report.

User Administration

**Perform a Bulk Load**

1. Download the Bulk Load [Template File](#) (Excel).
2. Create your Bulk Load File as specified in the [instructions](#)
3. Select the file :  No file selected.
4.

Transactional History within the last 90 Days

Date/Time	File Name	Count	Report
12/16/2014 11:26 AM CST	Download Existing Users	16	2014-12-16@1129.xls
12/11/2014 03:04 PM CST	254704_254704_20141211_1503.xls	1	2014-12-11@1504.xls
11/25/2014 12:34 PM CST	Download Existing Users	0	

29. The report opens and can be saved or used as any other Excel document.
30. To make changes to multiple users, update the information in the appropriate fields, and follow the process to Upload the Bulk Load Spreadsheet.

**Note:** Delete all users from this spreadsheet that you don't wish to change, before performing a new upload.

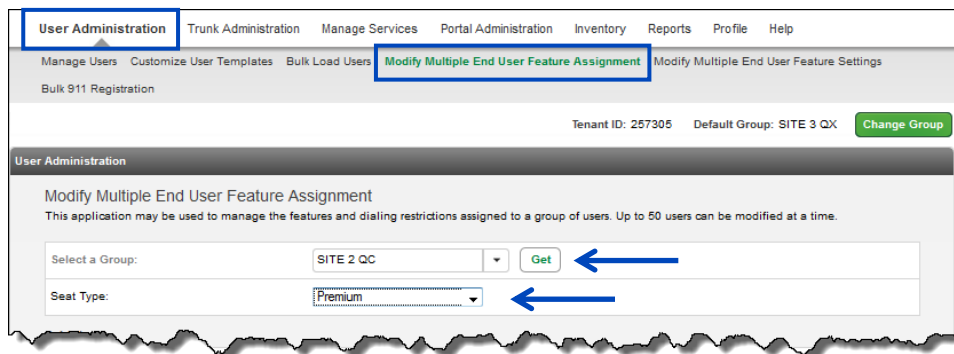


CenturyLink IP Voice Bulkload Template Version 2.0						
To remove data in a field, please enter <REMOVE> in the cell.						
Data to be bulkloaded must be entered beginning on row 5.						
Red items are Required. Blue items are Optional.						
Valid Actions are: Create, Update, Delete						
	Minimum of 6 characters	Domain based on what's in your Hosted VoIP portal Enter domain name exactly as it appears in your Hosted VoIP Portal	User's first name	User's last name	User's email address	User's title
1						
2						
3						
4	<b>ACTION</b>					
5	Portal User ID	Domain	First Name	Last Name	E-mail address	Title
6	vlsic01	porta5.com	Basic	admin	Basic01@porta5.com	
7	SubOA1	porta5.com	SubOA	admin	SubOA1@porta5.com	
8	admindevtest	porta5.com	Admin	Creation Devtest	vguntak@qwest.com	
9	john.doe	porta5.com	John	Doe	rebecca.altham@centurylink.com	
10	AdminETO	porta5.com	Admin	ETO	AdminETO@porta5.com	
11	Analogvm	porta5.com	Analog	ETOVM	Analogvm@porta5.com	
12	goodevil	porta5.com	good	evil	ndhanag@qwest.com	

## Modify Multiple Ender User Assignment Feature

The **Modify Multiple End User Feature Assignment** allows you to make features assignment changes to multiple users within a group. Features are defined as **Call Forward Always, Do Not Disturb, Calling Waiting**, etc.

1. Click on **User Administration** from the main menu.
2. Click on **Modify Multiple End User Feature Assignment** in the sub menu.
3. Select the group, and **Seat Type** from the dropdown lists that you want to modify.





4. Once you select a group and **Seat Type**, you can refine the search for your user(s) by **First Name**, **Last Name** or **Phone Number**.
5. Enter a sequence of letters or numbers for the user(s) you're searching for, in the “**that includes**” field, and click the **Search** button. If you choose not to refine the search by user name or number, all users within that group, assigned to that **Seat Type**, will be displayed in the **Search Results and End Users** field.
6. The **Search Results and End Users** field will list all users in that group, which fit the search criteria.
7. From this list, drag and drop the user(s) for which you wish to modify feature (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns).
8. If you add a user in error, highlight the user in the **Add Users To** field, and drag and drop them back to the **Search Results and End Users** field.

**User Administration**

**Modify Multiple End User Feature Assignment**  
This application may be used to manage the features and dialing restrictions assigned to a group of users. Up to 50 users can be modified at a time.

Select a Group: LAS VEGAS NV (a-406)

Seat Type: Premium

**Add Users**

**Search End Users**  
Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

**Search Results and End Users**

- 66xx, Cisco (6123958875)
- 78xx, Cisco (6123958879)
- 88xx, Cisco (6123958871)
- Epps, Randy (7028027030)
- Hughes, Scott2 (7028027865)
- julietest, ATA (2067576383)
- Nahida, Farhana (3212037210)
- Or, Julie4 (2067856013)

**Add Users to**

**Drag and Drop**

**Features** **Assign** **Features** **Assign**

<input type="checkbox"/> Anonymous Call Rejection	<input checked="" type="checkbox"/>	<input type="checkbox"/> Automatic Callback	<input checked="" type="checkbox"/>
<input type="checkbox"/> Automatic Hold/Retrieve	<input checked="" type="checkbox"/>	<input type="checkbox"/> Barge-in Exempt	<input checked="" type="checkbox"/>

9. Once user(s) are identified in the **Add Users To** field, you can decide which **Features** to activate or deactivate.
10. Click the check box to activate or deactivate a **Feature**; you can make changes to multiple features. This is just a sample of the features you can make changes to, and you'll have access to all **Features** and **Dial Restrictions** from this screen within the portal.
11. Once you have selected/deselected each **Feature** or **Dialing Restriction** you want to modify, click the **Save** button. This modifies the selected changes for every user that was moved to the **Add User To** field.

Nahida, Farhana (3212037210)
Or: Julie4 (2087856013)

Features	Assign	Features	Assign
<input type="checkbox"/> Anonymous Call Rejection	<input checked="" type="checkbox"/>	<input type="checkbox"/> Automatic Callback	<input checked="" type="checkbox"/>
<input type="checkbox"/> Automatic Hold/Retrieve	<input checked="" type="checkbox"/>	<input type="checkbox"/> Barge-in Exempt	<input checked="" type="checkbox"/>
<input type="checkbox"/> Anywhere	<input checked="" type="checkbox"/>	<input type="checkbox"/> Busy Lamp Field	<input checked="" type="checkbox"/>
<input type="checkbox"/> Call Forwarding Always	<input checked="" type="checkbox"/>	<input type="checkbox"/> Call Forwarding Busy	<input checked="" type="checkbox"/>
<input type="checkbox"/> Call Forwarding No Answer	<input checked="" type="checkbox"/>	<input type="checkbox"/> Call Forwarding Not Reachable	<input checked="" type="checkbox"/>
<input type="checkbox"/> Call Forwarding Selective	<input checked="" type="checkbox"/>	<input type="checkbox"/> Call Notify	<input checked="" type="checkbox"/>
<input type="checkbox"/> Call Return	<input checked="" type="checkbox"/>	<input type="checkbox"/> Call Transfer	<input checked="" type="checkbox"/>
<input type="checkbox"/> Call Waiting	<input checked="" type="checkbox"/>	<input type="checkbox"/> Calling Line ID Delivery Blocking	<input checked="" type="checkbox"/>
<input type="checkbox"/> Custom Ringback User	<input checked="" type="checkbox"/>	<input type="checkbox"/> Customer Originated Trace	<input checked="" type="checkbox"/>
<input type="checkbox"/> Directed Call Pickup	<input checked="" type="checkbox"/>	<input type="checkbox"/> Directed Call Pickup with Barge-in	<input checked="" type="checkbox"/>
<input type="checkbox"/> Do Not Disturb	<input checked="" type="checkbox"/>	<input type="checkbox"/> External Calling Line ID Delivery	<input checked="" type="checkbox"/>
<input type="checkbox"/> Hoteling Guest	<input checked="" type="checkbox"/>	<input type="checkbox"/> Hoteling Host	<input checked="" type="checkbox"/>
<input type="checkbox"/> Intercept User	<input checked="" type="checkbox"/>	<input type="checkbox"/> Last Number Redial	<input checked="" type="checkbox"/>
<input type="checkbox"/> Music On Hold User	<input checked="" type="checkbox"/>	<input type="checkbox"/> N-Way Call <small>If NWay is Yes, then Three-Way Call is not available.</small>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Outlook Integration	<input checked="" type="checkbox"/>	<input type="checkbox"/> Priority Alert	<input checked="" type="checkbox"/>
<input type="checkbox"/> Privacy	<input checked="" type="checkbox"/>	<input type="checkbox"/> Push to Talk	<input checked="" type="checkbox"/>
<input type="checkbox"/> Remote Office	<input checked="" type="checkbox"/>	<input type="checkbox"/> Selective Call Acceptance	<input checked="" type="checkbox"/>
<input type="checkbox"/> Selective Call Rejection	<input checked="" type="checkbox"/>	<input type="checkbox"/> Sequential Ring	<input checked="" type="checkbox"/>
<input type="checkbox"/> Simultaneous Ring Personal	<input checked="" type="checkbox"/>	<input type="checkbox"/> Speed Dial 100	<input checked="" type="checkbox"/>
<input type="checkbox"/> Speed Dial 8	<input checked="" type="checkbox"/>	<input type="checkbox"/> Three-Way Call	<input type="checkbox"/>

**Inbound Call Restrictions**

Allow Calls From Within this Tenant  Yes  No  Allow Calls from Outside this Tenant

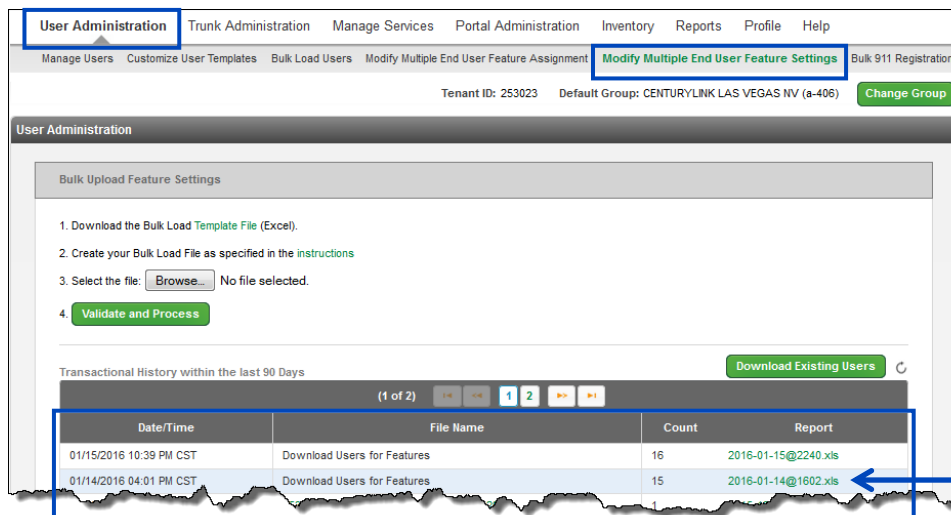
**Dialing Restrictions** Enable

<input type="checkbox"/> Enable Block of Calls Within The Group	<input type="radio"/>	<input type="checkbox"/> Enable Block On All 011+ International Calls	<input checked="" type="radio"/>	<input type="checkbox"/> Enable Block On All 011+, Canada, and Caribbean	<input type="radio"/>
<input type="checkbox"/> Enable Block On All 011+ International Calls and Directory Assistance, 8XX, and 911	<input type="radio"/>	<input type="checkbox"/> Enable Block On Everything Except Operator Assistance, 8XX, and 911	<input type="radio"/>	<input type="checkbox"/> Enable Block On All 011+ International Calls and Directory Assistance	<input type="radio"/>
<input type="checkbox"/> Enable Block on Directory Assistance	<input type="radio"/>	<input type="checkbox"/> Enable Block on Everything Except 8XX, 711, 911	<input type="radio"/>	<input type="checkbox"/> Enable Block Everything Except 8XX, 711, 911	<input type="radio"/>
<input type="checkbox"/> Enable Block On All 011+ International Calls Except Mexico	<input type="radio"/>	<input type="checkbox"/> Enable Block on Everything But VoIP On-Net, Local, 8XX, 711, 911	<input type="radio"/>	<input type="checkbox"/> Enable Block on Everything But VoIP On-Net, Local, 8XX, 711, 911	<input type="radio"/>
		<input type="checkbox"/> Enable Block on Nothing. All Calls Accepted	<input type="radio"/>		

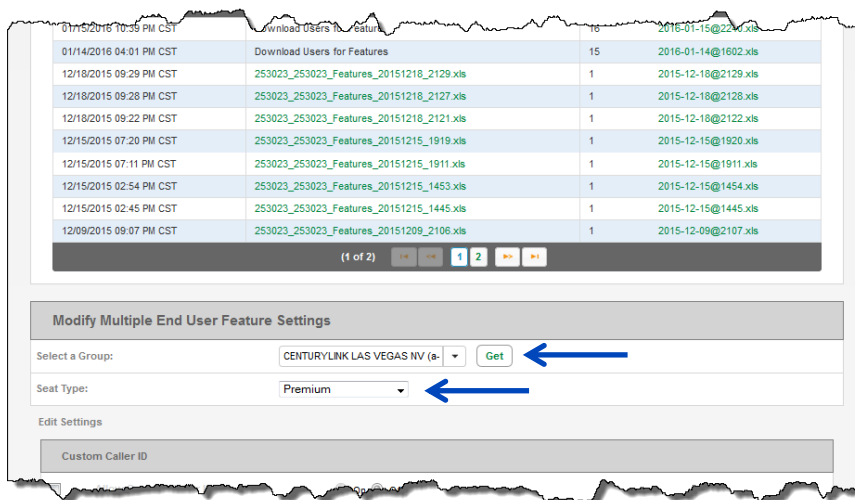
## Modify Multiple Ender User Feature Settings

The **Modify Multiple End User Feature Settings** allows you to make feature settings changes to multiple users within a group at one time, or via Bulk Upload. Features are defined as **Call Forward Always**, **Do Not Disturb**, **Calling Waiting**, etc.

1. Click on **User Administration** from the main menu.
2. Click on **Modify Multiple End User Feature Settings** in the sub menu.
3. Previously uploaded spreadsheets will be displayed in the **Transactional History** field and can be reviewed by clicking on the link.

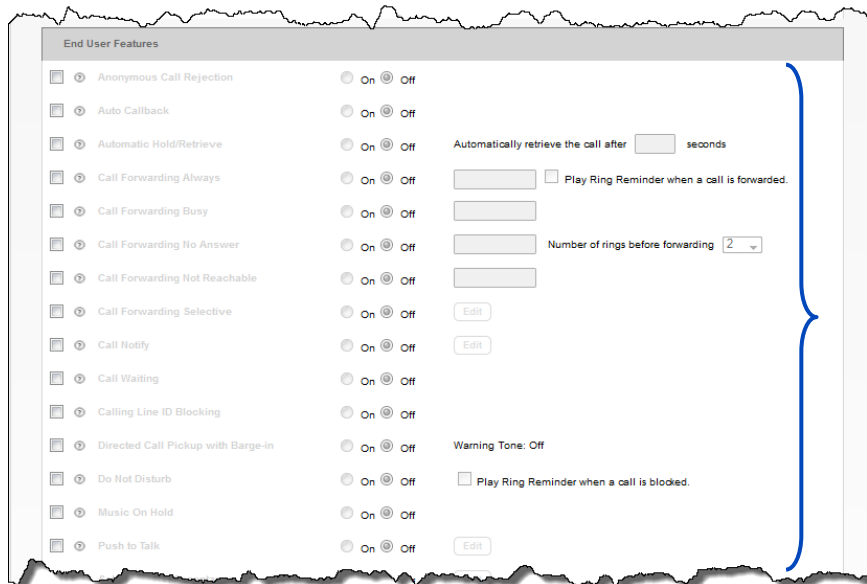


4. To modify features settings, locate and select the **Group**, and **Seat Type** from the dropdown lists that you wish to modify.
5. After options are selected, click the **Get** button.

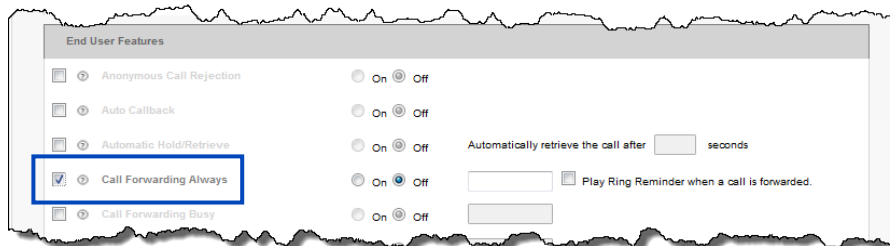


6. All feature options for the seat type you selected are provided for editing.

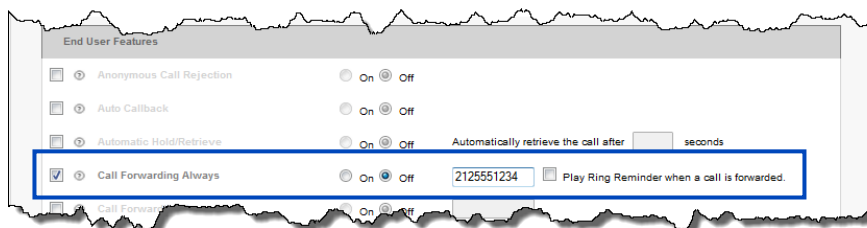
7. If you chose to not send the welcome letter to the primary admin or the end user, or if the user misplaced their welcome email, you can selecting choose individuals within the group that should receive the email.
8. Click the **Send Welcome Email** check box.
9. From the dropdown list, choose **Admin Only**, **User Only** or **Both Admin & User**.



10. Click the **Check Box** next to the feature that you wish to edit for selected users in that group, such as Call Forward Always.



11. The field for the selected feature will now be editable. Select or input the information based on the feature setting you're changing.



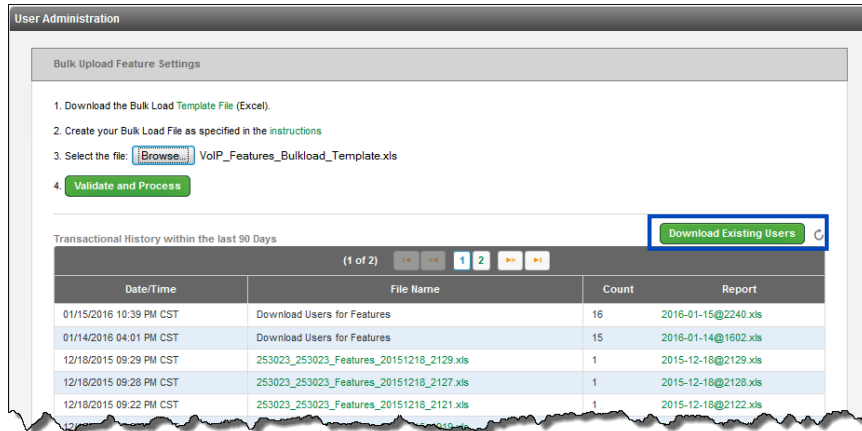
## 12. Manage or change settings for Voicemail.

13. Scroll to the bottom of the screen to select the users within your group.
14. Use the **Search** option to narrow your search criteria.
15. From the **Available End Users** field, drag and drop the user(s) for which you wish to modify this feature (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns), to the **Selected End Users** field.
16. Click the **Save** button.
17. All users identified in the **Selected End User** field, will be immediately impacted by the feature setting change.



**Note:** At present, a maximum of 50 users can be moved to the Selected End Users field for each bulk modification; if you have more than 50 users that need the same feature setting change, you would be required to repeat this process multiple times.

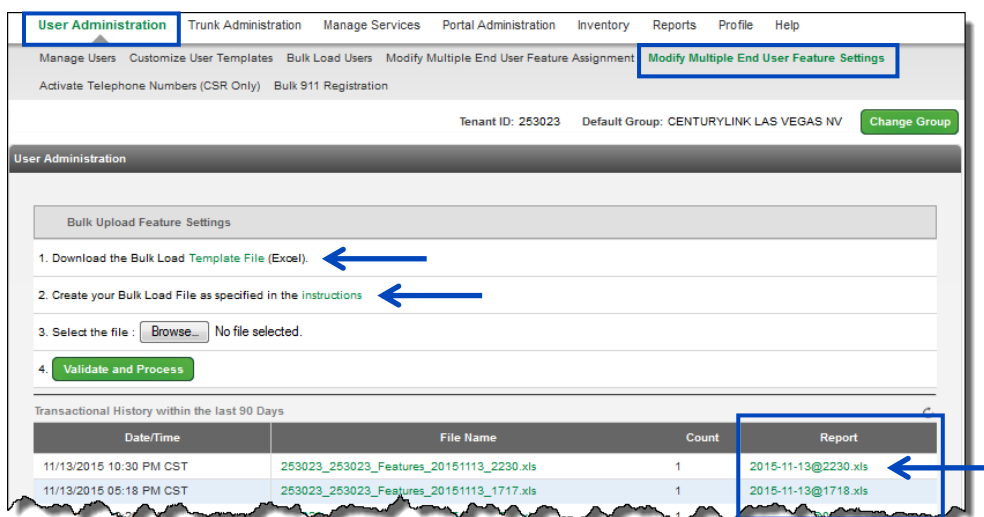
18. Click the **Download Existing Users** button, to export a spreadsheet that will indicate feature settings for all of your users.
19. This spreadsheet is an easy way to ensure that features are set appropriately for each user.



## Modify Multiple Ender User Feature Settings – Bulk Upload

In addition to manually making changes to multiple users, you can manage multiple end user changes by performing a bulk upload, similar to the bulk upload process used to build new users.

1. Click on **User Administration** from the main menu.
2. Click on **Modify Multiple End User Feature Settings** from the sub menu.
3. Click the **Template File** link to download your upload template.
4. Click on the **Instructions** link to review and print important parameters needed to perform bulk feature changes.
5. **Bulk Load Transactions** will be displayed for 90 days in the **Transactional History** list. Click on the appropriate link to review previously processed uploads.




6. Example of **Bulk Load Feature Template**, save to your preferred drive and populate with the appropriate features before performing the upload.

	A	B	C	D	E	F	G	H	I
	<b>CenturyLink VoIP Bulk Load Feature Template Version 1.0</b>	Domain based on what's in your Hosted VoIP portal	On or Off	On or Off	On or Off	On or Off	None Barge-in only Barge-in and repeat every 20 seconds	On or Off	On or Off
	Data to be bulkloaded must be entered beginning on row 4. Red items are Required. Blue items are Optional.	Enter domain name exactly as it appears in your Hosted VoIP Portal							
1									
2	<b>User Information</b>		<b>Shared Call Appearance</b>				<b>Anonymous Call Rejection</b>	<b>Auto Callback</b>	
3	Existing Portal User ID	Existing Domain	Alert all appearance for Click-to-Dial calls	Allow Call Retrieve from another location	Allow bridging between locations	Multiple Call Arrangement	Bridge Warning Tone	Anonymous Call Rejection	Auto Callback
4									
5									
6									
7									
8									
9									




7. Refer to the **Bulk Upload Instructions** for required fields, and instructions on completing the bulk upload spreadsheet.
8. **Columns A and B** are the only two required columns, the remaining are optional based on each user requirements.



## Hosted VoIP Administrator Portal

### Bulk Upload Instruction Guide



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**Bulk Upload**

**Overview**

The bulk upload spreadsheet allows you to input all user/seat information into a spreadsheet that can be easily uploaded to the portal to quickly add and manage users/seats. Users/seats can be created, updated or deleted using the bulk upload tool.

**Instructions**

**IMPORTANT INSTRUCTIONS REGARDING THIS BULK UPLOAD TOOL:**

- Column headings in **RED** are required fields for the **Create** action.
- Column headings **Portal User ID** and **Domain** are required fields for **Update** and **Delete** actions.
- Column headings in **BLUE** are optional fields (leave these fields as <REMOVE> if you don't want to enable an optional feature).
- <REMOVE> is applicable only for specified options in **Column Requirements** and only for the **Update** action.
- Column Requirements** are SPECIFIC and cAsE, punctuation and white space sensitive.

**Phone features**

Column	Column Heading	Comments	Column Requirements
<b>A</b>	Action	Enter the action for each seat; options are: <ul style="list-style-type: none"> <li>Create-adding a new user</li> <li>Update-updating an existing user</li> <li>Delete-deleting an existing user</li> </ul>	Create Update Delete
<b>B</b>	Portal User ID	Enter a unique name for the end user's login ID to their personal portal. Typically mirrors the naming convention of their email address, excluding their domain name; this ID must be at least 6 characters in length. If the user's email address is: john.doe@company.com	john.doe
<b>C</b>	Domain	Enter the generic or customer's domain name. Refer to the	voip.centurylink.com

9. Once the bulk upload spreadsheet is populated and saved, click the **Browse** button to locate and select your saved spreadsheet.
10. After the file is selected, it will be displayed next to the **Browse** button.
11. Click the **Validate and Process** button to run your bulk upload.

**User Administration**

Bulk Upload Feature Settings

1. Download the Bulk Load Template File (Excel).
2. Create your Bulk Load File as specified in the instructions
3. Select the file:  HVDS\_VoIP\_Features\_Bulkload\_Template.xls ←
4.  ←

Transactional History within the last 90 Days

(1 of 3) 1 2 3

Date/Time	File Name	Count	Report
02/01/2016 08:54 PM CST	Download Users for Features	17	2016-02-01@2055.xls
02/01/2016 03:59 PM CST	253023_253023_Features_20160201_1559.xls	1	2016-02-01@1559.xls
02/01/2016 03:41 PM CST	Download Users for Features	17	2016-02-01@1542.xls

12. A successful notification will be displayed if your spreadsheet was successfully validated; if there were errors with your spreadsheet, an error message will appear.
13. In the **Notification Email Address(es)** field, enter the email address, or addresses, for any individuals that should receive email notification upon completion of the upload.
14. Click the **Submit** button.

The screenshot shows the 'User Administration' interface. At the top, a green checkmark icon is followed by the text: 'Bulk Load file validated. 253023\_253023\_Features\_20160205\_1019.xls passed all format validation checks.' Below this, a message states: 'Once the bulk load has completed, the following email address(es) will be sent a notification. You can edit the default address and/or add additional addresses by using a common separator.' Underneath, there is a text input field labeled '\* Notification Email Address(es):' containing the placeholder text 'emailaddress@domain.com'. At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

15. You'll receive another notification, this one indicating that your upload is in progress, and an email will be received upon completion.
16. At any time, click the **Refresh** icon, to update the status of your upload in the Transactional History list.

The screenshot shows the 'User Administration' interface. At the top, a green checkmark icon is followed by the text: 'Please note: The Bulk Load of 253023\_253023\_Features\_20160205\_1019.xls is in progress. A notification email will be sent when its completed, or you can press the refresh button below to view the results.' Below this, there is a section titled 'Bulk Upload Feature Settings' with four steps:

1. Download the Bulk Load [Template File \(Excel\)](#).
2. Create your Bulk Load File as specified in the [instructions](#)
3. Select the file:  No file selected.
4.

Below the settings, there is a section titled 'Transactional History within the last 90 Days' with a 'Download Existing Users' button. A table displays the history:

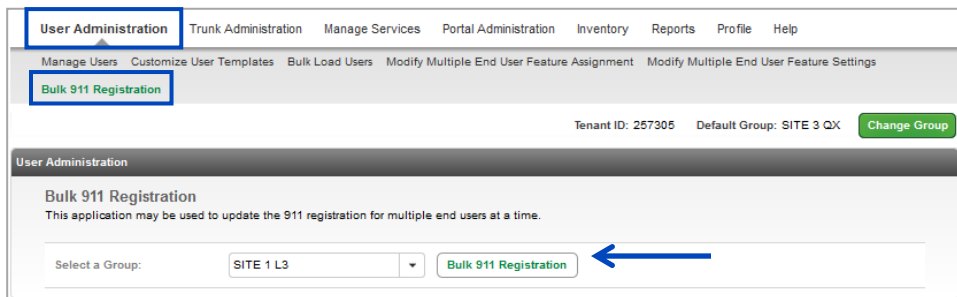
Date/Time	File Name	Count	Report
02/01/2016 08:54 PM CST	Download Users for Features	17	2016-02-01@2055.xls
02/01/2016 03:59 PM CST	253023_253023_Features_20160201_1559.xls	1	2016-02-01@1559.xls

## Bulk 911 Registration

In addition to manually making changes to multiple users, you can manage multiple end user changes by performing a bulk upload, similar to the bulk upload process used to build new users.

Use **Bulk 911 Registration** to change the registered 911 address for multiple users within a group.

1. Click on **User Administration** from the main menu.
2. Click on **Bulk 911 Registration** from the sub menu.
3. If you have multiple groups in your organization, click the Group you want to modify from the dropdown list and click the **Bulk 911 Registration** button.



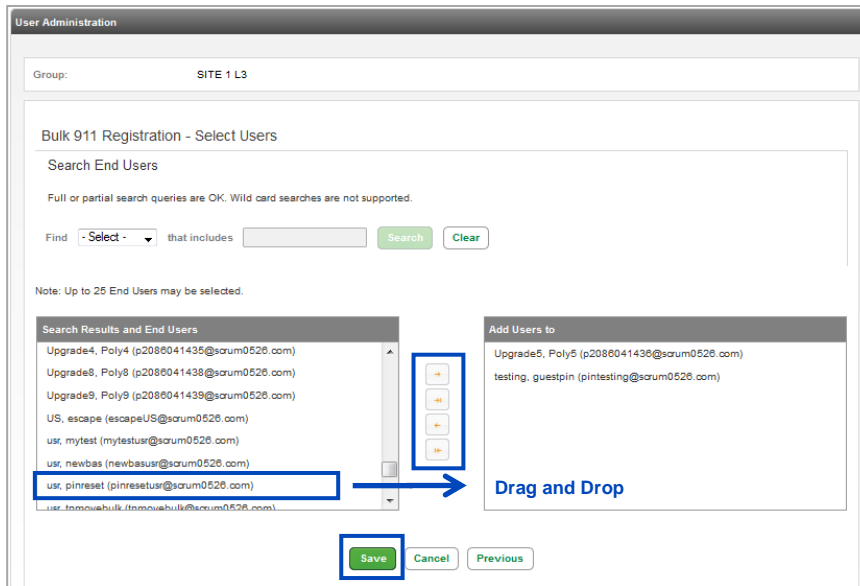
4. At the bottom of the Bulk 911 – Add Location Screen, enter the **Location Name**, **Address**, **City**, **State** and **Zip Code** for your change.
5. Click the **Next** button.

The screenshot shows the 'Bulk 911 – Add Location Screen' with the following form fields: 'Location Name' (Denver Office), 'Address' (921 14th Street), 'City' (Denver), 'State' (CO), and 'ZIP' (80202). A blue bracket groups the 'Address', 'City', 'State', and 'ZIP' fields. A green 'Next' button and a 'Cancel' button are at the bottom. A warning message at the top states: 'route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)'. A blue arrow points to the 'Next' button.

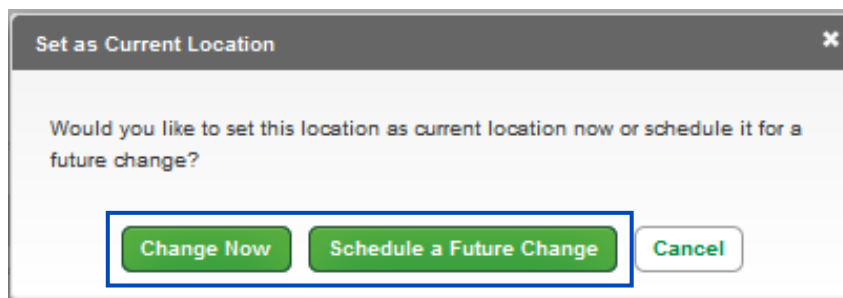
6. Your address will be validated, and if successful, you'll receive an address confirmation success notification.
7. Enter an **Address 2** option such as floor, cube, etc., if required.
8. Click the **Next** button.

The screenshot shows the address confirmation screen with a green checkmark and the message: 'The address has been confirmed. Additional information may be entered in Address 2 field.' A blue arrow points to this message. Below the message, the 'Address' field is populated with '921 14th St'. The 'Address 2' field is empty, with a note 'Address 2 is limited to 20 characters.' The 'City, State, ZIP' field is populated with 'Denver, CO 80202'. A green 'Next' button and a 'Cancel' button are at the bottom.

9. Use the **Search** option to narrow your search criteria.
10. From the **Search Results and End Users** field, drag and drop the user(s) for which you wish to modify this feature (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns), to the **Add Users To** field.
11. Click the **Save** button.



12. To process your 911 Registration changes immediately, click the **Change Now** button.
13. 911 Registration changes will happen in approximately 15 minutes to all users identified, and all users identified will receive an email notification of the change.
14. To schedule your registration change, click the **Schedule a Future Change** button.



15. The **Future Location** address will be indicated.
16. Click on the **Calendar** icon to select the date you want your address registration to change.
17. From the **Time** dropdown list, select the time you want your address registration to change.
18. From the **Time Zone** dropdown list, select the appropriate time zone for the change.
19. Click the **Save** button.
20. The registered 911 address for the users identified, will occur on that date and time, and all users identified will receive an email notification of the change.

**Schedule Future Change** [X]

My Future Location Will Be: 921 14th St  
Denver, CO 80202

Date: 08/31/2015 [Calendar Icon]

Time: 5:00 AM [Dropdown Arrow]

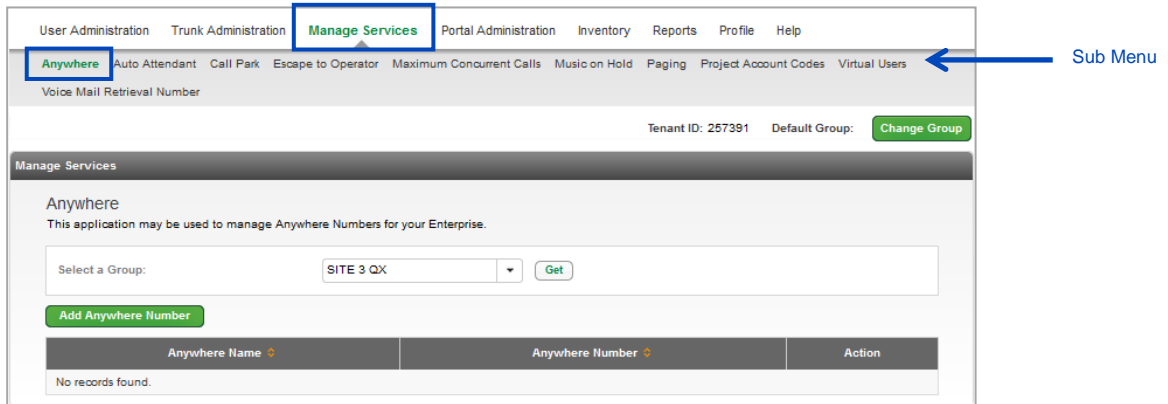
Time Zone: Mountain [Dropdown Arrow]

[Save] [Cancel]

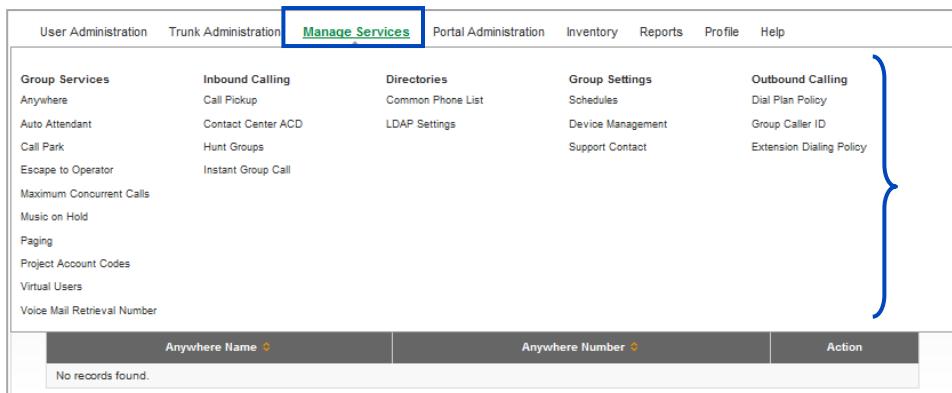
## Manage Services

The **Manage Services** tool gives you access to **Edit or Modify Group Services, Inbound Calling** features, **Directories**, and **Group Settings**.

1. Click on **Manage Services** from the main menu.
2. This displays the first level of sub menu items under the main menu.



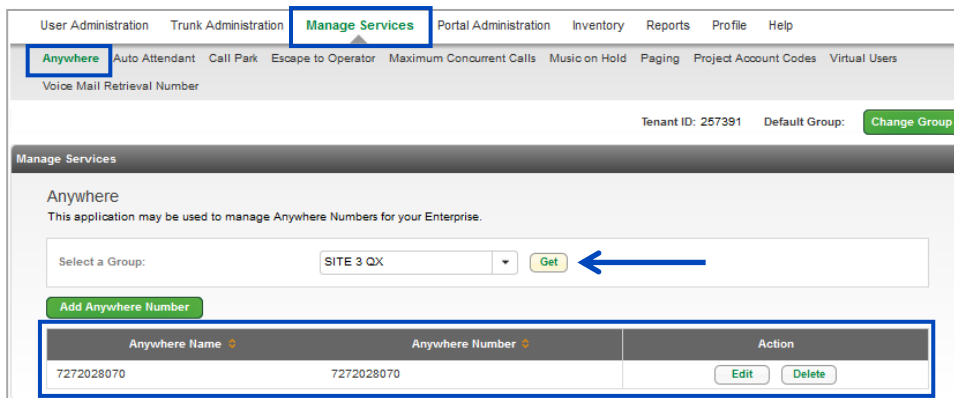
3. Hover over **Manage Services** from the main menu to display and access the remaining sub menu items such as **Outbound Calling Features, Inbound Calling Features, Directories** and **Group Settings**.



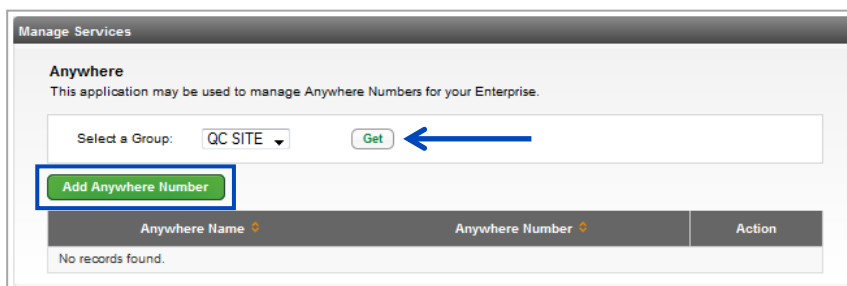
## Anywhere

An **Anywhere** pilot number can be assigned to each tenant or group within a tenant. This allows users to utilize their **Anywhere** feature to move active calls seamlessly from their IP handset to another designated device, such as a mobile phone, or from their designated Anywhere device to their IP handset.

1. Click on **Manage Services** from the main menu.
2. Click on **Anywhere** from the sub menu.
3. If you have an **Anywhere** number programmed, it will be displayed including the **Name** and **Number**.
4. If you have more than one group, click the dropdown list to select the group (location) that you want to add/review/modify.
5. Once your group is selected, click the **Get** button.



6. To **Add** an **Anywhere** pilot number to a specific group, select the correct group from the dropdown list, and click the **Get** button.
7. Click on the **Add Anywhere Number** button.



8. To assign a number from your available inventory, click the dropdown list next to **Anywhere Number**. You can select any available telephone number from any group.
9. The **Anywhere Name**, **Calling Line ID First Name** and **Calling Line ID Last Name** are prefilled with the telephone number you assign.
10. All of these fields are editable, so you can change the information based on what your needs are.
11. The **Time Zone** will preselect based on the time zone for that group, this can be changed if needed.
12. Choose the appropriate settings for **Prompt to Confirm Calling Location**. and **Silent Prompt Mode**.
  - **Always Prompt** – when you dial the Anywhere pilot to make or move a call, you'll always be prompted to enter your Anywhere device's 10-digit phone number
  - **Prompt if Not Available** (*recommended setting*) – if enabled, Anywhere identifies the 10-digit number of your Anywhere device and does not require you to enter your 10-digit phone number
  - **Never Prompt** – if enabled, you'll never be prompted to enter your 10-digit Anywhere device number
13. Choose the appropriate setting for **Silent Prompt Mode**.
  - **Yes** – if set to Yes, you'll NOT be prompted to enter your destination digits, the line will remain silent
  - **No** (*recommended setting*) – if set to No, you'll be prompted to enter your destination digits
14. The **Anywhere Number** can now be used across the tenant, instead of having to assign a unique **Anywhere** number to each group. If you wish to use one number for your entire tenant, leave the **Users in Tenant** radio button selected. If you want a unique **Anywhere Number** for each group, click the **Users in Group** radio button as you define a number for each group.
15. Click the **Save** button.

**Manage Services**

**Anywhere - Add**

This application may be used to manage Anywhere Numbers for your Enterprise.

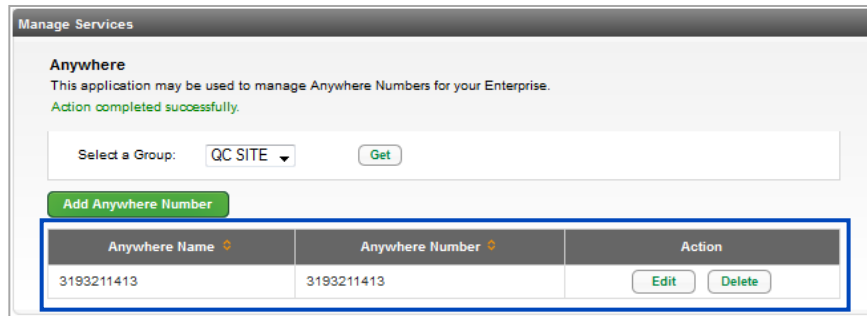
\* Is a required field.

* Group:	QC SITE
* Anywhere Number:	3193211413 (QC SITE) <span style="color: blue;">←</span>
* Anywhere Name:	3193211413
* Calling Line ID First Name:	3193211413
* Calling Line ID Last Name:	3193211413
* Time Zone:	(GMT-06:00) (US) Central Time
Prompt to Confirm Calling Location:	<input type="radio"/> Always Prompt <input checked="" type="radio"/> Prompt If Not Available <input type="radio"/> Never Prompt
Silent Prompt Mode:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Can Be Used By:	<input checked="" type="radio"/> Users in Tenant <input type="radio"/> Users in Group

**Save** **Cancel**



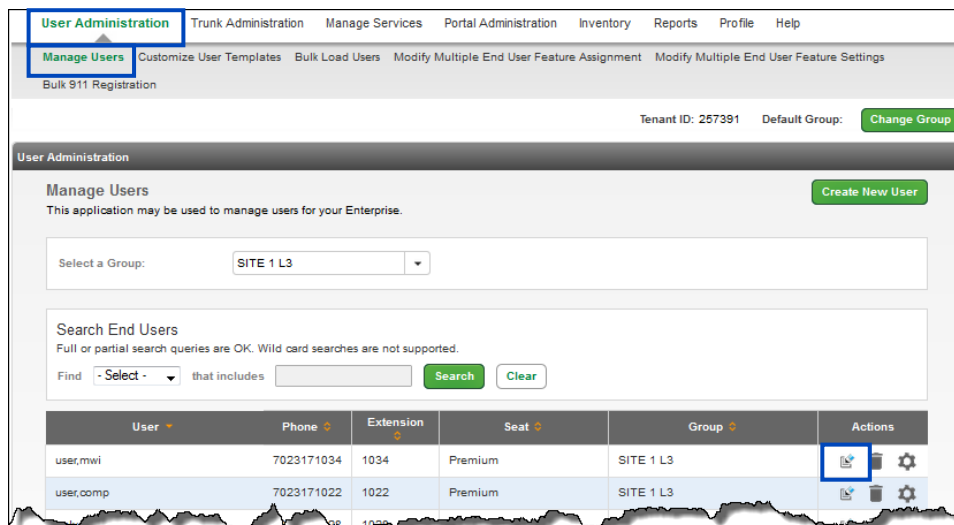
16. Once an **Anywhere** pilot number has been added, or if it already exists within a group, it will be displayed as seen below.
17. Click the **Delete** button if you wish to delete an **Anywhere** pilot for that group.
18. Click the **Edit** button to change any settings for a specific **Anywhere** pilot number.
19. Always remember to click **Save** after making setting changes.



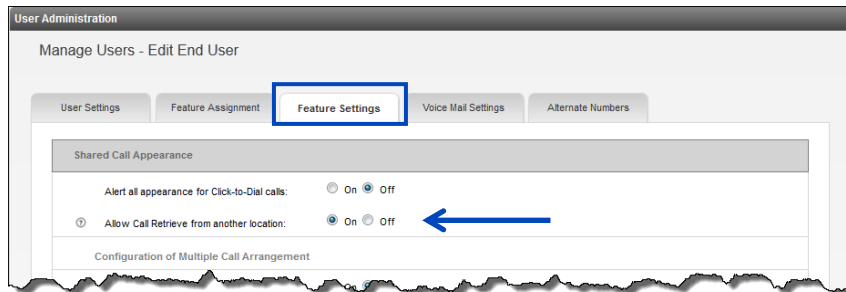
**Note:** To move a call from an Anywhere mobile device to the user's IP handset, a specific setting at the end user level needs to be confirmed as enabled for each user intending to move calls between devices.



20. Click on **User Administration** from the main menu.
21. Click on **Manage Users** from the sub menu.
22. Click the **Edit** icon next to the user you wish to edit.



23. Click the **Features Settings** tab.
24. Confirm or select the **Allow Call Retrieve from another location** radio button.
25. Click the **Save** button.
26. This user is now be able to move a call from their mobile Anywhere device, back to the IP handset upon return to the office.



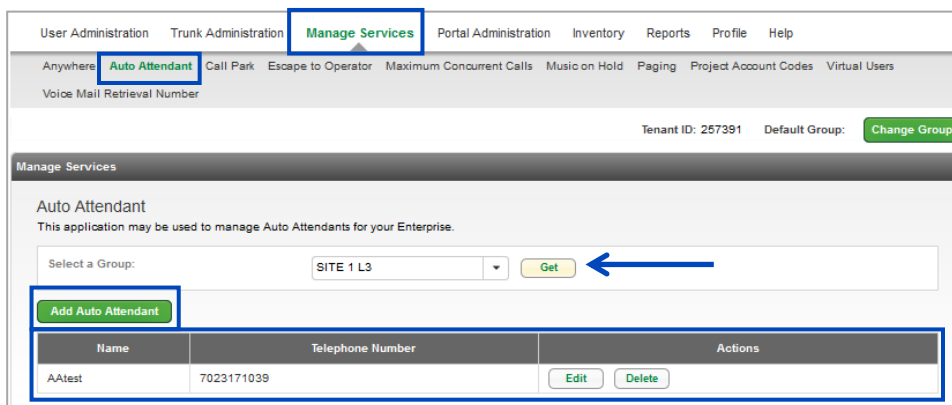
## Auto Attendant

The **Auto Attendant** feature provides customizable answering and call routing options, giving you full control over managing incoming calls. **Auto Attendant** answers incoming calls using a personalized greeting that you record, provides incoming callers with a menu of options, and routes the caller to a defined extension, mailbox or off-site phone number.



**Note:** The maximum greeting length for an Auto Attendant is 240 seconds (4 minutes).

1. Click **Manage Services** from the main menu.
2. Click **Auto Attendant** from the sub menu.
3. Click the **Add Auto Attendant** button to program your Auto Attendant.
4. Any existing **Auto Attendants** for your chosen group will be displayed and can be **Edited** or **Deleted**.
5. Select the group from the dropdown list that you'll be adding or editing an **Auto Attendant** for.
6. Click the **Add Auto Attendant** button.



7. Enter the **Auto Attendant Name**, letters or numbers only, no spaces or special characters.
8. From the dropdown list, select a **Phone Number** from your inventory that you would like to assign to this **Auto Attendant**.



**Note:** If there are no phone numbers available in your inventory, you'll need to contact your Account Manager to have one added.

9. From the dropdown list, select the **Time Zone** this **Auto Attendant** will use.
10. Enter a PIN in the **Auto Attendant PIN** and **Confirm Auto Attendant PIN** fields, they must match.
11. Click the **Save** button.

Manage Services  
Auto Attendant - Add List of Auto Attendants

* Group:	SITE 3 L3
* Auto Attendant Name:	MinneapolisAA
* Phone Number:	6142103295 (SITE 3 L3)
* Time Zone:	(GMT-06:00) (US) Central Time
* Auto Attendant PIN:	123456
* Confirm Auto Attendant PIN:	123456

12. You receive notification that your action was successful.
13. Click the **Edit** button to continue with the Auto Attendant configuration.

Manage Services  
Auto Attendant  
This application may be used to manage Auto Attendants for your Enterprise.

✓ Action completed successfully.

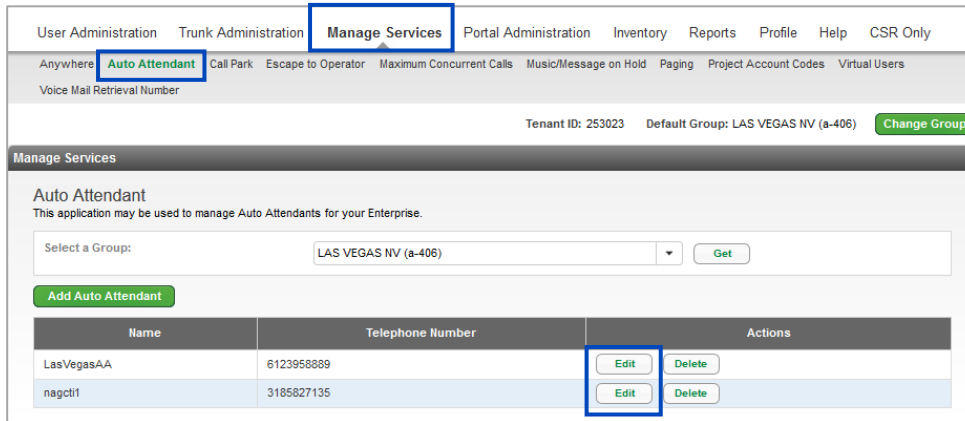
Select a Group:

Name	Telephone Number	Actions
MinneapolisAA	6142103295	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

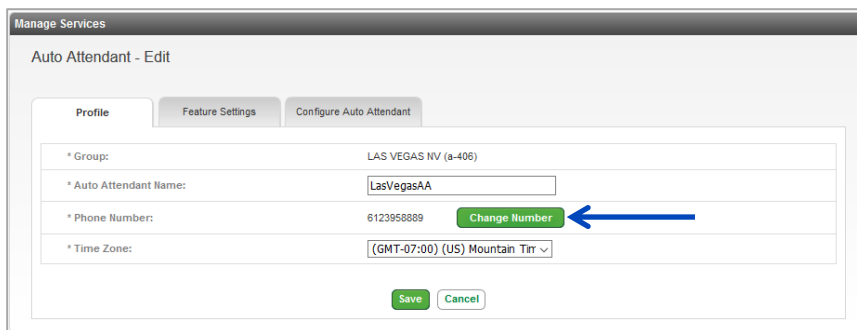
## Change Auto Attendant Number

This feature allows you to change the lead Auto Attendant number, without having to delete and reconfigure existing settings.

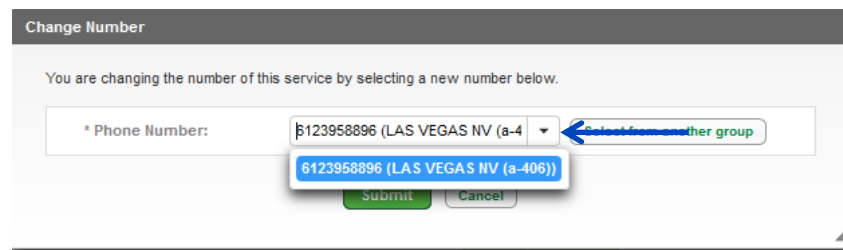
1. Click **Manage Services** from the main menu.
2. Click **Auto Attendant** from the sub menu.
3. Click the **Edit** button for the **Auto Attendant** you want to manage.



4. The number currently assigned to that **Auto Attendant** is displayed.
5. Click the **Change Number** button.



6. To assign a new number from the existing group, click the **Phone Number** dropdown list and select an available number.
7. Click the **Submit** button.



- If the new number you want to assign is in another group (site), click the **Select from another group** button.

Change Number

You are changing the number of this service by selecting a new number below.

\* Phone Number:  Select from another group

Submit Cancel

- Select the group from the **Select another group** dropdown list where the number is currently assigned.
- Select the new number from the **Hosted VoIP Number** dropdown list.
- Click the **Select** button.

Select Phone Number From Another Group

Select another group: CENTURYLINK (a-402) (a-402) ←

Hosted VoIP Number: 6123979371 (CENTURYLINK (a-40: ←

Select Cancel

- Click the **Submit** button.
- The new number is now the lead number for that **Auto Attendant**.

Change Number

You are changing the number of this service by selecting a new number below.

\* Phone Number: 6123979371 (CENTURYLINK (a-40: Select from another group

Submit Cancel

## Features Settings

From **Features Settings** within the Auto Attendant feature, customize each Auto Attendant individually based on requirements for each.

1. Click the **Features Settings Tab**.
2. Make various settings changes to your **Auto Attendant** as you're able to on an individual user level.
3. After settings are made, click the **Save** button.

The screenshot shows the 'Auto Attendant - Edit' configuration page. The 'Feature Settings' tab is selected and highlighted with a blue box. Below the tab, there are two main sections of settings:

- End User Features:** A list of features with radio buttons for 'On' and 'Off' and 'Edit' buttons. A blue bracket on the right side of this section indicates that these settings are customizable.
  - Anonymous Call Rejection:  On  Off
  - Call Forwarding Always:  On  Off   Play Ring Reminder when a call is forwarded.
  - Call Forwarding Busy:  On  Off
  - Call Forwarding Selective:  On  Off
  - Call Notify:  On  Off
  - Do Not Disturb:  On  Off  Play Ring Reminder when a call is blocked.
  - Selective Call Acceptance:  On  Off
  - Selective Call Rejection:  On  Off
- Call Handling Options:** A list of options with radio buttons for 'On' and 'Off'.
  - Send All Calls to Auto Attendant:  On  Off
  - Send Busy Calls to Auto Attendant:  On  Off
  - Send Unanswered Calls to Auto Attendant:  On  Off

At the bottom of the page, there are two buttons: 'Save' (highlighted with a blue box) and 'Cancel'.

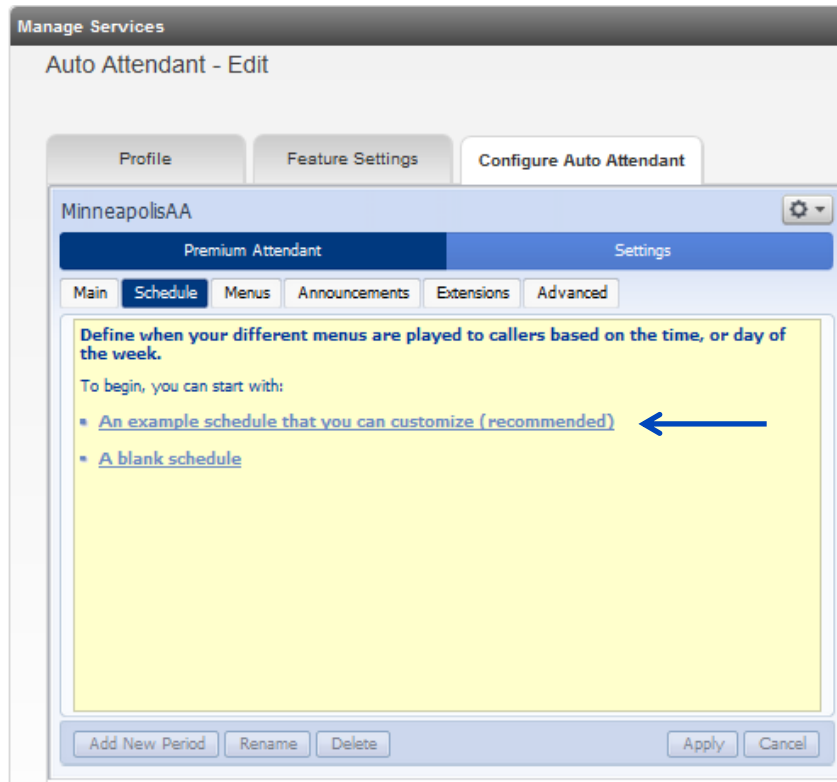
## Configure Auto Attendant

Within configuration, is where you'll determine press offs and where they go, hours for daytime and nighttime options, etc.

1. Click on the **Configure Auto Attendant** tab.
2. Click on **Tabs** or **Links** to access scheduling options, menu options, announcements, extensions and advanced features.
3. **Help** is always available throughout the entire **Auto Attendant** programming sequence.
4. To access Help, click the **Gear** dropdown list, and select **Help** from the list.
5. This provides a link you can review for assistance and descriptions of the features within the **Auto Attendant** configuration pages.
6. Click the **Schedule** or **Menus** tab to start your Auto Attendant configuration.

The screenshot displays the 'Configure Auto Attendant' configuration page for 'LasVegasAA'. The page is titled 'Auto Attendant - Edit' and has three main tabs: 'Profile', 'Feature Settings', and 'Configure Auto Attendant'. The 'Configure Auto Attendant' tab is selected and highlighted. Below the tabs, there is a 'Premium Attendant' status section with a 'Turn OFF' button. To the right of this status is a 'Settings' dropdown menu with 'Help' and 'Refresh' options. Below the status, there are two main sections: 'Activation Status' and 'Service Status'. The 'Activation Status' section shows 'Your Premium Attendant is currently on.' and a 'Turn OFF' button. The 'Service Status' section shows 'Your current period is Working Hours, and callers are being played your Working hours menu. The configuration contains no errors.' and a green checkmark icon. To the right of these sections is a list of configuration options, each with an icon and a description: 'Configure your weekly schedule and holidays, so that different menus can be played based on time and day.', 'Define the menus that your callers will be offered, and the actions they can choose from.', 'Record the announcements your caller will hear.', 'Manage the extensions your caller can transfer to.', and 'Configure the advanced settings that apply across all your menus.' A 'Cancel' button is located at the bottom right of the page.

7. To set your **Schedule**, click on the “**An example schedule that you can customize**” link, this is the recommended option.
8. By setting Business and Non-Business hour **Schedules**, you can provide your customers with different greetings and options for Business hours and Non-Business hours.





9. By using the recommended **Schedule**, standard business hours are set to 9:00 a.m. to 5:00 p.m., with lunch from 12:00 p.m. to 1:00 p.m.
10. To modify this **Schedule**, click on the **Paint Brush** under the **Periods** section, and click/drag the correct color based on the change you wish to make, **Lunch**, **Weekend**, **Working Hours**, **All Other Times** and **Special Days**.
11. To change your business hours to 8:00 a.m. to 5:00 p.m., click the **Red Paint Brush**, and drag it from the Monday 8:00 a.m. cell to the Friday 8:00 a.m. cell. Those cells will turn Red to indicate **Working Hours**.
12. To remove the lunch hour from 12:00 p.m. to 1:00 p.m. and make those working hours, repeat the same steps as above. Once you apply Working Hours from 12:00 p.m. to 1:00 p.m., those cells will also be Red.
13. To make additional changes to the schedule, click on the corresponding paint brush based on the type of hours you need to change and click **Apply**.
14. The default time increment is 1 hour, to change to 15 minute increments, click the **Zoom In** link or the magnifying glass.

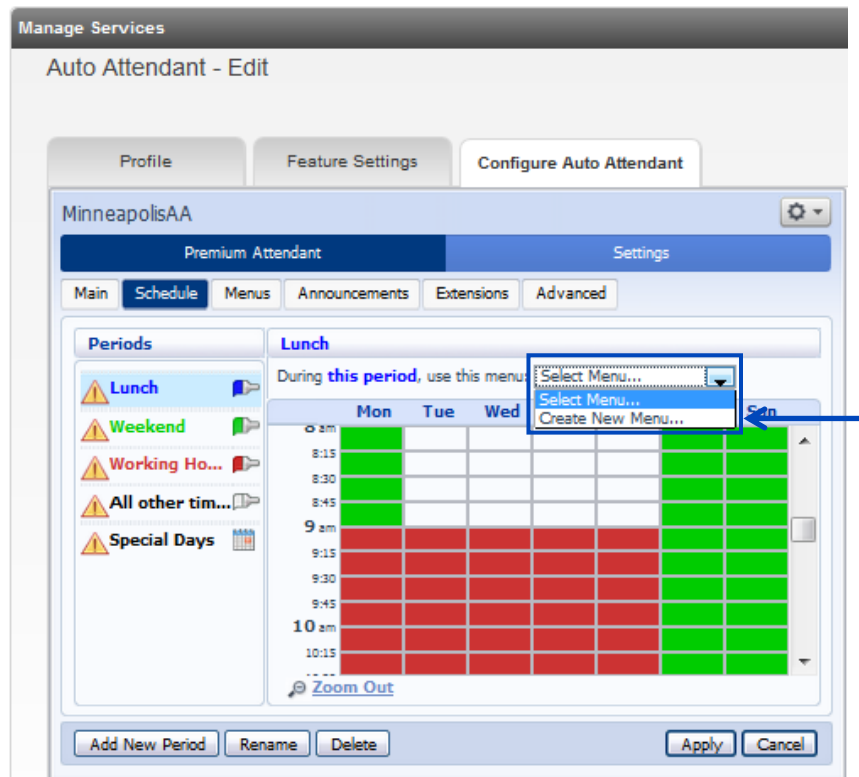
The screenshot shows the 'Manage Services' interface for 'Auto Attendant - Edit' for 'MinneapolisAA'. The interface includes tabs for 'Profile', 'Feature Settings', and 'Configure Auto Attendant'. Under 'Configure Auto Attendant', there are sub-tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Schedule' tab is active, showing a grid of days (Mon-Sun) and times (9 am to 6 pm). The grid is color-coded: red for 'Working Hours' (Monday 8:00 a.m. to Friday 8:00 a.m.), blue for 'Lunch' (Monday 12:00 p.m. to Friday 1:00 p.m.), and green for 'Weekend' (Saturday and Sunday). A 'Zoom In' link is located at the bottom left of the grid. Annotations include 'Click and Drag' pointing to the grid cells and 'Zoom In' pointing to the magnifying glass icon.

15. You can now adjust your schedules by **15 minute** increments.
16. Click the **Zoom Out** link or the magnifying glass to return to 1 hour increment formatting.

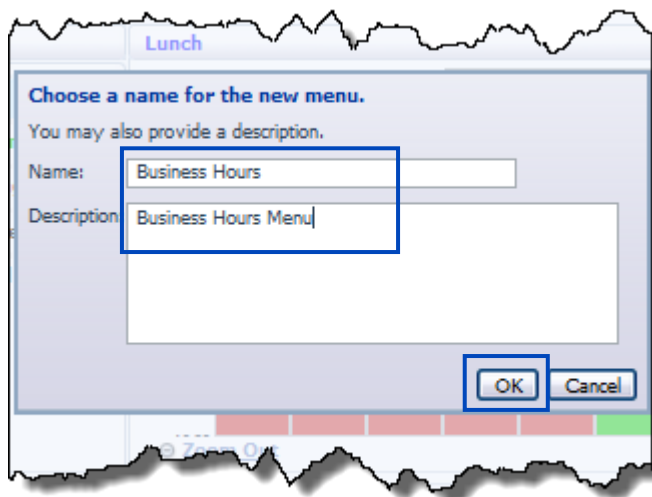
The screenshot shows the 'Auto Attendant - Edit' interface for 'MinneapolisAA'. The 'Schedule' tab is active, displaying a grid for the 'Lunch' period. The grid shows 15-minute increments from 8:00 am to 10:15 am. The 'Zoom Out' link is highlighted with a blue arrow, indicating the action to return to 1-hour increments.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
8:00 am	Green					Green	Green
8:15	Green					Green	Green
8:30	Green					Green	Green
8:45	Green					Green	Green
9:00 am	Red	Red	Red	Red	Red	Green	Green
9:15	Red	Red	Red	Red	Red	Green	Green
9:30	Red	Red	Red	Red	Red	Green	Green
9:45	Red	Red	Red	Red	Red	Green	Green
10:00 am	Red	Red	Red	Red	Red	Green	Green
10:15	Red	Red	Red	Red	Red	Green	Green

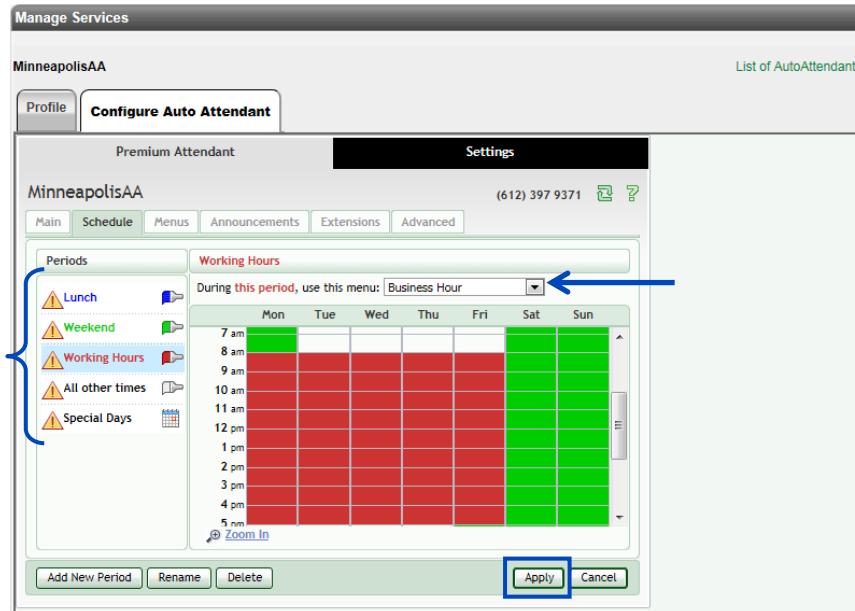
17. Name your **Menu** by clicking the dropdown list associated to “During this period, use this menu:”
18. From the dropdown list, select **Create New Menu**.



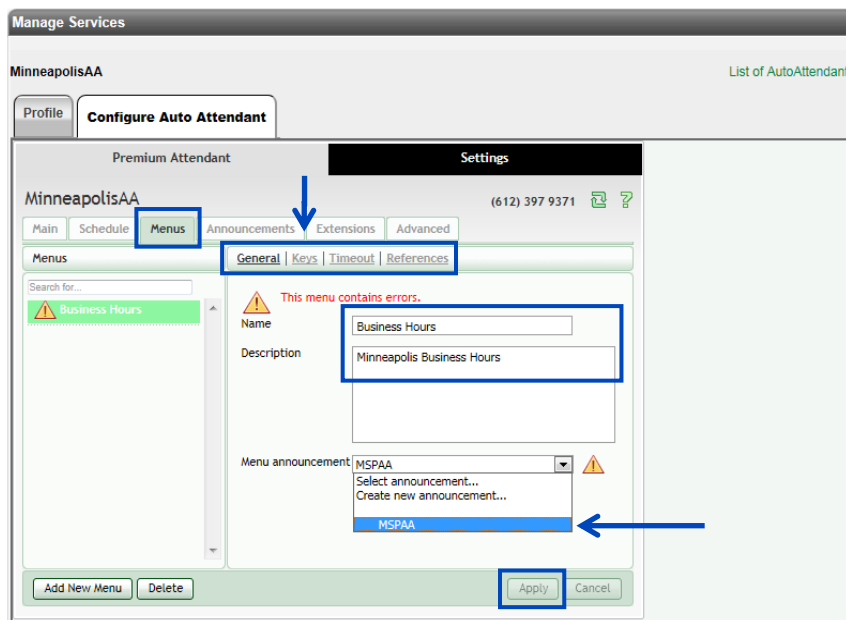
19. Enter the **Name** and **Description** of your **Menu**, a description is optional
20. Click the **OK** button.



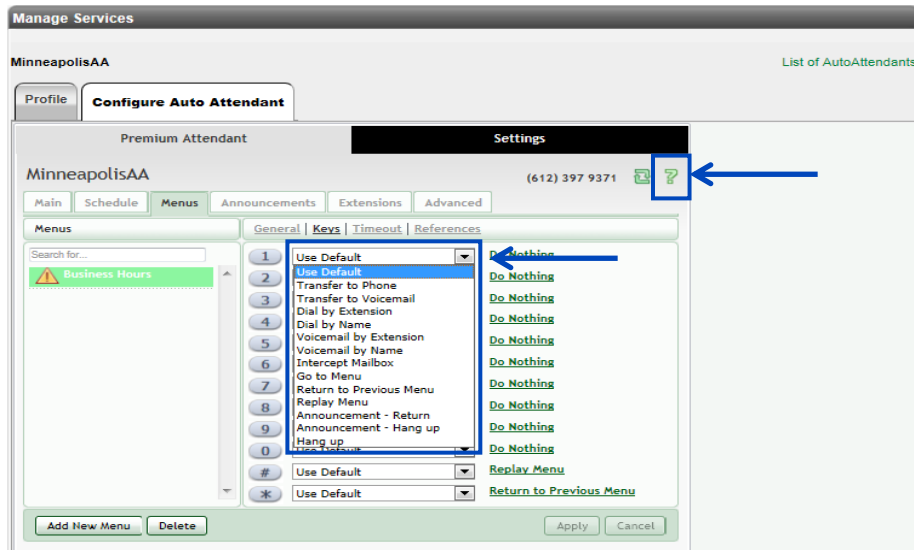
21. Click the **Apply** button to apply your **Menu Name** and **Description** to that schedule.
22. Go through all of the **Periods** by clicking on each one and apply a **Menu Name**. They can all have the same **Menu** or have unique **Menu** options for different times of the day, week and holidays.
23. Once all **Periods** have a **Menu** assigned, click the **Apply** button.



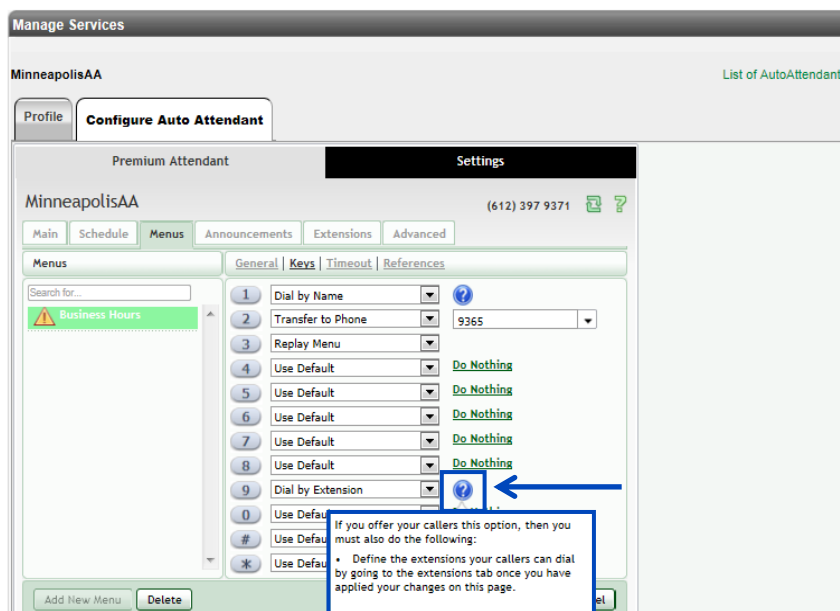
24. Click on the **Menus** tab.
25. You'll then go through the **General**, **Keys**, **Timeout** and **Reference** tabs to assign the **Menu** options.
26. Enter a Name for your Menu, such as Business Hours.
27. You can also enter a brief Description of the Menu.
28. From the dropdown list, select a **Menu Announcement**. You can **Create a New Announcement** or select from an existing **Menu Announcement**.
29. If you choose to **Create a New Announcement**, you'll need to name the announcement, and will then record the announcement later in the setup process.
30. Click the **Apply** button.
31. Click on the **Keys** tab to continue.



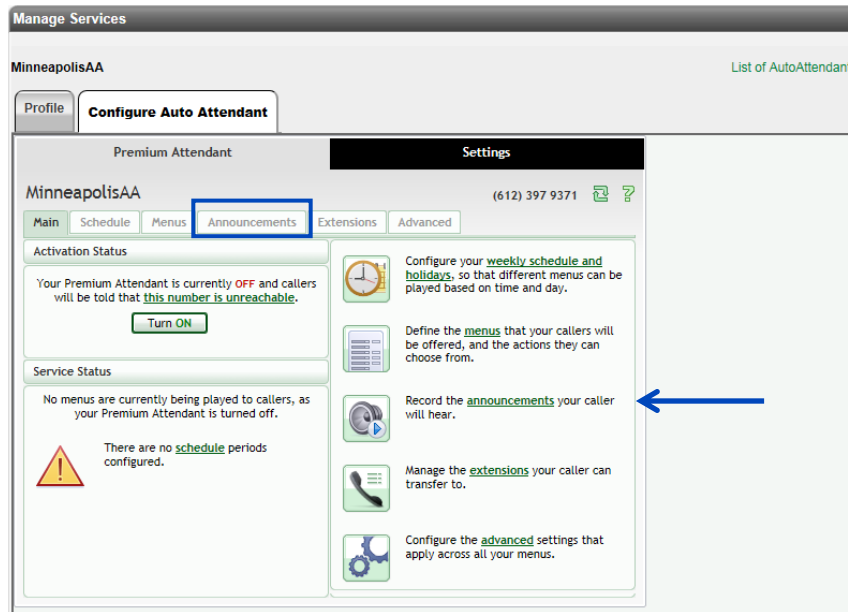
32. From this screen you'll determine the options that your callers will be presented with based on the key they press on their keypad.
33. Click on the dropdown list next to each keypad option. Examples of menu options are:
  - a. Transfer to phone
  - b. Dial by Extension
  - c. Dial by Name
  - d. Replay Menu
  - e. Etc.



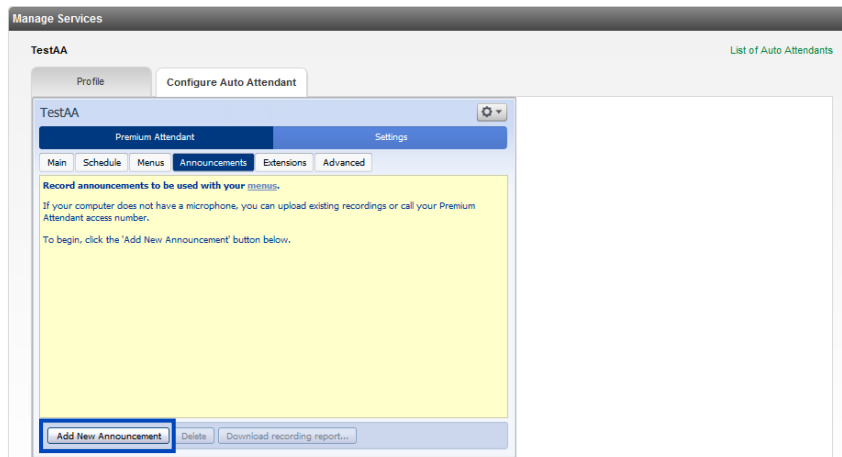
34. For each option you want to program, click the dropdown list and select the action you want to assign to that key.
35. If a “?” appears for any of your selections, click on the “?” for additional information.
36. The instructions will provide you with the additional information necessary to complete that action.
37. This **Menu** will provide callers with the following options. The announcement played for the caller should audibly reflect these options:
  - a. To dial by name, press
  - b. To speak to John Doe, press 2
  - c. To replay this menu, press 3
  - d. To dial by extension, press 9
38. Click the **Apply** button. Clicking the **Apply** button throughout the **Auto Attendant** programming process, saves any settings you’ve selected to that point.
39. Click on the “?” next to options 1 and option 9 to further process this menu.



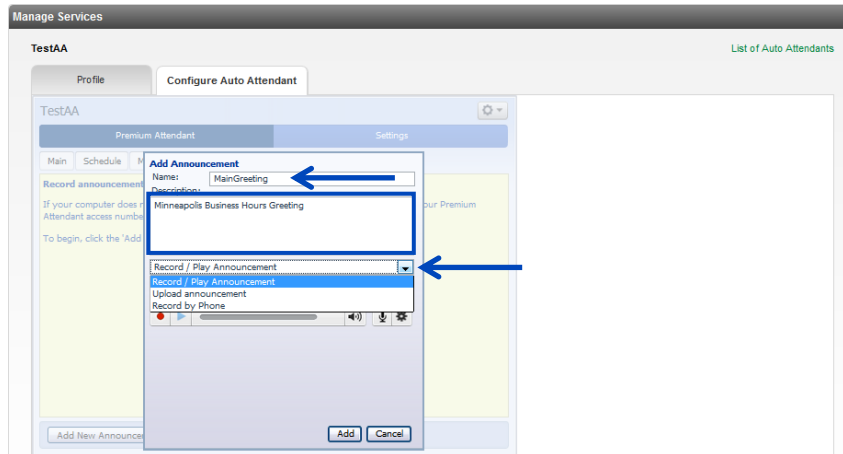
40. Click on the **Announcement** tab or the **Announcements** link to upload or record the **Announcement** for your **Menu**.



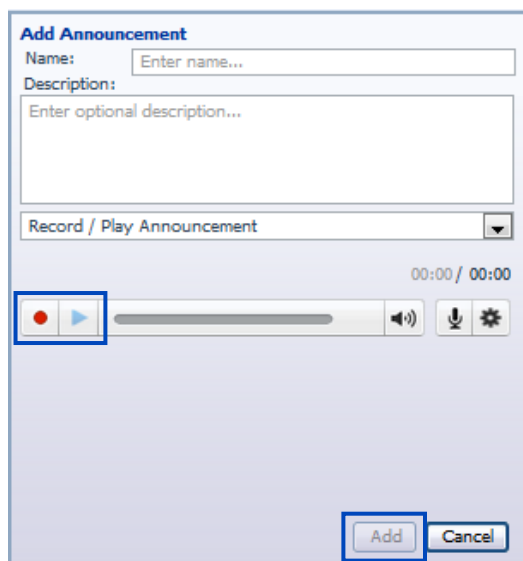
41. Click on the **Add New Announcement** button to upload an existing announcement file or record a new file via phone.



42. Enter a **Name** for your Announcement greeting.
43. Enter a **Description** of the Announcement, this is optional.
44. From the **Record/Play Announcement** dropdown list, choose how you want to record or upload your Announcement:
  - **Record/Play Announcement** – allows you to play/review existing announcements or record announcements from your computer
  - **Upload Announcement** – allows you to upload your announcements
  - **Record By Phone** – allows you to record your announcements by phone



45. To Record or Play an announcement, select **Record/Play Announcement** from the dropdown list.
46. Click the **Red Record** button to record your announcement; you must have adequate flash settings and microphone on your computer to utilize this method.
47. Click the **Blue Play** button to play/review your announcement.
48. When the announcement is recorded, click the **Add** button.





49. To upload an Announcement, select **Upload Announcement** from the dropdown list.

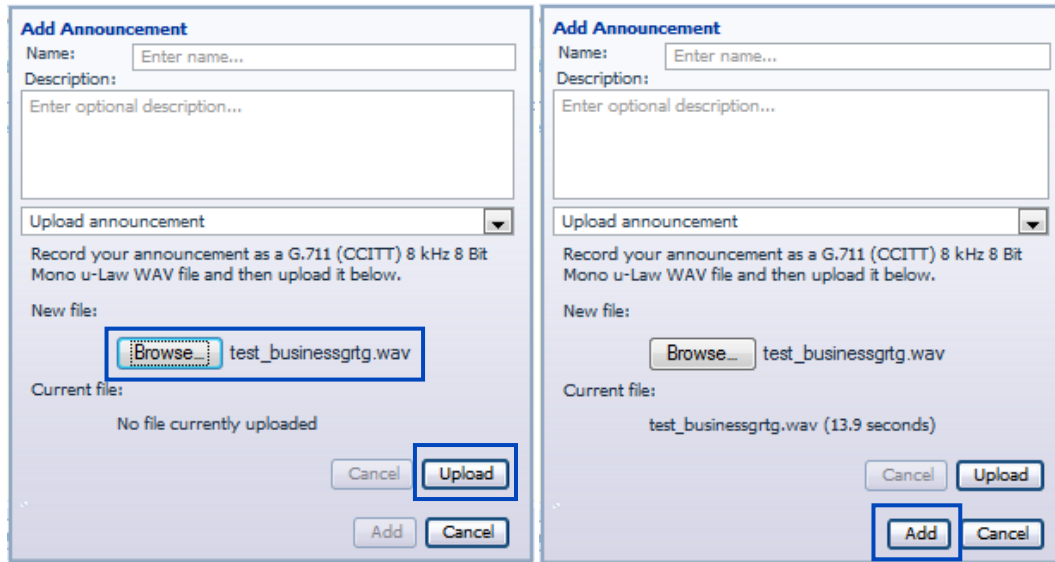
50. Click the **Browse** button to find the announcement file within your system.

**Note:** Your recorded announcement must be G.711 (CCITT) 8 kHz 8 Bit Mono u-Law WAV file.



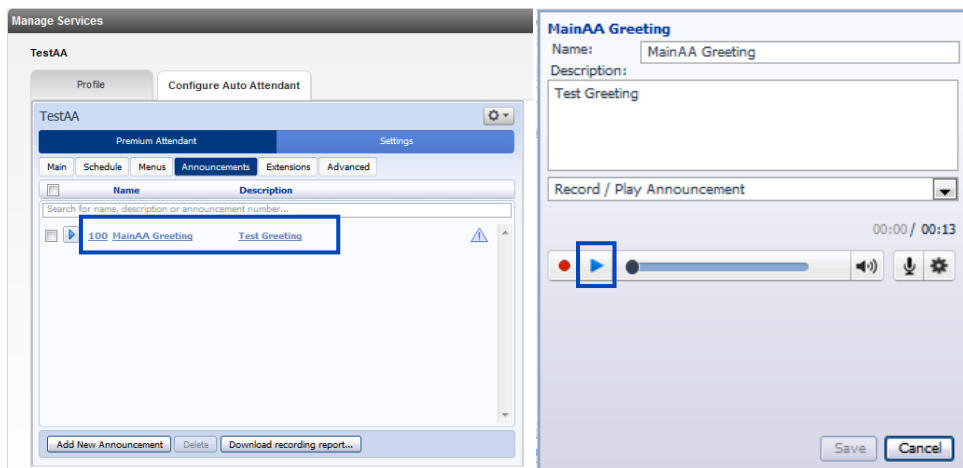
51. Once your file is applied, click the **Upload** button.

52. After the upload, click the **Add** button.

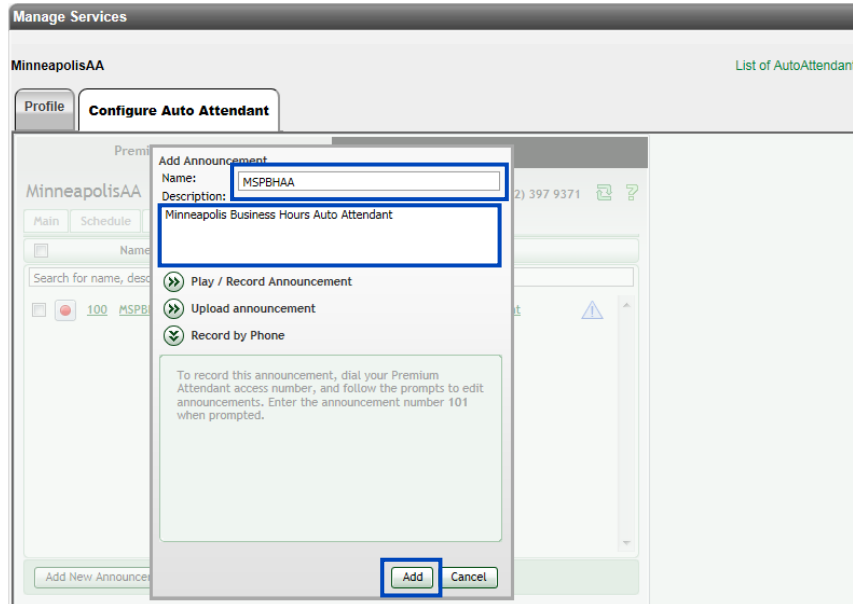


53. All Announcements are noted with an **Announcement ID** as well as a **Name** and your **Description**.

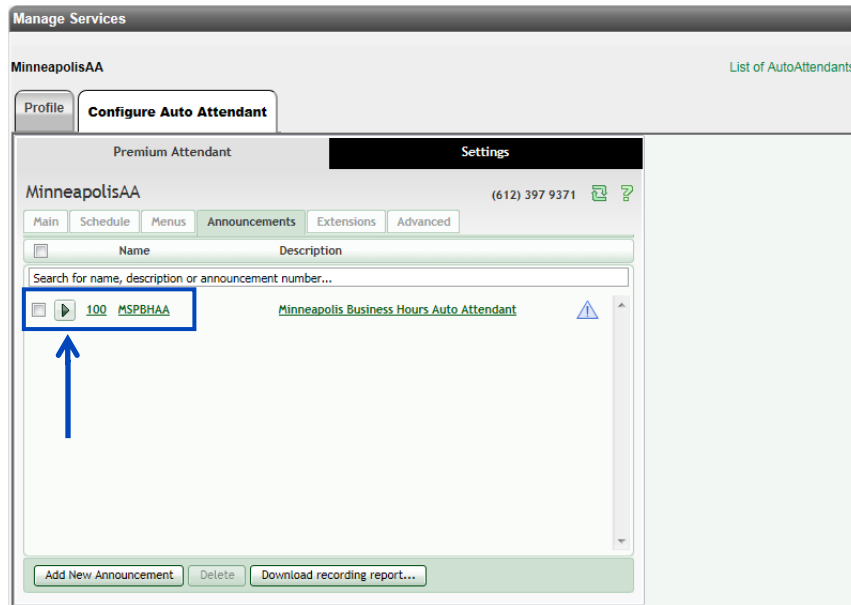
54. To play/review an Announcement, the **Blue Play** button next to the Announcement you wish to play.



55. Click on the **Record by Phone** button.
56. Enter a **Name** for the announcement and a description (optional).
57. Click the **Add** button.



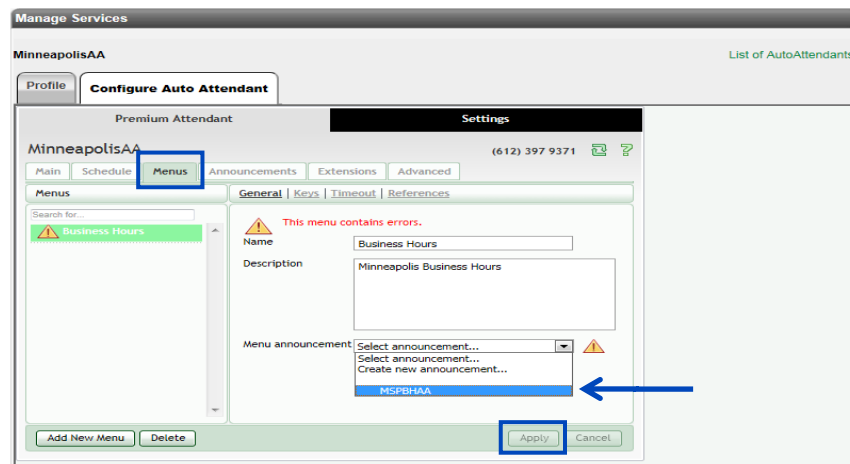
58. Your Announcement will be assigned a 3-digit Announcement number. At this point, nothing has been recorded.
59. To **Record by Phone** (greetings):
  - **From Within the Office** – press the **Message** button you use to access voicemail. When the voicemail system answers, press the **\*#** keys. Enter your **Premium Attendant** number, this is the number you assigned to your **Auto Attendant** and follow the prompts.
  - **From Outside of the Office** – dial your **Voicemail Retrieval Number**. When the system answers, enter your **Premium Attendant** number, this is the number you assigned to your **Auto Attendant**, and follow the prompts. \*\* Refer to your Welcome Email or hover over Help on the main menu of your Administrator Portal for your Retrieval number.
60. The first time you access your **Announcement**, you'll be prompted to set a passcode. Create a passcode that is a minimum of 4 characters.
61. To change your **Auto Attendant Configuration**, press 1.
62. To edit your **Announcements**, press 2.
63. Enter the number of the **Announcement** from the portal that you wish to record, followed by #.
64. Follow the prompts to record, review and save your **Announcement**.
65. You can review your **Announcement** by clicking on the **Play** button within the portal.



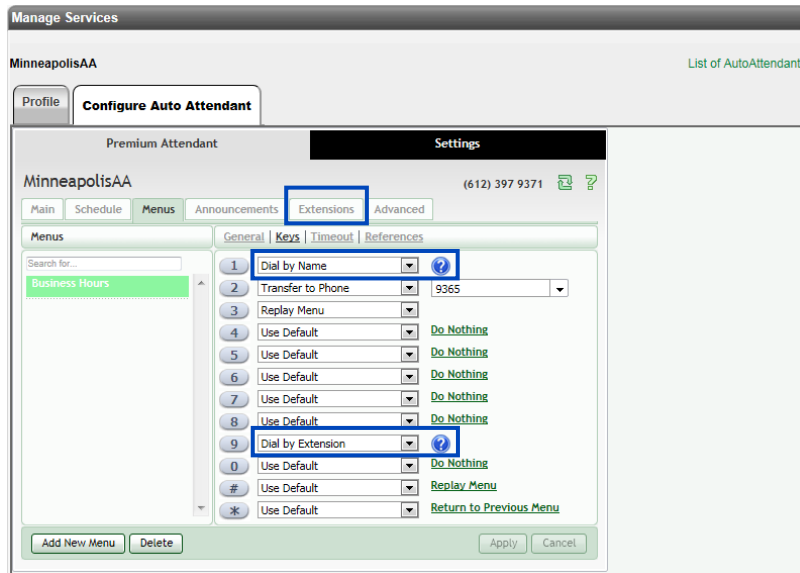
66. You can now assign this **Announcement** to your **Menu** by clicking the **Menu** tab.

67. Click the **Menu Announcement** dropdown list and select the **Announcement** you just recorded.

68. Click the **Apply** button to apply your **Announcement** to that **Menu**.



69. When prompt assignments were made for **Dial by Name** and **Dial by Extension**, you were provided with a “?” directing you to proceed to another area within the **Auto Attendant** to complete programming of those features.
70. To continue with those features, click on the **Extensions** tab.

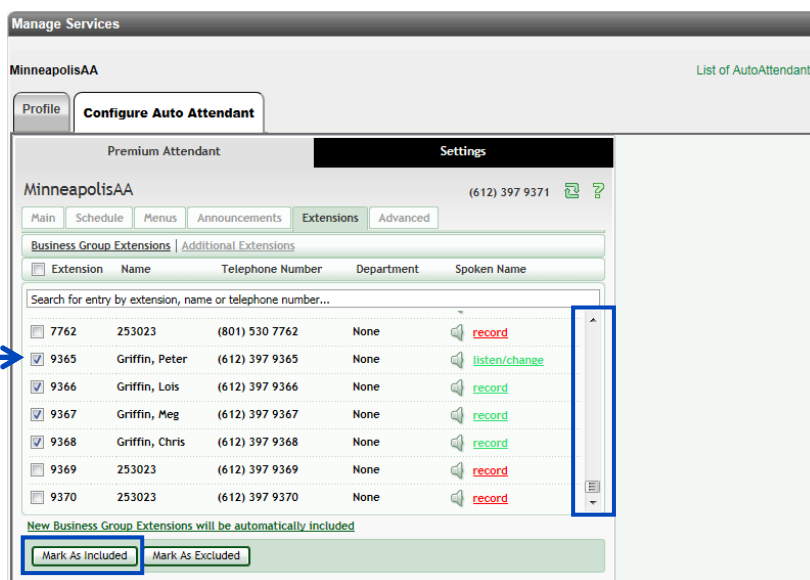


71. Use the **Scroll Bar** to find the employees you wish to add to the **Dial by Name** and **Dial by Extension** options.



**Note:** Each user must have recorded their name for the **Dial by Name** prompt. If this is not done, you can record the user's first/last name via the portal, if you have a sound card and microphone, or by phone by selecting the Auto Attendant configuration option. Even though it may indicate “record” next to a user's name, they may have recorded their first/last which then does not require you to rerecord it.

72. Click in the **Check Box** next to the users you want to add and click the **Mark As Included** button.



73. Click on the **Advanced** tab, **Default Keys**.
74. This allows you to configure default actions for specific keys that will be available in all menus, unless they are assigned alternate options. In this example, if “\*” is not assigned another action, all **Menus** will allow the caller to **Return to the Previous Menu** by pressing the “\*” key.
75. If any changes are made, click the **Apply** button.

The screenshot shows the 'Manage Services' interface for 'MinneapolisAA'. The 'Configure Auto Attendant' section is active, and the 'Advanced' tab is selected. Under the 'Default keys' sub-tab, there is a list of keys (1-0, #, \*) with corresponding dropdown menus. The key '\*' is set to 'Return to Previous Menu'. The 'Apply' button is highlighted at the bottom right.

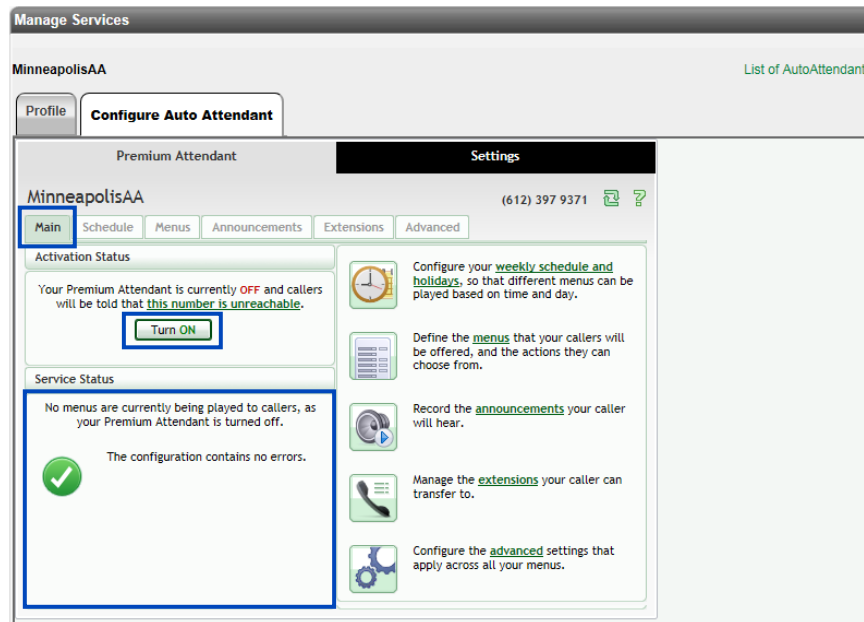
76. Click the **Error Handling** tab.
77. This allows you to change system parameters for **Timeout**, **Call Transfer**, **Unknown Input** and **Invalid Extension**.
78. Select options from the dropdown lists to modify the system parameters.
79. When all changes have been made, click the **Apply** button.

The screenshot shows the 'Manage Services' interface for 'MinneapolisAA'. The 'Configure Auto Attendant' section is active, and the 'Advanced' tab is selected. Under the 'Error handling' sub-tab, there are four sections: 'Timeout', 'Call Transfer', 'Unknown Input', and 'Invalid Extension'. Each section has dropdown menus for configuration. Blue arrows point to the 'System announcement then hang up' dropdown in the 'Unknown Input' section and the 'Hang up the call' dropdown in the 'Call Transfer' section. The 'Apply' button is highlighted at the bottom right.

80. Click the **Other Settings** tab.
81. Select from the dropdown lists options to change configuration for dial by name and extension, and for sending callers to an Intercept Mailbox (this is a greeting only mailbox for information purposes).
82. When all changes are made, click the **Apply** button.

The screenshot shows the 'Manage Services' interface for 'MinneapolisAA'. The 'Configure Auto Attendant' tab is active. Under the 'Settings' section, the 'Other settings' sub-tab is selected. A dropdown menu is set to 'First and last names', and a text input field contains 'e.g. (123) 456 7890'. Blue arrows point to these two elements. The 'Apply' button at the bottom is highlighted with a blue box.

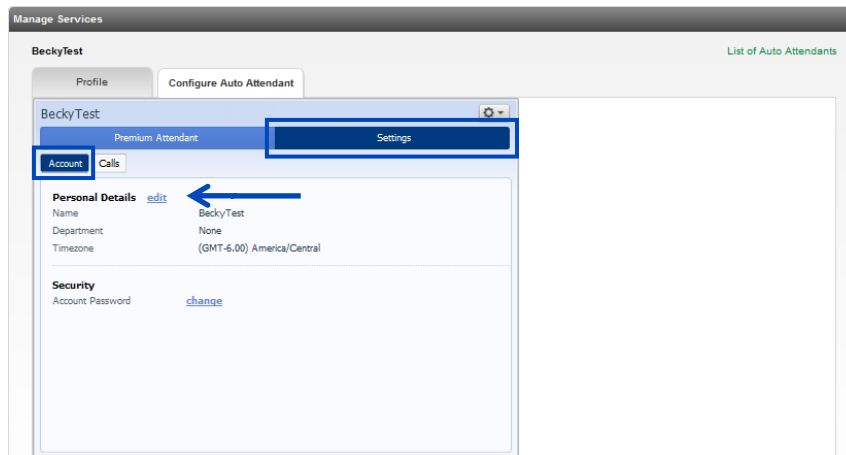
83. Once all Auto Attendant options have been made and applied, click on the **Main** tab from anywhere within the Auto Attendant feature.
84. Your Auto Attendant will be turned “Off” until all programming is completed and there are no errors in the configuration.
85. The **Service Status** area of the **Main** screen will update you if there are any errors. Errors will be indicated with Blue and Yellow warning triangles. Click on the warning sign for instructions to correct your error.
86. Click on the Warning Sign and you’ll be informed of what the error is.
87. Once all errors are corrected, click the **Turn On** button to activate your **Auto Attendant**.
88. Your Auto Attendant will follow the Schedule you set up, provide the Announcement that you recorded, and provide the caller with the Prompts that you selected.
89. If you wish to turn off the **Auto Attendant**, click the Turn Off button that will be activated once the Auto Attendant is turned on.



## Settings

**Settings** allows you to change the Time Zone and Password for your Auto Attendant.

1. Click the **Settings** tab.
2. From the **Account** tab, click the Personal Details **Edit** link.



3. From the **Timezone** dropdown list, select the time zone you want to apply to your **Auto Attendant**.
4. Click the **Save** button.

The screenshot shows the 'Manage Services' interface for 'BeckyTest'. The 'Configure Auto Attendant' tab is active. Under 'Personal Details', the 'Name' field contains 'BeckyTest', 'Department' is 'None', and 'Timezone' is '(GMT-6.00) America/Chicago'. The 'Save' button is highlighted with a red box.

5. To change the password for your Auto Attendant, click the **Change** link.

The screenshot shows the 'Manage Services' interface for 'BeckyTest'. The 'Configure Auto Attendant' tab is active. Under 'Personal Details', the 'Name' field contains 'BeckyTest', 'Department' is 'None', and 'Timezone' is '(GMT-6.00) America/Central'. Under 'Security', the 'Account Password' field has a 'change' link highlighted with a red arrow.

6. Enter the current password in the **Current Password** field.
7. Enter the new password in the **New Password** field.
8. Re-enter the new password in the **Confirm New** field.



**Note:** If you did not log into your Auto Attendant via the Voicemail Retrieval number to define a current password, the default password is 000000.

**Note:** This password will be used to access your Auto Attendant via the phone, so it should be a numeric password.



- Click the **Confirm** button.

The screenshot shows the 'Manage Services' interface for a user named 'BeckyTest'. The 'Configure Auto Attendant' tab is active. A 'Change Account Password' dialog box is displayed in the foreground, containing three password input fields: 'Current password', 'New password', and 'Confirm new password'. The 'Confirm' button at the bottom of the dialog is highlighted with a red box.

## Call Park Group

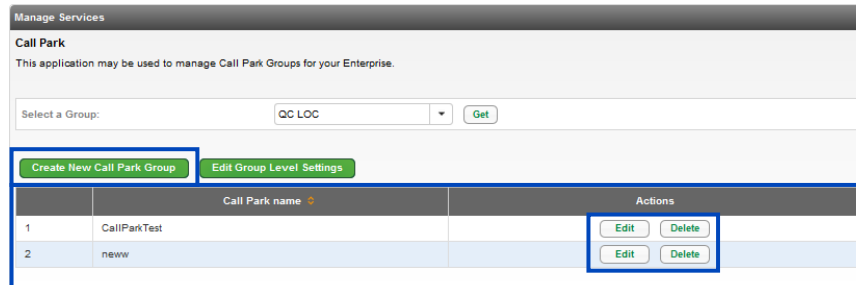
**Call Park Group** lets you define **Call Park Groups** that allow users in those groups to park calls within their group. Calls are **Parked** and **Retrieved** using a softkey or predefined access code.

- Click **Manage Services** from the main menu.
- Click **Call Park** from the sub menu.
- If you have multiple groups, select the group you want to add a **Call Park Group** to from the dropdown list.
- Click the **Get** button.

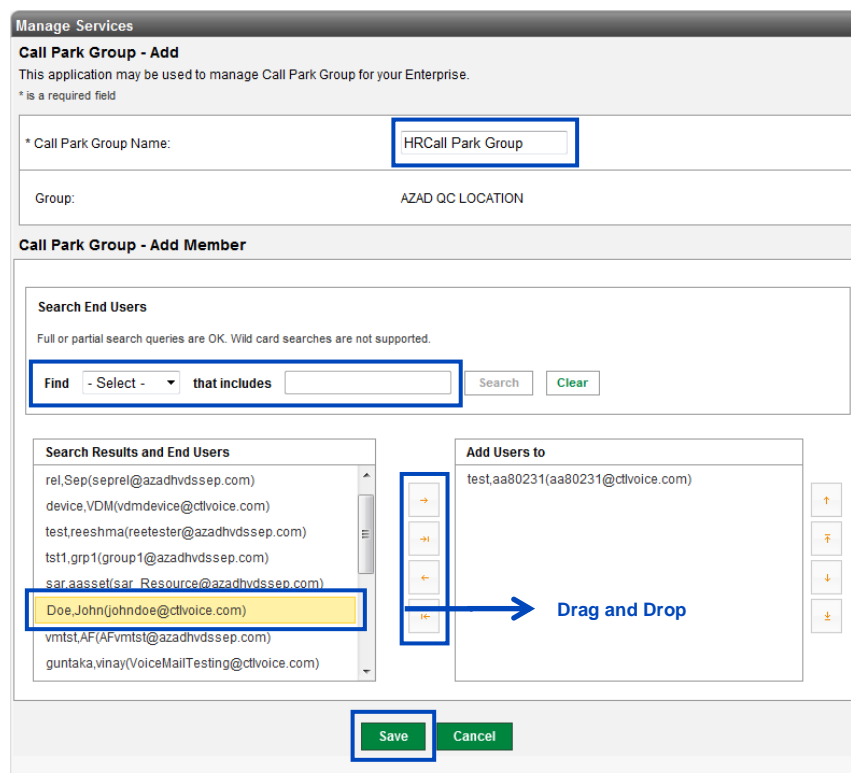
The screenshot shows the 'Manage Services' interface with the 'Call Park' menu item highlighted in the top navigation bar. Below the navigation bar, the 'Call Park' configuration page is displayed. A dropdown menu is open, showing 'SITE 1 L3' selected. A blue arrow points to the 'Get' button next to the dropdown. Below the dropdown, there are two buttons: 'Create New Call Park Group' and 'Edit Group Level Settings'. At the bottom, there is a table with one row containing the call park name 'callpark' and 'Edit' and 'Delete' buttons.

	Call Park name	Actions
1	callpark	<a href="#">Edit</a> <a href="#">Delete</a>

5. If any **Call Park Groups** currently exist for the selected group, they'll be displayed and can be **Edited** or **Deleted** by clicking the appropriate button.
6. Click the **Create New Call Park Group** button.



7. Enter a descriptive name in the **Call Park Group Name** field.
8. Enter search criteria for the users you would like to add to a **Call Park Group**.
9. If you have less than 1000 users, you're not required to **Search** for individual users. All users in the **Group** will be listed under **Search Results and End Users**.
10. Drag and drop the user(s) you would like to add to the **Call Park Group** from the left column to the right column (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns).
11. Click the **Save** button.



12. The new **Call Park Group** is displayed.
13. Click the **Edit Group Level Settings** to manage settings within a **Call Park Group**.
14. Locate the **Call Park Group** to manage and click the **Edit** button for that group.
15. Click the **Delete** button to delete a **Call Park Group**.

**Manage Services**

**Call Park**  
This application may be used to manage Call Park Groups for your Enterprise.

Action completed successfully.

Select a Group: AZAD QC LOCATION

	Call Park name	Actions
1	HRCall Park Group	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
2	testd	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

16. Please note that changing settings at this level will impact all **Call Park Groups** within this group as a whole, not just one **Call Park Group**.
  - **Recall Timer in Seconds** – number of seconds the call will be on Park until it recalls to the device it was parked in if it is not picked up elsewhere
  - **Display Timer in Seconds** – controls how long the server waits before releasing the parked call
17. Make any settings changes you want to for the entire group.
18. Click the **Save** button.

**Manage Services**

**Call Park Group - Edit Group Level Settings**

\* is a required field

\* Recall Timer in Seconds:  Enter value between 30 and 600 seconds

\* Display Timer in Seconds:  Enter value between 2 and 15 seconds

\* Enable Park Destination Announcement:  Yes  No

## Escape to Operator

**Escape to Operator** allows you to setup phone numbers that calls can be transferred to when a caller presses 0 (zero) during the recipient's voicemail greeting. If you have multiple groups (locations), each location can **Escape** to a different operator. Within a group, you can have multiple groups that ring to different operators such as administrative assistants.

1. Click **Manage Services** from the main menu.
2. Click **Escape to Operator** from the sub menu.
3. If you have existing **Escape to Operator Groups** set up, they'll be displayed below.
4. Select the group you wish to manage from the **Escape To Operator** dropdown list and click the **Get** button.
5. To add a new group, click the **Add Escape to Operator Group** button.

The screenshot shows the 'Manage Services' interface. The 'Escape to Operator' sub-menu is selected. The page displays a table of existing groups and an 'Add Escape to Operator Group' button.

Escape To Operator Group	Escape To Operator Number	Action
etotestt	7023171022	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">View Members</a>

Buttons: [Add Escape To Operator Group](#), [Get](#)

6. Enter the **Escape to Operator Group Name**, this should describe the destination/person callers assigned to that group ring to.
7. Select the **Escape to Operator Number** you would like to assign to this group from the dropdown list or, enter any valid **10-digit number** in the **Escape to Operator Number** field.
8. Click the **Save** button.

The screenshot shows the 'Escape To Operator - New' form. The form fields are: Group (QC LOC), Escape to Operator Group Name (TestGroup), and Escape to Operator Number (952458). The Save button is highlighted.

9. Users can be assigned to any **Escape to Operator Group** within their group.
10. To **Edit**, **Delete** or **View Members** of any **Escape to Operator Group**, click the appropriate button associated for the specific **Escape to Operator Group** you wish to manage.

**Manage Services**

### Escape To Operator

This application may be used to define Escape To Operator Numbers which can then be assigned to some or All Users via Manage Users or Bulk Load. Escape To Operator allows you to setup phone numbers that calls can be transferred to when a caller presses 0 (zero) during the recipient's voicemail greeting. This option will only work if the caller reaches the CenturyLink voice mail box. If the user's phone is forwarded to another number that bypasses the voice mail system, then Escape To Operator will not be available.

✔ Action completed successfully.

Select a Group:

Escape To Operator Group	Escape To Operator Number	Action
TestGroup	4072067285	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View Members"/>

11. To add a user to an existing **Escape to Operator Group**, access that user's settings by clicking on **User Administration** from the main menu.
12. Click on **Manager Users** from the submenu.
13. Search for the **User** you wish to add to an existing **Escape to Operator Group**.
14. Click the **Voicemail Settings** tab, click the dropdown list next to **Escape to Operator Group**.
15. The dropdown list will include any existing **Escape to Operator Groups** that have been set up, as well as any new **Escape to Operator Groups** that have been added.
16. Select the appropriate **Escape to Operator Group** from the dropdown list; the name and phone number of the Escape to Operator Group will appear.
17. Click the **Save** button.
18. When a caller presses "0" from that user's voicemail, they'll roll to that destination for further assistance.

**User Administration**

Manage Users - Edit End User

User Settings   Feature Assignment   Feature Settings   **Voice Mail Settings**   Alternate Numbers

Voice Mail Box Number: 7023171044

Secondary Numbers for Voice Mail Boxes:

Send All Calls to Voice Mail:  On  Off

Send Busy Calls to Voice Mail:  On  Off

Send Unanswered Calls to Voice Mail:  On  Off

Escape To Operator Group:   ←

Voice Mail to Text:

Inventory: 0

Prompt Speed:

Automatically Plan Envelope:

Play Additional Ring before Greeting:

Auto Play:

Skip PIN:

Voice Mail Forwarding:

Forward to Email Addresses (comma separated, Limited to 5 Email Addresses):

19. To view members of an Escape to Operator Group, click the **View Members** button.
20. When a caller presses “0” from that user’s voicemail, they’ll ring to that destination for assistance.

Manage Services

### Escape To Operator

This application may be used to define Escape To Operator Numbers which can then be assigned to some or All Users via Manage Users or Bulk Load. Escape To Operator allows you to setup phone numbers that calls can be transferred to when a caller presses 0 (zero) during the recipient's voicemail greeting. This option will only work if the caller reaches the CenturyLink voice mail box. If the user's phone is forwarded to another number that bypasses the voice mail system, then Escape To Operator will not be available.

✔ Action completed successfully.

Select a Group:

Escape To Operator Group	Escape To Operator Number	Action
TestGroup	4072067285	<input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="View Members"/>

21. All members of that **Escape to Operator Group** will be displayed.
22. To change an **Escape to Operator Group** for a particular user or to remove them from an **Escape to Operator Group** completely, return to **User Administration** to search for the user, and then modify this option.

Manage Services

### Escape To Operator - Associated Members

Name	Number / Extension
voicemail usr2	4072067293/7293

## Maximum Concurrent Calls

**Maximum Concurrent Calls (MCC)** is a system setting based on the bandwidth of your circuit. The system setting is the suggested number of **MCC's** based on your circuit size. The number of **MCC's** can be changed but understand warning messages regarding best practices when determining the **MCC's**, and the cause and effect of increasing the number higher than your bandwidth can support.

1. Click on **Manage Services** from the Main Menu.
2. Click on **Maximum Concurrent Calls (MCC)** from the submenu, to display current circuits and **MCC** settings for each.
3. Click the **Yes** or **No** radio button to enable or display the **Enterprise Level MCC Enabled** feature:
  - **Enabled** – sets the MCC value for this enterprise/tenant
  - **Disabled** – enterprise/tenant level MCC is not utilized
4. Enter the number of MCCs for the enterprise/tenant in the **Enterprise Level MCC** field; click the **Auto Calculate** check box to calculate this setting for you.

**Note:** This value is independent of the Group Level MCC setting; if the Enterprise/Tenant Level MCC and Group Level MCC are both enabled, the Enterprise Level MCC value must be greater than or equal to the highest Group Level setting.



5. To increase or decrease MCC settings for any group, enter the total final number of MCC's in the appropriate field in **New MCC** column; each group must have a minimum of 1 MCC.

6. Click the **Save** button.

The screenshot shows the 'Maximum Concurrent Calls' configuration page. At the top, there are navigation tabs: User Administration, Trunk Administration, **Manage Services**, Portal Administration, Inventory, Reports, Profile, Help, and CSR Only. Below these are sub-tabs: Anywhere, Auto Attendant, Call Park, Escape to Operator, **Maximum Concurrent Calls**, Music/Message on Hold, Paging, Project Account Codes, and Virtual Users. The page displays 'Tenant ID: 253023' and 'Default Group: CENTURYLINK LAS VEGAS NV (a-406)'. The 'Enterprise Level MCC Enabled' feature is set to 'Yes' (indicated by a blue arrow), and the 'Enterprise Level MCC' is set to 32 (indicated by a blue arrow). Below this is a table of groups with their MCC settings:

Group Name	Status	Currently MCC Enabled	MCC Enabled	Current MCC	New MCC
HILTON ORLANDO/ALTAMONTE SPRINGS (a-403)	Active	No	<input type="checkbox"/>	1	<input type="text"/>
MARRIOTT CITY CENTER (a-401)	Active	No	<input type="checkbox"/>	1	<input type="text"/>
CENTURYLINK PORTLAND OR (a-408)	Active	No	<input type="checkbox"/>	1	<input type="text"/>
FORT WALTON BEACH BETA (a-82)	Active	Yes	<input checked="" type="checkbox"/>	5	<input type="text"/>
CENTURYLINK SEATTLE WA (a-407)	Active	Yes	<input checked="" type="checkbox"/>	10	<input type="text"/>
CENTURYLINK_SDE_ONLY (a-8230)	Active	Yes	<input checked="" type="checkbox"/>	9	<input type="text"/>
CENTURYLINK (a-402)	Active	No	<input type="checkbox"/>	1	<input type="text"/>
CENTURYLINK PHOENIX AZ (a-405)	Active	No	<input type="checkbox"/>	1	<input type="text"/>
CENTURYLINK LAS VEGAS NV (a-406)	Active	Yes	<input checked="" type="checkbox"/>	25	<input type="text"/>
CENTURYLINK SALT LAKE CITY (a-404)	Active	Yes	<input checked="" type="checkbox"/>	10	<input type="text"/>

Summary statistics at the bottom: Total Group MCC: 64, Total Enabled Group MCC: 59. The 'Save' button is highlighted with a blue box.

## Music/Message On Hold

**Music/Message On Hold** is what your callers will hear when they are placed on Hold, Parked, or placed on Busy Camp status. The Music can be a default file, or you can upload a custom file with music or speech.

1. Click on **Manage Services** from the Main Menu.
2. Click on **Music/Message on Hold** from the submenu.
3. If you have multiple groups, select the appropriate group from the dropdown list. **Music/Message on Hold** options can be the same for each group, or they can be unique.
4. If you have multiple groups and need to select the group you wish to modify, click the **Get** button.

**Note:** File limit size is 1mb.



The screenshot shows the 'Manage Services' page in the Lumen system. The 'Music on Hold' menu item is highlighted in blue. Below it, there is a dropdown menu for 'Select a Group:' with 'SITE 1 L3' selected. A blue arrow points to the 'Get' button next to the dropdown. Below the dropdown, there are tabs for 'General Settings' and 'Internal Settings'. Under 'General Settings', there is a section for 'Enable Music on Hold:' with radio buttons for 'Yes' and 'No', where 'No' is selected.

5. **Music/Message on Hold** options for that group will be displayed.
6. On the **General Settings** tab, click the radio buttons to turn on **Music on Hold** for **Hold**, **Call Park**, and **Busy Camp**. You can choose which features have **Music on Hold**, and which you prefer to not have **Music on Hold**.
7. **Music/Message on Hold** will be programmed with a default recording. If you wish to upload custom **Music on Hold**, click **Browse** to upload your file.

**Note:** Files must be formatted as .WAV or .WMA. Files must be less than 10 minutes (9:59), and must meet the following requirements:



- **For .WAV files:**
    - 8.000 or 16.000 kHz
    - 8 or 16 bit mono
    - μ-law, A-law, or PCM
  - **For .WMA files:**
    - 8.000 or 16.000 kHz
    - 16 bit mono
    - μ-law, A-law, or PCM
  - The maximum audio length is 10 minutes for the Music On Hold greeting or music.
8. Once changes are made to modify your **Music/Message on Hold** options, click the **Save** button.



9. The selected default or custom **Music/Message on Hold** will play when you place a caller on hold.  
**Note:** If you only make setting changes to the General Settings tab, the selected options will impact both internal and external callers place on hold; if you define setting changes on the Internal Settings tab, internal callers will unique settings from external callers.



10. You can also choose different or customized **Music/Message on Hold** for internal callers.  
 11. Click on the **Internal Settings** tab.  
 12. If you choose to use the default **Music/Message on Hold**, you don't need to make any changes.  
 13. If you wish to have a unique recording for internal callers, click the **Yes** radio button.  
 14. Click on the **Browse** key to upload your internal recording.  
 15. The File name will be noted once the file has been uploaded.  
 16. When all changes are made, click the **Save** button.

17. Once a custom file has been uploaded for either a **General** or **Internal Settings**, click the **Delete & Revert** button to remove the custom file and revert to the default.
18. Click the **Save** button.

**Manage Services**

**Music on Hold**  
This application may be used to manage Music and Video On Hold  
Action completed successfully.

Group: SITE3

General Settings Internal Settings

Use Alternative Source for Internal Calls:  Yes  No

**Internal Music/Video On Hold Message**  
Upload a file that contains your recorded music, video, or greeting.  
Supported Music or Video file types include .WAV, .WMA, .MOV or .3GP.

Load Custom File:  No file selected.

Delete Custom File and Revert to Default:

Selected File to Play: lv\_aa\_main.wav

## Paging

**Paging** allows you to define up to 50 devices that can receive over the phone paging. The **Page** will be a one-way announcement. You can also define which individuals are allowed to perform a **Page**.

1. Click on **Manage Services** from the Main Menu.
2. Click on **Paging** from the submenu.
3. Select the group you wish to manage from the **Select a Group** dropdown list.
4. All existing **Paging Groups** will appear to be Edited or Deleted.
5. To add a group, click the **Add Paging Group** button.

User Administration Trunk Administration **Manage Services** Portal Administration Inventory Reports Profile Help

Anywhere Auto Attendant Call Park Escape to Operator Maximum Concurrent Calls Music on Hold **Paging** Project Account Codes Virtual Users

Voice Mail Retrieval Number

Tenant ID: 257391 Default Group:

**Manage Services**

**Paging**  
This application may be used to Add, Edit, and Delete Paging Groups.

Select a Group: SITE 1 L3

Name	Phone Number	Extension	Actions
edwreer	7023171040	1040	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

6. Enter the name of your Paging group in the **Name** field; no special characters or white spaces.
7. Select the telephone number you wish to assign to your Paging Group from the **Phone Number** dropdown list.
8. The **Extension** field auto populates based on your dialing plan, and it can be edited.
9. Scroll to search for the users you'll allow origination of a **Page**.
10. Enter search criteria for the users you would like assign as originators.
11. If you have less than 1000 users, you're not required to **Search** for individual users. All users in the tenant are listed in the **Available Originators** field.
12. Drag and drop the user(s) you would like to add to originate paging to the **Selected Originators** field (you can also select them while holding down the **Control** button on your keyboard and then click the right arrow in the middle of the columns).
13. Click the **Add and Continue** button.

**Note:** **Originators** are able to send a Page to target devices by dialing the extension assigned to the Paging Group.



Manage Services

### Add Paging Group

\* is a required field.

* Group:	LAS VEGAS NV (a-406)
* Name:	TestPagingGroup
* Phone Number:	7028027031 (LAS VEGAS NV (t))
* Extension:	7031

Originators ←

Manage users who can originate calls to this Paging Group.

Search End Users  
Full or partial search queries are OK. Wild card searches are not supported.

Find **Last Name** that includes

Available Originators	Selected Originators
Nevarez, Jose(heatonb1@centurylink.com)	450_Demo(demo450@centurylink.com)
Kaufman, Bill(shondarhimes@centurylink.com)	VVX600_Demo(demovvx600@centurylink.com)
Demo, Brian(briandemo@centurylink.com)	
DEMO_7000_SALES(catherine@centurylink.com)	
850_Exp_Demo(demo850exp@centurylink.com)	
Conf.Demo(democonf@centurylink.com)	
VVX500_Demo(demovvx500@centurylink.com)	

Drag and Drop

14. Scroll to search for the users you'll allow as **Targets** for the Page (Target fields are exposed after clicking the **Add and Continue** button in the previous step).
15. Enter search criteria for the users you would like assign as originators.
16. If you have less than 1000 users, you're not required to **Search** for individual users. All users in the tenant will be listed under the **Available Target** field.
17. Drag and drop the user(s) you would like to add to originate paging to the **Selected Targets** field (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns).
18. Click the **Save** button.

**Note:** Target devices added to the Select Targets field are the only devices to receive the one-way page from that Paging Group.



Target

Manage users who will receive calls from this Paging Group.

Search End Users  
Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

Available Targets

- Orri,Julie(test.ori@centurylink.com)
- Whitney,Jim(JimWhitney@centurylink.com)
- Pooser,Larry(LPooser@centurylink.com)
- Ammons,Lee(LeeAmmons@centurylink.com)
- Nevarez,Jose(jse@centurylink.com)
- Kaufman,Bill(shondahimes@centurylink.com)
- Demo,Brian(briandemo@centurylink.com)
- DEMO\_7000\_SALES(catherine@centurylink.com)
- VVX800\_Demo(demovv800@centurylink.com)
- Conf\_Demo(democonf@centurylink.com)
- VVX500\_Demo(demovv500@centurylink.com)
- Rualta,Mike(michael.rualta@centurylink.com)

Selected Targets

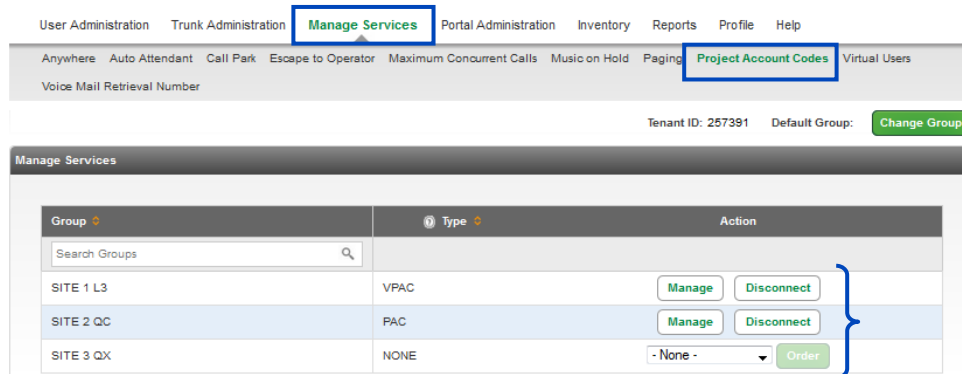
- 450\_Demo(demo450@centurylink.com)
- 650\_Exp\_Demo(demo650exp@centurylink.com)

Drag and Drop

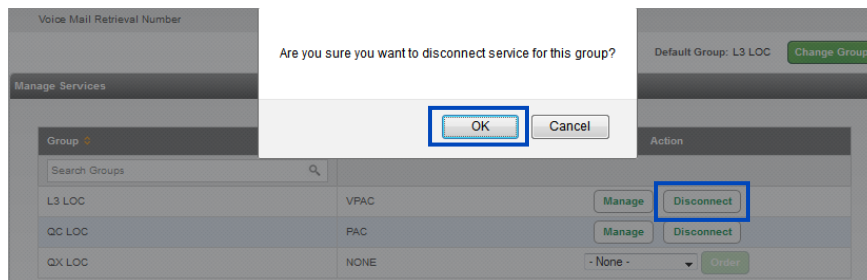
## Project Account Codes

**Project Account Codes** are used by customers for internal call tracking and accounting and/or to control the ability of the customer's employees to make certain types of telephone calls. **Non-Verified Project Account Codes** (PAC) require a specific number of dialed digits. **Verified Project Account Codes** (VPAC) require a specific number of digits and specific codes that are defined by the Administrator.

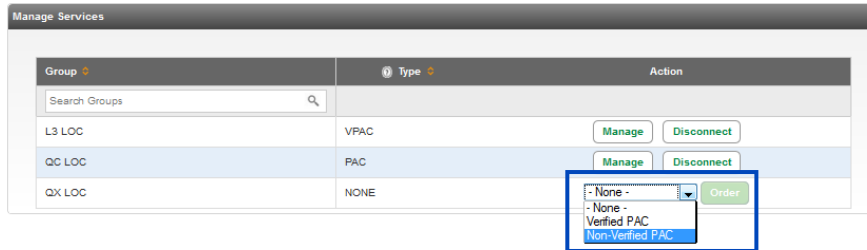
1. Click on **Manage Services** from the Main Menu.
2. Click on **Project Account Codes** from the submenu.
3. Any group that has an existing project code can be **Edited** or **Disconnect**.
4. Click on the **Order** button to order a Project Account Code for any groups that currently don't have that feature.
5. If you submit an **Order** for a Project Account Code, it will take approximately 30 minutes to become available for programming.



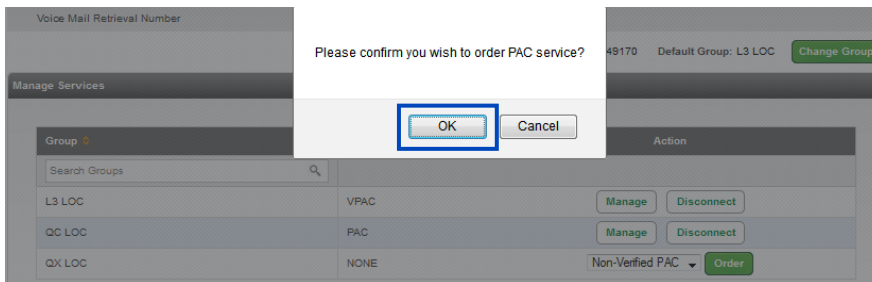
6. To disconnect a **Project Account Code** for any group, click the **Disconnect** button.
7. A message box will appear to confirm disconnection or removal of that **Project Account Code** product for that group.
8. To confirm disconnection, click the **OK** button.



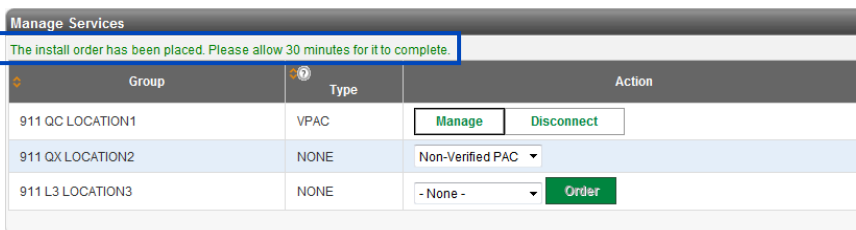
9. To order **Verified Project Account Codes** or **non-Verified Project Account Codes**, click on the dropdown list for the group you want to order codes for.
10. Select if those codes will be **Verified** or **non-Verified** from the dropdown list.
11. Click the **Order** button.



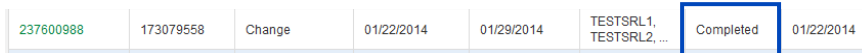
12. You'll receive a message asking you confirm the ordering of your PAC service.
13. Click the **OK** button to complete and submit your order.



14. You'll receive confirmation of your order, and a reminder that it will take approximately 30 minutes for your order to complete.



15. Follow the progress of your order under **Inventory → Order Status**.
16. Once your VPAC/PAC order has been processed and indicates **Completed** in the order status, you can proceed with building your indexes.



17. If you're **Ordering** a VPAC or PAC product, or **Disconnecting** a VPAC or PAC, product and have another order in progress, you'll receive an error message stating that you'll need to wait for that order to complete before you can submit your **VPAC/PAC** order.
18. The order number in progress is referenced in the error message

**Manage Services**

! An order [237601042] is currently pending for this account. All orders must be completed before another can be submitted.  
! Please contact your CenturyLink representative to resolve this order.

Group	Type	Action
TESTSRL1	PAC	Manage Disconnect
TESTSRL2	VPAC	Manage Disconnect
TESTSRL3	NONE	Non-Verified PAC Order

19. Follow the progress of that order under **Inventory** → **Order Status** from the main menu.
20. Once that order changes to **Completed** status, you can resubmit your VPAC/PAC order.

237601042	173079637	Change	01/22/2014	01/29/2014	TESTSRL1, TESTSRL2, ...	Pending	01/22/2014
237600988	173079558	Change	01/22/2014	01/29/2014	TESTSRL1, TESTSRL2, ...	Completed	01/22/2014

## Programming Non-Verified Project Account Codes

A **Non-Verified Project Code (PAC)** looks for the user to enter a specific number of digits when dialing outside numbers. This code requirement can be associated to various call types such as All Calls, Long Distance, International, Operator Assistance, etc.



**Note:** You can have one PAC setting per group. If a code length of 12 is selected, anyone in that group that is required to use a PAC for a specific call type, will need to enter a 12-digit code. You cannot have multiple code lengths in one group.

1. Click on **Manage Services** from the Main Menu.
2. Click on **Project Account Codes** from the submenu.
3. Click the **Manage** button to proceed with programming.

User Administration Trunk Administration **Manage Services** Portal Administration Inventory Reports Profile Help

Anywhere Auto Attendant Call Park Escape to Operator Maximum Concurrent Calls Music on Hold Paging **Project Account Codes** Virtual Users

Voice Mail Retrieval Number

Tenant ID: 257391 Default Group: **Change Group**

**Manage Services**

Group	Type	Action
SITE 1 L3	VPAC	Manage Disconnect
SITE 2 QC	PAC	Manage Disconnect
SITE 3 QX	NONE	- None - Order

4. A **PAC** code length can be from 2-12 digits.
5. Select the required number of digits in the **Code Length** dropdown list.
6. Click the dropdown list under **Manage Call Types** to display the various types of calls a PAC would be required for.
7. Enter search criteria for the users you would like to add to require a **PAC**.
8. If you have less than 1000 users, you're not required to **Search** for individual users. All users in the group will be listed under **Search Results and End Users**.
9. Drag and drop the user(s) you would like to add to the **PAC** from the left column to the right column (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns).
10. Click the **Save** button.

The screenshot displays the 'Manage Services' interface with the following sections and annotations:

- Project Account Codes**
  - Non-Verified Project Account Codes**
    - Group: TESTSRL1
    - Code Length: 12 (indicated by a blue arrow pointing to the dropdown)
- Manage Call Types**
  - All Long Distance, International Calls, Directory Assistance, Box, and Operator Assistance (indicated by a blue arrow pointing to the dropdown)
- Search End Users**
  - Full or partial search queries are OK. Wild card searches are not supported.
  - Find: - Select - that includes [ ] Search
- Search Results and End Users**
  - Main, Receptionist (8012014040)
  - test, first (8012014032)
  - D, VMtesting (8012014031) (highlighted with a blue box)
- Assigned Users**
  - basic, CFNA (8012014029)
  - test, PCrecep (8012014030)
- Drag and Drop** (indicated by a blue arrow pointing to the transfer arrows between columns)
- Save** and **Cancel** buttons at the bottom.



## Programming Verified Project Account Codes

A **Verified Project Code (VPAC)** looks for the user to enter a specific number of digits *AND* specific codes when dialing outbound numbers. This code requirement can be associated to various call types such as All Calls, Long Distance, International, Operator Assistance, etc.

**Note:** You can have up to four (4) VPAC indexes per group. Each index can have its own unique parameters and codes. A user can only be assigned to one VPAC index.



1. Click on **Manage Services** from the Main Menu.
2. Click on **Project Account Codes** from the submenu.
3. Click the **Manage** button.

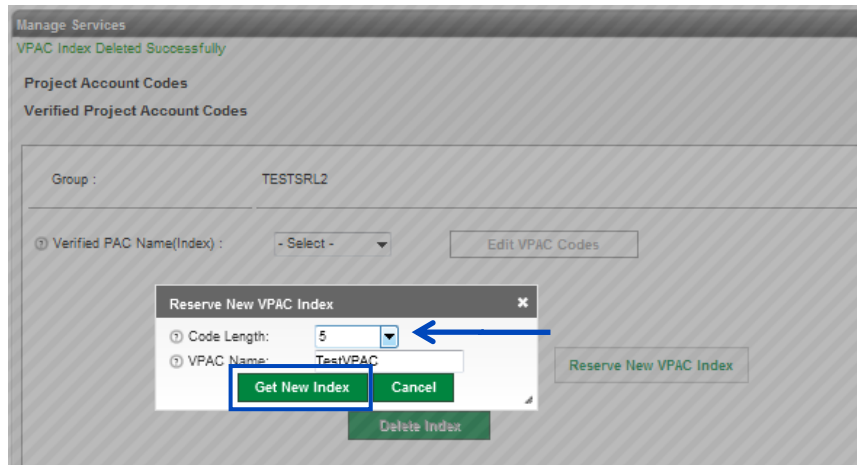
The screenshot shows the 'Manage Services' page. At the top, there is a navigation menu with 'Manage Services' highlighted. Below it, there is a submenu with 'Project Account Codes' highlighted. The main content area shows a table with columns for 'Group', 'Type', and 'Action'. The table has three rows: 'SITE 1 L3' (VPAC), 'SITE 2 QC' (PAC), and 'SITE 3 QX' (NONE). The 'Action' column for 'SITE 2 QC' has 'Manage' and 'Disconnect' buttons highlighted with a blue box.

Group	Type	Action
SITE 1 L3	VPAC	Manage Disconnect
SITE 2 QC	PAC	Manage Disconnect
SITE 3 QX	NONE	- None - Order

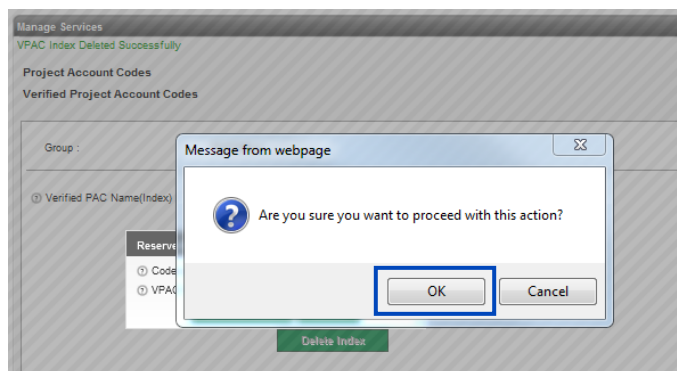
4. To set up a new index, click the **Reserve New VPAC Index** button.

The screenshot shows the 'Project Account Codes' configuration page. The 'Group' is set to 'TESTSRL2'. There is a dropdown menu for 'Verified PAC Name(Index)' with '- Select -' selected. Below it, there is a 'Name' field and a 'Code Length' field set to '12'. A blue arrow points to the 'Reserve New VPAC Index' button. There is also an 'Edit VPAC Codes' button and a 'Delete Index' button.

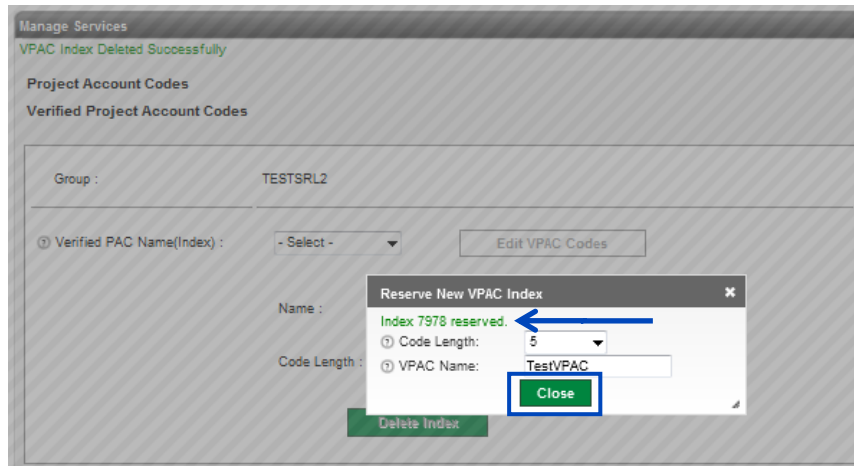
5. In the **Reserve New VPAC Index** box.
6. From the **Code Length** dropdown list, select the number of digits required for that VPAC index.
7. Enter a name for the VPAC index in the **VPAC Name** field.
8. Click the **Get New Index** button.



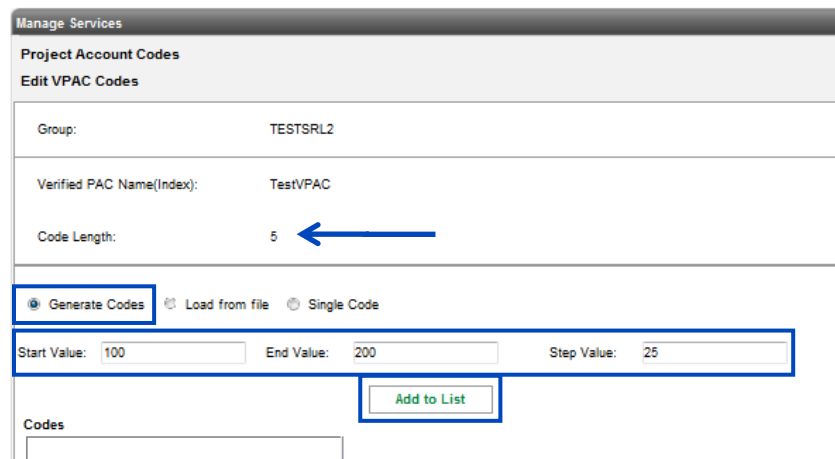
9. You'll receive a message asking you to confirm that you wish to proceed with this action.
10. Click the **OK** button to proceed.



11. A confirmation is received indicating a number has been returned for that VPAC index.
12. Click the **Close** button.



13. The **Start Value** is 100.
14. The **End Value** is 200.
15. The **Step Value** is 25.
16. When all values are entered, click the **Add to List** button.



17. Based on the Start, End and Step Values, the system automatically generates your codes based on selected criteria.
18. Codes will be listed under the **Codes** section.
19. Click **Export to File** to export your VPAC code list.
20. Select a code, or codes, and click the **Delete Selected** button to delete codes.

21. Click the **Clear List** button to clear the entire list of codes.
22. Click the **Save** button when all codes appear correctly.

Manage Services

**Project Account Codes**

**Edit VPAC Codes**

Group: TESTSRL2

Verified PAC Name(Index): TestVPAC

Code Length: 5

Generate Codes  Load from file  Single Code

Start Value: 0 End Value: 0 Step Value: 0

Add to List

Codes

- 00100
- 00125
- 00150
- 00175
- 00200

Total: 5

Export to File

Delete Selected

Clear List

Save Cancel

23. To load codes from a file, select the **Load from File** radio button.
24. Click the **Browse** button to search for your file
  - Text or Excel file that contains a single column of VPAC codes (.txt or .xls)
  - The codes must not exceed the code length
  - You can choose the option to pad with leading zeros
25. Click the **Add to List** button.

Manage Services

**Project Account Codes**

**Edit VPAC Codes**

Group: TESTSRL2

Verified PAC Name(Index): TestVPAC

Code Length: 5

Generate Codes  Load from file  Single Code

Load from File: C:\Users\laa79096\Docum Browse...

Add to List

Codes

26. The codes will upload based on the source document.
27. In this example, the source document was code 1234 to 1253.
28. Since the Code Length is set to 5, the system automatically padded a lead "0" to each 4-digit code.
29. To **Export the File**, **Delete Selected** code or **Clear List**, click the appropriate button.
30. When all codes are accurate, click the **Save** button.

The screenshot displays the 'Manage Services' interface. At the top, it shows 'Project Account Codes' and 'Edit VPAC Codes'. The configuration includes: Group: TESTSRL2, Verified PAC Name(Index): TestVPAC, and Code Length: 5. Below this, there are radio buttons for 'Generate Codes', 'Load from file' (which is selected), and 'Single Code'. A 'Load from File:' field with a 'Browse...' button is present. The main area contains a list of codes from 01234 to 01253, with '01234' highlighted. To the right of the list are buttons for 'Add to List', 'Export to File', 'Delete Selected', and 'Clear List'. At the bottom, there is a 'Total: 20' label and 'Save' and 'Cancel' buttons. A blue bracket on the left side of the code list indicates the range from 01234 to 01253.

31. To add single codes, click the **Single Codes** radio button.
32. Enter the required code in the **Code** field.
33. If the code you enter exceeds the Code Length for your VPAC index, you'll receive an error.
34. Click the Add to List button to add your single code.
35. Your code will appear in the **Codes** field in numeric order, regardless of how they are entered.
36. Continue with this process until all codes are added.
37. To **Export the File**, **Delete Selected** code or **Clear List**, click the appropriate button.
38. Click the **Save** button when all codes are entered.

39. After your PAC and VPACs are programmed, return to **Managed Services → Project Account Codes** from the main menu.
40. Click the **Manage** button for the appropriate PAC or VPAC.
41. Edit the codes, code length, users, etc.
42. Click the **Save** button to save your changes.

Group	Type	Action	
TESTSRL1	PAC	Manage	Disconnect
TESTSRL2	VPAC	Manage	Disconnect
TESTSRL3	NONE	- None -	Order

## Virtual Users

The **Virtual User** allows you to define numbers outside of your network, which can be extension dialed by you users. These numbers can be 10-digit numbers or toll free.

1. Click **Manage Services** from the Main Menu.
2. Click **Virtual Users** from the submenu.
3. If you have more than one location in your tenant, select your group from the dropdown list.
4. Click the **Get** button.
5. Virtual Users can be added individually or in bulk. To add an individual user, click the **Add User** button.

User Administration Trunk Administration **Manage Services** Portal Administration Inventory Reports Profile Help

Anywhere Auto Attendant Call Park Escape to Operator Maximum Concurrent Calls Music on Hold Paging Project Account Codes **Virtual Users**

Voice Mail Retrieval Number

Tenant ID: 257391 Default Group: [Change Group](#)

**Manage Services**

**Virtual Users**  
This application may be used to manage Virtual Users.

Select a Group: SITE 1 L3 [Get](#)

[Add User](#) [Add Range](#)

Search Virtual Users  
Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes  [Search](#) [Clear](#)

6. Enter a **First Name** and **Last Name** in the designated field that would best describe each Virtual User.
7. In the **Phone Number** field, enter the number your users will call when dialing the virtual extension.
8. In the **Extension** field, enter the extension your users will dial; extensions can be 2-7 digits in length.  
**Note:** N11 and 123 are restricted for 3-digit Virtual User extensions.



9. Click the **Save** button.

**Manage Services**

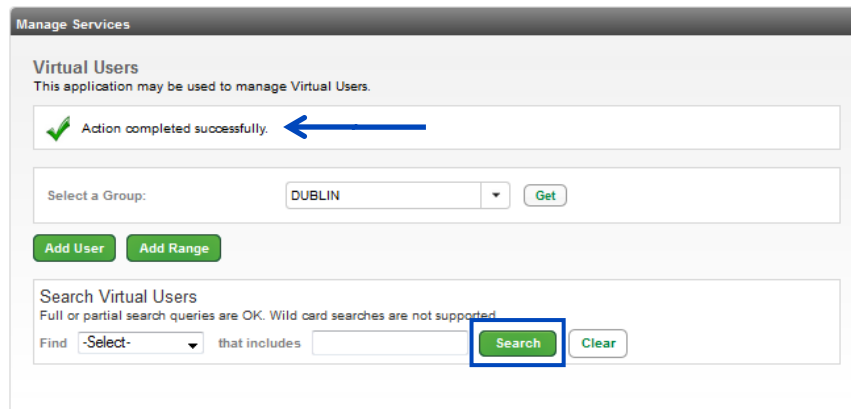
**Virtual Users - Add Single**  
This application may be used to manage Virtual Users.

\* Is a required field.

* Group:	DUBLIN
* First Name:	Virtual
* Last Name:	User
* Phone Number:	2129632145
* Extension:	2145

[Save](#) [Cancel](#)

10. You'll receive a successful action notice that your **Virtual User** has been completed.
11. Click the **Search** button to view your Virtual Users.



Manage Services

### Virtual Users

This application may be used to manage Virtual Users.

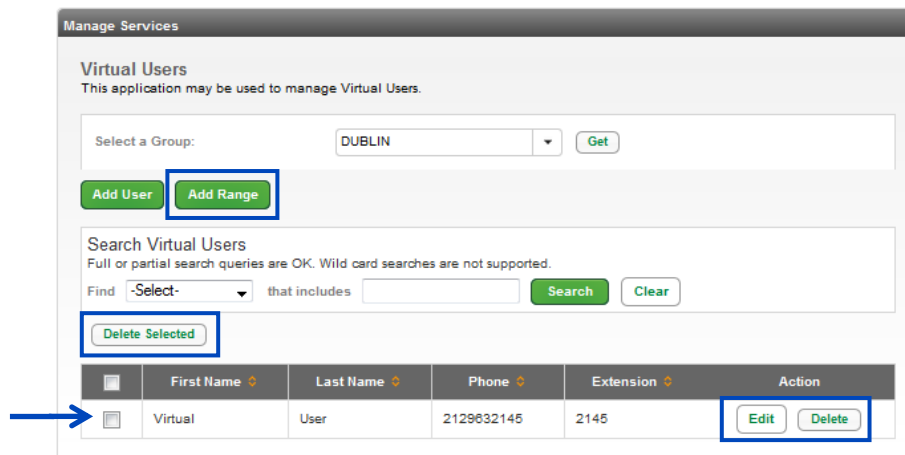
✓ Action completed successfully. ←

Select a Group: DUBLIN

Search Virtual Users  
Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

12. You can edit or delete a virtual user by clicking the **Edit** or **Delete** buttons.
13. To delete multiple Virtual Users, check the check box for each entry you wish to delete, and click the **Delete Selected** button.
14. To add a range of Virtual Users, click the **Add Range** button.



Manage Services

### Virtual Users

This application may be used to manage Virtual Users.

Select a Group: DUBLIN

Search Virtual Users  
Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

<input type="checkbox"/>	First Name	Last Name	Phone	Extension	Action
<input type="checkbox"/>	Virtual	User	2129832145	2145	<input type="button" value="Edit"/> <input type="button" value="Delete"/>



15. Define a name for your range by entering a **First Name** and **Last Name**.
16. Enter your range of numbers in the **Phone Number Range** fields; the range needs to be consecutive.
17. Enter the extensions for your range in the **Extension Range** fields; extensions can be 2-7 digits in length.
18. Click the **Save** button.

**Virtual Users - Add Range**  
This application may be used to manage Virtual Users.

\* Is a required field.

\* Group: DUBLIN

\* First Name: Denver

\* Last Name: Office

\* Phone Number Range: 3036061000 - 3036061010

\* Extension Range: 1000 - 1010

**Save** **Cancel**

19. You'll receive a successful action notice that your **Virtual Users** have been completed.
  20. Your Virtual Users will be displayed and can be **Deleted** or **Edited** as necessary.
  21. End Users are now able to dial the defined 4-digit extensions to quickly reach off-net numbers.
- Note:** N11 and 123 are restricted for 3-digit Virtual User extensions.



**Virtual Users**  
This application may be used to manage Virtual Users.

✓ Action completed successfully. ←

Select a Group: DUBLIN **Get**

**Add User** **Add Range**

**Search Virtual Users**  
Full or partial search queries are OK. Wild card searches are not supported.

Find **-Select-** that includes **Search** **Clear**

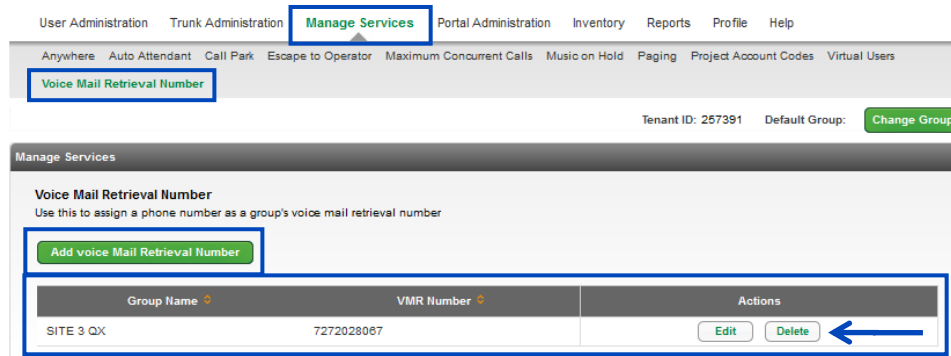
**Delete Selected**

	First Name	Last Name	Phone	Extension	Action
<input type="checkbox"/>	Denver	Office	3036061000	1000	<b>Edit</b> <b>Delete</b>
<input type="checkbox"/>	Denver	Office	3036061001	1001	<b>Edit</b> <b>Delete</b>
<input type="checkbox"/>	Denver	Office	3036061002	1002	<b>Edit</b> <b>Delete</b>
<input type="checkbox"/>	Denver	Office	3036061003	1003	<b>Edit</b> <b>Delete</b>
<input type="checkbox"/>	Denver	Office	3036061004	1004	<b>Edit</b> <b>Delete</b>

## Voicemail Retrieval Numbers

**Voicemail Retrieval Numbers** are used to access voicemail from outside of the office. Users have always had the ability to dial a 10-digit or toll free number, but you also have the ability to assign a number from your available number pool, which would be a more familiar number to your end users. This number, along with the Toll Free number, will then be referenced in the end user portal.

1. Click **Manage Services** from the Main Menu.
2. Click **Voice Mail Retrieval Number** from the submenu.
3. Any existing custom **Voice Mail Retrieval Numbers** already defined, will be displayed.
4. Click the **Edit** button to edit existing custom retrieval numbers, or the **Delete** button to delete a custom retrieval number.
5. Click the **Add Voice Mail Retrieval Number** button to add a custom retrieval number.



6. If you have more than one group within your tenant, select the group you want to add a custom retrieval number to from the **Select a Group** dropdown list.
7. Click the **Hosted VoIP Number** dropdown list to select the number you wish to assign as the custom retrieval number.
8. Click the **Yes** radio button if you want the Toll Free number to display along with the custom retrieval number in the End User portal; if you don't wish to display the Toll Free number, click the **No** radio button.
9. Click the **Save** button.

The screenshot shows the 'Voice Mail Retrieval Number - Add Number' form. The form includes the following fields:

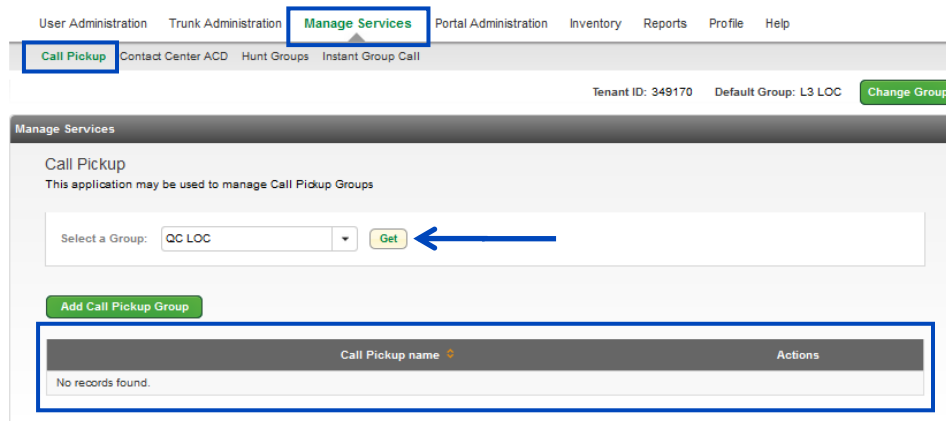
- Select a Group: QX LOC
- Hosted VoIP Number: 4072086778 (QX LOC)
- Display 8XX Number:  Yes  No

The 'Save' button is highlighted with a blue box.

## Call Pickup Group

**Voicemail Retrieval Numbers** are used to access voicemail from outside of the office. Users have always **Call Pickup Groups** allow a user to answer a call directed to another phone in their group by dialing the feature access code for **Call Pickup**.

1. Click on **Manage Services** from the Main Menu.
2. Click on **Call Pickup** from the submenu.
3. Select the group you want to add or edit from the dropdown list and click the **Get** button.
4. If there are existing **Call Pickup** groups your selected group, they'll be displayed.



5. Click the **Add Call Pickup Group** button.
6. Enter a descriptive name for the **Call Pickup Group Name**, such as HR Pickup Group, etc.
7. Enter search criteria for the users you would like to add to a **Call Pickup Group**.
8. If you have less than 1000 users, you're not required to **Search** for individual users. All users in the group will be listed under **Search Results and End Users**.
9. Drag and drop the user(s) you would like to add to the **Call Pickup Group** from the left column to the right column (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns).
10. Click the **Save** button.

**Manage Services**

**Call Pickup - Add**  
\* is a required field

\* Group: AZAD QC LOCATION

\* Call Pickup Name: HRCallPickup

**Search End Users**  
Full or partial search queries are OK. Wild card searches are not supported.

Find - Select - that includes Search Clear

**Search Results and End Users**

- test,reeshma(reetester@azadhvssep.com)
- tst1\_grp1(group1@azadhvssep.com)
- sa,sa(sa\_Resource@azadhvssep.com)
- Doe, John(johndoe@ctivoice.com)**
- sa,sa(sa\_Resource@azadhvssep.com)
- ra,sa(asdfra@azadhvssep.com)
- vmstst\_AF(AFvmstst@azadhvssep.com)
- tst1\_build(buildtst1@azadhvssep.com)

**Add Users to**  
testuser,new(septest@azadhvssep.com)

Drag and Drop

Save Cancel

## Contact Center ACD (Call Queuing) – Basic and Standard

The **Contact Center ACD Basic and Standard** options allow you to **Add** and **Edit Contact Centers** and **Delete** and **View/Edit Members** and **Settings** for existing **Contact Centers**. **Contact Center** functionality is also referred to as ACD (Automated Call Distribution) or call queuing. Call queuing allows you distribute incoming calls to specific individuals assigned to a **Contact Center**. Your **Contact Center** can be programmed to provide Entrance Messages, Music on Hold, and Comfort Messages for your callers while they are waiting for the next available agent.



**Note: Contact Center Standard** will have additional options not available with Contact Center Basic. Please note in this section of the portal, when **Contact Center Standard** features are referenced specifically as available for use with **Contact Center Standard only** versus Contact Center Basic.

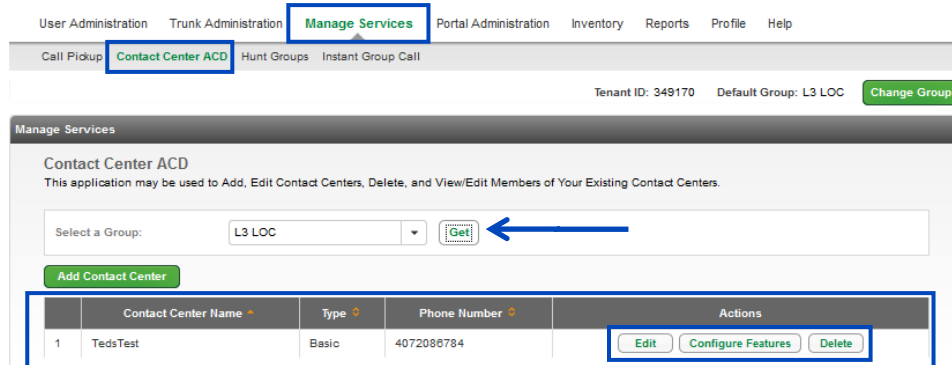


**Note:** You require at least one **Standard Supervisor** seat to run reports for **Contact Center Standard** statistic, reporting is not available with Contact Center Basic.

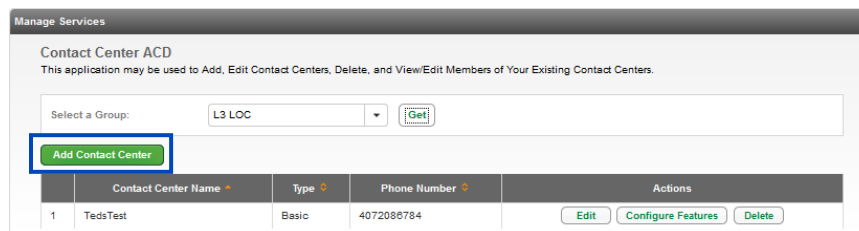


**Note:** You must ensure that the MCC (Maximum Concurrent Calls) setting for that site has an adequate setting to accommodate the Contact Center Group. Each concurrent call in queue and on a physical device associated with that site consumes a call path from the MCC setting. If the MCC is not set to an adequate amount, the maximum number of calls queued may not be realized.

1. Click on **Manage Services** from the main menu
2. Click on **Contact Centers ACD** from the sub menu.
3. Any **Contact Centers** that are already built for that group, will appear and can be **Edited, Deleted,** or features can be configured by clicking the **Configure Features** button.



4. To add and configure a new Contact Center, click the **Add Contact Center Basic** button.



5. From the **Contact Center Type** dropdown list, select from Contact Center Basic, or Contact Center Standard.
6. Enter a description name for that Contact Center in the **Name** field.
7. From the **Phone Number** dropdown list, select the telephone number you wish to assign.
8. The extension will auto populate, but this can be edited if needed.
9. Enter the name as you want it to appear in the **Calling Line ID Last Name** and **Calling Line ID First Name** fields; this is what will display on each agents phone when a call is presented to them from the queue.
10. The **Time Zone** will be auto populated based on the time zone of the group your Contact Center is programmed in, but it can be changed by clicking the dropdown list.
11. From the **Group Policy** dropdown list, select the type of call routing policy you want to assign to your **Contact Center**:
  - **"Circular"**: Incoming calls hunt through agents in the order they appear in the list, starting with the agent following the last agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all agents.
  - **"Regular"**: Incoming calls hunt through agents in the order they appear in the list, starting from the top each time.

- **"Simultaneous"**: Incoming calls alert all agents at the same time. The first agent to answer handles the call.
  - **"Uniform"**: Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.
  - **"Weighted"**: Incoming calls are dispatched to the agents randomly according to the specified percentage weight of each agent.
12. Click the **Yes** or **No** radio button to enable or disable **Directory Privacy**.
- **Yes** – enables Privacy, when another user does a directory listing, your name and information won't appear
  - **No** – disables Privacy, when another user does a directory listing, your name will appear as usual
13. Click the **Yes** or **No** radio button to enable or disable **Division Inhibitor**:
- When enabled (**Yes**), prevents redirection services from being activated on the terminating side of an unanswered call
14. In the **Default Queue Length** dropdown list, pick the maximum number of queued calls you want to ring to your Contact Center:
- **Contact Center Basic** – maximum of 25 calls queued
  - **Contact Center Standard** – maximum of 50 calls queued

Manage Services

Contact Center Basic - Add

\* is a required field.

* Group:	CENTURYLINK WAKE FOREST
* Contact Center Type:	Contact Center Basic
* Name:	
* Phone Number:	
* Extension:	
* Calling Line ID Last Name:	
* Calling Line ID First Name:	ContactCenter
* Time Zone:	(GMT-05:00) (US) Eastern
* Group Policy:	Uniform
Enable Directory Privacy:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Diversion Inhibitor:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Default Queue Length:	1

15. To program a Contact Center Standard queue, select Contact Center Standard from the **Control Center Type** dropdown list:

**Note:** Continue selecting options that are similar to the Contact Center Basic queue; features unique to a Contact Center Standard queue, will be outlined in this section.



Manage Services

Contact Center Basic - Add

\* is a required field.

\* Group: CENTURYLINK WAKE FOREST

\* Contact Center Type: Contact Center Standard

\* Name:

\* Phone Number:

\* Extension:

16. The following features are available for **Contact Center Standard only**, you won't see these options as you Add or Edit a Contact Center Basic queue.
17. **Enable Calls to Agents in Wrap-Up State** allows you to determine whether calls roll to agents that are in a wrap-up state:
- **Yes** – agents will receive calls from the queue while they are in a wrap-up state
  - **No** – agents won't receive calls from the queue while they are in wrap-up state
18. The **Enable Maximum Wrap-Up Timer** allows you to set the maximum time an agent will be in wrap-up state:
- **No** – won't allow you to set a maximum time
  - **Yes** – will allow you to set the maximum number of minutes and seconds the agents in this queue will be in wrap-up state before receiving the next call
19. Select from the following in the **After call completion, automatically set agent to** dropdown list:
- **Available** – will take available queue calls immediately
  - **Unavailable** – won't take available calls until the agent logs back into the queue pressing or tapping the "Available" softkey on their phone
  - **Wrap-Up** – will place the agent in Wrap-Up State and won't receive calls until they meet the Wrap-Up Timer setting – while in Wrap-Up State, the agent can make themselves available sooner by pressing or tapping the "Available" softkey on their phone
20. The **Allow Agents to Join this Contact Center** setting defines whether agents in this queue can join or leave a queue from their desktop client:
- **Yes** – will allow agents to join or leave a Contact Center queue from their desk top client
  - **No** – won't allow agents to join or leave a Contact Center queue from their desk top client

Diversion Inhibitor:  Yes  No

Default Queue Length:

Enable Calls to Agents in Wrap-up State:  Yes  No

Enable Maximum Wrap-up Timer:  Yes  No  Minutes  Seconds

After call completion, automatically set agent to: Available

Allow Agents to Join this Contact Center:  Yes  No

21. If the Group Policy type you choose is any option other than Simultaneous, you can choose the number of rings before the call will **Skip to Next Agent** if an agent does not answer. Click the **Yes** radio button and select from **1-20** rings.
22. If you want to provide your callers with an option to leave the queue before their call is answered, click the **Yes** radio button for **Allow Callers to Escape Out of Queue to the Final Destination**.
23. From the **Callers Can Press the Following to Escape Out of Queue** dropdown list, select the digit you want your callers to press on their key pad (0-9), to forward to the **Call Forward Busy** destination.



**Note:** When your custom Entrance and Comfort Greetings are recorded, be sure it includes instructions for the caller to press “x” to leave the queue and be transferred to “y”. “x” is based on the digit they are to press, and “y” is a description of where they’ll be transferred to, i.e., an Answering Service, another department, a voicemail box, etc.

24. To enable a transfer to a **Call Forward Busy** location, click the **On** radio button and enter a 10-digit phone number in the **Call Forward Busy** field.
25. From the **Number of Seconds** box, select the number of seconds you want your callers to remain in queue before following that final destination path. You can select from **0-7200** seconds.
26. In the **Call Forward To** field, enter the **10-digit number** you wish your callers to be transferred to if they hit the Final Destination timer threshold.



**Note:** The Final Destination phone number can be any 10-digit number - internal, external, toll free, etc., this is also the destination the caller will follow if the queue has the maximum number of callers in the queue.

27. If the caller should hear a busy signal when the Final Destination timer is met, click the **Ring Busy** radio button.

**No Answer Settings**

Skip to next Agent:  Yes  No Number of Rings: 3

Allow Callers to Escape Out of Queue to the Call Forward Busy Destination:  Yes  No

Call Forwarding Busy:  On  Off 2125559874

Callers can press the following to Escape Out of Queue: 0

Final Destination:  Yes  No Number of seconds (0-7200): 300

Call Forwarding

Call Forward to: 2125559874

Ring Busy

Voice Mail:

Voice Mail PIN:

Confirm Voice Mail PIN:

Escape To Operator Group: - Select -

Save Add Members Announcements Cancel



28. If the callers should roll to Voicemail for their Final Destination, click the **Voice Mail** radio button.
29. In the **Voice Mail PIN** field, enter a numeric passcode, 6-15 characters.
30. Reenter the numeric passcode in the **Confirm Voice Mail PIN** field.
31. If you have an Escape To Operator Group already created, choose a group from the **Escape To Operator Group** dropdown list; this is where callers will go if they press “0” while listening to the voicemail greeting.
32. Click the **Save** button or, click the **Add Members** button to continue and assign members to your queue.

Final Destination:  Yes  No      Number of seconds (0-7200): 30

Call Forwarding

Call Forward to: 3183606168

Ring Busy:

\* Voice Mail: ←

Voice Mail PIN: ●●●●●●

Confirm Voice Mail PIN: ●●●●●●

Escape To Operator Group: **- Select -** ←

Options in dropdown: - Select -, LAS VEGAS "0", SLC Voicemail "0"

Buttons: Save, **Add Members**, Announcements, Cancel

## Add/Edit Members

The **Add/Edit Members** feature allows you to manage and control individuals that will be members of your queue.



**Note:** The button displayed on this screen will be **Add Members** if members have not been added to the queue; it will display as **Edit Members** once members have been added.

1. After setting up basic parameters for your Contact Center within the **Contact Center Basic - Add** screen, click the **Add Members** button at the bottom of the page (click the **Edit Members** button if you're editing/managing your Contact Center queue).

Final Destination:  Yes  No      Number of seconds (0-7200): 30

Call Forwarding

Call Forward to: 3183606168

Ring Busy:

Voice Mail:

Voice Mail PIN:

Confirm Voice Mail PIN:

Escape To Operator Group: - Select -

Buttons: Save, **Add Members**, Announcements, Cancel

2. Enter search criteria for the users you would like to add to your **Contact Center**.
3. **Drag and drop** the users you would like to add to your **Contact Center** from the **Search Results and End Users** field to the **Add Users to** field (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns).
4. In the **Add Users to** field, place the users in the order you would like them to receive calls by using the up and down arrows to the right to sort them appropriately, the order of your Users is only necessary when using the “Regular” Group Policy.
5. The only users that will be available in the **Search Results and End User** field, will be individuals with **Contact Center Basic or Standard** seats.
6. When all members have been added and are placed in the appropriate order, click the **Save** button.



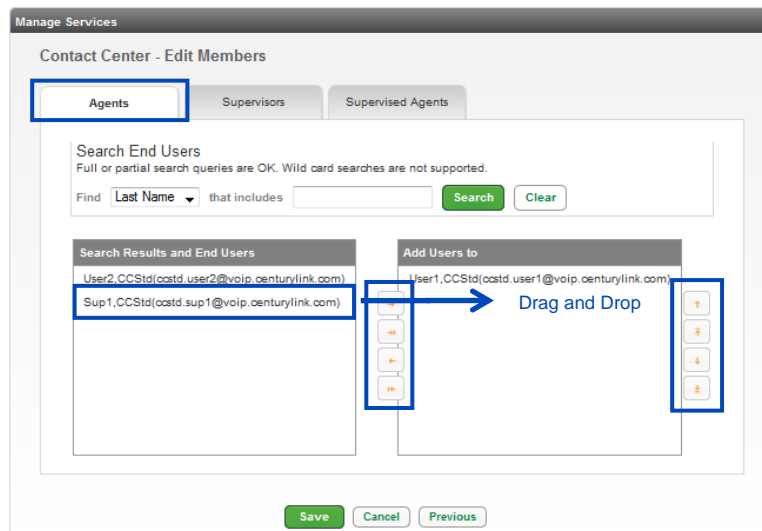
**Note:** To manage users in your queue, access the **Edit Members** option to move Contact Center Basic seat users to/from the queue; i.e., if an individual is on vacation, you can move them out of the queue by returning them to the **Search Results and End Users** field; upon return, they can be moved back to the **Add Users to** field to become a member of the queue again.



**Note:** Contact Center Basic and Contact Center Standard seats can be added to Contact Center Basic queues; only Contact Center Standard seats can be added to Contact Center Standard queues.

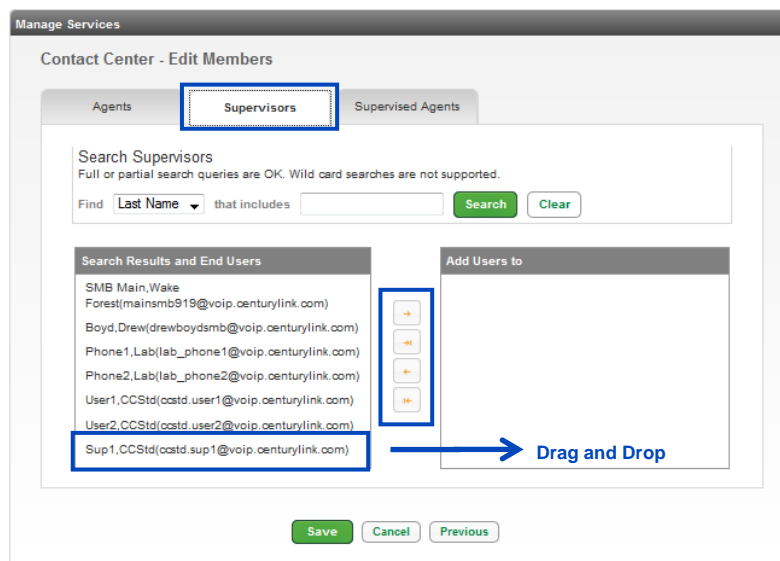
7. **Add/Edit** members for **Contact Center Standard only**, this section does not apply to Contact Center Basic queues.
8. Click the **Edit Members** button to edit members or click **Add Members** button if Contact Center members have not previously been added.

9. Click the **Agents** tab.
10. Any users that are built with a **Contact Center Standard** seat will appear in the **Search Results and End Users** field.
11. **Drag and Drop** users into the **Add Users to** field that should be included in your Contact Center queue or use the arrows between the fields to move members to/from the **Add Users to** field.
12. Use the **Up/Down** arrows next to the **Add Users to** field to sort your users; this will only be necessary if using the “**Regular**” **Group Policy** type.



13. Click the **Supervisors** tab.
14. From the **Search Results and End Users** field, find the Supervisor you wish to add to your Contact Center queue.
15. **Drag and Drop** that Supervisor to the **Add User to** field, you can have more than one Supervisor/queue.

**Note:** Adding an individual that is not a Supervisor Seat, won't provide them access to the Supervisor Client or reporting capabilities.



16. Click the **Supervised Agents** tab.
17. From the **Supervisor** dropdown list, select the Supervisor you wish to assign agents to; Supervisors will only have the ability to monitor agents assigned to them.
18. **Drag and Drop** those agents to the **Add Users to** field or use the arrow keys to move agents to/from a Supervisor.
19. If you have more than one Supervisor, select another Supervisor from the **Supervisors** dropdown list and assign the correct agents to that individual; a Supervisors can monitor the same agents as another Supervisor.
20. Click the **Save** button and click the second **Save** button to save settings on all tabs.

Manage Services

Contact Center - Edit Members

Agents Supervisors **Supervised Agents**

Supervisors: Sup1.CCStd(ccstd.sup1@voip.centurylink.com)

Search Supervised Agents  
Full or partial search queries are OK. Wild card searches are not supported.

Find Last Name that includes

Search Results and End Users

Sup1.CCStd(ccstd.sup1@voip.centurylink.com)

User2.CCStd(ccstd.user2@voip.centurylink.com)

Add Users to

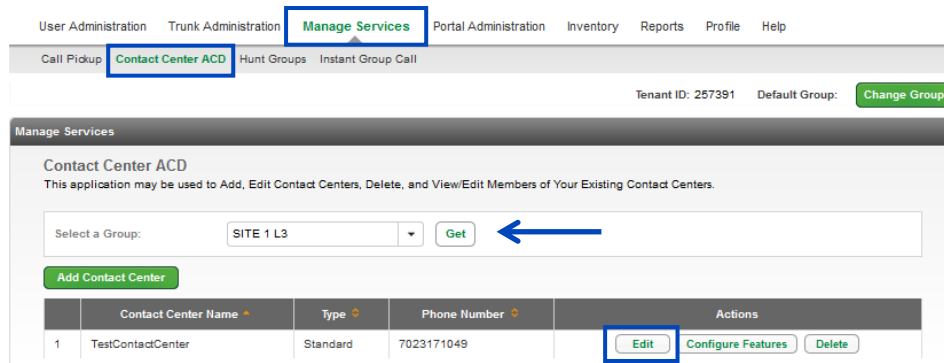
User1.CCStd(ccstd.user1@voip.centurylink.com)

Drag and Drop

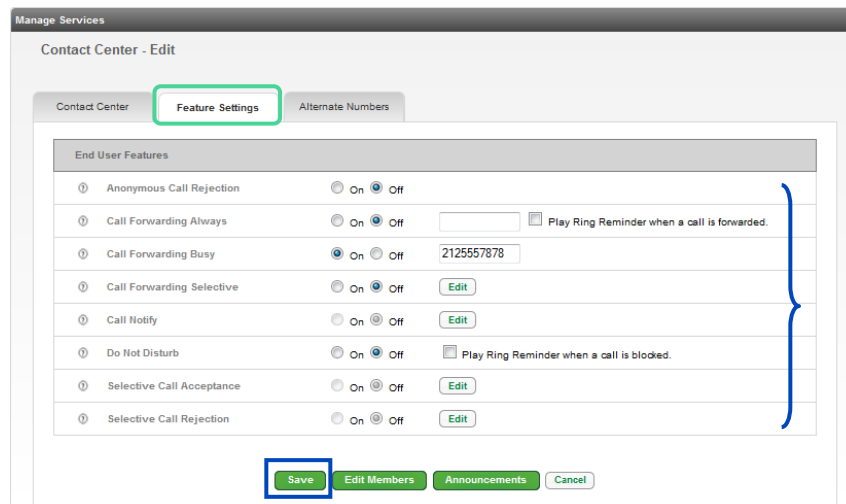
## Contact Center Feature Settings and Alternate Numbers

You can easily modify and manage **Feature Settings** for you contact center or assign **Alternate Numbers** to ring to your Contact Center number, after your Contact Center has been built.

1. Click on **Manage Services** from the Main Menu.
2. Click on **Contact Center ACD** from the submenu.



3. Click the **Features Settings** tab.
4. Choose to enable or disable various settings for your Hunt Group, such as **Call Forward Always** or **Do Not Disturb**.
5. To enable a feature, click the **On** radio button.
6. At any time to disable a feature, click the **Off** radio button.
7. Click the **Edit** button for features to assign schedules or advanced features to those feature settings.
8. Click the **Save** button.



9. Click the **Alternate Numbers** tab.
10. From the **Phone Number** dropdown list, select the Alternate Number that you want to ring to the primary Hunt Group number.
11. The extension will auto populate in the **Extension** field, but this can be modified.
12. From the **Ring Pattern** dropdown list, select the type of ring tone you want to be presented to the Hunt Group members when this number is called.
13. Click the **Save** button.

Manage Services

Contact Center - Edit

Contact Center Feature Settings **Alternate Numbers**

Alternate Telephone Numbers allows up to ten additional telephone phone numbers to be assigned to a user for inbound calls. In addition, you can specify a ring pattern for alternate numbers.

Distinctive Ring:  On  Off

Phone Number	Activated	Extension	Ring pattern
7023171042	No	1042	Normal
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal
None	No		Normal

Save Edit Members Announcements Cancel

## Contact Center Announcements

The **Contact Center Announcements** feature allows you to manage **Entrance Messages**, **Estimated Wait Times**, **Comfort Messages**, and **Music on Hold** that your customer will experience while they are in queue waiting for the next available agent.

**Note:** All custom files, music or messages, need to abide by the following file definitions:



- **For .WAV files:**  
8.000 or 16.000 kHz  
8 or 16 bit mono  
μ-law, A-law, or PCM
- **For .WMA files:**  
8.000 or 16.000 kHz  
16 bit mono  
μ-law, A-law, or PCM
- **For both .WAV and .WMA files:**  
The maximum audio length is 2 minutes for a Voice Messaging Greeting and Custom Ringback User/Group.  
The maximum audio length is 10 seconds for user's Voice Portal Personalized Name.  
The maximum audio length is 10 minutes for the Music On Hold greeting.  
For all other services, the maximum audio length is 5 minutes.

1. After setting up basic parameters for your Contact Center within the **Contact Center Basic - Add** screen, click the **Announcements** button at the bottom of the page.

Manage Services

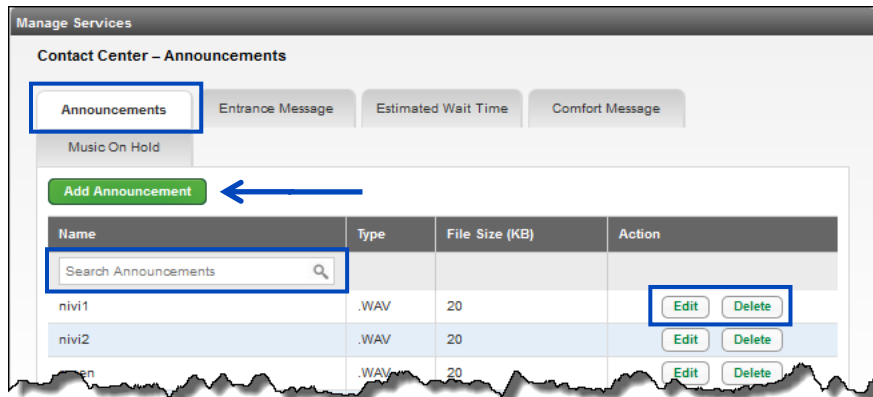
Contact Center Basic - Add

\* is a required field.

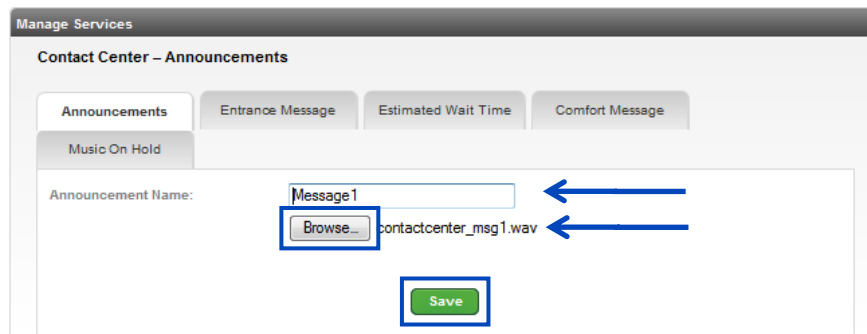
* Group:	QCLOC
* Name:	CustomerService
* Phone Number:	3602122599 (QCLOC)
* Extension:	2599
Voice Mail PIN:	
Confirm Voice Mail PIN:	
Escape To Operator Group:	- Select -

Save Edit Members **Announcements** Cancel

2. With the **Announcements** tab highlighted, you can review all announcements that are available within your tenant.
3. In the **Search Announcements** field, enter a search, or partial search to filter the **Announcement** you wish to **Edit** or **Delete**.
4. Click the **Add Announcement** button to add a new announcement.



5. Enter a descriptive name for your announcement in the **Announcement Name** field.
6. Click the **Browse** button to find your announcement.
7. Click the **Save** button.
8. This announcement will now be available for use as you continue to build your **Contact Center**.



9. Click the **Entrance Message** tab.
10. Click the **Play Entrance Message Yes** or **No** radio button to play an Entrance Message:
  - **Yes** – will play an Entrance Message if no agents are available
  - **No** – will never play an Entrance Message
11. Click the **Force Entrance Message to be Played to Callers Yes** or **No** radio:
  - **Yes** – will always play your Entrance Message even if agents are available
  - **No** -- will only play your Entrance Message if agents are not available



12. If you click the **No** radio button for **Entrance Messages**, callers won't be presented with an Entrance Message.
13. If you choose to **Enable** the **Entrance Message** option, but choose to not upload a custom greeting, callers will hear a default message.
14. From the **File 1 (File 2, File 3 or File 4)** dropdown list, select from any files you have previously uploaded.



**Note:** If you choose to add multiple files, they'll be heard consecutively; a reason to add multiple files would be as follows: File 1 is your standard Entrance Message greeting which never changes, File 2 is a greeting added to include a unique announcement for a special time of year, sale, etc. Once the 'special' greeting from File 2, or subsequent files, are no longer needed, they can be removed.

15. Click the **Save** button.

The screenshot shows the 'Manage Services' interface for 'Contact Center TestCCStd - Announcements'. The 'Entrance Message' tab is active. There are three main sections: 'Play Entrance Message', 'Force Entrance Message to be Played to Callers', and 'Select Entrance Message'. In the first two sections, the 'Yes' radio button is selected. In the 'Select Entrance Message' section, 'File 1' is set to 'CC\_EMmsg1', while 'File 2', 'File 3', and 'File 4' are set to '- Select -'. A blue box highlights the 'Save' button at the bottom.

16. Click the **Estimated Wait Time** tab.
17. Click the **Yes** radio button for **Enable Estimated Wait Message for Queued Calls**, to enable this feature.
18. If you click the **No** radio button, you'll be unable to change any parameter settings on this page.
19. With the **Enable Estimated Wait Message for Queued Calls** radio button clicked as **Yes**, you can make the following setting changes.
20. In the **Play Uploaded Wait Messages Every** field, enter in seconds, how often you want the Wait Time message to be played to callers waiting in the queue; your entry must be **10 to 700 seconds**, suggested setting should be no less than 90 seconds, so callers don't hear their wait time or position in queue too frequently.
21. You can choose the type of message your callers hear, between **Queue Position** or **Estimated Wait Time**.
  - **Queue Position** – you're the "x" person waiting in the queue
  - **Estimated Wait Time** – your call will be answered in "x" minutes

22. In the **Play Message for Callers in Queue Position** or **Play Message for Callers with a Wait Time** field, enter information based on the Announcement Type setting for Queue Position or Estimated Wait Time.
- **Queue Position** – the number defined in this field indicates which callers in the queue hear the wait message based on their queue position; if you want all of your callers to hear this messages, it should be set to 26 or higher
  - **Estimated Wait Time** – the number defined in this field indicates which callers in the queue hear the wait message based on how long they have been waiting in the queue; if you want all of your callers to hear this messages, it should be set to 100 or higher, but at least higher than your Final Destination setting
23. If you want your callers to hear a message stating that there is a high level of calls, click the **Yes** radio button; if you don't want your callers to hear this message, click the **No** radio button.
24. Click the **Save** button.

Manage Services

Contact Center – Announcements

Announcements Entrance Message **Estimated Wait Time** Comfort Message

Music On Hold

Enable Estimated Wait Message for Queued Calls:  Yes  No

Play Uploaded Wait Message Every: 0 seconds

Announcements Type:  Queue Position  Estimated Wait Time

Play Message for Callers with a Wait Time of: 5 minutes or lower

Play High Volume Message:  Yes  No

Save

25. Click the **Comfort Message** tab.
26. Click the **Yes** radio button for **Play Comfort Messages**, to enable this feature.
27. If you click the **No** radio button, you'll be unable to change any parameter settings on this page.
28. In the **Time between Messages** field, enter in seconds, how often you want the Comfort Message to be played to callers waiting in the queue; your entry must be **10 to 600 seconds**.
29. If you choose to **Enable the Comfort Message** option, but choose to not upload a custom greeting, callers will hear a default message.
30. From the **File 1 (File 2, File 3 or File 4)** dropdown list, select from any files you have previously uploaded.



**Note:** If you choose to add multiple files, they'll be heard consecutively; a reason to add multiple files would be as follows: File 1 is your standard Entrance Message greeting which never changes, File 2 is a greeting added to include a unique announcement for a special time of year, sale, etc. Once the 'special' greeting from File 2, or sequent files, is no longer needed, they can be removed.

31. Click the **Save** button.

32. Click the **Music On Hold** tab.

33. Click the **Yes** radio button for **Play Music on Hold For Queued Caller**, to enable this feature.

34. If you click the **No** radio button, you'll be unable to change any parameter settings on this page.

35. If you choose to **Enable** the **Music On Hold** option, but choose to not upload a custom recording, callers will hear a default recording.

36. From the **File 1 (File 2, File 3 or File 4)** dropdown list, select from any files you have previously uploaded.

**Note:** If you choose to add multiple recordings, they'll be played consecutively.



37. Click the **Save** button.

## Hunt Groups

**Hunt Groups** allow you to automatically process incoming calls received by a single phone number, by distributing them among a group of **Hunt Group** members. Members from any group within your tenant can be added to any **Hunt Group**, regardless of which group the **Hunt Group** is built in.

If a member(s) of a **Hunt Group** utilizes advanced features such as **Remote Office** and/or **Anywhere**, calls from the **Hunt Group** will ring to the devices assigned for that user(s). If they don't answer the call on their **Remote Office** or **Anywhere** device, the call will follow the **Final Destination** path that is programmed for the **Hunt Group**. **Final Destination** details will be discussed later in this section.

1. Click on **Manage Services** from the main menu
2. Click on **Hunt Groups** from the sub menu.
3. Any existing Hunt Groups for your selected group will be displayed; you can **Edit**, **Configure Features** or **Delete** a Hunt Group by clicking on the appropriate button.
4. Click the **Add Hunt Group** button.

The screenshot shows the 'Manage Services' interface. The 'Hunt Groups' sub-menu is selected. The 'Select a Group:' dropdown is set to 'QX LOC'. Below the dropdown is an 'Add Hunt Group' button. A table displays one existing hunt group:

	Hunt Group Name	Phone Number	Actions
1	suntest	4072086758	<a href="#">Edit</a> <a href="#">Configure Features</a> <a href="#">Delete</a>

5. If you have multiple groups, from the dropdown list, select the group you would like to create a **Hunt Group** for.
6. Once you select a group, any existing **Hunt Groups** already created, will display below. You can edit or delete existing **Hunt Groups** at any time.
7. Click the **Add Hunt Group** button.

**Note:** You'll receive an error if there are no Hunt Groups available in your account inventory, you'll have to contact your Account Manager to have one added.



The screenshot shows the 'Manage Services' interface. The 'Hunt Groups' sub-menu is selected. The 'Select a Group:' dropdown is set to 'AZAD QC LOCATION'. Below the dropdown is an 'Add Hunt Group' button. A table displays 'No records found.'

	Hunt Group Name	Phone Number	Actions
No records found.			

8. Enter a descriptive name for the **Hunt Group**.

**Note:** The Hunt Group name cannot contain white space, commas or semi-colons.



9. From the **Phone Number** dropdown list, select a number from your group to assign to the **Hunt Group**; or click **Select From Another Group** button to select a number currently assigned to another group.

**Note:** If there are no phone numbers available in your inventory, you'll need to contact your Account Manager to have one added.



10. An extension is automatically populated based on the assigned phone number, but this can be modified by highlighting the assigned extension in the **Extension** field, then typing in the new extension.
11. Enter the Hunt Group's **Calling Line ID Last Name** and **Calling Line ID First Name**. This is displays on the user's phone when they receive a call from the **Hunt Group** number.
12. From the dropdown list, select the **Time Zone** for this **Hunt Group**.
13. Select if you would like to **Allow Call Waiting on Agents**. This allows members to receive more than one call from the **Hunt Group** at a time.
14. From the dropdown list, select the **Group Policy** for the **Hunt Group**.
  - **"Circular"**: Incoming calls hunt through agents in the order they appear in the list, starting with the agent following the last agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all agents.
  - **"Regular"**: Incoming calls hunt through agents in the order they appear in the list, starting from the top each time.
  - **"Simultaneous"**: Incoming calls alert all agents at the same time. The first agent to answer handles the call.
  - **"Uniform"**: Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.
  - **"Weighted"**: Incoming calls are dispatched to the agents randomly according to the specified percentage weight of each agent.
15. Enable **Directory Privacy** is disabled by default; click the Yes radio button to enable. With this feature enabled your name won't appear in the directory.

Manage Services

Hunt Group - Add

\* is a required field.

\* Group: LAS VEGAS NV (a-406)

\* Name:

Ⓢ \* Phone Number:  [Select from another group](#)

Ⓢ \* Extension:

\* Calling Line ID Last Name:

\* Calling Line ID First Name:

\* Time Zone: [(GMT-08:00) (US) Pacific Time] v

\* Allow Call Waiting on Agents:  Yes  No

Ⓢ \* Group Policy: Uniform v

Ⓢ Enable Directory Privacy:  Yes  No

Ⓢ  Yes  No

16. With **Diversion Inhibitor** enabled, it prevents redirection services from being activated on the terminating side of an unanswered call.
17. The First/Last Calling Line ID of the Hunt Group appears on the display for incoming Hunt Group calls; if you disable **Include the Hunt Group Name in the CLID** feature, it prevents calling line ID from appearing on the display.
18. If you have the group policy set to anything other than Simultaneous, enabling the **Skip to Next Agent** setting allows callers to move to the next agent if the first agent cannot answer the call.
19. In the **Number of Rings** dropdown list, select how many rings before the call moves to the next available agent.
20. The **Final Destination** is where you want the caller to go if no members are available to take a Hunt Group call. Click the **Yes** radio button to enable; in seconds from 0-7200 in the **Number of Seconds** field, enter how long a caller should wait for a member, before forwarding to the Final Destination.
21. If **Final Destination** is enabled, will choose between forwarding to a phone number or voicemail as the final destination.
22. When the **Call Forward To** radio button is enabled, enter any 10-digit internal or external number in the Call Forward To field.
23. If unanswered callers should roll to the Hunt Group's voicemail, click the **Voice Mail** radio button.
24. That activates the **Voice Mail PIN** and **Confirm Voice Mail PIN** fields, which should be populated accordingly.
25. If **Escape to Operator** groups have been defined, and you wish to enable this feature, select one of the groups from the dropdown list.
26. The **Not Reachable Setting** is where you want caller to go if your phones are not working. This number should be input in the **Call Forward To** field, with the **Yes** radio button for **Make Hunt Group Busy When All Available Agents Are Not Reachable** enabled. This is also known as disaster recovery.
27. When all features of the **Hunt Group** are selected, click the **Add Members** button.

The screenshot shows the configuration page for a Hunt Group. It includes the following settings:

- Diversion Inhibitor:**  Yes  No
- Include the Hunt Group Name in the CLID:**  Yes  No
- No Answer Settings:**
  - Skip to next Agent:**  Yes  No
  - Number of Rings:** 1 (dropdown)
  - Final Destination:**  Yes  No
  - Number of seconds (0-7200):** 0 (input field)
  - Call Forwarding:**
    - Call Forward to: [input field]
    - Voice Mail:
  - Voice Mail PIN:** [input field]
  - Confirm Voice Mail PIN:** [input field]
  - Escape To Operator Group:** -Select- (dropdown)
- Not Reachable Settings:**
  - Call Forward to:** [input field]
  - Make hunt Group busy when all available agents are not reachable:**  Yes  No

At the bottom of the form, there are three buttons: **Save**, **Add Members** (highlighted with a blue box), and **Cancel**.

28. Enter search criteria for the users you would like to add to a **Hunt Group** in the **Find** field.

- Search for Hunt Group members by **Last Name, First Name, Telephone Number** or **Extension**.



**Note:** If your group has less than 1000 users in it, all members of that group will be listed under Search Results and End Users.

29. Drag and drop users you would like to add to the **Hunt Group** from the left column to the right column (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns).
30. Under **Add Users To**, place the users in the order you would like them to receive calls by using the up and down arrows to the right to sort them appropriately.
31. You can add members from locations outside of the **Hunt Group** location, so any individual within your tenant can be in any **Hunt Group**.
32. When all members have been added and are placed in the appropriate order, click the **Save** button.

**Manage Services**  
**Hunt Group - Add Members**

**Search End Users**  
 Full or partial search queries are OK. Wild card searches are not supported.

**Find** - Select - that includes [ ] Search Clear

**Search Results and End Users**

- test,reeshma(reetester@azadhvdssep.com)
- sar,aasset(sar\_Resource@azadhvdssep.com)
- Doe, John(johndoe@ctivoice.com)**
- sa,sa(sa\_Resource@azadhvdssep.com)
- vmtst,AF(AFvmtst@azadhvdssep.com)
- guntaka,vinay(VoiceMailTesting@ctivoice.com)
- down,tews(testdown@ctivoice.com)
- sar123,phone(sar123@azadhvdssep.com)

**Add Users to**  
 tst1.grp1(group1@azadhvdssep.com)

Drag and Drop

Save Cancel Previous

## Configure Hunt Group Features

You can manage and monitor features within each **Hunt Group**, such as **Call Logs**, **Call Features**, and **Voicemail**, if the Hunt Group has a voicemail associated to it.

1. Once your Hunt Group has been defined and members have been added, scroll to the bottom of the Hunt Group screen and click the **Configure Features** button.

**Not Reachable Settings**

Call Forward to: [ ]

Make hunt Group busy when all available agents are not reachable:  Yes  No

Save Edit Members **Configure Features** Cancel

2. **Hunt Group Configure Features** has its own main menu and includes submenu options within each main menu item.
3. Click on **Call Features** from the main menu.
4. Click on **Find Me** from the sub menu.
5. Select from several Find Me options such as **Call Forward Always**, **Call Forward Busy** and **Call Forward Selective**.
6. To activate a feature, click the **On** radio button. Enter the number within the appropriate field that you wish to forward to.
7. Click the **Save** button to save any Find Me settings that you may have changed at this point.

Call Logs **Call Features** Virtual Desk Voice Mail Help

**Find Me** Privacy

HVDSEUFindMe

**Find Me**

Call Forwarding Always     On     Off    2125596321     Play Ring  
 Reminder when a call is forwarded

Call Forwarding Busy     On     Off   

Call Forwarding Selective     On     Off   

Call Notify    Service is OFF   

Do Not Disturb     On     Off

8. **Call Forwarding Selective** allows you to forward calls to a specific location based on various rules or criteria.
9. Click on **Edit** next to Call Forward Selective.

HVDSEUFindMe

**Find Me**

Call Forwarding Always     On     Off    2125596321     Play Ring  
 Reminder when a call is forwarded

Call Forwarding Busy     On     Off   

Call Forwarding Selective     On     Off   

Call Notify    Service is OFF   

Do Not Disturb     On     Off



10. Define the number you want to forward to, by inputting the **10-digit number** in the appropriate field.
11. Click the **Save** button to forward all calls to that location or click the **Add Rule** button to set specific criteria.

12. Enter a **Description** for your rule.
13. Choose to forward to the previously defined number or click the radio button for **Forward to another Phone Number/SIP-URI**. If you choose to override the number you just defined, enter the new number in the appropriate field.
14. If you wish to apply this rule to a **Time Schedule**, click the dropdown list and select your schedule option.
15. If you wish to set a **Holiday Schedule**, click the dropdown list and select the appropriate schedule.
16. Choose which incoming call type you want to assign to this rule:
  - **Any Phone Number** – all incoming calls
  - **Following Phone Numbers** – allows you to define up to 12 incoming numbers that follow this rule
  - **Any Private Number** – any number that is listed as private with their caller ID
  - **Any Unavailable Number** – any number that does not provide caller ID
17. If choosing **Following Phone Number**, input up to 12 phone numbers in the appropriate fields that you wish to follow this rule.'
18. When all criteria is entered, click the **Done with Add Rule** button.

19. Click the **Add Rule** button, to define another rule, or click the **Save** button to save your Call Forwarding Selective options.

Active	Description	Time Schedule	Holiday Schedule	Calls From	Action
New	Test	Every Day All Day	None	2125553698, 2125559632	Edit Delete

20. With **Call Forward Selective** settings defined and saved, be sure to click the **On** radio button.  
21. Then click the **Save** button to enable that feature.

22. **Call Notify** allows you to define email addresses and distribution lists that receive an email whenever a call is made to your Hunt Group.  
23. Click the **Edit** button next to **Call Notify**.

24. In the **Email Address** field, enter the email address, or common separated email addresses, or distributions lists that you want to be notified when calls are received by this Hunt Group.
25. Click the **Save** button, and all calls to this Hunt Group will activate the Call Notify feature and send email to the email address(es) listed.
26. To set a rule for Call Notify, click the **Add Rule** button.

27. Enter a **Description** for your Call Notify rule.
28. The rest of the options are the same as for **Call Forward Selective Rules**.
29. Select the remaining options as outlined in steps 17-21 above for specifics on each option.

30. Click the **Save** button to save your rule.

31. Clicking **Save** automatically activates your Call Notify feature and any rule you've defined.
32. To remove Call Notify, click the **Edit** button to delete any rules you have saved.

The screenshot shows the 'Call Features' interface with the 'Find Me' sub-menu selected. It lists several call forwarding and notification options. The 'Call Notify' option is highlighted with a blue box, indicating it is currently active ('Service is ON') and has an 'Edit' button next to it. Other options include 'Call Forwarding Always', 'Call Forwarding Busy', 'Call Forwarding Selective', and 'Do Not Disturb'. At the bottom, there are 'Save' and 'Cancel' buttons.

33. The **Do Not Disturb** feature, when activated, will send all callers to the Hunt Group's voicemail.
34. Click the **On** radio button.
35. Click the **Save** button.

This screenshot shows the same 'Call Features' interface. In this step, the 'Do Not Disturb' option is highlighted with a blue box, and the 'On' radio button is selected. The 'Call Notify' option is still visible but not highlighted. The 'Save' button at the bottom is also highlighted with a blue box, indicating the next step in the process.

36. Click on **Privacy** from the Call Features submenu.
37. Click the **On** radio button to activate Anonymous Call Rejection.



**Note:** By activating Anonymous Call Rejection, you'll restrict any call that does not provide caller ID from ringing into your Hunt Group. It is recommended that this feature be used sparingly.

**Call Features**

**Privacy**

① Anonymous Call Rejection	<input checked="" type="radio"/> On <input type="radio"/> Off	
① Selective Call Rejection	Service is OFF	<a href="#">Edit</a>
① Selective Call Acceptance	Service is OFF	<a href="#">Edit</a>

[Save](#) [Cancel](#)

38. Selective **Call Rejection** and **Selective Call Acceptance** are similar features.

39. Activation and adding a rule is processed the same for both features.

- **Selective Call Rejection** – reject calls to your Hunt Group when predefined criteria are met, phone number(s), time of day, etc.
- **Selective Call Acceptance** – allows call to your Hunt group when predefined criteria are met; i.e., phone number(s), time of day, etc.

40. Click the **Edit** button next to the feature you wish to activate and create a rule for.

**Call Features**

**Privacy**

① Anonymous Call Rejection	<input checked="" type="radio"/> On <input type="radio"/> Off	
① Selective Call Rejection	Service is OFF	<a href="#">Edit</a>
① Selective Call Acceptance	Service is OFF	<a href="#">Edit</a>

[Save](#) [Cancel](#)

41. Click the **Add Rule** button.

**Call Features**

**Privacy**

① Anonymous Call Rejection

① Selective Call Rejection

① Selective Call Acceptance

[Add Rule...](#)

[Cancel](#) [Save](#)

[Save](#) [Cancel](#)

42. Enter a name for your rule in the **Description** field.
43. Choose a **Time Schedule** from the dropdown list if a schedule has been set and is required for this rule.
44. Choose a **Holiday Schedule** from the dropdown list if a holiday schedule has been set and is required for this rule.
45. Choose which phone numbers should follow this rule, **Any Phone Number**, the **Following Phone Numbers**, **Any Private Number** or **Any Unavailable Number**.
46. If you choose the **Following Phone Numbers**, enter up to 12 specific phone numbers that you want to follow this rule, in the fields provided.
47. Once all options have been selected for your rule, click the **Done with Add Rule** button.

48. Your rule will be listed, and you can return to your rule to edit or delete it at any time.
49. Click the **Edit** button rule to modify your rule.
50. Click the **Delete** button to delete your rule.
51. Click the **Save** button to continue.

Active	Description	Time Schedule	Holiday Schedule	Calls From	Action
<input checked="" type="checkbox"/>	Call Rejection	Every Day All Day	None	All calls	<a href="#">Edit</a> <a href="#">Delete</a>

[Add Rule...](#)  
[Cancel](#) [Save](#)

52. The rule you added and feature that you activated is now indicated by **Service is On**.
53. Calls ringing to your Hunt Group will be based on the criteria in defined in your rule.
54. To modify your rule at any time, click the **Edit** button.

**Call Features**

**Privacy**

Anonymous Call Rejection    On     Off

Selective Call Rejection    Service is ON    [Edit](#)

Selective Call Acceptance    Service is OFF    [Edit](#)

[Save](#)    [Cancel](#)

55. Click **Call Treatment Schedules** from the sub menu.
56. This allows you to define schedules that can be added to your Hunt Group based on time of day, after hours, weekends, holidays, etc.
57. If any schedules have been created either for this Hunt Group, or for the entire group, they'll be listed here.
58. A group schedule can only be added/deleted/modified by the administrator but can be used for any Hunt Group and can also be used for advanced features by any End User within that group.
59. Click the **Add Schedule** button to add a new Schedule if none of the existing personal or group schedules fit the criteria needed for your Hunt Group's schedule.

**Call Features**

**Call Treatment Schedules**

These Schedules are used to manage certain Call Treatment Features such as Call Forwarding Selective, Call Notify, and others in the Call Features sections if certain time schedules are desired.

Schedule Name	Type	Level	Action
LVBusinessHours	Time	Group	<a href="#">View</a>
9:00a-5:00p	Time	Group	<a href="#">View</a>
After Hours	Time	Personal	<a href="#">Delete</a> <a href="#">Edit</a>

[Add Schedule](#)

60. Enter a name for your schedule in the **Schedule Name** field.
61. Choose which **Days of Week** you want to apply this schedule to by clicking the check boxes.
62. Choose a **Start** and **End** time by selecting the options from the dropdown lists.
63. When all options for your schedule have been set, click the **Save** button.


64. Once **Schedules** are built at either the group level (by the Admin) or within an individual End Users' portal, schedules can be added to **Rules** within Advanced Features such as Selective Call Forwarding, Simultaneous Ring, Sequential Ring, Hunt Groups, etc.
65. This is an example within an advanced feature where you'll see the schedules built and which can be associated to a feature.
66. Click on **Add Rule**, a **Time Schedule** dropdown list is available, and populates with any Schedule that has been built at the group level by the Admin or schedules built at the user level.





**Note:** A single Rule can only have a Time Schedule or Holiday Schedule assigned to it. If you want to use both, you need to set up individual's Rules - one for Time Schedule and one for Holiday Schedule. Attempting to add a Time and Holiday schedule to the same Rule, will result in the following error.

Call Forwarding Selective

 Each rule can only have one custom schedule. Please modify your rule so it does not have both a custom time schedule and a custom holiday schedule. Custom schedules are appended with "(Group)" in the drop-down list.

Description:

Forward to:

- Use Default Forward Phone Number / SIP-URI
- Forward to another Phone Number / SIP-URI
- Do Not Forward

Time Schedule:

Holiday Schedule:

Any phone number

Following phone numbers:

- Any private number
- Any unavailable number

Calls From: Specific phone numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Editing Hunt Groups

Once your **Hunt Group** is built, you can return to edit that group, change members, select features settings, and assign alternate numbers.

1. Click **Manage Services** from the main menu.
2. Click **Hunt Groups** from the sub menu.
3. Select the **Group** you wish to manage.
4. Click **Edit** for the Hunt Group you wish to manage.

User Administration Trunk Administration **Manage Services** Portal Administration Inventory Reports Profile Help

Call Pickup Contact Center ACD **Hunt Groups** Instant Group Call

Tenant ID: 257391 Default Group: [Change Group](#)

**Manage Services**

**Hunt Groups**  
This application may be used to Add, Edit Hunt Groups, Delete, and View/Edit Members of Your Existing Hunt Group

Select a Group:  [Get](#)

[Add Hunt Group](#)

	Hunt Group Name	Phone Number	Actions
1	hunttt	7023171038	<a href="#">Edit</a> <a href="#">Configure Features</a> <a href="#">Delete</a>
2	TestHuntGroup	7023171027	<a href="#">Edit</a> <a href="#">Configure Features</a> <a href="#">Delete</a>

5. To change members assigned to your Hunt Group, from the Hunt Group tab, scroll to the bottom and click the **Edit Members** button.
6. To change configuration settings for your Hunt Group, click the **Configure Features** button.
7. Modify the settings as described in the section for creating your **Hunt Group**.

**Manage Services**

**Hunt Group - Edit**

**Hunt Group** Feature Settings Alternate Numbers

\* is a required field.

\* Group:

\* Name:

Confirm Voice Mail PIN:

Escape To Operator Group:

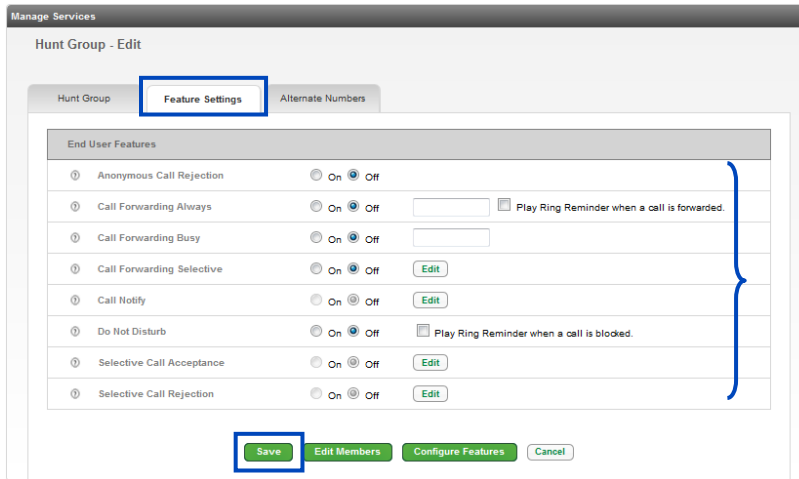
**Not Reachable Settings**

Call Forward to:

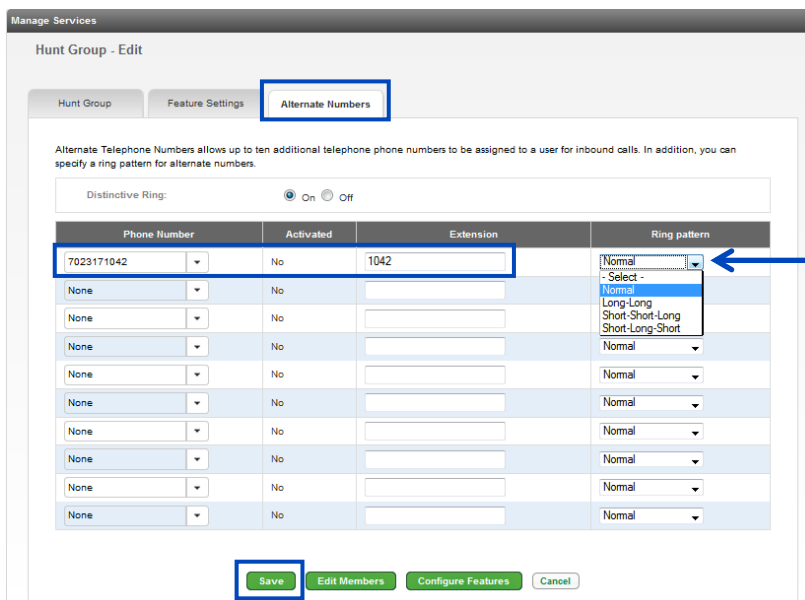
Make hunt Group busy when all available agents are not reachable:  Yes  No

[Save](#) [Edit Members](#) [Configure Features](#) [Cancel](#)

8. Click the **Features Settings** tab.
9. Choose to enable or disable various settings for your Hunt Group, such as **Call Forward Always** or **Do Not Disturb**.
10. To enable a feature, click the **On** radio button.
11. At any time to disable a feature, click the **Off** radio button.
12. Click the **Edit** button for features to assign schedules or advanced features to those feature settings.
13. Click the **Save** button.



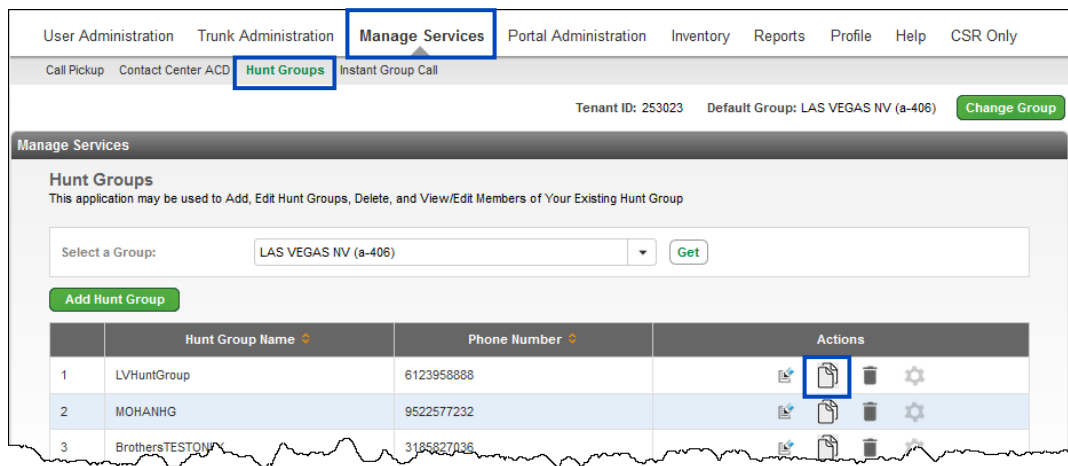
14. Click the **Alternate Numbers** tab.
15. From the **Phone Number** dropdown list, select the Alternate Number that you want to ring to the primary Hunt Group number.
16. The extension will auto populate in the **Extension** field, but this can be modified.
17. From the **Ring Pattern** dropdown list, select the type of ring tone you want to be presented to the Hunt Group members when this number is called.
18. Click the **Save** button.



## Copying Hunt Groups

When adding a new **Hunt Group**, you can copy an existing **Hunt Group** with like settings, so it doesn't have to rebuilt from the beginning. Be sure to select a **Hunt Group** that has similar settings to what your new **Hunt Group** will need, including the group it needs to be built in.

1. Click **Manage Services** from the main menu.
2. Click **Hunt Groups** from the sub menu.
3. Locate the Hunt Group you want to copy and click the **Copy** icon.



4. Enter the new of the new hunt group in the **Name** field.
5. Pick a number from the existing group by clicking the **Phone Number** drop down list.
6. To pick a number from another group, click the **Select from another group** button.
7. The extension prepopulates based on the selected number, change it within the **Extension** field if necessary according to your dialing plan.
8. Enter the calling names in the **Calling Line ID Last Name** and **Calling Line ID First Name** fields; this is what's presented for caller ID on inbound hunt group calls.

The screenshot shows the 'Hunt Group - Copy' form. It includes a note: '\* is a required field.' The form fields are:
 

- \* Copy from: LVHuntGroup ( 6123958888 )
- \* Group: LAS VEGAS NV (a-406)
- \* Name: New Hunt Group
- Ⓞ \* Phone Number: [Dropdown menu] Select from another group
- Ⓞ \* Extension: [Text input field]
- \* Calling Line ID Last Name: [Text input field]
- \* Calling Line ID First Name: [Text input field]
- \* Time Zone: (GMT-07:00) Central Time

 A blue bracket highlights the 'Phone Number' dropdown and the 'Select from another group' button.

9. Change time zone by clicking the **Time Zone** drop down list if necessary.
10. Change the call waiting setting by clicking the **Yes** or **No Allow Call Waiting on Agents** radio button.
11. Adjust how calls present to the hunt group by clicking and selecting an option from the **Group Policy** drop down list.
12. Adjust the **Enable Directory Privacy** setting by clicking the **Yes** or **No** radio button.
13. Adjust the **Diversion Inhibitor** setting by clicking the **Yes** or **No** radio button.
14. Adjust the **Include the Hunt Group Name in the CLID** setting by clicking the **Yes** or **No** radio button.

\* Time Zone: (GMT-06:00) (US) Central Time

\* Allow Call Waiting on Agents:  Yes  No

\* Group Policy: Simultaneous

Enable Directory Privacy:  Yes  No

Diversion Inhibitor:  Yes  No

Include the Hunt Group Name in the CLID:  Yes  No

No Answer Settings

15. Change the **Skip to next Agent** settings by clicking the **Yes** or **No** radio button and number of rings from the **Number of Rings** drop down list.
16. Make **Final Destination** settings by clicking the **Yes** radio button.
17. Forward to another number or send calls to Voicemail.
18. In the **Not Reachable** field, enter a number where you'd like your calls to ring to if our service is unavailable.
19. Click the **Make Hunt Group busy if all agents are not reachable** **Yes** radio button to enable that feature.
20. Click the **Save** button to save your settings or click the **Add Members** button to add members to the hunt group; members do not copy from the group you copied from.

Skip to next Agent:  Yes  No

Number of Rings: 1

Final Destination:  Yes  No

Number of seconds (0-7200): 0

Call Forwarding

\* Call Forward to: [input field]

Voice Mail:

Voice Mail PIN: [input field]

Confirm Voice Mail PIN: [input field]

Escape To Operator Group: - Select -

Not Reachable Settings

Call Forward to: [input field]

Make hunt Group busy when all available agents are not reachable:  Yes  No

Note: Members will not be copied. This must be completed under Add Members.

Save Add Members Cancel

## Instant Call Group

**Instant Group Call** allows users to call a group of users by dialing a phone number or extension associated to the **Instant Group Call**. The users can be part of the same group or they can be external users.

1. Click **Manage Services** from the main menu.
2. Click the **Instant Group Call** from the sub menu.
3. If you have multiple groups, from the dropdown list, select the group you wish to add an **Instant Group Call** feature to.
4. If you already have **Instant Group Call** group set up, they'll be displayed for editing purposes.
5. Click the **Add Install Group Call** button.

6. From the dropdown list, select the **Phone Number** you wish to assign to this **Instant Group Call**.  
**Note:** If there are no phone numbers available in your inventory, you'll need to contact your Account Manager to have one added.



7. Enter the **Extension** you want to use if it's different than the auto populated extension.
8. Enter the **Name** of the **Instant Group Call**.
9. Enter the **Calling Line ID Last Name** and **Calling Line ID First Name** for the **Install Group Call**. This is what will display on the user's phone when they receive a call that is being processed from this **Instant Group Call** number.
10. Set the **Enable Max Call Timer for Unanswered Calls**. If you select **On**, you'll need to select the number of minutes you would like each user to be called from the dropdown list. If this is set to **No**, the calls will ring for an unlimited amount of time, or until each party answers or you go to their voicemail.
11. If there are external numbers you would like to add to the **Instant Group Call**, enter the number in the **Specify Phone Number** field and click **Add Numbers**. You can have a maximum of 20 external numbers that can be added. If at any time you wish to remove an external number, click the **Remove** button next to that number.
12. For internal users, enter search criteria for the users you would like to find.

**Note:** If your group has less than 1000 users in it, all members of that group will automatically be listed under the **Search Results and End Users** field.



- Drag and drop the users you would like to add to your **Instant Group Call** from the left column to the right column (you can also select them while holding down the Control button on your keyboard and then click the right arrow in the middle of the columns).
- When all users have been added to the **Instant Group Call**, click the **Save** button.

Manage Services

### Instant Group Call - Add

\* is a required field.

* Group:	AZAD QC LOCATION		
* Phone Number:	5054003101		←
* Extension:	3101		}
* Name:	HRIGC		
* Calling Line ID Last Name:	HR		
* Calling Line ID First Name:	IGC		
Enable Max Call Timer for Unanswered Calls	<input checked="" type="radio"/> On <input type="radio"/> Off	Number of minutes:	1 ←
Specify Phone Number	2125551234	Add Numbers	Max: 20
	2125556789	Remove	

### Add/Edit End Users

Search End Users

Full or partial search queries are OK. Wild card searches are not supported.

Find **- Select -** that includes  Search Clear

Search Results and End Users	Add Users to
demo, VDM (9042006800)	2, user (2812168803)
demo2, VDM (9042006801)	
device, VDM (5054003104)	
Doe, Jane (5054003130)	
<b>Doe, John (5054003191)</b>	
down, teews (5054003122)	
Downgrade, Upgrade (2812168822)	
Downgrade, Upgrade (2812168800)	

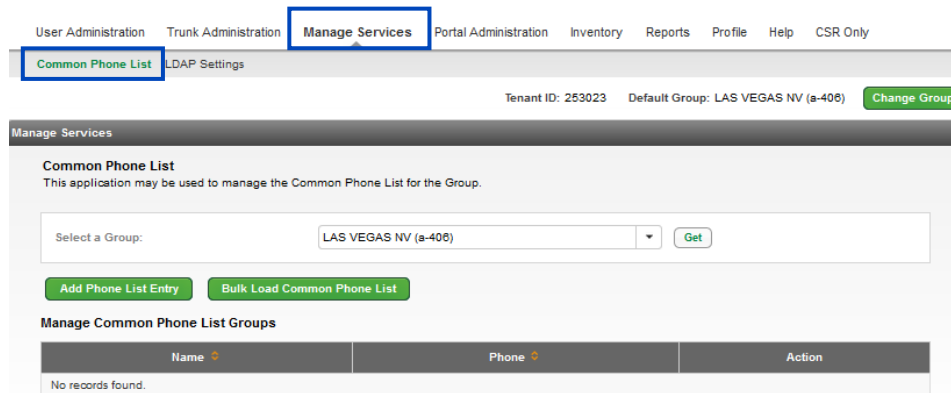
Drag and Drop

Save Cancel

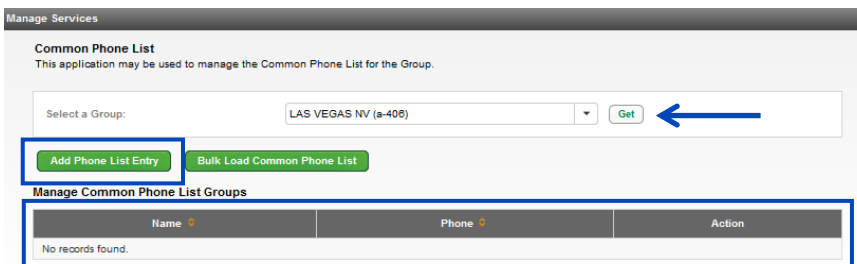
## Common Phone List

**Common Phone List** allows you to add frequently dialed numbers into a directory that can be used by everyone in the Enterprise from the handset if Common Directory has been enabled, and the Group Directory option within the Enterprise Assistant toolbar or, Contacts can be added individually or via bulk upload.

1. Click **Manage Services** from the main menu.
2. Click **Common Phone List** from the sub menu.



3. From the dropdown list, select the group you wish to add a **Common Phone List** to.
4. Click on the **Get** button.
5. If numbers have already been added to the **Common Phone List** for that group, they'll be displayed below and can be **Edited** or **Deleted**.
6. Entries can be added one at a time or via bulk upload.
7. Click the **Add Phone List Entry** button to manually enter a number to the list.





8. Enter a descriptive name in the **Name** field.
9. Enter the appropriate 10-digit number in the **Phone** field.
10. Click the **Save** button.

Manage Services

**Common Phone List - Add New**

This application may be used to manage the Common Phone List for the Group.

\* Is a required field.

\* Name:

\* Phone:

11. Your new entry appears and can be **Edited** or **Deleted** by clicking the appropriate button.
12. Click the **Bulk Load Common Phone List** button.

Manage Services

**Common Phone List**

This application may be used to manage the Common Phone List for the Group.

✓ Action completed successfully.

Select a Group:

**Manage Common Phone List Groups**

Name	Phone	Action
1Delivery Service	2125559632	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

13. Confirm the group is correct or change the group by from the **Select a Group** dropdown list.
14. Click the **Browse** button and search for your file as you normal for your operating system; hover over the **Select a File to Upload** “?” for details on .csv file format.
15. Click the **Validate And Process** button to upload your entries.

Manage Services

**Common Phone List - Bulk Upload**

This application may be used to manage the Common Phone List for the Group.

Upload a file with your Common Phone Lists:

Select a Group:

Select a File to Upload:  common\_phonelst.csv

16. Entries display and can be **Edited** or **Deleted** by clicking the appropriate button.

**Manage Services**

**Common Phone List**  
This application may be used to manage the Common Phone List for the Group.

✓ Action completed successfully.

Select a Group: LAS VEGAS NV (a-408)

**Manage Common Phone List Groups**

Name	Phone	Action
Delivery Service	2125559632	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Insurance	2125557654	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
The Store	2125551234	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

## LDAP (Lightweight Directory Access Protocol)

LDAP allows users to use an external Lightweight Directory Access Protocol for click-to-dial and from the directory button on their handset device.

1. Click **Manage Services** from the main menu.
2. Click **LDAP Settings** from the sub menu.

User Administration Trunk Administration **Manage Services** Portal Administration Inventory Reports Profile Help

Common Phone List **LDAP Settings**

Tenant ID: 360650 Default Group: BENSON

**Manage Services**

**LDAP Settings**  
This application may be used to manage LDAP Settings.

Group: DUBLIN

Vendor: Polycom

Please add at least 1 device to this to enable LDAP Directory Configuration.

\* is a required field.

\* Directory Address

\* Authenticated Password

3. Enter an IP address for Fully Qualified Domain Name (FQDN) in the **Directory Address** box.
4. Enter an integer between 0 and 65535 in the **Directory Port** box. The default TCP port is 389, yours may be different
5. Enter the search root suffix of your directory server in the **Search Base** box. The root suffix should reflect the domain name of the site you're searching.
6. If your directory server requires authentication, click **Yes**. If it does not require authentication, keep the selection as **No**. These controls may speed up your searches.
7. If authentication is required, specify the DN (distinguished name), the unique identifier of the directory account to use for the authentication in the **Authenticated DN** field (up to 256 characters).
8. Enter the corresponding password in the **Authenticated Password** field.

9. Click **Yes** for the **Always Include Search Attribute in Search Filter** if you want to force the current search attribute to be included in all directory server searches, even when the user leaves the search parameter blank.
10. Choose the **Reboot Type**; **Manual**, **Automated-Scheduled** or **Automated-Immediate**. This determines the type of background processing, and the visibility of scheduling and manual controls.
11. To provide your users with email notices regarding updates to the LDAP directory server, click the **Send email to users** box.
12. Click the **Save** button.

**Manage Services**

**LDAP Settings**  
This application may be used to manage LDAP Settings.

Group: AZAD QC LOCATION

Vendor: Polycom

Please add at least 1 device to this to enable LDAP Directory Configuration.

\* Is a required field.

\* Directory Address: 172.24.32.56

\* Directory Port: 389

\* Search Base: yefgdgdf

\* Require Authentication:  Yes  No

\* Authenticated DN: 12345

\* Authenticated Password: ●●●

\* Always Include Search Attribute in Search Filter:  Yes  No

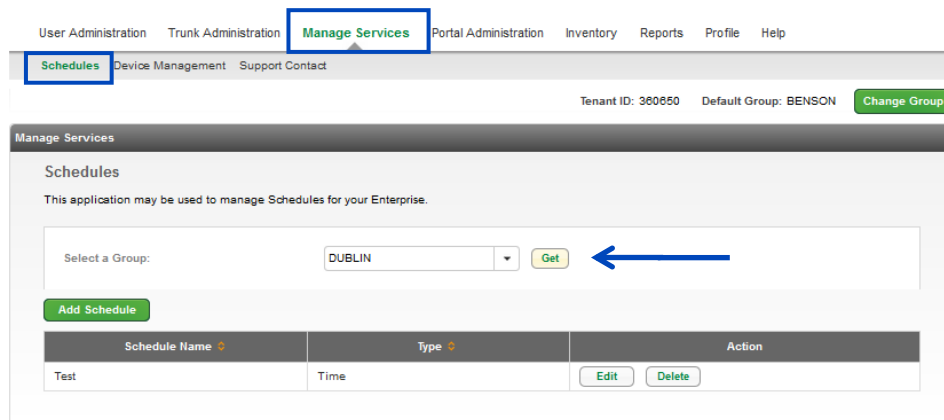
Reboot Type:  Manual  Automated - Scheduled  Automated - Immediate

Send email to users

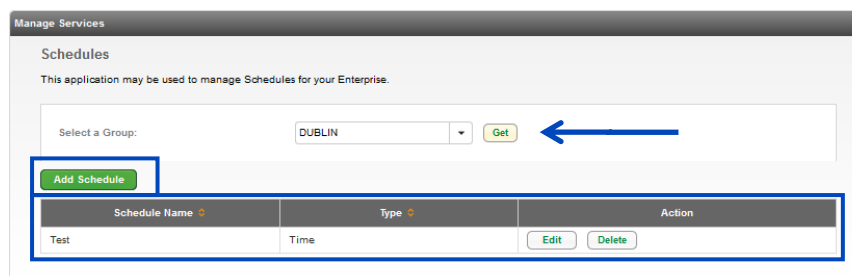
## Schedules

**Schedules** allows you to define schedules at the group level that can be applied to Auto Attendant hours of business, Anywhere, Sequential Ring, Simultaneous Ring, etc.

1. Click **Manage Services** from the main menu.'
2. Click **Schedules** from the sub menu.



3. If you have more than one location in your tenant, select the group you wish to create a schedule for from the dropdown list.
4. Click on the **Get** button.
5. If there are schedules already defined for that group, they'll be listed below.
6. To add a new schedule, click the **Add Schedule** button.
7. To **Edit** or **Delete** an existing schedule, click the **Edit** or **Delete** button next to the schedule you wish to manage.



8. Enter a **Schedule Name** to define the schedule you're building.
9. Select if it is a **Holiday** or **Time** schedule.
10. Click the **Save** button.
11. Once you **Save** your Schedule, the **Add Event** button will activate. Click on **Add Event** to set the parameters of your **Schedule**.

The screenshot shows a web application window titled "Manage Services" with a sub-header "Schedules - Add". Below the sub-header is a note: "This application may be used to manage Schedules for your Enterprise." A small asterisk indicates that fields with an asterisk are required. The form contains three rows of input fields: "Group" with the value "AZAD QC LOCATION", "Schedule Name" with the value "July4th", and "Schedule Type" with radio buttons for "Holiday" (selected) and "Time". Below these fields are two green buttons: "Save" and "Cancel". At the bottom left of the form area, there is a green button labeled "Add Event".

12. Enter an **Event Name** for your schedule.
13. From the dropdown calendar, select the **Start Date** for your **Schedule**.
14. From the dropdown calendar, select an **End Date** for your **Schedule**.
15. From the dropdown lists, select the **Start Time** and **End Time** for your **Schedule**.
16. If your Schedule is an all day event, check the **All Day Event** box. If you choose All Day Event, you don't need to define the **Start Time** and **End Time**.
17. From the dropdown list, select **Never**, **Daily**, **Weekly**, **Monthly** and **Yearly** which best fits your **Schedule**.
18. Complete the remaining information based on your **Schedule** and the required parameters.
19. Click the **Save** button.

**Manage Services**

**Schedules - Add Event**

\* is a required field.

\* Event Name:

\* Start Date:

\* End Date:

\* Start Time:

\* End Time:

All Day Event:

\* Recurs:

---

Every:  year(s) on  Day  of

The   of

---

End:  Never

After  occurrences

Date  (mm/dd/yyyy)

## Device Management

**Device Management** allows you to manage and change device settings at the group level.

1. Click **Manage Services** from the main menu.'
2. Click **Device Management** from the sub menu.

User Administration Trunk Administration **Manage Services** Portal Administration Inventory Reports Profile Help

Schedules **Device Management** Support Contact

Tenant ID: 30050 Default Group: BENSON

**HVDSGroupLevelDeviceSettings**

**Device Management**

This screen will allow you to manage your group level devices.

Group:

Vendor:

- If you have more than one location in your tenant, select the appropriate group that you wish to manage from the dropdown list.
- Select the correct vendor from the **Vendor** dropdown list.
- Click the **Get** button.

**Manage Services**

**Device Management**

This screen will allow you to manage your group level devices.

Group:   ←

Vendor:  ←

- All devices for the selected group will be displayed including **Device Name**, **Primary User Name**, **Device Description**, **Device Type**, **MAC Address** and **Phone Number**.
- The **Phone Numbers** column will display the “**Primary**” number as well as any “**Shared Call Appearance**”.
- To delete a user, click the **Trash** icon.
- Click on the **Gear** icon to manage a specific device, including adding additional **Shared Call Appearances**, **Busy Lamp Fields** and **Soft Keys**.

**Manage Services**

**Device Management**

This screen will allow you to manage your group level devices.

Group:

Vendor:

Device Type:

Devices

Search Devices  
Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

Device Name	Primary User	Device Description	Device Type	MAC Address	Phone Numbers	Actions
7028027033PRIMARY_Poly500	VVX500, Rebecca		PolyTemplate	0004F2B428A1	7028027033(Primary)	<input type="button" value="Gear"/> <input type="button" value="Trash"/>
6123958889PRIMARY_Poly600	VVX500-3, Rebecca		PolyTemplate	0004F2B1918E	6123958889(Primary)	<input type="button" value="Gear"/> <input type="button" value="Trash"/>
7029047996PRIMARY_Poly650	Abraham, NoVMBx		PolyTemplate		7029047996(Primary)	<input type="button" value="Gear"/> <input type="button" value="Trash"/>
6123958883PRIMARY_Poly300	VVX300, Rebecca		PolyTemplate	0004F2DFCDF5	6123958883(Primary)	<input type="button" value="Gear"/> <input type="button" value="Trash"/> ←
6123958886PRIMARY_Poly500	Abraham, Ulrich		PolyTemplate		6123958887(Shared)	<input type="button" value="Gear"/> <input type="button" value="Trash"/>

10. Click on the **Bulk Change Device Settings** tab to change group level settings; changes made on this page will affect all users within that group.
11. Change feature settings by clicking **Yes** or **No** radio buttons, selecting options from dropdown lists, or enter field data.
12. To return any setting(s) to the Group-Level Value, check the corresponding box under **Reset to Group-Level Value** check box.

**Note:** If you're not familiar with a feature, hover over the "?" for a brief description.



The screenshot shows the 'Manage Services' interface with the following details:

- Device Management:** This screen will allow you to manage your group level devices.
- Filters:** Group: CENTURYLINK LAS VEGAS, Vendor: Polycom, Device Type: PolyTemplate.
- Tabs:** Devices, **Bulk Change Device Settings** (highlighted), Templates, Bulk Apply Device Templates.
- Edit Settings:**
  - BLF - Call Appearance: Yes (selected) / No
  - BLF - Default Line Key Action: normal (dropdown)
  - BLF - Remote Caller ID: Yes (selected) / No
  - BLF - Ringer: Silent ring (dropdown)
  - Browser Home Page: (text field)
  - Call Waiting Tone: beep (dropdown)
  - Caller Number First: Yes / No (selected)
  - Conference Type: N-Way (dropdown)
  - Contact Center: Disabled (dropdown)
- Reset to Group-Level Value:** A checkbox is present for each setting, with one highlighted by a blue box.
- Additional Settings (partially visible):**
  - Corporate Directory On: Yes / No (selected)
  - Day Light Savings Time Enable: Yes (selected) / No
  - Echo Cancellation: Yes (selected) / No
  - Enable Polycom Web GUI: Yes / No (selected)
  - Enable Stutter Dial Tone: Yes / No (selected)
  - Exchange Calendar Enable: Yes / No (selected)
  - Exchange Server URL: (text field)
  - Flexible Expansion Module Keys: Disabled (dropdown)
  - Hoteling Integration: Yes / No (selected)
  - Line Numbering: (VXX only): Yes / No (selected)
  - Spoofed Call Blocking (Not be used when on CenturyLink access): Yes / No (selected)
  - Time Server: pool.ntp.org (text field)
  - Transfer Type: (VXX only): Blind / Consultative (selected)
  - Video Enable: Yes (selected) / No
  - Video Quality: High HD 1024kbs (dropdown)
  - Reset Type: Manual (selected) / Automated - Scheduled / Automated - Immediate



13. Making setting changes will require a reboot of each device. The reboot can be performed Manually, Automated-Scheduled or Automated-Immediate.

- **Manual** – each device will need to be rebooted by unplugging the data cable, or by accessing the reboot option under Advanced Features
- **Automated-Scheduled** -- set a specific date/time, within 7 days, for the devices within this group to reboot
- **Automated-Immediate** – all devices within this group will automatically reboot

The screenshot shows a configuration panel with the following settings:

- Transfer Type: (VXX only) with radio buttons for Blind and Consultative (selected).
- Video Enable: with radio buttons for Yes (selected) and No.
- Video Quality: set to High HD 1024kbs.
- Reboot Type: with radio buttons for Manual (selected), Automated - Scheduled, and Automated - Immediate.
- A checkbox for Send email to users.
- Buttons at the bottom: Save, Save to Multiple Groups, and Cancel.

14. Click the **Automated-Scheduled** radio button.

15. Select the preferred reboot date by clicking the **Calendar** icon; reboot must be scheduled within 7 days.

16. Choose your starting time, a.m. or p.m., from the **Start Time** dropdown lists.

17. Click the **Save** button and all devices will reboot at the scheduled time.

The screenshot shows the configuration panel with the following settings:

- Video Enable: with radio buttons for Yes (selected) and No.
- Video Quality: set to Medium 512kbs.
- Reboot Type: with radio buttons for Manual, Automated - Scheduled (selected), and Automated - Immediate.
- A note: "Note: The reboot must be scheduled within a 7 day window."
- Start Date: 05/13/2015, with a calendar icon.
- Start Time: 10 : 00 PM.
- Buttons at the bottom: Save, Save to Multiple Groups, and Cancel.

18. Click the **Automated-Immediate** radio button.
19. Click the **Save** button to reboot all devices in this group immediately.

Time Server pool.mpl.org

Video Enable  Yes  No

Video Quality Medium 512kbs

Reboot Type:  Manual  Automated - Scheduled  Automated - Immediate

Save Save to Multiple Groups Cancel

20. If you want to apply the same feature setting changes to additional groups, click the **Save to Multiple Groups** button.

Time Server pool.mpl.org

Video Enable  Yes  No

Video Quality Medium 512kbs

Reboot Type:  Manual  Automated - Scheduled  Automated - Immediate

Save Save to Multiple Groups Cancel

21. **Drag and Drop** groups from the **Available Groups** field to the **Groups to Assign Settings to** field.
22. When all groups have been assigned, click the **Save** button.

Save Settings to Multiple Groups

Below are the other groups in this tenant which have this device type. Groups that do not have this device type assigned to at least one user will not show up in the available groups list.

Available Groups

BENSON

ORLANDO

Groups to Assign Settings to

DUBLIN

Drag and Drop

Save Cancel

23. Click on the **Templates** tab.
24. Click the **Device Template** dropdown list to review default templates and custom templates that have been created.
25. Once you select a default or custom template, click the **Get** button to access that template; existing default or custom templates can be modified to create new custom templates.
26. Click the **New** button to start a new template from scratch.

Manage Services

Device Management

This screen will allow you to manage your group level devices.

Group: CENTURYLINK LAS VEGAS

Vendor: Polycom

Device Type: PolyTemplate

Devices Bulk Change Device Settings Templates **Bulk Apply Device Templates**

Device Template: PolyPremium\_2   ←

27. Change feature settings by clicking **Yes** or **No** radio buttons, selecting options from dropdown lists, or enter field data.

**Note:** As always, if you're unfamiliar with a feature, hover over the "?" for a brief description.



Manage Services

Device Management

This screen will allow you to manage your group level devices.

Group: CENTURYLINK LAS VEGAS

Vendor: Polycom

Device Type: PolyTemplate

Devices Bulk Change Device Settings Templates Bulk Apply Device Templates

Device Template: PolyPremium\_2

Editing existing templates will not change existing devices that those templates are assigned to. You will need to re-apply the template to devices that you want to change.

Line Key Defaults

① Display Count:	2
① Ring Type:	Standard Single
① Line Type:	Private
① Message Waiting Indicator:	Yes
① Track Calls:	Yes
① Sync Call Forward:	Yes

←

28. If you selected to start with a default or previously created Custom Template, any soft keys built within that template will be displayed.
29. You can clear or remove any of the default soft keys by clicking the **Clear Soft Key** button next to the feature you wish to delete.
30. To add a new custom soft key, click the **Action** dropdown list and select from various features.
31. The **Label** field will pre-fill based on the feature selected, but it is editable so the label can appear with a more familiar name for your users.
32. Check the appropriate boxes depending on where you want your soft key to appear and/or the status of the phone when you want that feature available:
  - **Show On Idle** – the soft key will only be available when the phone is on-hook
  - **Show on Active** – the soft key will only be available while on an active call
  - **Show Before Default Keys** – the soft key will be moved ahead of default features such as Transfer, Hold and Conference

Soft Key	Enable	Action	Custom Action	Label	Show On Idle	Show On Active	Show Before Default Keys	Action
1	<input checked="" type="checkbox"/>	Callers		Callers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
2	<input checked="" type="checkbox"/>	Pull		Pull	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
3	<input checked="" type="checkbox"/>	Retrieve		Retrieve	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
4	<input checked="" type="checkbox"/>	To Vmail		ToVmail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
5	<input checked="" type="checkbox"/>	Select - DND		Park	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Clear Soft Key
6	<input checked="" type="checkbox"/>	Forward			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
7	<input checked="" type="checkbox"/>	Page Pickup			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
8	<input checked="" type="checkbox"/>	PTT			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
9	<input checked="" type="checkbox"/>	Return			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
10	<input checked="" type="checkbox"/>	To Vmail			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
	<input checked="" type="checkbox"/>	Vmail			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
	<input checked="" type="checkbox"/>	Custom			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
	<input checked="" type="checkbox"/>	AdminMenu			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
	<input checked="" type="checkbox"/>	BlockID			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
	<input checked="" type="checkbox"/>	Dir			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
	<input checked="" type="checkbox"/>	Dir Call Pick w/Barge			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key
	<input checked="" type="checkbox"/>	Directed Call Pickup			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clear Soft Key

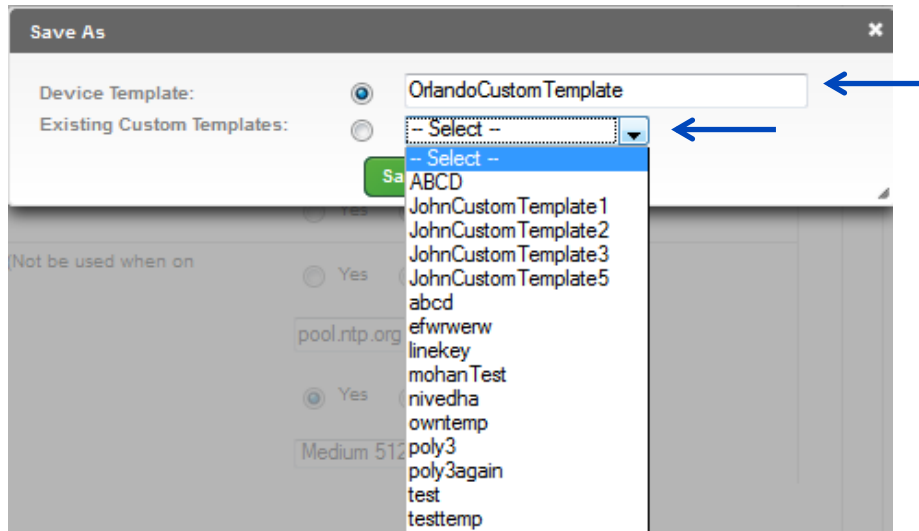
33. Next select **Device Settings** you want applied to your custom template by click the **Yes** or **No** radio buttons, by selecting options from a dropdown list, or by typing information into specific fields.
34. After all settings specific to that custom template are set, click the **Save As** button.

Device Settings

BLF - Call Appearance:	<input checked="" type="radio"/> Yes <input type="radio"/> No
BLF - Default Line Key Action:	normal
BLF - Remote Caller ID:	<input checked="" type="radio"/> Yes <input type="radio"/> No
BLF-Ringer:	Silent ring
Browser Home Page:	
Call Waiting Tone:	beep
Caller Number First:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Calls per Key:	8
Corporate Directory On:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Day Light Savings Time Enable	<input checked="" type="radio"/> Yes <input type="radio"/> No
Echo Cancellation:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Enable Polycom Web GUI:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enable Stutter Dial Tone:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Exchange Calendar Enable:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Exchange Server URL:	
Hot Dial Enable:	<input type="radio"/> Yes <input checked="" type="radio"/> No

Hot Dial Enable:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Hot Dial:	
Screen Capture:(Requires Polycom Web Gui be enabled)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Spoofed Call Blocking (Not be used when on CenturyLink access)	<input type="radio"/> Yes <input type="radio"/> No
Time Server:	pool.ntp.org
Video Enable	<input checked="" type="radio"/> Yes <input type="radio"/> No
Video Quality:	Medium 512kbs

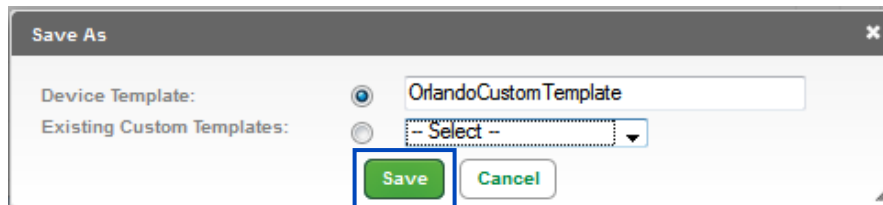
35. To save a new custom template, enter a descriptive name in the **Device Template** field.  
 36. To save as an existing template, select your template from the dropdown list.



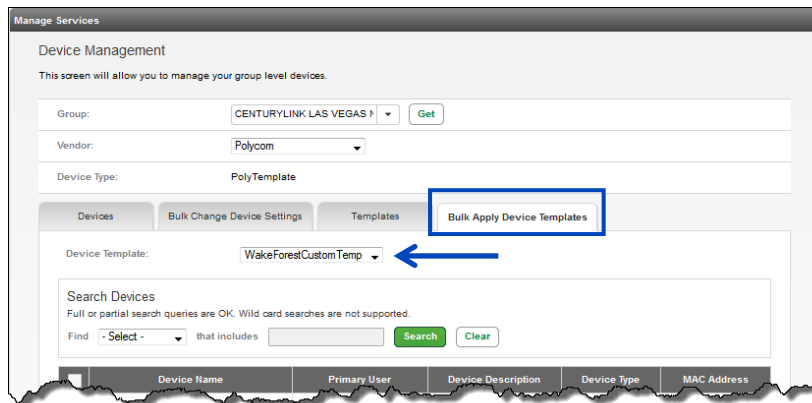
37. Click the **Save** button.  
 38. If custom templates are built prior to building users, templates can be assigned while creating users individually, or when using the **Bulk Upload Spreadsheet**.  
 39. Be sure to list the template name in your **Bulk Upload Spreadsheet**, exactly as it was named including upper/lower case and punctuation.



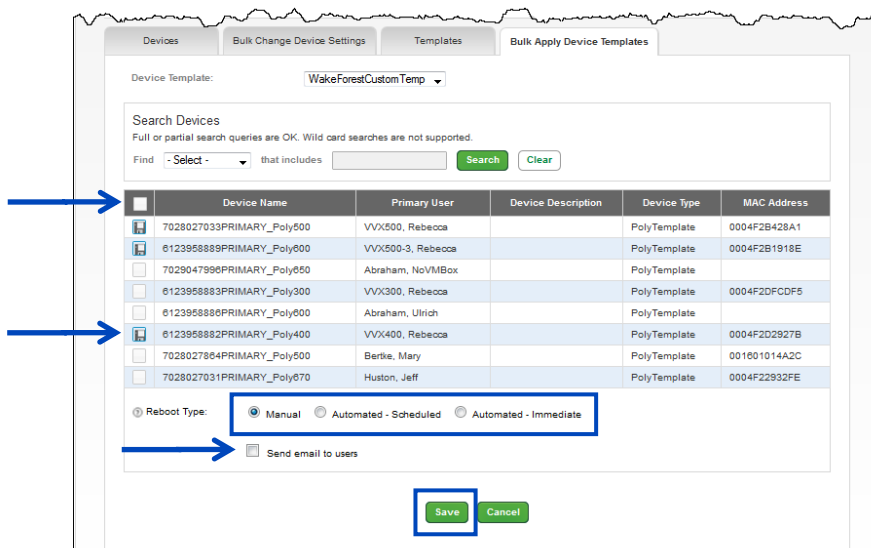
**Note:** If you create a custom template after your users have been built, the users who require this custom template would have to be deleted and rebuilt for the feature changes to apply. Any new users added after the custom template has been built, can be assigned that template through the Create New User process.



40. Click the **Bulk Apply Device Templates** tab to assign a new template to multiple users.
41. Select the template from the **Device Template** dropdown list.



42. Use the **Search Devices** option to search for specific users by First Name, Last Name, MAC Address or Device Name.
43. Click the **Box** in the column heading to select all users, or individual click on the box for each user which wish to update.
44. Making setting changes will require a reboot of each device. The reboot can be performed Manually, Automated-Scheduled or Automated-Immediate.
  - **Manual** – each device will need to be rebooted by unplugging the data cable, or by accessing the reboot option under Advanced Features
  - **Automated-Scheduled** -- set a specific date/time, within 7 days, for the devices within this group to reboot
  - **Automated-Immediate** – all devices within this group will automatically reboot
45. If you wish to notify each user of the impending reboot, check the **Send Email to Users** check box.
46. Click the **Save** button to enable the selected reboot option.
47. After all devices are rebooted, new feature settings associated to the newly assigned template, will be implemented.



## Support Contact

If you prefer that your end users contact an internal resource for support, you have the ability to customize the number within the **Support Contact** option that is provided to your end users if they receive a portal error.

1. Click **Manage Services** from the main menu.'
2. Click **Support Contact** from the sub menu.
3. If you have more than one location in your tenant, select the appropriate group that you wish to manage from the dropdown list.
4. Click the **Get** button.
5. The default support number for CenturyLink support, is selected by default and cannot be modified.
6. To customize the **Support Contact** number, click the Custom **End User Help Desk Number** radio button.

The screenshot shows the 'Manage Services' interface for 'Support Contact'. The 'Get' button is highlighted with a blue arrow. Below it, the 'CenturyLink End User Help Desk Number' radio button is selected, and the 'Custom End User Help Desk Number' radio button is highlighted with a blue arrow.

7. In the **Custom End User Help Desk Number** field, enter the number you want to display in the portal.

**Note:** This number can be a toll free or 10-digit phone number.



The screenshot shows the 'Manage Services' interface for 'Support Contact'. The 'Custom End User Help Desk Number' radio button is selected, and the number '8886549874' is entered in the text field. The 'Save' button is highlighted with a blue box.



## Dial Plan Policy

**Dial Plan Policy** allows you customize digit mapping including public and private dial plans simultaneously on a per-group basis. This capability allows integrated and consistent control of digit collection and external digit processing policies. It also provides the capability to allow the “dial 9 to access an outside line” feature common on many PBX systems.

1. Click **Manage Services** from the main menu.
2. Click **Dial Plan Policy** from the sub menu.
3. If you have multiple groups, from the dropdown list, select the group you want to access.
4. Click the **Get** button.

The screenshot shows the 'Manage Services' interface. At the top, there is a navigation bar with 'Manage Services' highlighted. Below it, there is a sub-menu with 'Dial Plan Policy' selected. The main content area is titled 'Dial Plan Policy' and contains a description of the feature. Below the description, there is a form with a 'Group:' dropdown menu set to 'DUBLIN' and a 'Get' button. A blue arrow points to the 'Get' button. Below the form, there are two radio buttons: 'Use System Default Dial Plan' (selected) and 'Enable Access Code'. At the bottom, there are 'Save' and 'Cancel' buttons.

5. Use **System Default Dial Plan** is the default and most commonly used.
6. This setting allows users to dial **10-digits** for all external calls and does not require a “1” or a “9”.
7. To modify this setting, click the **Enable Access Code** radio button.

The screenshot shows the 'Manage Services' interface. At the top, there is a navigation bar with 'Manage Services' highlighted. Below it, there is a sub-menu with 'Dial Plan Policy' selected. The main content area is titled 'Dial Plan Policy' and contains a description of the feature. Below the description, there is a form with a 'Group:' dropdown menu set to 'CENTURYLINK LAS VEGAS NV' and a 'Get' button. Below the form, there are two radio buttons: 'Use System Default Dial Plan' (selected) and 'Enable Access Code'. A blue arrow points to the 'Enable Access Code' radio button. At the bottom, there are 'Save' and 'Cancel' buttons.

8. In the **Public Access Code** field, enter the digit that will be needed for an 'outside line', such as a 9 or 8, which are most commonly used.
9. If you require this access code for all calls, click the **Yes** radio button.
10. In the **Description** field, enter a description of this dial plan policy.
11. When all policies are entered, click the **Save** button.

**Manage Services**

**Dial Plan Policy**

Configure the customizable digit map including public and private dial plans simultaneously on a per-group basis. This capability allows integrated and consistent control of digit collection and external digit processing policies. It also provides the capability to allow the "dial 9 to access an outside line" feature common in many PBX systems.  
\*Is a required field.

Group: CENTURLINK LAS VEGAS NV

Use System Default Dial Plan  Enable Access Code

\*Public Access Code: 9

Require Access Code for Calls:  Yes  No

Description: Dial 9 for Outside

## Group Caller ID

**Group Call ID** allows you manage whether an individual's personal 10-digit phone number is out pulsed to the calling party, or if another number such as your company's main number, is presented to the caller for outbound calls.

1. Click **Manage Services** from the main menu.
2. Click **Group Caller ID** from the sub menu.
3. If you have multiple groups, from the **Group** dropdown list, select the group you want to manage.
4. Click the **Get** button.

User Administration Trunk Administration **Manage Services** Portal Administration Inventory Reports Profile Help CSR Only

Dial Plan Policy **Group Caller ID** Extension Dialing Policy

Tenant ID: 253023 Default Group: LAS VEGAS NV (a-406)

**Manage Services**

**Group Caller Id**  
This application may be used to manage Group Caller ID for your Enterprise

Select a Group: LAS VEGAS NV (a-406)

Calling Line ID Group Number: 7028027866

Non Emergency Calls (Hosted VoIP Users Only):  Use user phone number for Calling Line Identity  Use group phone number for Calling Line Identity

Block Calling Name for External calls:  Yes  No

Display User Name when calling other CenturyLink VoIP customers:  Yes  No

Group Caller ID Name: CENTURLINK

**Note:** The Caller ID Name captured is only transmitted for SIP to SIP calls and not broadcasted to the Public Switched Telephone Network (PSTN). Please work with your CenturyLink account team to update Caller ID Name for the PSTN calls as required.

Current 911 Location: 6700 Via Austi Parkway Suite D Las Vegas, NV 89119

5. **Group Caller ID** information will be displayed for that group.
6. From the **Calling Line ID Group Number** dropdown list, select the number from that group that you want to send for outbound caller ID for the entire group.
 

**Note:** If the number you want to change the Calling Line ID Group Number to is being ported, this field will NOT be editable until after the port is complete, 911 is registered, and all ported numbers are marked as active in our system. This could take up to 24 hours after the port, to become available.
7. For non-emergency calls, select the radio button for the option you prefer, the **Group Calling Line ID** or **User Phone Number**.
8. Choose to block or not block **Calling Name for External** calls by selecting the **Yes** or **No** radio button.
9. If you don't want the User Name to appear for inbound caller ID for to other CenturyLink VoIP customers, click the **No** radio button.
10. Click the **Save** button.



**Manage Services**

**Group Caller Id**  
This application may be used to manage Group Caller ID for your Enterprise

Group: CENTURYLINK LAS VEGAS NV  ←

Calling Line ID Group Number: 7028027026 ←

Non Emergency Calls:  Use user phone number for Calling Line Identity  
 Use group phone number for Calling Line Identity

Block Calling Name for External calls :  Yes  No ←

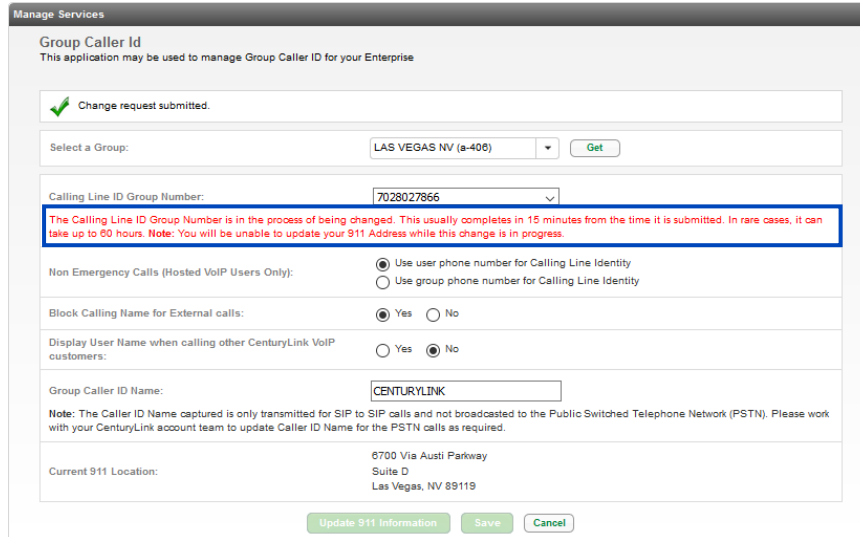
Display User Name when calling other CenturyLink VoIP customers :  Yes  No ←

11. Observe the confirmation window, then click **Proceed** to continue to click **Cancel** to end the transaction.

**Confirm** [X]

Please note: Any seat that is associated with this number will not be allowed to update their 911 address in the End User Portal. Do you want to proceed?

12. A notice displays stating the calling line ID change typically takes 15 minutes but can take up to 60 hours.
13. Changes cannot be made to the 911 address until the calling line ID process change is completed.



Manage Services

**Group Caller Id**  
This application may be used to manage Group Caller ID for your Enterprise

Change request submitted.

Select a Group: LAS VEGAS NV (a-406)

Calling Line ID Group Number: 7028027866

The Calling Line ID Group Number is in the process of being changed. This usually completes in 15 minutes from the time it is submitted. In rare cases, it can take up to 60 hours. Note: You will be unable to update your 911 Address while this change is in progress.

Non Emergency Calls (Hosted VoIP Users Only):  
 Use user phone number for Calling Line Identity  
 Use group phone number for Calling Line Identity

Block Calling Name for External calls:  Yes  No

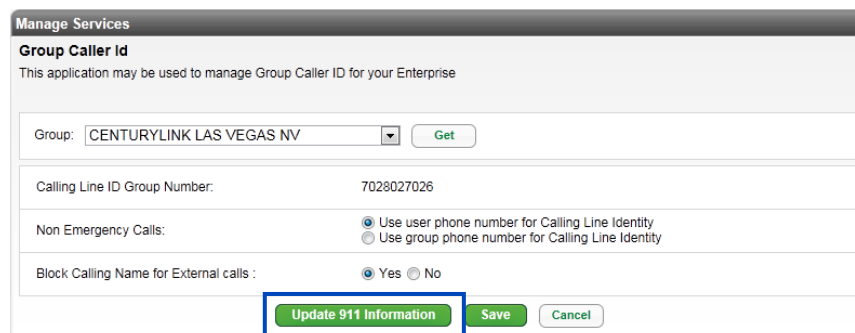
Display User Name when calling other CenturyLink VoIP customers:  Yes  No

Group Caller ID Name: CENTURLINK

Note: The Caller ID Name captured is only transmitted for SIP to SIP calls and not broadcasted to the Public Switched Telephone Network (PSTN). Please work with your CenturyLink account team to update Caller ID Name for the PSTN calls as required.

Current 911 Location: 6700 Via Austi Parkway  
Suite D  
Las Vegas, NV 89119

14. The address registered for the **Group Number** is based on the **Base Location** address.
15. If the group Number is assigned to an individual user that is mobile, the temporary address location can be registered with 911 through Manage Services, Group Caller ID.
16. Click the **Update 911 Information** button; this button will be greyed out if a Calling Line Group Number change is in process, you'll have to wait until that process is complete to make the 911 change.



Manage Services

**Group Caller Id**  
This application may be used to manage Group Caller ID for your Enterprise

Group: CENTURLINK LAS VEGAS NV

Calling Line ID Group Number: 7028027026

Non Emergency Calls:  
 Use user phone number for Calling Line Identity  
 Use group phone number for Calling Line Identity

Block Calling Name for External calls :  Yes  No

17. Click the **Change Current Location** dropdown list to choose **Manage My Locations**, **Select Location**, or **Add New Location**.
18. Select Add New Location.

Home | Call Logs | Call Features | Voice Mail | Contacts | Profile & Settings | Help

Profile | Settings | 911 Location

**Profile & Settings**

Current Location: Base Location  
4650 LAKEHURST CT  
Dublin, OH 43016

**WARNING** LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change: (none)

Change Current Location ▾

My Current Location is: ▾ Select Location ▾

Save

**Base Location**  
4650 LAKEHURST CT  
Dublin, OH 43016

**Current Location**  
4650 LAKEHURST CT  
Dublin, OH 43016

911 Conditions, Information, or to  
Change Your 911 Location

**Voice Retrieval Numbers**  
720-857-7467  
855-540-6245

**Escape to Operator Number**  
614-356-9461

19. Enter the **Location Name**.
20. Enter the **Address** for that location.
21. Click the **Save** button.

**Profile & Settings**

Current Location: Base Location  
4650 LAKEHURST CT  
Dublin, OH 43016

**WARNING** LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change: (none)

Manage My Locations ▾

Location: (Add New Location) ▾

You currently have the ability to temporarily move your service to any of the locations in the 'Location' list above. To add a new location to this list, enter a location name of your choosing and the 911 address, then click Save:

Location Name:

Address:

City, State, ZIP:  ,  ,

Save Cancel

22. Confirm the address was input correctly.
23. Click the **OK** button.
24. Your new location is now an option within your “My Current Location” list.

**Profile & Settings**

Current Location: Base Location  
4650 LAKEHURST CT  
Dublin, OH 43016

**⚠ WARNING** LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change: (none)

You are about to add a new location to your list of 911 locations. You have named the location:

Denver 931

You have provided the following 911 address for this location:

931 14th St  
Denver, CO 80202

Is this correct?

OK
Cancel

## Changing your 911 Location

Once you have added a new location to your **911 Location List**, you'll then want to update your location in the 911 system.

1. Click **911 Location** from the **Profile & Settings** sub menu
2. Click **Change Current Location** from the first dropdown list.
3. Select the location you want to change to in the **My Current Location Is** dropdown list.
4. Click the **Save** button.

**Profile & Settings**

Current Location: Base Location  
4650 LAKEHURST CT  
Dublin, OH 43016

**⚠ WARNING** LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change: (none)

Change Current Location ▾

My Current Location Is: ✓ - Select Location - Base Location  
Denver 931

Save

5. Your location will be submitted for registration. You'll receive an email that your order was placed and an email when your order is completed.
6. Remember, when you return to your base location, you'll need to log back into the portal and register the 911 information again to reflect your **Base Location**.
7. Your **Base** and **Current Location** can always be reviewed on the right-hand side of your portal.

## Scheduling your 911 Location Change

You can schedule a future 911 Location change. Keep in mind that you can only schedule one change at a time, and if you try to add a schedule when one is already present, it will override the existing one.

1. Click **911 Location** from the Profile & Settings sub menu.
2. Click **Schedule Future Change** from the first dropdown list.
3. Select the location under the **My Future Location Will Be** dropdown list.
4. Select the **Date** you would like the change to take effect from the **Calendar**.
5. Select the **Time** and **Time Zone** you would like the change to take effect.
6. Click the **Save** button.

**Profile & Settings**

Current Location:      Base Location  
4650 LAKEHURST CT  
Dublin, OH 43016

**⚠ WARNING** LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 Address. 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and use it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact CenturyLink at 1-877-878-7543 and obtain CenturyLink™'s approval. You will immediately receive a message indicating whether CenturyLink can accept or reject your proposed address. Requests to modify your 911 address may take approximately 15 minutes from when the request was submitted. Requests for a future change of your 911 address may take approximately 15 minutes from the scheduled change date and time. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to your current address, not your proposed address. CenturyLink will e-mail you at your email address of record when 911 service is available at the new, approved address. (If your request is for a permanent move, you must contact your sales representative for a change of location order and this may take more than 30 days. Contact CenturyLink for details.) NOT ALL ADDRESS CHANGES CAN BE APPROVED. CenturyLink will only approve addresses where 911 services can be provided. Failure to obtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such misuse will route your 911 calls to the incorrect 911 operator and provide incorrect information to the 911 operator. If you request a permanent change for your 911 address to a location where 911 services are not available, CenturyLink will disconnect your IP Voice service. (... Show Less)

Scheduled Change:      (none)

Schedule Future Change ▾

My Future Location Will Be:      Denver 931 ▾

Date/Time of Change:

June 2013						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
						30

7:00 AM ▾ ←

Mountain ▾ ←

←

Save
Cancel

7. Your location change has now been scheduled.
8. You'll receive an email confirming your scheduled registration change.
9. Approximately 15 minutes prior to your requested change date/time, you'll receive another email stating your order has completed and that the new address has been registered.
10. Remember, when you return to your base location, you'll need to log back into the portal and register the 911 information again to reflect your **Base Location**.
11. Or submit a **Schedule Future Change** to coincide with your return to your Base Location.

## Extension Dialing Policy

If your company has more than one group or location on our Hosted VoIP service, you can dial between groups by extension, by modifying the **Extension Dialing Plan**.

1. Click **Manage Services** from the main menu.
2. Click **Extension Dialing Plan** from the sub menu.
3. All group locations within your tenant will appear in the **Enterprise Extension Dialing Disabled Groups** field.
4. Click a group and drag/drop it to the **Enterprise Extension Dialing Enabled Groups** field or use the arrows between the fields to move groups from field to field.
5. Any group appearing in the Enterprise **Extension Dialing Enabled Groups** field, can extension dial to other groups appearing within that field.
6. When all changes are made, click the **Save** button.

The screenshot shows the 'Manage Services' interface for 'Extension Dialing Policy'. The top navigation bar includes 'User Administration', 'Trunk Administration', 'Manage Services', 'Portal Administration', 'Inventory', 'Reports', 'Profile', 'Help', and 'CSR Only'. Below this, there are tabs for 'Dial Plan Policy', 'Group Caller ID', and 'Extension Dialing Policy'. The main content area is titled 'Extension Dialing Policy' and contains two search boxes: 'Search Disabled Groups' and 'Search Enabled Groups'. The 'Enterprise Extension Dialing Disabled Groups' list includes: MARRIOT CITY CENTER (a-401), CENTURYLINK (a-402), HILTON ORLANDO/ALTAMONTE SPRINGS (a-403), CENTURYLINK SALT LAKE CITY (a-404), CENTURYLINK PHOENIX AZ (a-405), LAS VEGAS NV (a-406), CENTURYLINK PORTLAND OR (a-408), and CENTURYLINK\_SDE\_ONLY (a-8230). The 'Enterprise Extension Dialing Enabled Groups' list includes: FORT WALTON BEACH BETA (a-82) and CENTURYLINK SEATTLE WA (a-407). A blue box highlights 'CENTURYLINK PORTLAND OR (a-408)' in the disabled list, with an arrow pointing to the right. Another blue box highlights the arrow buttons between the two lists. A 'Save' button is visible at the bottom.



## Portal Administration

The **Portal Administration** section allows delegation of management for specific telephone numbers and groups by creating **Sub-Administrator Groups**. This won't impact your abilities as the Administrator. In this section, you also have access to **Call Recording** functionality. Create a link to this portal which can be then be accessed via Control Center.

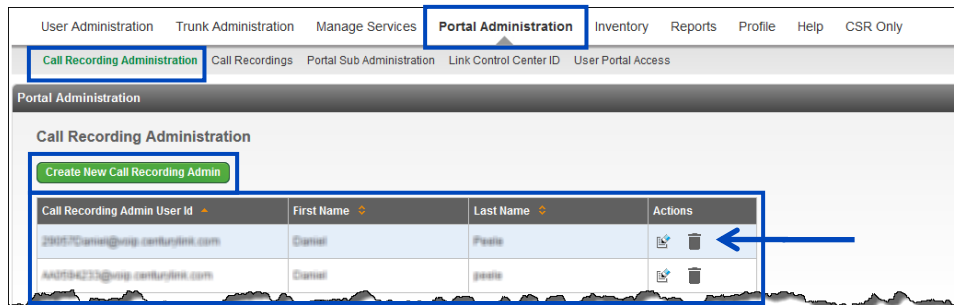
### Storage Limits:

- Basic Call Recording License – 1 Gig/user – recordings storage for 7 days
- Standard Call Recording License – 3 Gigs/user – recordings storage for 30 days
- Premium Call Recording License – 34 Gigs/user – recordings storage for 366 days

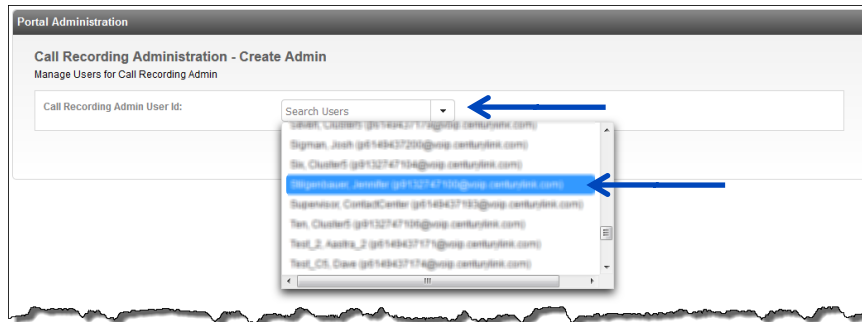
## Call Recording Administration

Use **Call Recording Administration** to define individuals who can listen to and manage call recordings. Call recording licenses aren't automatically available on various seat types and must be purchased as an add-on.

1. Click **Portal Administration** from the main menu.
2. Click **Call Recording Administration** from the sub menu.
3. If call recording administrators have already been assigned, they'll be displayed and can be edited or deleted by clicking the appropriate action button.
4. To add a new **Call Recording Administrator**, click the **Create New Call Recording Admin** button.



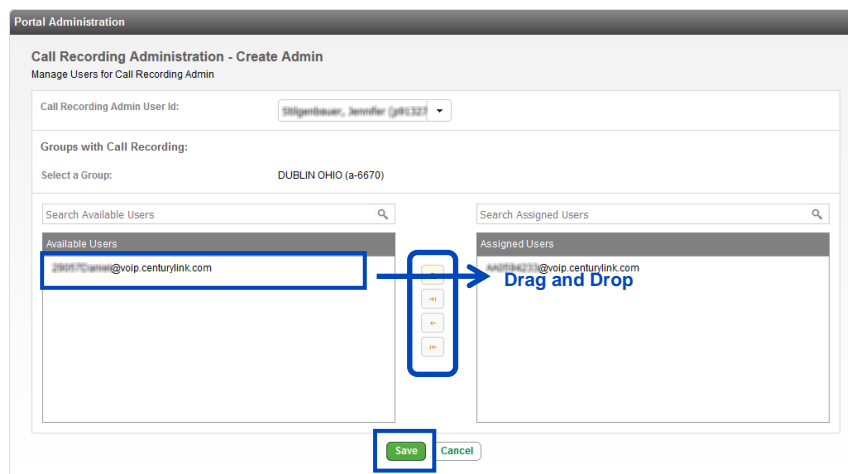
5. Click the **Call Recording Admin User ID** dropdown list.
6. From the list, scroll to find the user you would like to assign.
7. You can also enter a search or partial search in the **Search Users** field.
8. Once you locate the individual, click their name from the dropdown list.



9. All users within Call Recording licenses, appear in the **Available Users** field.
 

**Note:** Recording Admins from one group, can manage recordings for users in other groups as long as they are assigned a license.

**Note:** Licenses are added to Users within the Feature Assignment tab, when editing the user.
10. Use the arrows or **Drag and Drop** users from the **Available Users** field, to the **Assigned Users** field.
11. This assigns users to this **Call Recording Administrator**, who can then listen to and manage recordings.
12. When all users are assigned to the Assigned Users field, click the **Save** button.
13. This process must be done to add all **Call Recording Administrators**.



14. Confirm the action was successful at the top of the page.
15. A **Call Recording Admin User ID** is assigned to the recording administrator.
16. **Edit** or **Delete** recording admins by clicking the appropriate button.

Portal Administration

Call Recording Administration - Edit Admin  
Manage Users for Call Recording Admin

✓ Action completed successfully.

Call Recording Admin User Id: p9132747100@voip.centurylink.com

Groups assigned to Call Recording Admin:

Group	Actions
DUBLIN OHIO (a-6670)	

Groups with Call Recording:  
Select a Group: No data available

17. The new administrator appears in the list of **Call Recording Administrators** and can be deleted or edited as needed.

Portal Administration

Call Recording Administration

Call Recording Admin User Id	First Name	Last Name	Actions
29057Cama@voip.centurylink.com	Crystal	Peate	
AA0594233@voip.centurylink.com	Crystal	peate	
p9132747100@voip.centurylink.com	Jennifer	Stigebauer	

## Call Recordings

Individuals defined as **Call Recording Administrators**, can listen to and manage recordings for users assigned to them. **Call Recording Administrators** can manage recordings via the Administrator Portal (if they have Admin Portal access), or via their End User portal.

Call recording is assigned to a specific User ID when implemented. The User ID is used to manage and store call recordings. Changing the User ID for a user when call recording is enabled, is not supported and will impact the ability to retrieve calls that were previously recorded.

In order to change a call recording User ID:

- Disable the call recording feature
- Change the User ID
- Re-enable the call recording feature.

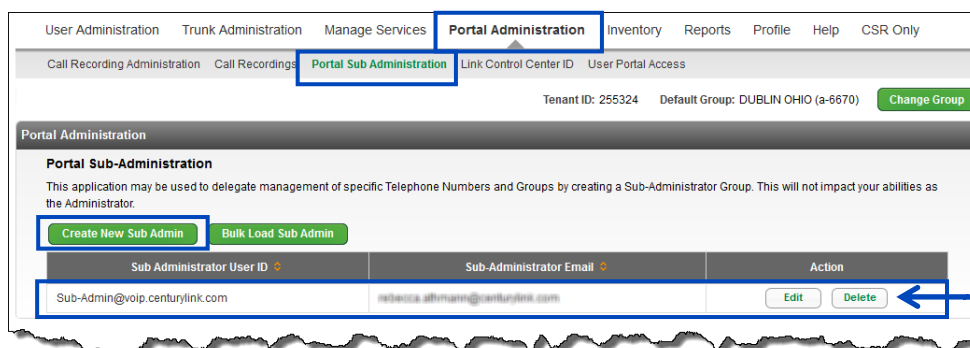
Calls recorded under the previous User ID are not lost and will be accessible by the primary account administrator only.

1. For detailed information on dashboard functionality and managing call recordings, refer to the [Call Recording Dashboard User Guide](#).

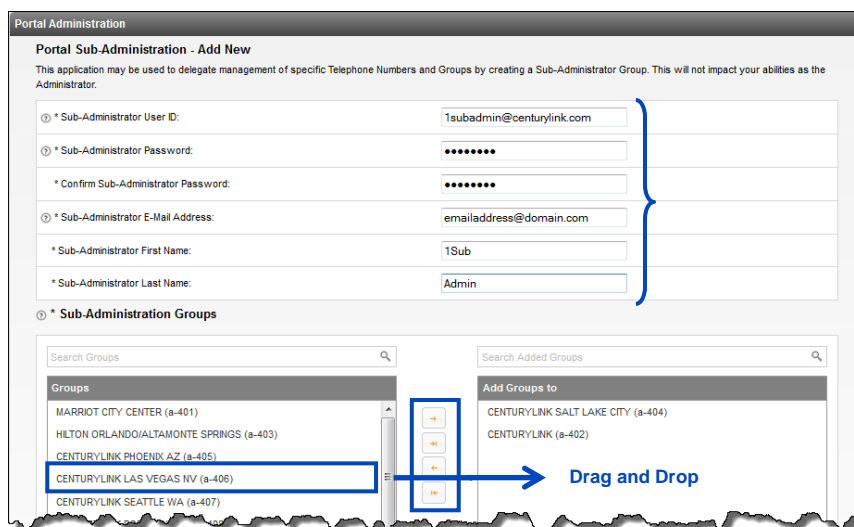
## Portal Sub Administration

Use the **Portal Sub-Administration** feature to provide administrative rights to individuals within your organization. You can selectively choose which groups they have authority to administer, as well as which features within each group that they can administer. Multiple sub administrators can now uploaded via the Bulk Upload tool.

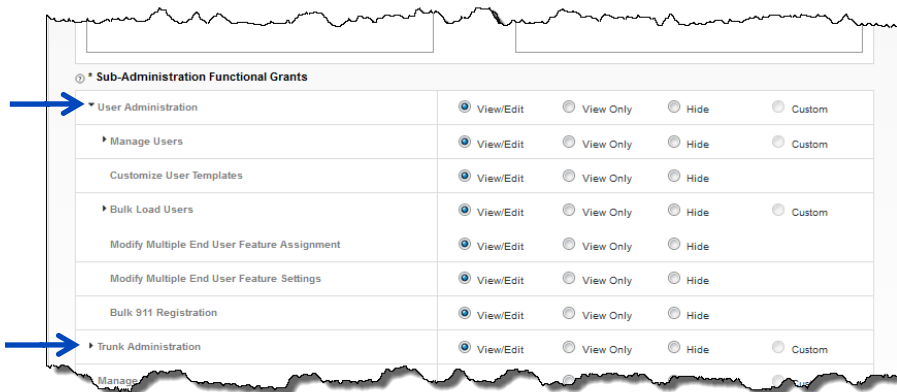
1. Click **Portal Administration** from the main menu.
2. Click **Portal Sub Administration** from the sub menu.
3. If sub administrators have already been assigned, they'll be displayed and can be edited or deleted by clicking the appropriate action button.
4. To add a new **Sub Administrator**, click the **Create New Sub Admin** button.



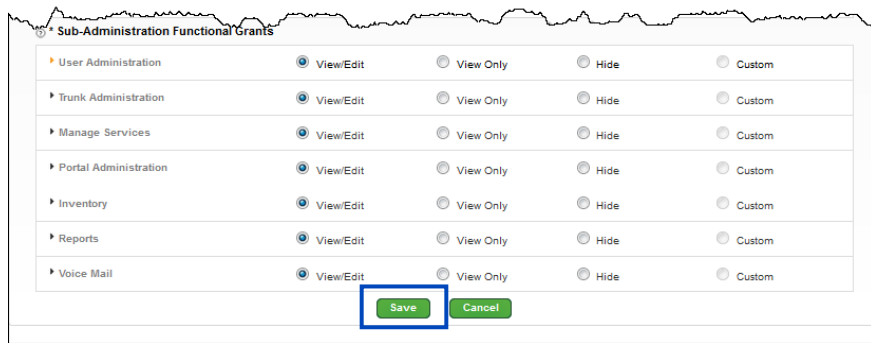
5. Enter information in the fields for the new **Sub Administrator** you're creating.
  - The **Sub-Admin User ID** must be a minimum of 6 characters.
  - The **Sub-Admin Password** must be a minimum of 8 characters, contain 1 Upper case, 1 number and 1 special character.
6. Select the group(s) you want that Sub Admin to have administrative access to by dragging and dropping the appropriate group(s) to the **Add Groups to** field.



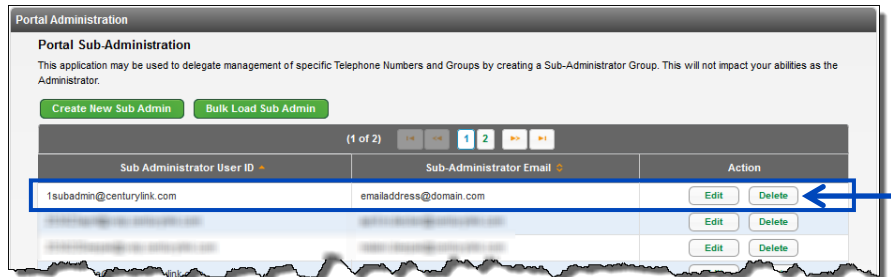
7. Under **Sub-Administration Functional Grants**, select the level of access you wish each Sub-Admin to have by checking or unchecking the boxes.
8. Within each category, you can choose to allow that sub admin the following rights:
  - **View/Edit** –full authority to features within that category
  - **View Only** – can view the information, but cannot administer
  - **Hide** – won't be able to view or administer
  - **Custom** – customize the authority
9. To expand or collapse categories and sub-categories, click the down (▼) and right (▶) arrows.



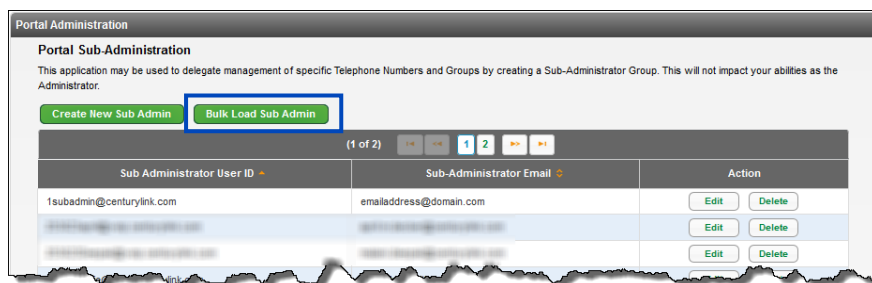
10. Go through each category and sub-category and define that sub-admin's level of authority, by clicking the appropriate radio button.
11. After all settings have been made, click the **Save** button.
12. When the sub-admin logs into their portal, they'll only have access to and administrative right for the categories you selected.



13. Both the primary and sub administrator will receive email notification that a sub admin login has been created.
14. The new sub admin will now be listed and can be edited or deleted at any time by clicking on the **Edit** or **Delete** buttons.



15. If you have several sub administrators that need to be created, use the bulk upload tool by clicking on the **Bulk Load Sub Admin** button.



16. Sub administrators are added by using a bulk upload spreadsheet. To download a spreadsheet, click the **Template File** link.



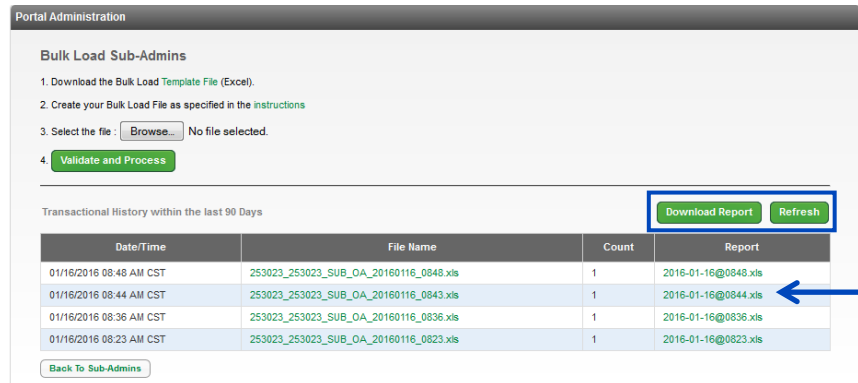
17. Columns Headings in “Red” are required fields; Column Headings in “Blue” are optional.
18. Column requirements are specific and **CASE** and **White Space** sensitive.
19. When performing a **Bulk Upload**, it is always recommended to download a new **Template File**, and always refer to the **Instructions** for field specifics.

	A	B	C	D	E	F	G
1	<b>CenturyLink HVDS SUB OA Bulkload Template Version 1.0</b>						
2	Data to be bulk loaded must be entered beginning on row 5						
3	Red items are Required. Blue items are Optional.						
4	Valid Actions are: Create, Update, Delete	Minimum of 6 characters with domain	Minimum of 8 and maximum of 40 characters, must consist of minimum 1 upper case character, 1 lower case, 1 number and 1 special character	Sub-Administrator's email address	Sub-Administrator's first name	Sub-Administrator's last name	Group name based on what's in your Hosted VoIP portal, make sure to include the Group Number as well, just like it's displayed in the portal. (Case and white space sensitive.) (Multiple Groups with the separated.)
5	<b>ACTION</b>	<b>Sub-Administrator User ID</b>	<b>Sub-Administrator Password</b>	<b>Sub-Administrator E-Mail Address</b>	<b>Sub-Administrator First Name</b>	<b>Sub-Administrator Last Name</b>	<b>Sub-Administration Group(Group#)</b>
6	Create	rebecca.nimn@vcsb.centurylink.net	Pa3\$w0rd	email@domain.com	First	Last	GC TRADING PARTNER (e-14821)
7							
8							
9							
10							
11							

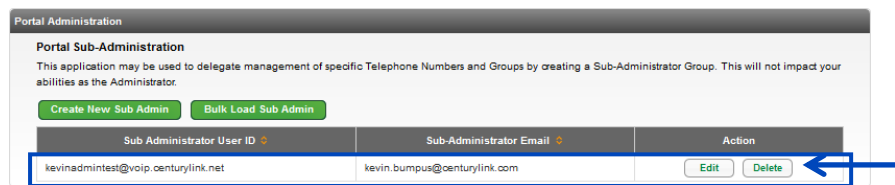
20. Fill out the spreadsheet according to the instructions and save the file to a directory.
21. Click the **Browse** button to locate and select your file.
22. Click the **Validate and Process** button to process your upload.

23. You'll receive a message indicating your spreadsheet passed the validation.
24. In the **Notification Email Address(es)** field, change or add email addresses that should receive notification that the bulk upload is complete.
25. After all email addresses are entered, click the **Submit** button.

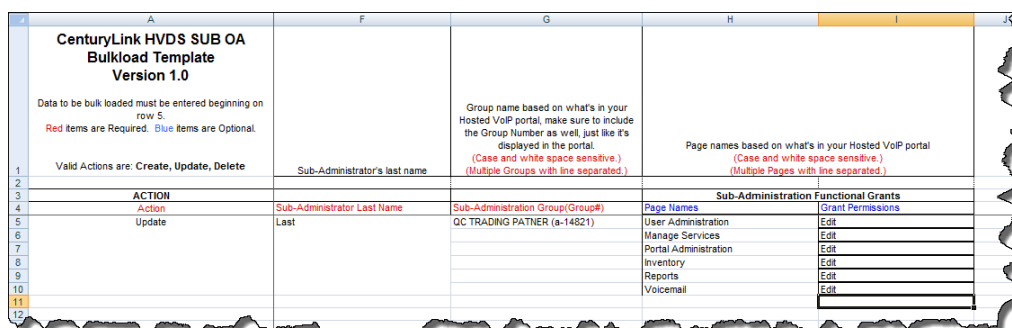
26. Wait for the email notification of bulk upload completion or click the **Refresh** button to update the status in the portal.
27. Once the bulk uploaded is completed, it will be listed in the **Transactional History** field.
28. Click on the link to review the contents of the bulk upload or click the **Back To Sub Admins** button.



29. Your new sub-admin will appear in the table.
30. You can edit permissions or delete a sub admin, by clicking on the **Edit** or **Delete** buttons, or by performing a bulk upload.



31. If you need to modify multiple Sub-Admins and multiple permissions, you can also achieve that by performing a **Bulk Upload**.
32. Column Headings in **Red** remain required; and Column Headings in **Blue** are optional.
33. Fill out the spreadsheet with existing sub-admin information and change all necessary fields.
34. Column "A" will be "Update" versus Create.
35. Columns "H" and "I" will contain options within the portal, that you can manage sub-admin rights.
36. Once your spreadsheet is completed, save to a file destination, and click the **Validate and Process** button as previously described.
37. Once the upload is completed, the changes contained in the upload will be reflected for each sub-admin affected.





## Link Control Center ID

Activating your **Link Control Center ID** gives you the ability to access Control Center from the Admin Portal.

1. Click **Portal Administration** from the main menu.
2. Click **Link Control Center ID** from the sub menu.
3. Enter your **Control Center User ID** and **Password** in the appropriate fields.
4. If you don't have a Control Center ID, please contact your Account Manager.
5. Click the **Create Link** button to link this portal to Control Center.

User Administration Trunk Administration Manage Services **Portal Administration** Inventory Reports Profile Help CSR Only

Call Recording Administration Call Recordings Portal Sub Administration **Link Control Center ID** User Portal Access

Tenant ID: 255324 Default Group: DUBLIN OHIO (a-8670) [Change Group](#)

**Portal Administration**

**Link Control Center ID**

Link your Hosted VoIP Tenant ID to an existing Control Center User ID. This will allow you to directly access the Hosted VOIP Administration Portal FROM Control Center, as well as directly access the Control Center portal FROM the Hosted VOIP Administration Portal's 'HELP' menu.

**Create Link** \* is a required

\* Control Center User ID:  ←

Control Center Password:  ←

[Create Link](#)

6. You receive a message stating that your link to Control Center was successful.
7. To unlink your portal to Control Center, click the **Unlink** button.

**Portal Administration**

Success! Your HV Tenant ID was successfully linked to your Control Center User ID. ←

**Link Control Center ID**

Link your HV Tenant ID to an existing Control Center User ID. This will allow you to directly access the Hosted VoIP Administration Portal from Control Center.

**Administrator Links**

Hosted VoIP User ID	Control center User ID	Action
282295@voip.centurylink.com	10308177e2e@e2e.control.centurylink.com	<a href="#">Unlink</a>

**Create Link**  
\* is a required

\* Control Center User ID:

\* Control Center Password:

[Create Link](#)

8. You receive a message confirming your intent to **Unlink** your Control Center user ID.
9. Click the **OK** button to proceed with unlinking your account.

Portal Administration

Success! Your HV Tenant ID was successfully linked to your Control Center User ID.

**Link Control Center ID**

Link your HV Tenant ID to an existing Control Center User ID. This will allow you to directly access the Hosted VoIP Administration Portal from Control Center.

Hosted VoIP User ID	Control center User ID
282295@voip.centurylink.com	10308177e2e@e2e.com

**Administrator Links**

Message from webpage

Are you sure you want to unlink your Control Center ID?

OK Cancel

**Create Link**  
\* is a required

\* Control Center User ID:

\* Control Center Password:

Create Link

10. Receive confirmation that your **Control Center User ID** has been unlinked.

Portal Administration

Action completed successfully

**Link Control Center ID**

Link your HV Tenant ID to an existing Control Center User ID. This will allow you to directly access the Hosted VoIP Administration Portal from Control Center.

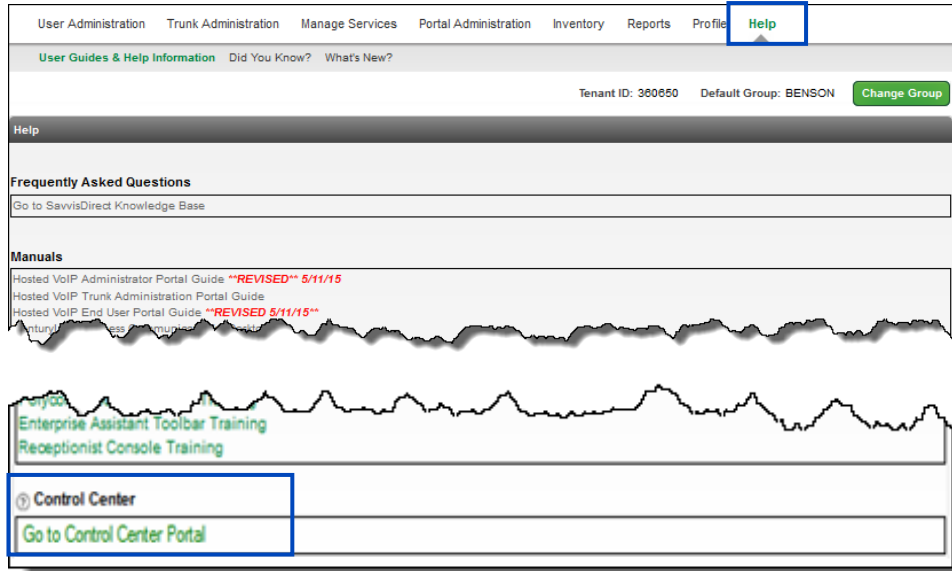
**Create Link**  
\* is a required

\* Control Center User ID:

\* Control Center Password:

Create Link

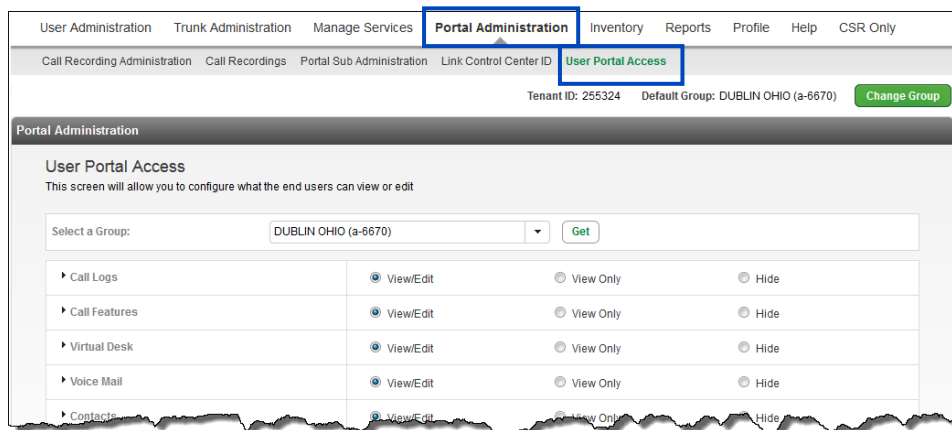
11. With your user ID linked to Control Center, access Control Center via the portal.
12. Click **Help** on the main menu.
13. Scroll to the bottom and click the **Go to Control Center Portal** link.



## User Portal Access

From within the User Portal Access feature, you can determine, at the Group level, which features and functions your end users have access to in their End User portals.

1. Click **Portal Administration** from the main menu.
2. Click **User Portal Access** from the sub menu.



3. Select a group from the **Select a Group** dropdown list, or begin typing your search criteria in the Search a group field to narrow your search if you have several locations within your tenant.
4. Once the group is select, click the **Get** button.

Portal Administration

User Portal Access  
This screen will allow you to configure what the end users can view or edit

Select a Group: L3 SITE

▶ Call Logs	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Call Features	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Virtual Desk	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Contacts	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Profile and Settings	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Help	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	

5. Listed for that group, are all the features you can modify for your users.
6. Click the “▶” button to expand a feature grouping.
  - **View/Edit** – these features can be viewed and in the end user’s portal
  - **View Only** – these features can be viewed in the end user’s portal but cannot be edited or modified
  - **Hidden** – these features won’t appear in the end user’s portal

Portal Administration

User Portal Access  
This screen will allow you to configure what the end users can view or edit

Select a Group: L3 SITE

▶ Call Logs	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Call Features	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Virtual Desk	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Contacts	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Profile and Settings	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Help	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	

7. After clicking the “▶” button on any feature grouping, underlying features will be displayed.
8. Select the appropriate configuration for each feature setting.
9. Click the **Save** button to save the settings for that group.
10. Click the **Save to Multiple Groups** button to enable those settings for additional groups within your tenant.



**Note:** Expand each of the feature groupings to view the various options within each grouping or review the end of this section for an example of each feature.

Portal Administration

User Portal Access  
This screen will allow you to configure what the end users can view or edit

Select a Group:

▼ Call Logs	<input type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input checked="" type="radio"/> Custom
Missed Calls	<input type="radio"/> View/Edit	<input checked="" type="radio"/> View Only	<input type="radio"/> Hide	
Incoming Calls	<input type="radio"/> View/Edit	<input type="radio"/> View Only	<input checked="" type="radio"/> Hide	
Outgoing Calls	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
▶ Call Features	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Virtual Desk	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Contacts	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Profile and Settings	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Help	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	

11. Select groups from the **Available Groups** field and drag and drop to the **Groups to Assign Settings to** field.
12. You can also use the arrow buttons between the fields to move groups to and from each field.
13. When all groups are moved to the groups to **Assign Settings to** field, click the **Save** button.

Save Settings to Multiple Groups

Below are the groups in this tenant.

Available Groups	Groups to Assign Settings to
L3 SITE	QC SITE
QX SITE	

Drag and Drop

### Call Logs

- Missed Calls
- Incoming Calls
- Outgoing Calls

Portal Administration

User Portal Access  
This screen will allow you to configure what the end users can view or edit

Select a Group: L3 SITE

▼ Call Logs	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Missed Calls	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
Incoming Calls	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
Outgoing Calls	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
▶ Call Features	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Virtual Desk	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Contacts	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Profile and Settings	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Help	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	

## Call Features



**Note:** There may be sub features within a feature grouping that can be expanded as well, such as Call Settings within the Call Features grouping. Click the arrow to expand that sub feature.

- Call Settings
- Find Me
- Privacy
- Call Treatment Schedules
- Manage PC Receptionist Users

Portal Administration

User Portal Access  
This screen will allow you to configure what the end users can view or edit

Select a Group:

▶ Call Logs	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▼ Call Features	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Call Settings	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Find Me	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Privacy	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Call Treatment Schedules	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
ManagePC Receptionist Users	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
▶ Virtual Desk	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Contacts	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Profile and Settings	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Help	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	

**Virtual Desk**

- Anywhere
- Remote Office
- Distinctive Ring
- Line Status
- Custom Ringback
- Mobility

The screenshot shows the 'User Portal Access' configuration page. At the top, it says 'Portal Administration' and 'User Portal Access'. Below that, it states 'This screen will allow you to configure what the end users can view or edit'. There is a dropdown menu for 'Select a Group' with 'L3 SITE' selected and a 'Get' button. The main part of the page is a table with columns for feature names and their access permissions. A blue arrow points to the 'Virtual Desk' row. At the bottom, there are 'Save', 'Save to Multiple Groups', and 'Cancel' buttons.

Feature	View/Edit	View Only	Hide	Custom
Call Logs	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call Features	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual Desk	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anywhere	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Remote Office	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Distinctive Ring	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Line Status	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Custom Ringback	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Mobility	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Contacts	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Profile and Settings	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	



## Contacts

- Contacts
- Speed Dial 100
- Speed Dial 8

Portal Administration

User Portal Access  
This screen will allow you to configure what the end users can view or edit

Select a Group: L3 SITE

▶ Call Logs	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Call Features	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Virtual Desk	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▼ <b>Contacts</b>	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Contacts	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
Speed Dial 100	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
Speed Dial 8	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
▶ Profile and Settings	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
Help	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	

## Profile and Settings

- Profile
- Settings
- 911 Location

Portal Administration

User Portal Access  
This screen will allow you to configure what the end users can view or edit

Select a Group: L3 SITE

▶ Call Logs	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Call Features	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Virtual Desk	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Contacts	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▼ <b>Profile and Settings</b>	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Profile	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
▶ Settings	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	<input type="radio"/> Custom
911 Location	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	
Help	<input checked="" type="radio"/> View/Edit	<input type="radio"/> View Only	<input type="radio"/> Hide	

## Inventory

The **Inventory** option allows you to monitor inventory of active and available seats, order additional telephone numbers and seats, monitor add on features such as desktop and mobile softphones, and monitor/review open and closed orders.

### Inventory Overview

Access **Inventory Overview** gives you a view, by group, of inventory In Use and inventory Available.

1. Click **Inventory** from the main menu.
2. Click **Inventory Overview** from the sub menu.

SIP Session Type	Current Quantity	Enterprise MCC	MCC Status
ENTERPRISE	9	32	Enabled

Select a Group: CENTURYLINK LAS VEGAS NV (a-406)  [Change Group Name](#) [Groups & MCC](#)

Type	In Use	Available	Pending	Total
Admin Seats	1	1	0	2
Analog Seats	0	2	0	2
Anywhere Seats	1	0	0	1
Auto Attendant Seats	4	0	0	4
Basic Cordless Seats	0	0	0	0

3. The **Enterprise Overview** provides a quick view of MCC inventory across your enterprise.
4. If you have multiple groups, select the **Group** from the dropdown list you want to view.
5. Click the **Get** button.
6. All inventory for that group displays.
7. This includes total number of licenses, licenses in use, and licenses available.
8. Use arrows and page buttons to navigate to additional screens.
9. Click the **Change Group Name** link.

SIP Session Type	Current Quantity	Enterprise MCC	MCC Status
ENTERPRISE	9	32	Enabled

Select a Group: CENTURYLINK LAS VEGAS NV (a-406)  [Change Group Name](#)

Type	In Use	Available	Pending	Total
Admin Seats	1	1	0	2
Analog Seats	0	2	0	2
Anywhere Seats	1	0	0	1
Auto Attendant Seats	4	0	0	4
Basic Cordless Seats	0	0	0	0

10. The **Group Name** entered for each location within your tenant is input during the ordering process. Based on how the name was entered, you may want to change it based on a name more familiar to you for that location.
11. Click the **Select a Group** dropdown list to select the group you want to rename.
12. In the **New Group Name** field, type in the name as you want that group to display. This only impacts how that group name appears in the portal and doesn't have an impact anywhere else.
13. Click the **Submit** button.

Change Group Name

Select a Group: CENTURYLINK LAS VEGAS NV (a-406)

\* New Group Name: LAS VEGAS NV

Submit Close

14. The new group name is reflected throughout the portal, unless you choose to change the name again.
15. Click the **Groups & MCC** link.

Inventory

Enterprise Overview

SIP Session Type	Current Quantity	Enterprise MCC	MCC Status
ENTERPRISE	9	32	Enabled

Select a Group: LAS VEGAS NV (a-406) Get Change Group Name Groups & MCC

16. Review information by clicking column headings or scrolling up/down.
17. Click the **Export** icon to export details to an Excel spreadsheet.
18. Click the **Close** button.

Groups & MCC

Circuit	Group	MCC	Status
DS1IT-16690680	SPRINGS(a-403)	1	Disabled
DS1IT-16690680	MARRIOT CITY CENTER(a-401)	1	Disabled
DS1IT-16690680	CENTURYLINK PORTLAND OR(a-408)	1	Disabled
DS1IT-16690680	FORT WALTON BEACH BETA(a-82)	5	Enabled
DS1IT-16690680	CENTURYLINK SEATTLE WA(a-407)	10	Enabled
DS1IT-16690680	CENTURYLINK_SDE_ONLY(a-8230)	9	Enabled
DS1IT-16690680	CENTURYLINK(a-402)	1	Disabled
DS1IT-16690680	CENTURYLINK PHOENIX AZ(a-405)	1	Disabled
DS1IT-16690680	CENTURYLINK SALT LAKE CITY(a-404)	9	Enabled
DS1IT-16690680	LAS VEGAS NV(a-406)	25	Enabled

Close

## Telephone Numbers

You can **add new** and **add ported telephone numbers** to your inventory by group level. (**Note:** You will need work with your account team to have telephone numbers removed from your account.)

1. Click **Inventory** from the main menu.
2. Click **Telephone Numbers** from the sub menu.
3. To view the entire phone number inventory for a specific group, select the location from the **Group** dropdown list.
4. Click the **Get** button.
5. This provides you with **Quantity of Available TNs** (telephone numbers), and **Quantity of In-Use TNs** and **Quantity of Pending TNs**.
6. You can **Delete** or **Add** telephone numbers to your inventory, by clicking the appropriate button.
7. Click the **Group** dropdown list under **Search for Telephone Number Status** to select a location.
8. Click the **Search** button.

User Administration Trunk Administration Manage Services Portal Administration **Inventory** Reports Profile Help CSR Only

Inventory Overview **Telephone Numbers** Seats Add On Features SIP Trunking Sessions Order Status

Tenant ID: 253023 Default Group: CENTURYLINK LAS VEGAS NV (a-408) [Change Group](#)

**Inventory**

Telephone Numbers

**Manage Inventory**

Group: CENTURYLINK LAS VEGAS NV (a-408) [Get](#)

Quantity of Available TNs:	11
Quantity of In-Use TNs:	31
Quantity of Pending TNs:	0

[Delete Telephone Numbers](#) [Add Telephone Numbers: New](#) [Add Telephone Numbers: Port](#)

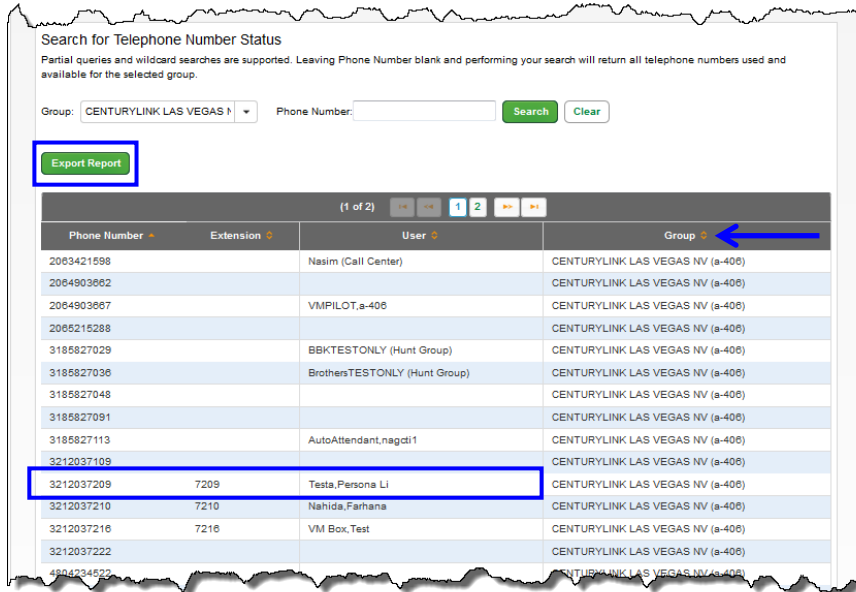
**Search for Telephone Number Status**

Partial queries and wildcard searches are supported. Leaving Phone Number blank and performing your search will return all telephone numbers used and available for the selected group.

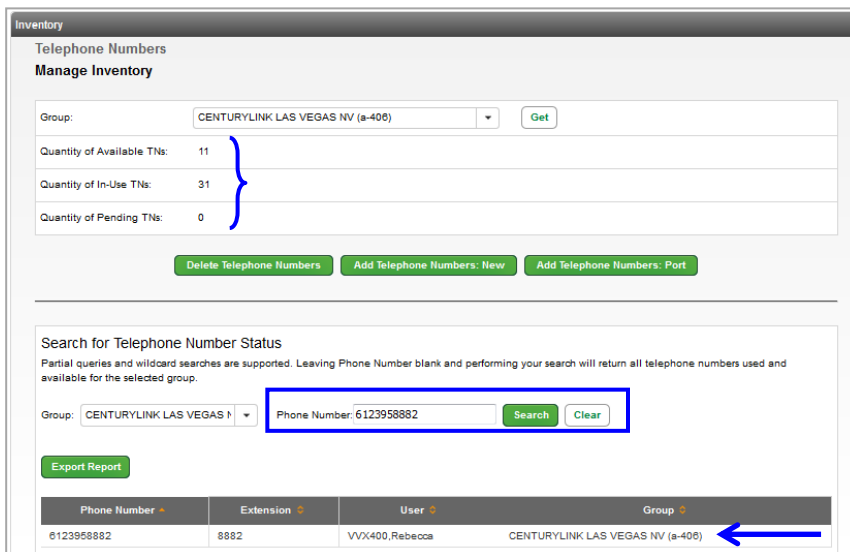
Group: CENTURYLINK LAS VEGAS NV  [Search](#) [Clear](#)

9. This displays the entire phone number inventory for that location, including available numbers and numbers in use.
10. Any telephone number with a name in the **User** column is in use, if there is no name listed in the **User** column, the number is available and can be assigned to a seat or service.
11. The **Extension** column provides the assigned extension number for each telephone number and can be useful if your extensions don't correlate to the 10-digit phone number.

- 12. Any column can be sorted in ascending or descending order by clicking the up or down orange arrows.
- 13. You can also export the entire list by clicking the **Export Report** button.



- 14. If you have a large group and want to refine your search, enter a 10-digit number in the **Phone Number** field
- 15. Click the **Search** button.



## Add Telephone Numbers: New

- To add new numbers to your inventory, click the **Add Telephone Numbers: New** button.
  - New** – new numbers are assigned from CenturyLink’s inventory, based on your area code and prefix or address
  - Port** – numbers you own and want to port to CenturyLink
- Click the **Add Telephone Numbers: New**.

The screenshot shows the 'Inventory Telephone Numbers Manage Inventory' page. It includes a 'Group' dropdown set to 'LAS VEGAS NV (a-406)' and a 'Get' button. Below this, it displays statistics: 'Quantity of Available TNs: 14', 'Quantity of In-Use TNs: 49', and 'Quantity of Pending TNs: 0'. At the bottom, there are three buttons: 'Delete Telephone Numbers', 'Add Telephone Numbers: New' (highlighted with a blue box), and 'Add Telephone Numbers: Port'. A search section at the bottom allows searching by 'Phone Number' with 'Search' and 'Clear' buttons.

- Request numbers based on an area code or address.
- Click the **Find by Area Code** radio button.
- Enter your preferred area code in the **Area Code** field.
- Click the **Select** dropdown list and choose from available prefixes.

This screenshot shows the 'Add Telephone Numbers: New' page. The 'Find by Area Code' radio button is selected. The 'Area Code' field contains '952' and the 'Exchange' dropdown is open, showing options like 'All', '257', '297', and '777'. A blue arrow points to the 'Find by Area Code' radio button, and another blue arrow points to the 'Exchange' dropdown. A third blue arrow points to the 'View Available TNs' button.

- Click **Find by Address** radio button if you want to review inventory based on your physical address.
- Enter your address in the **Street Address** field.
- Enter your city in the **City** field.
- Select your state from the **State** dropdown list.
- Enter your zip code in the **Zip** field.

This screenshot shows the 'Add Telephone Numbers: New' page with the 'Find by Address' radio button selected. The 'Street Address', 'City', 'State', and 'ZIP' fields are visible. A blue arrow points to the 'Find by Address' radio button, and a blue bracket highlights the 'City', 'State', and 'ZIP' fields. A 'View Available TNs' button is also visible.

12. Enter the number of required phones numbers in the **Quantify of Numbers to Add** field.
13. Check the **Consecutive Numbers** checkbox if that's a requirement.
14. Click the **View Available TNs** button.

Inventory  
Telephone Numbers

**Add Telephone Numbers: New**

Group: LAS VEGAS NV (a-406)

! Please note: Up to 1000 TNs can be put on a single request. The TNs do not have to be in the same rate center as the group/location.

Find by Area Code  Find by Address

\* Area Code: 952 \* Exchange: 777

\* Quantity of Numbers to Add: 10  Consecutive Numbers [View Available TNs](#)

Whom shall we contact if a question arises regarding your order?

15. Numbers available from CenturyLink's inventory are listed in the **Available TNs** field.
16. After reviewing the numbers, move them to the Selected field by dragging and dropping, or by using the arrow keys between the fields.

Inventory  
Telephone Numbers

**Add Telephone Numbers: New**

Group: LAS VEGAS NV (a-406)

! Please note: Up to 1000 TNs can be put on a single request. The TNs do not have to be in the same rate center as the group/location.

Find by Area Code  Find by Address

\* Area Code: 952 \* Exchange: 257

\* Quantity of Numbers to Add: 10  Consecutive Numbers [View Available TNs](#)

Available TNs	Selected
9522577226 (Local)	9522577225 (Local)
9522577227 (Local)	
9522577228 (Local)	
9522577229 (Local)	
9522577230 (Local)	
9522577231 (Local)	
9522577232 (Local)	
9522577233 (Local)	

Whom shall we contact if a question arises regarding your order?

17. Update prepopulated contact information as needed. An email is sent to the address in the email field when the order is submitted. A second email will be sent to confirm when the order has completed.
18. Enter the purpose of the order in the **Comments** field.
19. Click the **Place Order** button.

Inventory  
Telephone Numbers

Whom shall we contact if a question arises regarding your order?

\* Is a required field.

\* First Name:

\* Last Name:

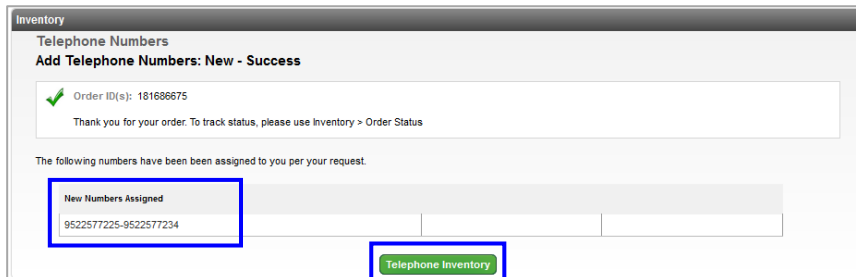
\* Phone:

\* Email:

Comments:

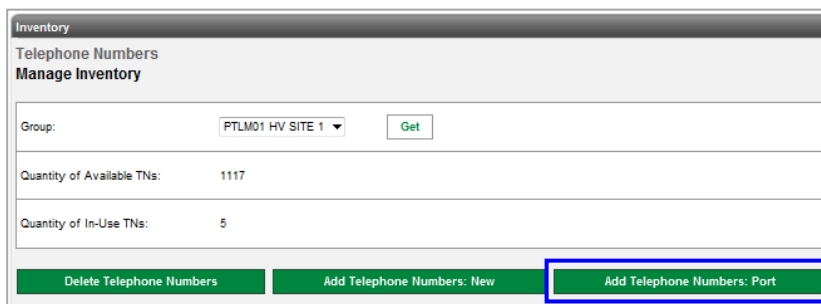
[Place Order](#) [Cancel](#)

20. You're presented with confirmation of your order, including an **Order ID** number and a list or range of numbers being processes on that order.
21. Click the **Telephone Inventory** button or proceed to another area of the portal by clicking your desired location on the main or sub menu.

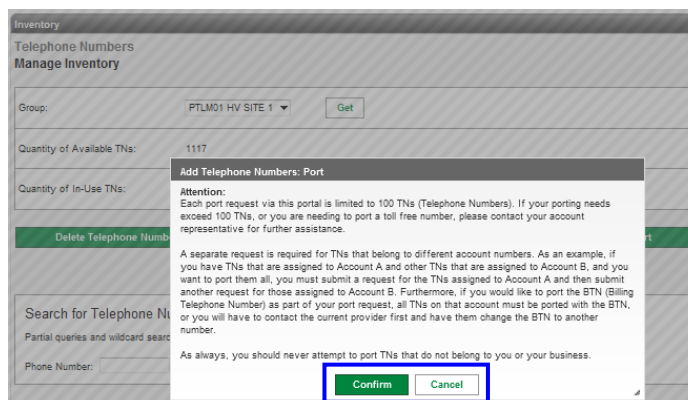


## Add Telephone Numbers: Port

1. To add ported numbers to your inventory, click the **Add Telephone Numbers: Port** button.



2. Refer to the **Attention** notice. If you click the **Cancel** button, you'll cancel your request to process a port order.
3. To proceed with your order, click the **Confirm** button.





- 4. Enter non-consecutive numbers, comma separated, in the **Input Telephone Number(s)** field.
- 5. Enter ranges of numbers in the **Select a Range** field.

**Note:** You can have a combination of non-consecutive numbers, and ranges of numbers in one order.



- 6. Click the **Portability Check** button to confirm whether your numbers can be ported.

Inventory

Telephone Numbers

**Add Telephone Numbers: Port**

Group: PTLM01 HV SITE 1

! Please note: Up to 100 ported TNs can be put on a single request.

All TNs are 10 digits long without any special characters. If multiple TNs are entered, use comma delimiter to separate the numbers. Example: 3032201133,2083128899.

Input Telephone Number(s):  ←

And/Or

Select a Range:

Area Code	Exchange	Last 4 Digits	TO	Last 4 Digits
380	433	5010		5019

7. If your numbers are portable, you'll receive confirmation that you can proceed with your order submission.
8. Click the **Submit** button.

**Inventory**

Telephone Numbers

**Add Telephone Numbers: Port**

Group: PTLM01 HV SITE 1

! Please note: Up to 100 ported TNs can be put on a single request.

All TNs are 10 digits long without any special characters. If multiple TNs are entered, use comma delimiter to separate the numbers. Example: 3032201133,2063128899.

! The number(s) you have submitted are available for port. Please note that porting is contingent upon the losing carrier accepting the port request, so if any of these numbers are tied to the account information you provided, the port may be rejected.

Input Telephone Number(s):

And/Or

! The number(s) you have submitted are available for port. Please note that porting is contingent upon the losing carrier accepting the port request, so if any of these numbers are tied to the account information you provided, the port may be rejected.

Select a Range:

Area Code	Exchange	Last 4 Digits	TO	Last 4 Digits
360	433	5010		5019

9. You'll receive this error if your numbers are not available to port.

All TNs are 10 digits long without any special characters. If multiple TNs are entered, use comma delimiter to separate the numbers. Example: 3032201133,2063128899.

! None of the individual phone number(s) entered is eligible to port.

Input Telephone Number(s):

10. An LOA is required to accompany all port orders.  
 11. Fill out the information in the **Required LOA Information** screen, as it pertains to the information on the account the numbers are currently billed on.



**Note:** It is suggested you refer to your invoice, and enter information in this screen, exactly as it appears on your invoice, including any punctuation, capitalization, abbreviations, etc., to avoid order rejection from the losing carrier.

**Inventory**

Telephone Numbers

**Add Telephone Numbers: Port - Confirmation**

Number(s) to be Ported			
3804335000	3804335005	3804335007	3804335010-3804335019

**Required LOA Information**

LOA info is needed for every company associated to the TNs being requested for port.  
 For example, if you are porting 100 TNs then all need to have come from one company.

\* Is a required field.

- \* Requested Due Date:
- \* Billing Account Number(s):
- \* Service Address: 
  - \* City:
  - \* State:
  - \* Zipcode:
- \* Billing Address: 
  - \* City:
  - \* State:
  - \* Zipcode:
- \* Authorized Party:
- \* PIN numbers provided to current carrier: 
  - \* Date:
- \* Initials for the customer:
- \* LOA Contact Name:
- \* LOA Contact Telephone Number:

12. Enter contact information in the **First/Last Name**, **Phone** and **Email** fields.

**Note:** Emails will be sent to the address in the Email field to confirm the order, and when the order is fulfilled.



13. Enter notes pertaining to the order in the **Comments** field (not required).

14. Click the **Place Order** button.

Whom shall we contact if a question arises regarding your order?

\* Is a required field.

\* First Name:

\* Last Name:

\* Phone:

\* Email:

Comments:

15. You'll receive an **Add Telephone Numbers: Port - Success** confirmation, including an **Order ID** number.

16. Click the **Telephone Inventory** button or proceed to another area of the portal by clicking your desired location from the main or sub menu.

Inventory

Telephone Numbers

**Add Telephone Numbers: Port - Success**

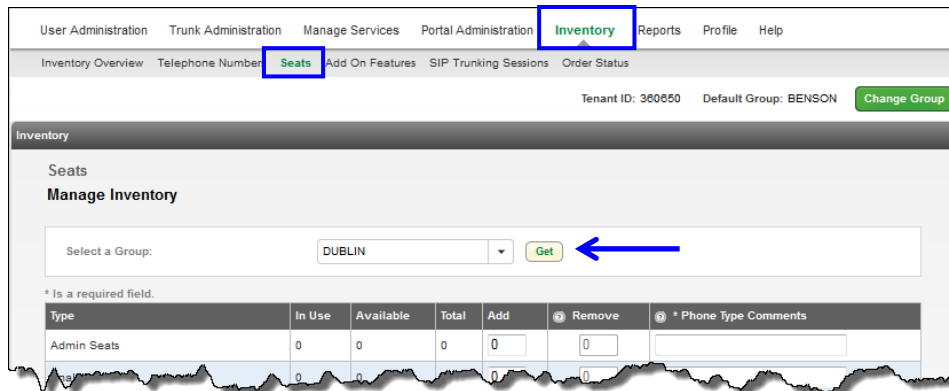
Order ID(s): 174088405

The requested port date is the date we will send to the losing carrier. Porting intervals can vary depending on the losing carrier. Port requests with less than 49 TNs (Telephone Numbers) are typically completed within 10 business days of the request. Port requests with more than 50 TNs will be negotiated with the losing carrier and can take up to 45 business days to complete.

## Seats

Manage inventory by adding and removing seats based on your needs. If additional seats requiring physical devices are ordered, they'll be shipped to the address of the group you're ordering services for. If seats are removed that were associated to a physical device, you'll receive a shipping label to easily return devices.

1. Click **Inventory** from the main menu.
2. Click **Seats** from the sub menu.
3. If you have multiple locations, select the location you want to manage from the **Select a Group** dropdown list.
4. Click the **Get** button.



5. Existing inventory for that location displays.
6. See all product types associated to that location including how many are **In Use** and how many are **Available** by seat/product type.
7. You can **Add** to your inventory or **Remove** existing inventory.
8. If you add seat types that have phones or devices associated to them, such as **Basic**, **Standard** and **Premium**, you need to indicate in the **Phone Type Comments** dropdown list, the device type you need shipped. If you need more than one phone or device type, multiple orders will need to be placed.
9. The appropriate device for any seat/license you order populates the dropdown list with the appropriate options.
10. Enter the total quantity for each product type, in the **Add** column. To remove inventory, enter the total quantity of any one product in the **Remove** column.

**Note:** You can only remove seat licenses if there is a quantity in the **Available** field indicating those licenses are currently not assigned to a user.



11. If you're removing inventory for products that have phones associated to them, such as **Basic**, **Standard** and **Premium**, you'll receive a shipping label to return the devices.
12. Click the **Submit** button.

The screenshot shows the 'Manage Inventory' page for 'CENTURLINK LAS VEGAS'. It features a table with columns for 'Type', 'In Use', 'Available', 'Total', 'Add', and 'Remove'. A dropdown menu for 'Phone Type Comments' is open, showing options like 'No CPE', 'Polycom SoundPoint IP 650 w/ 1 Sidecar', etc. The 'Submit' button is highlighted with a blue box.

Type	In Use	Available	Total	Add	Remove	* Phone Type Comments
Admin Seats	0	0	0	0	0	No CPE
Analog Seats	0	0	0	0	0	
Anywhere Seats	1	0	1	0	0	
Auto Attendant Seats	1	0	1	0	0	
Basic Seats	0	1	1	0	0	
Conference Seats	0	0	0	0	0	
Contact Center Basic Seats	2	8	10	0	0	No CPE
Standard Seats	0	0	0	0	0	Polycom VVX 500
Virtual Seats	1	0	1	0	0	
Voice Mail Only Seats	0	1	1	0	0	

13. Confirm or change missing or incorrect information under “**Whom shall we contact**”.
14. You can enter a **Comment** pertaining to the seat order (this field is not required).
15. Click the **Place Order** button.

The screenshot shows the 'Order Confirmation' page. It displays a table with the requested items and a form for contact information. The 'Place Order' button is highlighted with a blue box.

Type	Add	Remove	Phone Type Comments
Standard Seats	1		Polycom VVX 500

For Added seats please allow 10 minutes after placing the order for processing. Then you can use the seats for users and services. New phones will be shipped within 5 business days.

For Removed seats you will receive a Return Authorization Shipping Label for your phones. The Available quantities will be decreased by the removed amount.

Whom shall we contact if a question arises regarding your order?

\* Is a required field.

\* First Name: Contact

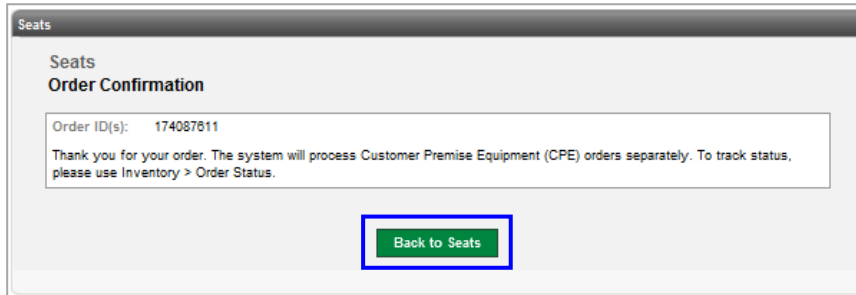
\* Last Name: Name

\* Phone: 2125551234

\* Email: customer@domain.com

Comments: Enter any necessary comments

16. You'll receive an **Order Confirmation** which includes an **Order ID** number.
17. You can monitor your order status under **Inventory --> Order Status**.
18. Click the **Back to Seats** button or proceed to another area of the portal by clicking your desired location from the main or sub menu.



## Add On Features

**Add On Features** allow you to order additional license from the portal such as Webex, call recording, and receptionist console.

1. Click **Inventory** from the main menu.
2. Click **Add On Features** from the sub menu.
3. If you have multiple groups, select the location you want to manage from the dropdown list.
4. Click the **Get** button.

Type	In Use	Available	Pending	Total	Add Features	Remove Features	Action
Business Communicator Collaboration	4	6	0	10	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>
Business Communicator Voice/Video	0	8	0	8	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>
Desktop Softphones	3	0	0	3	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>
Mobile Softphones	0	4	0	4	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>
Receptionist Console	1	0	0	1	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>
Secure SIP	0	5	0	5	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>
SIP E911	0	0	0	0	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>
Voice Mail for Group Features	1	5	0	6	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>
Voice Mail Transcription	8	4	0	12	<input type="text" value="0"/>	<input type="text" value="0"/>	<a href="#">View Users</a>

5. Displayed are **In Use**, **Available** and **Total** inventory for the products you currently have and can be ordered.
6. Click **View Users**, next to any product type to which users have licenses assigned to them.

Inventory

Add On Features  
Summary and Edit

Select a Group: CENTURYLINK LAS VEGAS NV (a-406)

Type	In Use	Available	Pending	Total	Add Features	Remove Features	Action
Business Communicator Collaboration	4	6	0	10	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Business Communicator Voice/Video	0	8	0	8	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Desktop Softphones	3	0	0	3	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Mobile Softphones	0	4	0	4	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Receptionist Console	1	0	0	1	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Secure SIP	0	5	0	5	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
SIP E911	0	0	0	0	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Voice Mail for Group Features	1	5	0	6	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Voice Mail Transcription	8	4	0	12	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>

7. All users having that **Add On Feature** assigned, are displayed.
8. When finished reviewing the information, click the **Close** button.

In User Add-On Features Summary

Feature Type: Business Communicator Collaboration

First Name	Last Name	Quantity
Jane	Doe	1
Rebecca	VVX400	1
Rebecca	VVX500	1
Becky	Virtual	1



9. You can **Add** or **Remove** inventory by feature type.
10. To add inventory, enter the number of units required in the **Add Features** column.
11. To remove inventory, enter the number of units you want to remove in the **Remove Features** column.



**Note:** To remove inventory, there must be available licenses to remove, if all licenses are in use, a remove order cannot be placed without unassigning the license from an existing user.

12. Click the **Submit** button.

Inventory

Add On Features  
Summary and Edit

Select a Group: CENTURLINK LAS VEGAS NV (a-406)

Type	In Use	Available	Pending	Total	Add Features	Remove Features	Action
Business Communicator Collaboration	4	6	0	10	<input type="text" value="0"/>	<input type="text" value="3"/>	<input type="button" value="View Users"/>
Business Communicator Voice/Video	0	8	0	8	<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Desktop Softphones	3	0	0	3	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Mobile Softphones	0	4	<input type="text" value="0"/>	4	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Receptionist Console	1	0	0	1	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Secure SIP	0	5	0	5	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
SIP E911	0	0	0	0	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Voice Mail for Group Features	1	5	0	6	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>
Voice Mail Transcription	8	4	0	12	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="button" value="View Users"/>

13. Confirm prepopulated contact information is accurate or enter updated information in the fields as shown.
14. The owner of the email address in the **Email** field, receives notification that an order was placed, and receives a second email once when the order is fulfilled. Upon fulfillment, the new services can be assigned for immediate use.
15. Click the **Place Order** button.

Inventory

Add On Features  
Order Confirmation

Mobile Softphones      Type      Add      Remove

1

Whom shall we contact if a question arises regarding your order?  
\* Is a required field.

\* First Name:

\* Last Name:

\* Phone:

\* Email:

Comments:

## SIP Trunking Sessions

As with Trunk Administration within the main menu, you'll only see SIP Trunking Sessions as a sub menu item, if a tenant subscribes to SIP trunking.

1. Click **Inventory** from the main menu.
2. Click **SIP Trunking Sessions** sub menu.
3. The **Current Quantity** column displays total number of MCCs (maximum concurrent calls) currently available across your enterprise; to change this, enter the new total number of sessions in the **Total Quantity after Change** field.
4. Hit **Enter** on your keyboard, then click the **Submit** button.
5. The order for additional sessions fulfills within approximately 30 minutes.

Inventory

SIP Trunking Sessions  
Manage Inventory

Type	Current Quantity	Total Quantity after Change
ENTERPRISE	9	0

Submit Clear

## Order Status

From **Order Status**, check the status of any active or completed order from within the portal.

1. Click **Inventory** from the main menu.
2. Click **Order Status** from the sub menu.

Order Status

Adding Seats/Add on Features/New Phone numbers (subject to availability) will complete within 72 business hours. Additional billing may apply. Please refer to your contract for further details. [Click here](#) for the standard list rates. If you are requesting the porting of phone numbers, those transactions may take up to 45 days to complete. For White Page Listings and Caller ID name please consult your CenturyLink Account team to update those records as required. The default Caller ID name of the CenturyLink network is "IP Voice," unless otherwise specified when you placed your original order.

Search for an Order

Full or partial search queries are OK. Wild card searches are not supported.

Find - Select - that includes Search Clear

Refresh

Order Request ID	Sales Order ID	Order Type Code	Customer Order Entry Date	Order Due Date	Group (Location/Site)	Order Status	Status Date
237733800	172868054	New/Install	04/13/2015	04/20/2015	DUBLIN, BENSON, ...	Completed	04/13/2015
237733800	172868058	New/Install	04/13/2015	04/20/2015	DUBLIN, BENSON, ...	Completed	04/13/2015

6. All **Orders** for a group will be displayed.

7. To narrow the search in a particular order choose from the following options in the **Find** dropdown list:
  - **Order Request ID**
  - **Sales Order ID**
  - **Customer Order Entry Date**
8. To narrow the search further, enter search criteria within the **“that includes”** field.
9. Click the **Search** button.
10. Ticket information is displayed below, and can be sorted by any of the categories, either ascending or descending, by clicking on the up/down arrow within a column heading.

**Inventory**

**Order Status**  
 Adding Seats/Add on Features/New Phone numbers (subject to availability) will complete within 72 business hours. Additional billing may apply. Please refer to your contract for further details. If you are requesting the porting of phone numbers, those transactions may take up to 45 days to complete. For White Page Listings and Caller ID name please consult your CenturyLink Account team to update those records as required. The default Caller ID name of the CenturyLink network is "IP Voice," unless otherwise specified when you placed your original order.

**Search for an Order**  
 Full or partial search queries are OK. Wild card searches are not supported.

Find - Select - that includes

Order Request ID	Sales Order ID	Order Type Code	Customer Order Entry Date	Order Due Date	Group (Location/Site)	Order Status	Status Date
237656993		Change		09/06/2014	SITE3	Pending	09/06/2014
237656994		Change		09/06/2014	SITE3	Pending	09/06/2014
237656755	172650285	Change	09/03/2014	09/10/2014	SITE3	Pending	09/03/2014
237656755	172650311	Change	09/03/2014	09/10/2014	SITE3	Pending	09/03/2014
237656755	172650296	Change	09/03/2014	09/10/2014	SITE3	Pending	09/03/2014
237656755	172650330	Change	09/03/2014	09/10/2014	SITE3	Pending	09/03/2014

11. Click on an **Order Request ID**, to gain additional information about that order.

**Inventory**

**Order Status**  
 Adding Seats/Add on Features/New Phone numbers (subject to availability) will complete within 72 business hours. Additional billing may apply. Please refer to your contract for further details. If you are requesting the porting of phone numbers, those transactions may take up to 45 days to complete. For White Page Listings and Caller ID name please consult your CenturyLink Account team to update those records as required. The default Caller ID name of the CenturyLink network is "IP Voice," unless otherwise specified when you placed your original order.

**Search for an Order**  
 Full or partial search queries are OK. Wild card searches are not supported.

Find - Select - that includes

Order Request ID	Sales Order ID	Order Type Code	Customer Order Entry Date	Order Due Date	Group (Location/Site)	Order Status	Status Date
237394256	174080870	Change	10/31/2013	11/07/2013	PTLMO2 SITE 1	Completed	10/31/2013
237394854	174081817	Change	11/11/2013	11/18/2013	PTLMO2 SITE 1	Completed	11/11/2013
238000892	174083283	Change	11/12/2013	11/12/2013	PTLMO2 SITE 1	Completed	11/12/2013
237393383	174078156	New/Install	10/29/2013	11/05/2013	PTLMO2 SITE 1	Completed	10/29/2013
237393383	174078184	New/Install	10/29/2013	11/05/2013	PTLMO2 SITE 1	Completed	10/29/2013
238002981	174086905	Change	11/18/2013	11/25/2013	PTLMO2 SITE 1	Completed	11/18/2013

12. An **Order Status Detail** window displays information about that order, including the order status.
13. The **Order Items** section outlines inventory requested on the order.
14. Click the **Done** button.

**Inventory**

**Order Status Detail**

Order Request ID:	237931170
Sales Order ID:	187158236
Customer Order Entry Date:	04/15/2016
Order Due Date:	04/22/2016
Order Type Code:	Change
Order Source:	HVDSPORTAL
VoIP Circuit Location:	930 15TH ST, DENVER, CO, 80202
Group (Location/Site):	L3 LOC (a-16021) QC LOC (a-16022) QX LOC (a-16020)
Order Status:	Completed
Assigned R/ITPC Name:	

Order Items:	Inventory Item	Action	Quantity
	CALL RECORDING BASIC	Add	20

Done

15. For a list of standard seat/product pricing, click **Click Here** in the Order Status section at the top of the inventory page.

**Inventory**

**Order Status**

Adding Seats/Add on Features/New Phone numbers (subject to availability) will complete within 72 hours of your contract for further details [Click here](#) for the standard list rates. If you are requesting the portion to complete. For White Page Listings and Caller ID name please consult your CenturyLink Account to name of the CenturyLink network is "IP Voice," unless otherwise specified when you placed your order.

**Search for an Order**

Full or partial search queries are OK. Wild card searches are not supported.

Find  that includes

Search Clear

Refresh

Order Request ID	Sales Order ID	Order Type Code	Customer Order Entry Date	Order Due Date	Group (Location/Site)
237733800	172868054	New/Install	04/13/2015	04/20/2015	DUBLIN, BENSON, ...

## Reports

**Reports** allow you to run and compile utilization reports by telephone number or groups of telephone numbers, and additional reports for voicemail, portal usage and trunk utilization reports provide statistics for those specific features. Call data is stored for 75 days.

### Utilization Reports

Reports are run in **Summary**, **Bar Chart** and **Detail** format, as well as **Call Detail Reports**. Call details are retained for 75 calendar days.

1. Click **Reports** from the main menu.
2. Click **Utilization Reports** from the sub menu.
3. If your enterprise has multiple groups, select the group you want to run your report for from the **Group** dropdown list; if your enterprise only has one location, that field is static.
4. After your group has been selected, click the **Get Phone Numbers** button.

The screenshot shows the Lumen Reports interface. At the top, there is a navigation menu with 'Reports' highlighted in blue. Below this, there is a sub-menu with 'Utilization Reports' highlighted in blue. The main content area shows the 'Utilization Reports' form. It includes a 'Tenant ID: 253023' and 'Default Group: CENTURYLINK LAS VEGAS NV (a-406)' with a 'Change Group' button. The form has a section for 'Access Type' with radio buttons for 'Trunks' and 'Phone Numbers' (selected). Below this is a 'Group' dropdown menu set to 'CENTURYLINK LAS VEGAS NV (a-406)', with a blue arrow pointing to it. At the bottom of the form, there is a 'Get Phone Numbers' button highlighted with a blue box and a 'Cancel' button.

5. From the **Report Type** dropdown list, choose your report type. These are the data aggregation levels for each report.
  - **Hourly Summary** – 5-minutes
  - **Daily Summary** – hour
  - **Weekly Summary** – day
  - **Monthly Summary** – month
  - **Busy Hour Summary** – 5-minutes
6. The **Title** field populates based on the report type selected, this field is editable and can be changed.
7. In the **Comments** field, enter pertinent comments regarding your report.
8. Click the **Calendar** buttons to select a **Start Date** and **End Date**.

9. Click the dropdown lists to select your **Start Time** and **End Time**.
  - To avoid lengthy response time to generate your report, the system limits the time frame for your report.

**Report Criteria**

\* Report Type: Hourly Summary

Title: Hourly Summary for Trunks

Comments: Enter comments here regarding this report.

Time Frame: The time frame must not exceed 24 hours.

\* Start Date: 07/01/2014 End Date: 07/30/2014

\* Start Time (GMT): 08 00 AM End Time (GMT): 05 00 PM

10. Telephone numbers appear in the **Available** field, depending on which report you're running and the group you selected.
11. Drag and drop telephone numbers from the **Available** field to the **Selected** field you want to include in your report.
12. You can also use arrows between the columns to move data between each field.
13. The **Selected Columns** field contains all columns that can be included in your report, all are selected by default.
14. To customize your report, drag and drop columns you don't require in your report to the **Available Columns** field.
15. You can also use the arrow keys to move **Columns** between each field.
16. To rearrange the **Selected Columns** to appear in a different order on your report, click a **Column Name** and drag it to the desired location, or use the up and down arrows to rearrange them.
17. Click the **View Report** or **Export Report** button to process your report.

**Phone Numbers**

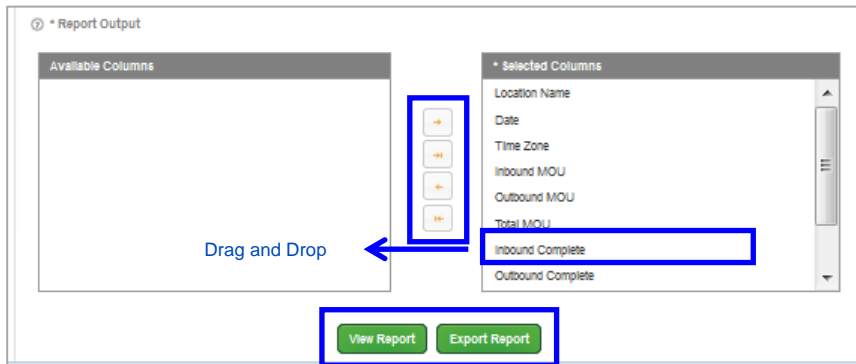
Available

3036052625  
3036052626  
3036052628  
3036052630  
3036052631  
3036052633  
3036052635  
3036052636

\* Selected

3036052629  
3036052632  
3036052634  
3036052627

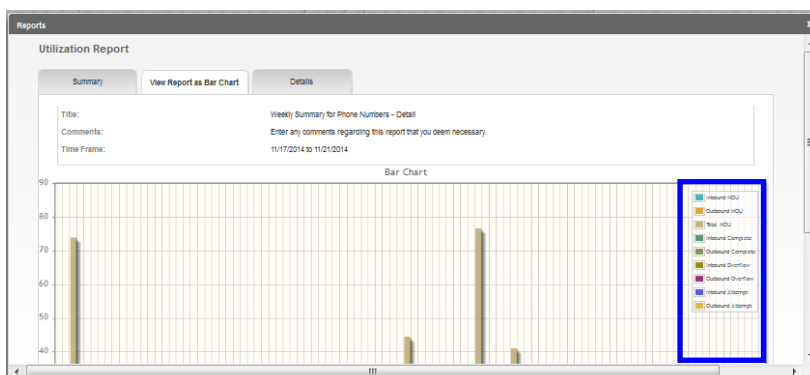
Drag and Drop



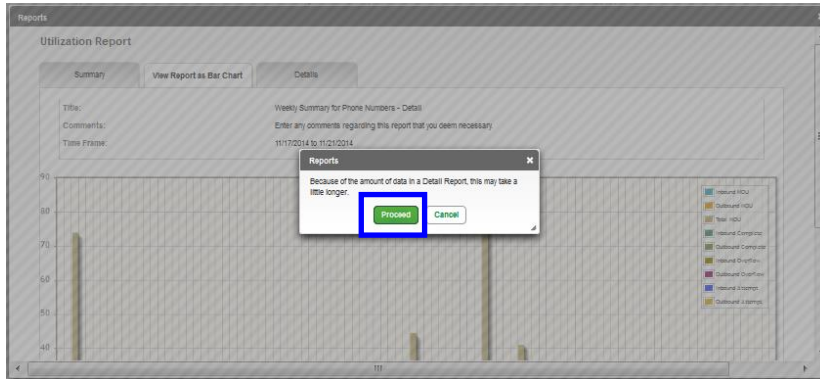
18. If you click the **View Report** button, your report processes based on the criteria you set in the report parameters.
19. The **Summary** tab displays all your call usage information.
20. If your report is large, scroll bars allow you to scroll up and down.
21. The report can be sorted by clicking on the up/down arrow in each column.

Location Name	Date	Time Zone	Inbound MOU	Outbound MOU	Total MOU	Inbound Complete	Outbound Complete	Inbound Attempt	Outbound Attempt
#-001	2014-11-17 14:50:00.000	CST	0.85186	2.86788	3.40943	1	1	1	1
#-001	2014-11-17 14:45:00.000	CST	6.27612	4.01838	10.2945	2	3	2	3
#-001	2014-11-17 15:00:00.000	CST	73.67275	0.0	73.67275	1	0	1	0
#-001	2014-11-17 15:20:00.000	CST	0.0	4.8126	4.8126	0	4	0	4
#-001	2014-11-17 18:30:00.000	CST	0.0	0.93728	0.93728	0	1	0	1

22. Click the **View Report as Bar Chart** tab to see your report results in that format.
23. A legend based on your column names is provided.



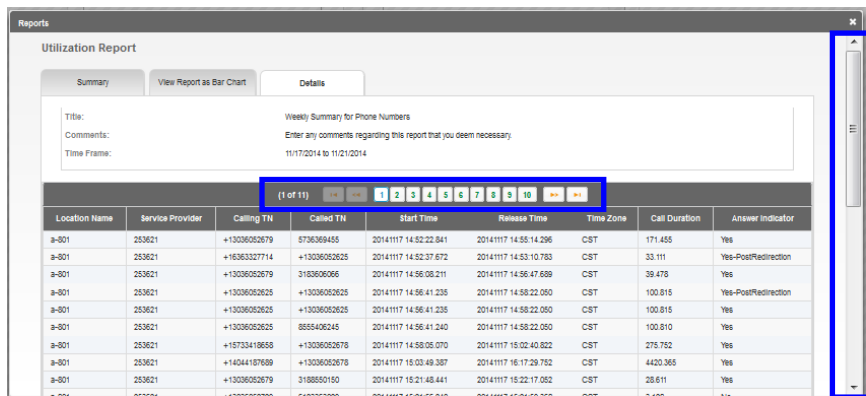
24. For more details on your usage and call records, click the **Details** tab.
25. Depending on the report parameters you defined, you may receive a warning message stating that your report may take longer to process depending on those parameters.
26. Click the **Proceed** button.



27. Once the report is generated, review the following call detail:

- **Calling Telephone Number**
- **Called Telephone Number**
- **Start/Release Time**
- **Call Duration**
- **Answer Indicator**

28. Use the scroll bars to scroll up/down through your report.
29. Or use the page buttons |< << >> >| to navigate as well.

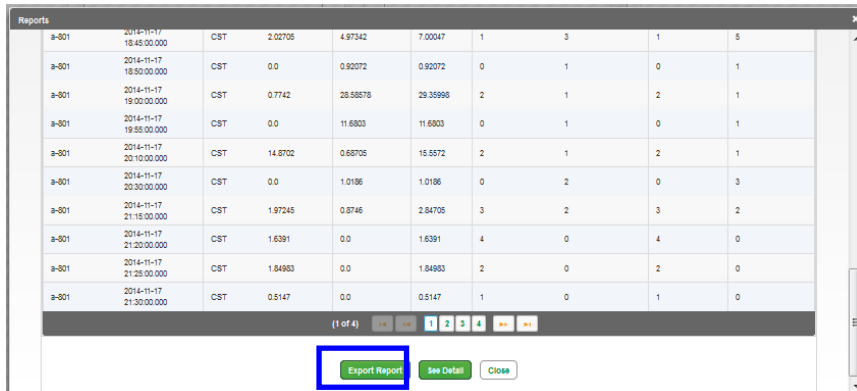




30. To export your report, from the **Summary**, **View Report as Bar Chart** or **Details** tab, scroll to the bottom of the report window.

31. Click the **Export Report** button to export your report details to an Excel spreadsheet.

**Note:** Each report format option, **Summary**, **Bar Chart** or **Details**, can be exported based on the type of information you require.



32. Calls can be sorted and filtered using standard Excel feature and formatting options.

33. Information contained in the report is based on the report type, **Summary**, **Bar Chart** or **Detail**.

	A	B	C	D	E	F	G	H	I
	Location N	Service Provider	Calling TN	Called TN	Start Time	Release Time	Time Zone	Call Duration	Answer Indicator
1	a-401	253023	+13036063107	9708275555	20141215 16:28:13.551	20141215 16:35:39.020	CST	445.469	Yes
2	a-401	253023	+13036063107	8555406245	20141215 20:16:02.577	20141215 20:16:14.805	CST	12.228	Yes
3	a-401	253023	+13036063107	*88	20141215 20:16:23.256	20141215 20:16:31.526	CST	8.270	No
4	a-401	253023	+13036063107	8555406245	20141215 20:16:41.949	20141215 20:17:00.878	CST	18.929	Yes
5	a-401	253023	+13036063107	8555406245	20141215 20:17:24.160	20141215 20:17:39.019	CST	14.859	Yes
6	a-401	253023	+13037542804	+13036063107	20141215 20:27:03.860	20141215 20:42:28.991	CST	925.131	Yes
7	a-401	253023	+13036063105	8555406245	20141215 21:26:17.856	20141215 21:27:04.419	CST	46.563	Yes
8	a-401	253023	+13036063105	8555406245	20141215 21:29:13.885	20141215 21:29:35.683	CST	21.798	Yes
9	a-401	253023	+14044187681	+13036063105	20141215 21:50:15.736	20141215 23:22:18.637	CST	5522.901	Yes
10	a-401	253023	+13037542804	+13036063107	20141216 00:04:43.045	20141216 00:05:16.322	CST	33.277	Yes-PostRedirection
11	a-401	253023	+13036063107	8667898818	20141216 15:29:34.310	20141216 16:30:24.055	CST	3649.745	Yes
12	a-401	253023	+13037542804	+13036063107	20141216 15:50:04.220	20141216 15:50:31.511	CST	27.291	Yes-PostRedirection
13	a-401	253023	+13036063107	8667898818	20141216 16:59:51.929	20141216 17:13:58.192	CST	846.263	Yes
14	a-401	253023	+13036063107	8667898818	20141216 16:59:51.929	20141216 17:13:58.192	CST	846.263	Yes

## Enterprise CDR Reports

**Enterprise CDR Reports** allows you to schedule call activity reports across your entire enterprise. Reports can be scheduled for daily, weekly or monthly output. Report data purges automatically based on the report type and predefined purge settings.

### Report Run Times

#### Daily Report – runs every day

- Eastern Time 11:00 p.m.
- Central Time 12:00 a.m.
- Mountain Time 1:00 a.m.
- Pacific Time 2:00 a.m.

#### Weekly Report – runs every Monday

- Eastern Time 11:30 p.m.
- Central Time 12:30 a.m.
- Mountain Time 1:30 a.m.
- Pacific Time 2:30 a.m.

**Monthly Report – run the first day of every month**

- Eastern Time 11:45 p.m.
- Central Time 12:45 a.m.
- Mountain Time 1:45 a.m.
- Pacific Time 2:450 a.m.

**Report Clean Up**

- **Daily Reports** older than 30 days
- **Weekly Reports** older than 90 days
- **Monthly Reports** older than 190 days

1. Click **Reports** from the main menu.
2. Click **Enterprise CDR Reports** from the sub menu.
3. Select frequency of your report from the **Frequency Type** dropdown list.
  - Daily
  - Weekly
  - Monthly
4. Choose the time zone by clicking the **Time Zone** dropdown list
  - CT – Central Time
  - ET – Eastern Time
  - MT – Mountain Time
  - PT – Pacific Time
5. In the **Notification Email Address(es)** field, enter an email address(es) or distribution list(s); edit or enter additional addresses by using comma separation.
6. Click the **Submit** button.

User Administration Trunk Administration Manage Services Portal Administration Inventory **Reports** Profile Help CSR Only

Utilization Reports **Enterprise CDR Reports** Voice Mail Reports Portal Usage Reports Trunk Utilization Reports

Tenant ID: 253023 Default Group: CENTURYLINK LAS VEGAS NV (a-406) [Change Group](#)

**Reports**

**Enterprise CDR Reports**  
This application may be used to schedule enterprise CDR Reports for daily, weekly and monthly reports

\* Is a required field.

\* Frequency Type

\* Time Zone

\* Notification Email Address(es)  
The scheduled reports will be sent to the following email address(es). You can edit the address and/or add additional addresses by using a common separator.

[Submit](#) [Delete](#) [Cancel](#)

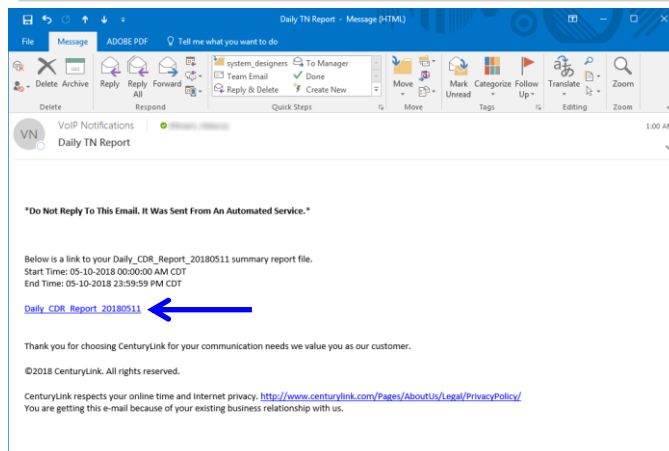
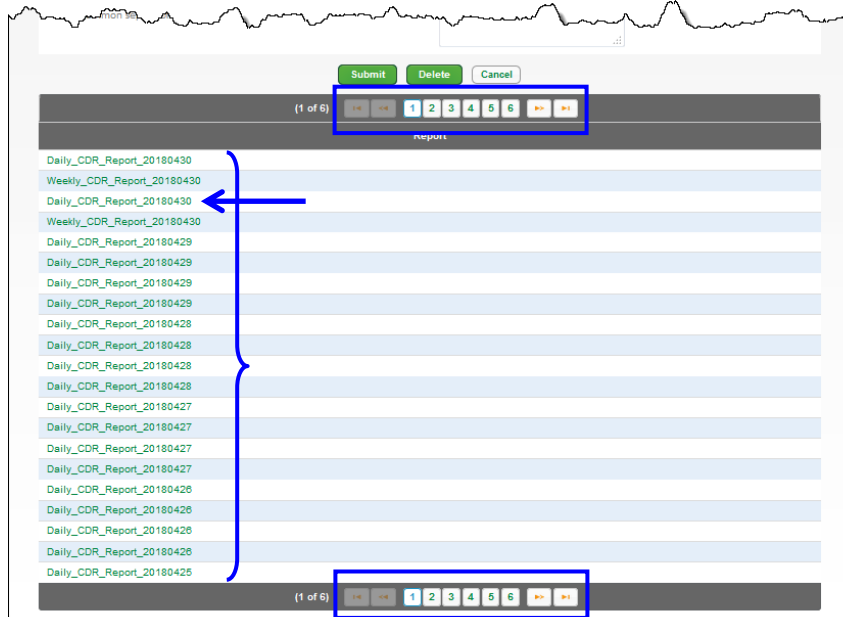
Report

No records found.

7. After the report runs, an email notification is directed to all email addresses and distribution lists entered in the **Notification Email Address(es)** field; report run times are outlined at the beginning of this section.
8. Click the appropriate link in the **Report** section of the portal to launch or save a report or click the link within the email notification to launch or save the report.
9. Use **Page Buttons** and **Arrows** at the top and bottom of the report section to locate your report based on the report run date.
10. After clicking a report link, **Open** or **Save** the report based on the parameters of your operating system.
11. Reports purge from this list on their expiry date, based on the report type:

**Report Clean Up**

- **Daily Reports**                      older than 30 days
- **Weekly Reports**                    older than 90 days
- **Monthly Reports**                    older than 190 days



12. Report output is formatted with Excel; allowing you to use all features within that application to format and sort your report data.

	A	B	C	D	E	F	G	H	I
1	Group Name	Service Provider	Calling TN	Called TN	Start Time	Release Time	Call Duration	Answer Indicator	A_UA
2	CTL_MO_TOWN AND COUNTRY	256108	*13148880594	*13148880594	20180509 17:32:39.028	20180510 07:53:17.358	5:16:38.330	Yes-PostRedirection	
3	CTL_MO_TOWN AND COUNTRY	256108	*13148880594	*13148880594	20180509 17:32:39.061	20180510 07:53:17.358	5:16:38.297	Yes	PolycomVvx-VVX_500-UA/5.5.1.11840
4	CTL_MO_TOWN AND COUNTRY	256108	*13148880594	8555396245	20180509 17:32:39.061	20180510 07:53:17.358	5:16:38.297	Yes	
5	CTL_LA_MONROE HQ	256108	*13183306236	6087967606	20180509 23:13:57.290	20180510 00:29:25.561	4:52:27.1	Yes	bc-uc - Business Communicator (21.2.0.64
6	CTL_LA_MONROE HQ	256108	*13183306371	6087965340	20180509 23:43:39.901	20180510 00:35:06.919	3:08:27.018	Yes	bc-uc - Business Communicator (21.2.0.64
7	CTL_LA_MONROE HQ	256108	*13183621599	18967889888	20180510 00:01:51.538	20180510 00:02:17.816	26.278	Yes	PolycomVvx-VVX_500-UA/5.5.1.11840
8	CTL_LA_MONROE HQ	256108	*17194645805	*13183306538	20180510 00:03:11.139	20180510 00:03:28.280	1:7.141	Yes-PostRedirection	
9	CTL_LA_MONROE HQ	256108	*17194645805	8555396245	20180510 00:03:11.155	20180510 00:03:28.280	1:7.125	Yes	
10	CTL_LA_MONROE HQ	256108	*17196879752	*13183306539	20180510 00:06:48.862	20180510 00:06:49.717	0.855	No	
11	CTL_LA_MONROE HQ	256108	*17196879120	*13183306538	20180510 00:07:04.768	20180510 00:07:44.695	39.927	Yes-PostRedirection	
12	CTL_LA_MONROE HQ	256108	*17196879120	8555396245	20180510 00:07:04.804	20180510 00:07:44.695	38.891	Yes	

13. To change report type, time zone or notification recipients, click dropdown lists and edit email addresses accordingly.
14. Click the **Delete** button to stop recurring reports.

Enterprise CDR Reports  
This application may be used to schedule enterprise CDR Reports for daily, weekly and monthly reports

✓ Action completed successfully

\* Is a required field.

\* Frequency Type: Daily

\* Time Zone: CT

\* Notification Email Address(es)  
The scheduled reports will be sent to the following email address(es). You can edit the address and/or add additional addresses by using a common separator.

youremail@domain.com

Submit Delete Cancel

(1 of 6)

Report

Daily\_CDR\_Report\_20180430

Weekly\_CDR\_Report\_20180430

## Voice Mail Reports

This report option allows you to review and export a report that indicates whether voicemail has been configured, and which mailboxes have been set up by the user. **As a reminder, callers are unable to leave messages for users that don't set up their voicemail, so at the implementation of your services this report is very useful, and for new users.**

1. Click **Reports** from the main menu.
2. Click **Voice Mail Reports** from the sub menu.

3. To change groups, select from the **Select a Group** dropdown list.
4. Click the **Get** button.

Reports

Voice Mail Report

Select a Group: CENTURYLINK LAS VEGAS NV (a-406) **Get**

Search Users

Full or partial search queries are OK. Wild card searches are not supported.

Find: **Select -** that includes  **Search** **Clear**

First Name	Last Name	Telephone Number	Extension	Voice Mail Configured	Voice Mail Setup
Becky	Virtual	6123958897	8897	No	No
LV	HuntGroup	7028027028	7028	No	No
Senate	Testing	6123958885	8885	No	No

5. All users for that group are displayed, including user **First/Last Name, Telephone Number, Extension, Voice Mail Configured** and **Voice Mail Setup**.
6. Review the **Voice Mail Configured** column to identify users having a voicemail box (some seats don't have voicemail, such as common area seats, conference room phones, etc.).
7. The **Voice Mail Setup** column indicates which mailboxes have been set up by the user.
8. Click the **Export Report** icon.
9. Report output is formatted with Excel; allowing you to use all features within that application to format and sort your report data.

Reports

Voice Mail Report

Select a Group: SITE 3 L3 **Get**

Search Users

Full or partial search queries are OK. Wild card searches are not supported.

Find: **Select -** that includes  **Search** **Clear**

First Name	Last Name	Telephone Number	Extension	Voice Mail Configured	Voice Mail Setup
nagaraj	samal	6142103302	3302	Yes	No
dhivya	lastuser	6142103300	3300	Yes	No
Jane	Doe	6142103303	3303	Yes	No
John	Doe	6142103306	3306	No	No
Maia	Abraham	6142103301	3301	Yes	No
Tami	Abraham	6142103310	3310	No	No

## Portal Usage Reports

The **Portal Usage Report** allows you to monitor how often your users access their end user portal. If the end user portal and all features and functions contained within the portal were introduced to your users, this report can be used to determine how often your staff are using this feature.

1. Click **Reports** from the main menu.
2. Click **Portal Usage Reports** from the sub menu.
3. To change groups, select from the **Select a Group** dropdown list.
4. Click the **Get** button.

The screenshot shows the 'Reports' section of the application. The 'Portal Usage Reports' sub-menu is selected. The 'Select a Group' dropdown is set to 'CENTURYLINK LAS VEGAS NV (s-408)'. The 'Get' button is highlighted with a blue arrow. Below the dropdown is a table with the following data:

First Name	Last Name	Telephone Number	Extension	Seat Type	Last Logged In Date/Time
mohammad	Akter	2065215286	5286	Premium	NEVER
Rebecca	Basic	3185827091	7091	Basic	NEVER
Jane	Doe	6126296455	6455	Premium	03/22/2018 12:06:21 PM PDT
Rebecca	DP750	6123958886	8886	Premium Cordless	NEVER

5. All users for that group are displayed, including user **First/Last Name, Telephone Number, Extension, Seat Type** and **Last Logged In Date/Time**.
6. The **Last Logged In Date/Time** column indicates if a user has **Never** accessed their end user portal, or the last **Date/Time** the user logged in.
7. Click the **Export Report** icon.
8. Report output is formatted with Excel; allowing you to use all features within that application to format and sort your report data.

The screenshot shows the 'Portal Usage Reports' interface with the 'Select a Group' dropdown set to 'SITE 3 L3'. The 'Export Report' icon (a document with a download arrow) is highlighted with a blue arrow. Below the dropdown is a table with the following data:

First Name	Last Name	Telephone Number	Extension	Seat Type	Last Logged In Date/Time
Tami	Abraham	6142103310	3310	Premium	NEVER
Jane	Doe	6142103303	3303	Premium	11/10/2015 10:02:18 AM EST
John	Doe	6142103306	3306	Premium	11/10/2015 12:54:18 PM EST
dhivya	lastuser	6142103300	3300	Premium	NEVER
nagaraj	samal	6142103302	3302	Premium	NEVER
Maia	Abraham	6142103301	3301	Premium	NEVER

## Trunk Utilization Reports

The **Trunk Utilization Report** displays total number of active sessions, by trunk group, in meter format. A session is equal to an active call. This reporting option will not be visible within a group that doesn't utilize SIP Trunking.

1. Click **Reports** from the main menu.
2. Click **Trunk Utilization Report** from the sub menu.
3. Trunk groups for the default group are displayed; if you have multiple groups within your enterprise, change the displayed group by clicking the **Change Group** button selecting the appropriate group from the dropdown list.
4. Click the **Refresh** button to update **Number of Active Sessions**; 1 session is equal to 1 call.
5. Click the **Export Report** icon.
6. Report output is formatted with Excel; allowing you to use all features within that application to format and sort your report data.

The screenshot shows the 'Trunk Utilization Reports' page. The navigation menu includes 'User Administration', 'Trunk Administration', 'Manage Services', 'Portal Administration', 'Inventory', 'Reports', 'Profile', 'Help', and 'CSR Only'. The 'Reports' menu is expanded, showing 'Utilization Reports', 'Enterprise CDR Reports', 'Voice Mail Reports', 'Portal Usage Reports', and 'Trunk Utilization Reports'. The page displays 'Tenant ID: 271430' and 'Default Group: BOB STREICHER IQ SIP (a-48157)'. There are 'Change Group' and 'Refresh' buttons. A gauge chart shows utilization levels. Below the chart is a table with the following data:

Trunk Group	Group	Number of Active Sessions
Bob Streicher TG 1(CENT8722PB01)	BOB STREICHER IQ SIP(a-48157)	0
Bob Streicher TG 2(CENT8722PB02)	BOB STREICHER IQ SIP(a-48157)	0

## Profile

Contact information contained in the **Profile** section is based information we received for your primary contact. This is only visible to that individual and can only be modified by that individual. If changes are needed due to staff changes, for your security, you'll need to reach out to our repair team for assistance. When certain functions are performed in the portal such as adding/deleting licenses, assigning licenses, etc., the address registered within Profile receives notification of the activity via email.

1. Click **Profile** from the main menu.
2. The administrator is set up based on the information gathered during the implementation process.
3. This information can be changed/modified by the primary administrator at any time including changing the password and email address.

4. Complete the information accordingly in the applicable fields.
5. Click the **Save** button.

User Administration Trunk Administration Manage Services Portal Administration Inventory Reports **Profile** Help

Tenant ID: 360650 Default Group: BENSON [Change Group](#)

### Profile

#### Change Password or Notification Email Address

Your Hosted VoIP Portal Password can be changed by completing the fields below. Your notification Email Address can also be updated and is used to validate Password updates, reminders, and changes to your profile.

\* Is a required field.

* First Name:	<input type="text" value="Customer"/>
* Last Name:	<input type="text" value="Admin"/>
* Notification Email Address:	<input type="text" value="email@domain.com"/>
① Current Password:	<input type="password"/>
① New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>

[Save](#) [Cancel](#)



## Help

Within **Help**, you have access to various training tools and documents such as user guides, quick reference guides, training videos, live chat, and more.

1. Click **Help** from the main menu.
2. Click **User Guides & Help Information** from the sub menu.
3. Within the **Help** page, you'll find items such as **Training Documentation** and **User Guides**.
4. Click the desired link to launch self-help documentation.
5. This feature continually updates as new features become available.

The screenshot shows the Lumen Help page interface. The top navigation bar includes 'User Administration', 'Trunk Administration', 'Manage Services', 'Portal Administration', 'Inventory', 'Reports', 'Profile', 'Help', and 'CSR Only'. The 'Help' menu item is highlighted with a blue box. Below the navigation bar, there are links for 'User Guides & Help Information', 'Did You Know?', and 'What's New?'. The main content area is titled 'Help' and contains sections for 'Frequently Asked Questions', 'Manuals', and 'Trainings'. A blue bracket highlights the 'Manuals' and 'Trainings' sections.

**Frequently Asked Questions**

[Go to CenturyLink Business Knowledge Base](#)

**Manuals**

- [E911 Labels \(print\)](#)
- [E911 Legal Advisory](#)
- [E911 Administrator Guide](#)
- [E911 IQ SIP Administrator Guide](#)
- [E911 IQ CPE Configuration and 911 MUST READ](#)
- [E911 IQ SIP Fundamentals](#)
- [Administrator Portal Guide \*\*\\*\\*REVISED 12/16/19\\*\\*\*\*](#)
- [End User Portal Guide \*\*\\*\\*REVISED 02/04/20\\*\\*\*\*](#)
- [Call Recording Dashboard User Guide](#)
- [Supervisor and Agent Client User Guide](#)
- [Contact Center Report Sample](#)
- [IQ SIP Administration Portal Guide \*\*\\*\\*REVISED 5/17/19\\*\\*\*\*](#)
- [IQ SIP CPE Technical Assistance Center](#)
- [CenturyLink Business Communicator for Desktop \(R22.7\)](#)
- [CenturyLink Business Communicator for Desktop \(R21.6\)](#)
- [CenturyLink Business Communicator for Mobile](#)
- [Hosted VoIP/IQ SIP versus Control Center Report Comparison](#)
- [Local Calling Area Tool](#)
- [Utilization Report Sample](#)
- [Ordering Reports](#)
- [Computer Connection Diagrams](#)
- [VoIP Equipment Advisory](#)
- [Using Your Phone At Home](#)
- [Bulk Upload Instructions](#)
- [Polycom Compatible Headsets](#)
- [Voicemail User Guide](#)

**Trainings**

- [Click HERE for Polycom Handset Training Videos](#)
- [Click HERE for Cisco Handset Training Videos](#)
- [Click HERE for Business Communicator Training Videos R21.6](#)
- [Schedule Live Webinar Training](#)
- [Cisco 68xx Series Training](#)
- [Cisco 78xx Series Training](#)

## Live Chat

1. Click **Chat with an Expert** on the right side of any portal page to chat with an agent.
2. Live chat hours are **Monday through Friday, 7a.m. to 8 p.m. Eastern Time.**

The screenshot displays the CenturyLink Business User Administration interface. At the top, the CenturyLink Business logo is visible. Below it, a navigation menu includes 'User Administration', 'Trunk Administration', 'Manage Services', 'Portal Administration', 'Inventory', 'Reports', 'Profile', 'Help', and 'CSR Only'. A secondary menu lists 'Manage Users', 'Customize User Templates', 'Bulk Load Users', 'Modify Multiple End User Feature Assignment', 'Modify Multiple End User Feature Settings', and 'Bulk 911 Registration'. Below these menus, the tenant ID is '253023' and the default group is 'LAS VEGAS NV (a-406)'. The main content area is titled 'User Administration' and 'Manage Users', with a 'Create New User' button. A dropdown menu shows 'LAS VEGAS NV (a-406)'. Below that is a search section for end users with a 'Search' button. At the bottom, a table lists two users: '68xx,Cisco' and '78xx,Cisco', both with phone number '6123958875' and extension '8875', and 'Premium' seats. A blue box highlights a 'Chat with an Expert' button in the bottom right corner of the table area.

User	Phone	Extension	Seat	Group	Actions
68xx,Cisco	6123958875	8875	Premium	LAS VEGAS NV (a-406)	
78xx,Cisco	6123958879	8879	Premium	LAS VEGAS NV (a-406)	