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Hosted VoIP with Webex Space Meeting upgrades have arrived.

Cisco, our partner in providing Webex, upgraded all Webex collaboration packages in November to align the **space** meeting experience with the **scheduled** meeting experience. These enhancements:

- Add feature functionality to space meetings that already exists in scheduled meetings like reactions, recording meetings and more.
- Allow the meeting host package to determine the meeting capabilities.
- Allow multiple space meetings to occur in the same space at the same time.

New for Basic Collaboration package users: Personal meeting room (PMR)
All Webex collaboration packages (Basic, Standard, Premium) include **space** meetings. The Standard and Premium Collaboration packages also include a **PMR**.

With this enhancement, a PMR was added to the Basic Collaboration package giving users the ability to schedule both space and scheduled meetings.

For more details, see Hosted VoIP with Webex: November 2023 Meeting Upgrades.

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National Suicide Prevention and Mental Health Crisis Lifeline (988)

The Federal Communications Commission (FCC) has adopted 988 as a new nationwide three-digit telephone number to be used to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Customers should continue to dial 1-800-273-TALK to reach the Lifeline until Lumen completes its implementation of 988 dialing beginning July 16, 2022.

Why this is important:
Due to the mandate, extensions beginning with 988 will not be supported.

The 988 Suicide Prevention program enables a three-digit extension in addition to a ten-digit toll-free number that makes it easier and quicker for an individual to reach assistance as needed.

For more information regarding the National Suicide Prevention and Mental Health Crisis Lifeline, refer to the 988 Advisory on the portal **Help** page.   Back to top

Webex has replaced the Business Communicator (BC)

Lumen has decommissioned the BC application. It has been replaced by Webex. If you still need to migrate to Webex, contact your System Designer or the Help Desk for assistance. You can reach the Help Desk by phone at 844.88LUMEN (844.885.8636) or email at MACDesk@lumen.com.

Are you currently using the Business Communicator (BC)?
Read this now to avoid a service outage.

BC is no longer supported by Cisco, our partner in offering this feature. Patches, bug fixes and security upgrades are not available. Lumen will be decommissioning the application as early as **May 1, 2022**, at which time the BC will cease working.

To avoid an outage caused by unresolvable application issues or the eventual decommissioning of BC, we strongly advise you migrate remaining BC users to the new Webex feature as soon as possible, or by April 29, 2022, at the latest.

Migration can be managed through the portal. Refer to the guides in the **Hosted VoIP with Webex** section of the portal **Help** page details.   Back to top

Are you changing a portal user ID today? Read this first.

If you update a portal user ID and experience an error, it may be due to the current password for that user.

To resolve this error, return to the user settings page for that user and follow these steps:

1) Confirm the email is accurate on the user settings page. If it is not, update the email and save before proceeding.
2) Click reset password. The user will receive an automated email will the temporary password.
3) Click change user ID. Update the user ID and save.

Announcing the launch of Hosted VoIP with Webex

Hosted VoIP with Webex will provide exciting new voice and collaboration features to help manage your business when it launches on November 19, 2021. Customers can easily migrate to Webex via the Hosted VoIP Administrator portal, where you can choose from new flexible packages that include the following capabilities:

- Webex Softphone only - inbound and outbound calling using your Hosted VoIP TN
- Webex Basic - direct and team chats, VoIP only meetings, screen and file sharing
- Webex Standard - 100 participant meetings with PSTN call in or call back options

Webex Premium - 300 participant meetings with PSTN call in or call back options as well as advanced moderator capabilities and recorded meeting options

Please be aware that you will no longer be able to add or reconfigure your existing Business Communicator users after Webex launches. If you need additional Business Communicator clients before migrating, you can order and configure them prior to November 15, 2021. Existing Business Communicator clients will continue to work after November 18, 2021; however, no configuration changes are possible, and support options will be limited.

Please visit our Hosted VoIP support pages for additional information on Hosted VoIP with Webex capabilities or details on migrating users from Business Communicator to Webex.   Back to top

Attention Hosted VoIP Customers: Business Communicator is being replaced by Webex

Lumen will be transitioning to a new collaboration experience, seamlessly delivering Hosted VoIP calling solutions with Cisco Webex advanced messaging and meeting capabilities. This transition will begin in November of 2021 and will be complete by **March 2022**.

Hosted VoIP with Webex replaces the Business Communicator Voice & Video and Business Communicator Collaboration applications you are currently using. Customers can migrate via the Hosted VoIP Administrator portal where you can choose from new flexible packages that include the following capabilities:

- Softphone only
- Basic, Standard or Premium meeting packages to meet your specific needs
- Direct and team chat
- Screen and file sharing
- One-click, easy to join meetings

Please visit the Hosted VoIP support page for more details on how to prepare for the migration to Webex: https://www.lumen.com/help/en-us/voip/webex.html.   Back to top

Attention: All Call Logs Users

As part of performance enhancements, new and existing customers will default to **basic call logs** effective June 21, 2021. The last 20 each of missed, dialed and received calls for a 60-day period will be available in call log history.

If preferred, administrators can enable **enhanced call logs** in the portal giving the end user visibility to the last 100 each of missed, dialed and received calls. Call log history will begin accumulating for this increased quantity on the day the feature is toggled on and will be available for a 60-day period. **Enhanced call logs** will include call duration in the logs where **basic call logs** do not. This change does not impact the visibility of call duration on **customer detail reports (CDR)** or reports regardless of which type of call logs are selected.

To enable the feature, the administrator can select the edit action next to the end user phone number. Navigate to the **feature assignment** page. Click **yes** to **enable enhanced call logs** and save your changes. Reboot is not required.   Back to top

Attention: Polycom Users – Firmware Release effective June 9, 2021

A new firmware release has been deployed to Polycom VVX phones as follows:

- Software 5.9.6.2996 (VVX 300-310-400-410-500-600-1500)
- Software 6.3.1.8427 (VVX 301-311-401-411-501-601-150-250-350-450)

Please reboot your Polycom phones for this firmware release to take effect.   Back to top

Attention: All Lumen IP Voice Customers – Number formatting standards* required to comply with FCC mandate effective June 2021

Your action may be required, based upon upcoming FCC mandates effective June 2021, to avoid possible disruption or decline of your Voice calls. This may involve updating your phone system to ensure the proper calling number format in time to meet this critical deadline.

Please click here here to review the calling party number standards that must be met within the Lumen network. This is due to the introduction of the FCC's mandate regarding robocall mitigation methods, such as STIR/SHAKEN, to ensure the proper formatting of calling party number which is critical to the completion and delivery of your traffic.

*These standards are generally applicable to your non-TDM voice and IP based voice termination service Lumen provides to you. Please consult your Lumen account team if you have questions.   Back to top

Effective immediately for Enterprise SIP Trunking Product

Your service to the grandfathered Lumen product **Enterprise SIP Trunking Product** will not accept portal updates. You received notice in 2020 that this product was grandfathered with the FCC on October 30, 2020, because the platform associated with this service is no longer supported.

(**Note:** This does not apply to IQ SIP, SIP Trunking or Sonus SIP Trunk products.)

- In the event you need to make updates please call 844-88LUMEN Monday through Friday 8am-7pm ET.
- The support team will help facilitate feature management changes only as this portal is no longer supported at this time.
- We encourage you to contact your account team as soon as possible to schedule a migration and discuss special pricing offers on communication solutions. https://www.lumen.com/en-us/communications/voice-complete.html   Back to top

Attention: Call Recording Users

Call recording is assigned to a specific **user ID** when implemented. Changing the user ID for a user when call recording is enabled is not supported. To change a call recording user ID, the call recording feature must be disabled, then call recording can be re-enabled after the user ID is changed.

Existing recordings that were saved to the old user ID **will be lost** upon enablement of the new user ID for call recording.   Back to top

Attention: All Voicemail Users – Security enhancement effective October 15, 2020

Security enhancements will be made to the voicemail platform as part of our keep current initiatives on Thursday, October 15th, 2020. The option to skip entering a PIN on all voicemail greetings will no longer be available and new PIN guidelines will be implemented.

How does this impact you?

If the skip PIN option was disabled, there is no impact. If the skip PIN option was enabled, a PIN will have to be entered when dialing voicemail from an IP handset or Business Communicator. PIN length will be a minimum of 6 digits with a maximum of 15 and new guidelines regarding repeating characters and sequential characters will be implemented.

If skip PIN was enabled and you have forgotten your password, you will need to call Lumen VoIP Repair at 877-453-8353, option 1, 2, 2, for assistance. If your current voicemail PIN does not meet the new guidelines, there is no immediate impact, but we recommend you change your PIN frequently. When you do change your PIN, you will be required to follow the new guidelines. The new voicemail PIN guidelines can be found in the Voicemail User Guide.   Back to top

Hosted VoIP COVID-19 Remote Work Reminder

The Business Communicator Client supports both voice and video calling and collaboration features for those users working from home or an alternative location as part of the COVID-19 pandemic response. Lumen would like to remind you to update your 911 service address to ensure emergency services respond to the correct address should the Business Communicator Client be used to call 911. Address changes can be made through the **administrator** or **end user portals**.

There are also multiple features of the platform that support remote and mobile work including **Remote Office**, **call forwarding** and **simultaneous ring** which are described in the Hosted VoIP Administrative Portal Guide located in the help section of the portal. You can also refer to the Hosted VoIP Work from Home Options Guide.

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