



What's new in your Administrator Portal

Overview

This document lists changes and enhancements to your Hosted VoIP Administrator Portal. It continually updates as features are added and enhancements are made.

Return to this document periodically to find out what's new!

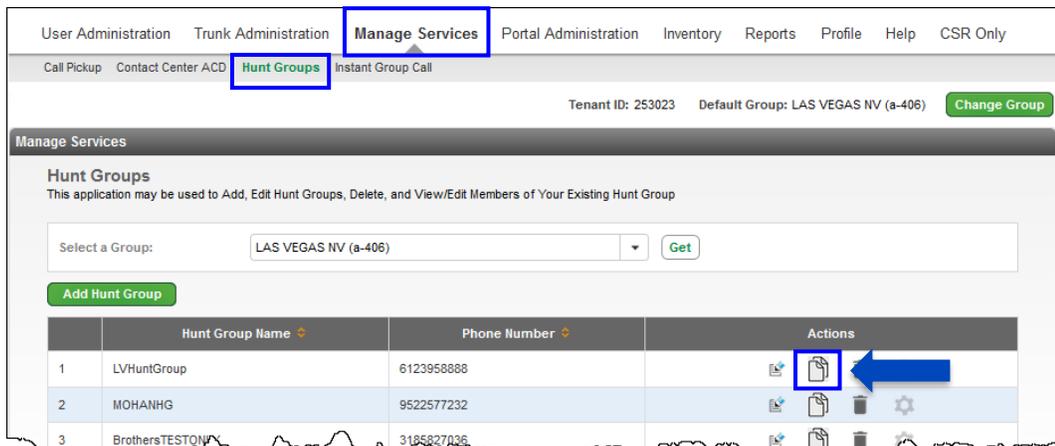
Always refer to the full [Administrator Portal](#) guide for complete details on these features and all features available in the portal. The portal guide is large and may take a couple of minutes to load.

Date of change: 9-3-20

Copy an existing hunt group

With the copy hunt group feature, copy an existing hunt group from the same group versus programming a new hunt group manually.

- Click **Manage Services** from the main menu
- Click **Hunt Groups** from the sub menu
- Click the **Copy** icon from the user you want to copy for the new user



Most fields and features can be modified, but members do not copy and must be added to each hunt group after it's copied.

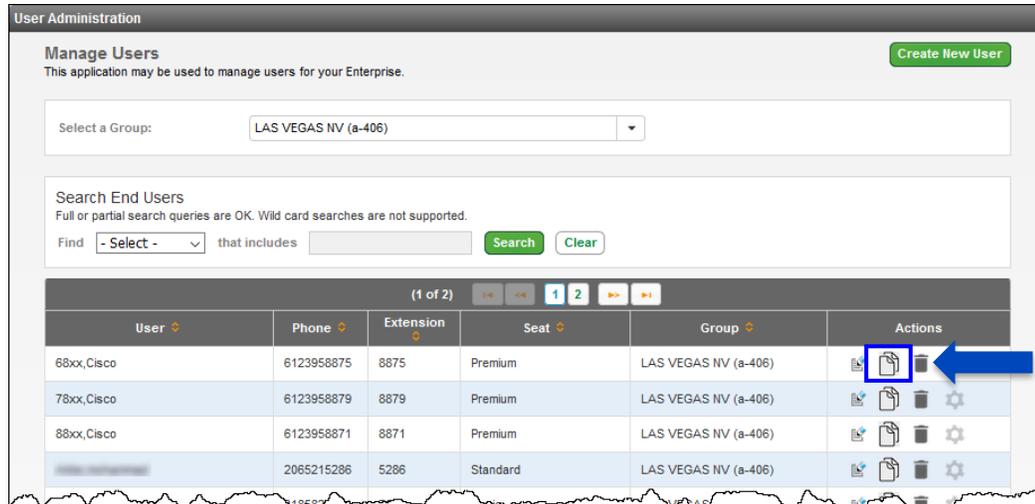


Date of change: 8-13-20

Copy an existing user

With the new copy user feature, copy an existing user with the same seat type, phone model and features the new user needs.

- From the **Manage Users** screen, click the **Copy** icon for the user you want to copy



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



Date of change: 7-30-20

Updated voicemail PIN guidelines

- Hover over the “?” anywhere a new PIN and PIN validation are entered for new 6-15 digit PIN guidelines

Voicemail PIN Guidelines

1. PINs are required.
2. PINs must be 6-15 numeric digits in length.
3. The PIN cannot solely consist of your VoIP telephone number or any part of the VoIP telephone number.
4. The same digit cannot be repeated more than twice.
Allowed Examples: 11xxxx, xxx88xxx, xxxxxxx99
Not Allowed Examples: 222xxx, xxx444xx, 777777
5. The entire PIN value cannot be sequential; neither ascending or descending.
Allowed Examples: 012347, 98761, 01234560
Not Allowed Examples: 123456, 0123456789, 765432, 9876543210

Date of change: 6-19-20

Voicemail PIN validation rules

- Voicemail PIN validation rules have been changed to a 6-15 digit number requirement that cannot be the same as the telephone number. This is part of an enhanced security initiative.

Primary Device

Device or Trunk Group: Device Trunk None

Voice Mail Box Number: 2063421597

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:



Hunt Group (HG) member search

Searching for a hunt group (HG) member just became easier. You can now enter a full or partial search to locate the users you want to add or remove as a member of a hunt group.

- Click **Manage Services > Hunt Groups**
- Click the **Edit** button for the hunt group you want to manage
- If editing an existing hunt group, click the **Edit Members** button at the bottom of the page

Not Reachable Settings

Call Forward to:

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

- If building a new hunt group, click the **Add Members** button at the bottom of the page

Not Reachable Settings

Call Forward to:

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

- In the search field above the **Available Users** field, enter a search or partial search for a name or phone number to locate the user you want to add as a member of the HG
- In the search field above the **Selected Users** field, enter a search or partial search for a name or phone number to locate the user you want to remove as a member of the HG
- After members are added or removed, click the **Save** button

Manage Services

Hunt Group - Edit Members

Available Users

- 3185827031,3185827031(sip.test@centurylink.com)
- 3185827045,3185827045(sipstd.7045@centurylink.com)
- 3185827047,3185827047(3185827047@centurylink.com)
- 3185827053,3185827053(3185827053@centurylink.com)
- 3185827063,3185827063(3185827063)
- 450,Demo(demo450@centurylink.com)
- 650 Exp,Demo(demo650exp@centurylink.com)

Selected Users

- Smith,Jennifer



Date of change: 5-24-20

“No CPE” as an ordering option

- “No CPE” now appears as an ordering selection when a seat license only is needed. In other words, you don't need a handset or other device to accompany that license.

Auto Attendant Seats	2	2	0	4	0	0	
Basic Seats	2	1	0	3	0	0	- Select -
Basic Cordless Seats	0	1	0	1	0	0	- Select - No CPE
Conference Seats	0	2	0	2	0	0	POLYCOM VVX 300
Contact Center Basic Seats	0	10	-5	5	0	0	- Select -

Date of change: 3-20-20

User TNs (telephone numbers) can be changed

An existing user's telephone number (TN) can be changed without having to delete and rebuild the seat. The new TN selection can be made from the same group the user's built in, or from another group.

Note: When the TN is changed, it doesn't automatically change the extension; please remember to change both fields if necessary.

- Click on **User Administration > Manage Users**
- Find the user you want to modify and click the **Edit** icon
- On the **Edit End User** page, click the **Change Number And/Or Extension** 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: Jennifer

* Last Name: Smith

* Group: LAS VEGAS NV (a-406)

* Seat: Premium (4)

Custom User Template: - Select - Apply Template

Hosted VoIP Number: 702 Change Number And/Or Extension

Extension: 7033

Title:



- To assign a number from the group the user's built in, click the **Phone Number** drop-down list and select an available number
- In the **Extension** field, change the extension if necessary based on your dialing plan
- Click the **Submit** button
- **Reboot** the phone for the changes to take place

- To assign a number from a different group, click the **Select from another group** button

Change Number And/Or Extension

This number change will take a short time to synchronize, and will attempt to automatically reboot the device(s) involved.

* Phone Number: 702 (LAS VEGAS NV (a-4) Select from another group

* Extension: 7

Submit Cancel

- Select the appropriate group from the **Select another group** drop-down list
- Select an available number within that group from the **Hosted VoIP Number** drop-down list
- Click the **Select** button
- Click the **Submit** button on the next page
- **Reboot** the phone for the changes to take place

Select Phone Number From Another Group

Select another group: CENTURYLINK_SDE_ONLY (a-8230)

Hosted VoIP Number:

Select Cancel

Automatic portal password generation

- The portal now automatically generates a unique random password for each user when the user is built. Manual entry or bulk upload of portal passwords is no longer an option. This is part of an enhanced security initiative.



Date of change: 12-13-19

Auto Attendant and Hunt Group TNs (telephone numbers)

Existing telephone numbers (TNs) for auto attendants (AA) and hunt groups (HG) can now be changed without having to delete and rebuild either of these features. The new TN selection can be from the same group the AA or HG are currently built in or can be any available TN from another group within your tenant.

The number change takes place without disruption to the service for either an AA or HG.

Hunt Group (HG)

- Click **Manage Services > Hunt Groups**
- Click the **Edit** button for the hunt group you're changing the TN for

Manage Services

Hunt Group - Edit

Hunt Group | Feature Settings | Alternate Numbers

* is a required field.

* Group:	LAS VEGAS NV (a-406)
* Name:	LVHuntGroup
* Phone Number:	6123958888 Change Number And/Or Extension
* Extension:	8888

- Click the **Phone Number** drop-down list to select a new TN from that group
- Change the extension in the **Extension** field based on your dialing plan
- Click the **Submit** button for the change to take place
- If you want to assign an available TN from a different group, click the **Select from another group** button

Change Number And/Or Extension

You are changing the number and/or extension of this service by selecting a new number and/or new extension below.

* Phone Number:	6123958888 (LAS VEGAS NV (a-4) ▼ Select from another group
* Extension:	8888

Submit Cancel



- Click the **Select another group** drop-down list to select the group within your tenant you want to select the number from
- Click the **Hosted VoIP Number** drop-down list to select an available TN from the new group
- Click the **Select** button
- Click the **Submit** button on the next screen to change the TN
- Make a call to the new TN to make sure the number is working properly

Select Phone Number From Another Group

Select another group: CENTURYLINK SEATTLE WA (a-40) ▼

Hosted VoIP Number: ▼

Select Cancel

Auto Attendant (AA)

- Click **Manage Services > Auto Attendant**
- Click the **Edit** button for the auto attendant you're changing the TN for
- Click the **Change Number** button

Manage Services

Auto Attendant - Edit

Profile Feature Settings Configure Auto Attendant

* Group: LAS VEGAS NV (a-406)

* Auto Attendant Name: LasVegasAA

* Phone Number: 6123958889 **Change Number**

* Time Zone: (GMT-07:00) (US) Mountain Tir ▼

Save Cancel

- Click the **Phone Number** drop-down list to select an available TN from the group the auto attendant is currently built in
- Click the **Submit** button to change the auto attendant TN
- Click the **Select from another group** button to assign a TN from a different group

Change Number

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

* Phone Number: ▼ **Select from another group**

Submit Cancel



What's new?



- Click the **Select another group** drop-down list to select the group within your tenant you want to select the number from
- Click the **Hosted VoIP Number** drop-down list to select an available TN from the new group
- Click the **Select** button
- Click the **Submit** button on the next screen to change the TN
- Make a call to the new TN to make sure the number is working properly

Date of change: 11-18-19

Voicemail TUI (telephone user interface) update

As part of a voicemail upgrade, key press offs when accessing voicemail via the telephone were changed. Access the [Voicemail Quick Reference Guide](#) to review specific prompts for managing your voicemail.

Voicemail Quick Reference Guide

Main Menu	
To get your messages	Press 1
To get your deleted messages	Press 5, 8
To send a message	Press 2
To work with your greetings	Press 3
To change your settings	Press 4
To log in as another subscriber	Press 6
To get more help	Press 0
To exit voicemail	Press *

To Get Your Message-1	
To listen your message	Press 1
Delete message without returning to 0	Press 8, 2, 7
Forward message (30 sec)	Press 1
Forward message from busy	Press 11
Pause/resume	Press 2
Fast forward (10 sec)	Press 3
End of message	Press 3, 3
To hold message	Press 4
To hear message details again	Press 5
To send a copy	Press 6
Enter a phone or group list number	Press 7
To send the message	Press *
To reply	Press 8
To send a copy of this message to someone else	Press 9
To send a new message	Press 0
To place a call to the person	Press 8, 8
To save the message	Press 8

To Send a Message-2	
Enter phone or group list number	Press 4
When all numbers are entered	Press #
Repeat your message	Press 4
To hear delivery status	Press 1
To transfer your message	Press 2
To mark as urgent	Press 2
To cancel an archive	Press 2
To re-record your message	Press 4
To request delivery report	Press 6
To add or remove recipients	Press 7
To schedule or reuse delivery	Press 8
Enter day of month, 0 for today	Press 9
Enter hour of delivery	Press *
Confirm date	Press #
Enter minute of delivery	Press *
1 for a.m., 0 for p.m.	Press 2
Enter minute of recording	Press *
0 for delivery time	Press 2
To continue	Press #
To send message as is	Press #
To exit	Press *
To send your message	Press #

Greetings Menu-3	
To set up a personal greeting	Press 1
To work with your personal greeting	Press 1
To work with your personal greeting	Press 2
To work with your extended absence greeting	Press 2
To edit or record your extended absence greeting	Press 4
To edit or record your extended absence greeting	Press 4
To select a system generated greeting or change recorded name	Press 3
To choose type of system greeting	Press 1
To review or record the recording of your name	Press 2
To edit	Press *
To work with your after hours greeting	Press 6
To edit	Press *
To exit	Press #

Change Settings-4	
For verification options	Press 1
To deactivate message waiting indicator (not recommended)	Press 1
To edit	Press *
For hours, time and time zone options	Press 2
To change your auto play settings	Press 2
To change settings for urgent messages	Press 2
To change your voicemail preferences	Press 3
To edit	Press *
For delivery options	Press 3
To change your PIN	Press 3
To change your hold tag in feature	Press 2
To change your skip PIN feature	Press 3
To edit	Press *
To work with your group lists	Press 4
To add a new group list	Press 1
To edit a number for the list	Press *
To edit	Press *
To exit	Press #

Log In as New Subscriber-5	
Enter your area code and phone number	Press #
Enter your PIN	Press #

Access Voicemail	
From your phone	Press the Message button Enter your extension#
From outside of the office	Call your Voicemail Retrieval Number Enter your 10-digit number# Enter your extension#
Call your 10-digit number	When you hear your greeting, press * (generally you pressed 7 for 7) Enter your extension#

Message Auto Play
If you enabled message auto play, you must listen to all messages before going back to delete them.
To disable auto play, when logging in, press 4, 2, 1, 1, 1.



Date of change: 10-30-19

Selecting a TN (telephone number) from another group

Telephone numbers (TNs) listed in the drop-down list are now specific to the group you're working in, rather than all groups combined (if more than one group exists in your tenant).

When creating a new user:

- The down arrow for the **Hosted VoIP Number** field will only offer numbers for the group you're building the user in
- Click the **Select from another group** button to choose a number from another group

The screenshot shows a user creation form with the following fields:

- * Seat: Premium (4)
- Custom User Template: - Select - (with an Apply Template button)
- * Hosted VoIP Number: (empty dropdown menu with a 'Select from another group' button next to it, highlighted with a blue box)
- * Extension: (empty text field)

- Observe the warning that selecting a number from another group may take additional time, by clicking the **Yes** button
- To cancel this process, click the **No** button and continue by selecting a number from the group you're building the user in

The dialog box is titled "Confirm?" and contains the following text:

⚠ Selecting a Telephone Number from different group may take additional time. Shall we proceed?

 At the bottom, there are two buttons: "Yes" (highlighted with a blue box) and "No".

- Select the group from the **Select another group** drop-down list based on the group you want to select the number from
- All available numbers for that group are listed in the **Hosted VoIP Number** drop-down list
- Select a number from the available list and click the **Select** button

The dialog box is titled "Select Phone Number From Another Group" and contains the following fields:

- Select another group: CENTURYLINK PHOENIX AZ (a-405) (highlighted with a blue box)
- Hosted VoIP Number: 2064903667 (CENTURYLINK PHOE) (highlighted with a blue box)

 At the bottom, there are two buttons: "Select" (highlighted with a blue box) and "Cancel".