

Lumen[®] Hosted VoIP End User Portal Guide

February 28, 2022

Table of Contents

Portal navigation and tips	5
Home page	5
Call logs	6
View and sort call logs	6
Initiate a call from call logs	6
Add a contact a call from call logs	7
Exporting call logs	7
Call features	
Call recording	
Call settings	
Call waiting	
Auto callback	11
Push to talk	11
Automatic hold/retrieve	
Barge-in exempt	
Directed call pickup with barge-in	
Music on hold	
Contact center standard	
Call treatment schedules	
Find me	
Send all calls to voicemail	
Send busy calls to voicemail	
Send unanswered calls to voicemail	
Call forwarding not reachable	
Call forwarding always	
Call forwarding busy	
Call forwarding no answer	
Call forwarding selective	
Call notify	21
Do not disturb	
Simultaneous ring	
Sequential ring	
Hoteling	
Managing PC receptionist users	

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Privacy	
Anonymous call rejection	
Selective call rejection	
Selective call acceptance	
Calling line ID blocking	
Virtual desk	
Anywhere	
Adding selective criteria	
Locate your Anywhere pilot number	
Move an active call from your IP handset to your Anywhere device	
Make a call from your Anywhere device	
Move an active call from your Anywhere device to your IP handset	
Custom ringback	
Distinctive ring	
Line status	
Busy lamp field	
Shared call appearances	
Shared call appearance configuration	
Multiple call arrangement configuration	
Mobility (Webex)	
Remote office	
Voice mail	
Inbox	
Settings	
Names and greetings	
Notifications	
Message waiting indication	
Outcall notification	
Text (email) notification	51
Work schedule	
Contacts	53
Contacts – create and manage	53
Add one contact	53
Add multiple contacts	53
Managing your personal contacts list	54
Speed dial 8	
Speed dial 100	56

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Managing your speed dial 100 list	57
Call recordings	57
Profile & settings	
Profile	58
Settings	59
911 location	59
Add a new 911 location	60
Change your current 911 location	62
Scheduling a 911 location change	63
Help	66

Portal navigation and tips

The Lumen Hosted VoIP end user portal follows a standard layout throughout. Regardless of where you navigate within this portal, the **main menu** will always be available to you. When you hover your cursor over an option in the **main menu**, you with see a dropdown box where you can select a **sub menu** option.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help	Main menu
	Missed	Calls						
	Incomin	g Calls	-	Sub menu dro	pdown			
	Outgoir	ig Calls						

Throughout the portal, you will see a **question mark** icon ("?") next to features. Hover your mouse over the **question mark** and you will see a quick tip describing that feature's functionality.

Call Waiting Answer a call while already on another call.	\bigcirc On	Off

Home page

From the home page, you have access to a missed call log, shortcuts widget and emergency location information.

- 1. The last 10 missed calls field dynamically changes as calls are received and unanswered.
 - Click on a phone number in this list to initiate a click-to-dial session.
 - Click on the name to add to your contact list.
 - You can see more missed calls in the call logs menu.
- The shortcuts widget allows you to type or copy/paste a 10-digit number into the call this number field to use click-to-dial functionality. You can also quickly enable or disable do not disturb, call forwarding and remote office features.
- 3. The emergency location information identifies your base location address and your current location address. Your current location is the address where emergency services will be dispatched if you call 911.

ast 10 Missed Calls			C	Shortcuts		
Date/Time (GMT-06:00) (US) Central Time	Name Click to add to contacts	Phone Number Click to call		Call This Number:		C
10/05/21 09:14 AM	MOCHRED IN DOMINA	8140404-5780		Do Not Disturb	🔾 On 🔘 Off	
10/05/21 09:13 AM	MCCARTHR DOWNA	07143404-6799		Call Forward Always	🔿 On 💿 Off	
10/04/21 08:23 AM	CENTURYLINK	incolace-actes		Remote Office	🔿 On 💿 Off	
10/04/21 08:21 AM	OENFURYLING	0000301-4099				
09/29/21 01:58 PM	MCCARTHR DOMNA	(014)404-6790				
09/29/21 01:53 PM	MCCARTHIE DOMBA	011030-0789		Emergency Location Infe	ormation	
09/29/21 09:01 AM	OSCO-WERCK	14080792-5300		Base Location		
09/21/21 01:28 PM	Debble Christian HV	2100		14111 Capital Blvd Wake Forest, NC 27587		
09/17/21 08:38 AM	agent274 b484702	interioris-conte		Current Location		
09/15/21 08:41 AM	Debtile Onviction HV	0158		14111 Capital Blvd Wake Forest, NC 27587		

Call logs

Historical **call logs** are available in the portal for up to 60 days. **Basic call logs** are enabled by default. Your administrator has the option to enable **enhanced call logs**.

Basic call logs let you can access the last 20 each of **missed**, **incoming** and **outgoing** calls. From your call logs, you will be able to:

- View the date/time of the call, name and phone number.
- Sort by date/time of the call, name or phone number.
- Initiate a call by clicking on the phone number.
- Add a caller to your contact list by clicking on the name.
- Export call logs into Excel.

If your administrator has enabled **enhanced calls logs**, you will have visibility to the last 100 each of **missed**, **incoming** and **outgoing** calls for up to 60 days. Call duration will also show in call logs.

View and sort call logs

- 1. Hover your cursor over **call logs** in the main menu.
- 2. From the dropdown menu, click on the call log you wish to view missed, incoming or outgoing.

Home	Call Logs Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help	
	Missed Calls						
	Incoming Calls						
	Outgoing Calls						

- 3. All call logs display column headers for date/time, name and phone number.
- Incoming and outgoing call logs will also display a column header for call duration.
 Note: Call duration will only be populated if your administrator enabled enhanced call logs.
- 5. Records can be sorted by clicking on any column header.
- 6. To update data in your call logs while you're in the portal, click the **refresh** button.

coming Calls			EXPORT CALL LOGS REFRESH
Date/Time (GMT-08:00) (US) Pacific Time	Name Click to add to contacts	Phone Number Click to call	Call Duration hh:mm:ss Click on any header to calls by that column.
06/19/20 09:33 AM	Rebecca Cell	1042	
06/19/20 09:33 AM	Reference Cell	80	Call duration will show your administrator has
			enabled enhanced cal

Initiate a call from call logs

1. From any call log type (missed, incoming, outgoing) click on the phone number.

all Logs			
Incoming Calls		EXPORT CALL LOC	S REFRESH
Date/Time (GMT-08:00) (US) Pacific Time	Name Click to add to contacts	Phone Number Call Du Click to call hh:mm	
06/19/20 09:33 AM	Reference Cell	····	
06/19/20 09:33 AM	Reduced Coll	1010	
02/26/20 07:17 AM	Januarikar Sanith	2003	

2. Click call in the action box to place a call.

Click to Call		×
Call this Number:	5405557200	
	CALL CLOSE	4

3. Depending on your phone settings, your phone either goes off-hook immediately and begins dialing the number, or your phone rings and you'll have to answer it prior for the outbound call to be sent.

Add a contact a call from call logs

1. From any call log type (missed, incoming, outgoing) click on the name.

		EXPORT CALL LOGS REFRESH
Name Click to add to contacts	Phone Number Click to call	Call Duration hh:mm:ss
Relation Call	1010	
Rebecca Dell	1810	
Jenniker Smith	2008	
	Click to add to contacts	Name Click to add to contacts Periods Cal Periods Cal Periods Cal

- 2. In the add contact box, you can edit the name/number.
- 3. Click the **favorite** box to add this contact to your list of favorites.
- 4. Click save to add to your contacts.

Add Contact		
* Is a required field		
* Name:	MARK DENVER	
* Phone Number:	5405557200	
Favorite:		
SA	CANCEL	
		4

Exporting call logs

In addition to having the ability to view call log detail, you can export call logs to retain records for future reference.

- 1. Click on call logs from the main menu and select missed, incoming or outgoing from the sub menu.
- 2. Click the **export call logs** button.

Call Logs		
Missed Calls		EXPORT CALL LOGS REFRESH
Date/Time (GMT-06:00) (US) Central Time	Name Click to add to contacts	Phone Number Click to call
10/04/21 08:23 AM	CENTURYLINK	(800)201-4099
10/04/21 08:21 AM	CENTURYLINK	(800)201-4099
09/29/21 09:01 AM	CISCO-WEBEX	(408)792-6300

- 3. In the **export call logs** window, choose which report(s) you wish to export.
- 4. Click the **export** button.

Export Call Logs	
Select the call types you would like to export, then press the Export button. Export All Calls Export Missed Calls Export Incoming Calls Export Outgoing Calls	
EXPORT	4

- 5. Records will be exported to an Excel spreadsheet.
- 6. Records can then be saved and manipulated using all standard Excel features/functions and formatting options.

Call features

The call features menu allows you to manage several features including:

Call recording	Find me/follow me
Call settings	Hoteling
Call treatment schedule	Privacy

Some **call features** described below may not be available to you depending on your seat type and the features granted to you by your company administrator.

Call recording

If you were assigned a **call recording** license, you can manage various call recording settings here. As each State has legal requirements with regards to informing callers they're being recorded, be sure you understand your State's requirements before proceeding.

- 1. Hover your cursor over call features in the main menu.
- 2. Click on call recording from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
[Call Record Call Setting Call Treatm Find Me Hoteling					
		Privacy					



- 3. In the record call section, click the appropriate radio button to set the frequency you would like to record calls.
 - Always automatically records all calls in their entirety. Recording cannot be paused or stopped.
 - Always with pause/resume recording automatically starts when the call connects, displaying a pause soft key; when pause is pressed/tapped, a resume soft key displays; call recording stops when the call ends, storing the recorded portion of the call in the call recording dashboard
 - On demand recording mode starts when the call connects but the recorded file is not saved until you tap record>start; when start is pressed/tapped, the recording is saved; recording stops when the call ends
 - On demand with user initiated start call recording does not begin until a record soft key displays; to start recording press/tap record>start; press/tap pause, resume, stop as necessary
 - Never turns off call recording; recording does not initiate and the phone never displays call recording soft keys
- 4. By default the **play call recording start/stop announcement** is enabled. Uncheck the box to disable.
- 5. Select from three **pause/resume notification** settings by clicking the appropriate radio button:
 - None does not provide notification
 - Beep notifies call participants with a beep when call recording is paused and resumed
 - Play announcement notifies call particpants with an announcement when call recording is paused and resumed
- 6. To periodically remind callers they are being recorded throughout the call, click the **repeat record call waiting tone** and enter how often to play the reminder in **seconds**, which can range from 10 to 1800 seconds.
- 7. Click the save button.

	Record Call
0	Always
0	○ Always with Pause/Resume
0	On Demand
0	On Demand with User Initiated Start
0	○ Never
	✓ Play Call Recording Start/Stop Announcement
	Pause/Resume Notification 5
0	○ None
0	• Веер
0	O Play Announcement
	Recording Notification
	Repeat Record Call Warning Tone Every 15 Note: The value should be between 10 a
	7 SAVE CANCEL

Call settings

Call settings gives you quick access to call control features including:

Call waiting	Barge-in exempt
Auto callback	Directed call pickup with barge-in
Push to talk	Music on hold
Automatic hold/retrieve	Call center standard service

To access your call settings:

- 1. Hover your cursor over **call features** in the main menu.
- 2. Click on call settings from the dropdown menu.

Home Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help	
	Call Record Call Setting Call Treatm Find Me Hoteling Privacy	<u> </u>					

- 3. To change a setting, click the appropriate radio dial or edit buttons.
- 4. For features that requires you to change settings or edit fields, complete the required fields as necessary.
- 5. Click the **save** button.

Call Features		
Call Settings		
⑦ Call Waiting	On Off	
② Auto Callback	🔿 On 🔹 Off	
⑦ Push to Talk	Auto-Answer On Off	Edit
@ Automatic Hold/Retrieve	🔿 On 🔹 Off	Automatically retrieve the call after 120 seconds
③ Barge-in exempt	On Off	
Directed Call Pickup with Barge-in	Warning Tone: On Off	
⑦ Music On Hold	On Off	
(2) Call Center Standard	Service is ON	Edit
	SAVE	

Call settings are described below.

Remember: While in the portal, you can hover your mouse over the **question mark** icon ("?") to see a description of that feature's functionality.



Call waiting

Call waiting allows you to receive another call while you're on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.

Auto callback

Auto callback allows you to request notification when a busy line within your office becomes available. A distinctive ring is used to notify you when the user is available.

Push to talk

Push to talk is like an intercom feature. Control users allowed to call you in this manner.

Once push to talk is on, press the edit button to configure the settings.

- 1. When **auto answer** is **on**, your phone automatically answers incoming **push to talk** calls.
- 2. Outgoing connection type allows two options:
 - Select one-way voice to establish a one-way path. If this option is selected, then the originator of the call
 can talk to the party receiving the call, but the party receiving the call cannot talk to the originator of the call.
 - Select **two-way voice** to establish a two-way path. If this option is selected, then both the originator of the call, and the party receiving the call can talk to each other.
- 3. Access list options include the following:
 - Check allow calls only from the users selected below to accept push to talk calls only from users displayed in the list.
 - Check allow calls from everyone except the users selected below to accept push to Talk calls from everyone except users displayed in the list.
- 4. Available users/selected users:
 - Available users are individuals within your group.
 - Search for users by last name or first name or use the scroll bar to scroll through the list.
 - Drag and drop users from the available users list to the selected users list.
 - Click the **save** button.

Push to Talk	
Outgoing Connection Type: One-Way Two-Way Access List: Image: Allow calls from only the users selected below Allow calls from everyone except the users selected below	^
Last First Name SEARCH]
Available Users Selected Users Mr. Product Bit Multi-Sphereshold Strangeneigneigneigneigneigneigneigneigneign	
SAVE	∨

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Automatic hold/retrieve

Automatic hold and retrieve provides an alternate method to hold and retrieve calls. Incoming calls are automatically held and retrieved without having to press any keys.

Barge-in exempt

With **barge-in exempt** enabled, you're blocking barge-in attempts from other users with **directed call pickup** with **barge-in**; this means they cannot barge into your call. If this feature is disabled, users can join your active calls with or without a barge-in tone.

Directed call pickup with barge-in

Directed call pickup with barge-in allows you to dial a feature access code followed by an extension to pick up or barge-in on an active call for a user in your office. If the call has not been answered, then it is picked up. If the call has been answered, the barge-in occurs. A barge-in results in a three-way call being created between you, the user in your office being barged-in on, and the other party the user is connected to. You can turn on and off the warning tone for when you use this feature.

Note: Your administrator controls which users you can use call pickup with

Music on hold

The **music on hold** setting allows individual users to enable or disable **music on hold**. To change the setting, click the appropriate radio button and click the **save** button.

Note: If your administrator has chosen to not enable the **music on hold** feature for your group, you won't be able to turn it on. This feature can only be enabled/disabled if they've allowed you to have **music on hold**.

Contact center standard

If you're a member of a **contact center**, also known as a **call center**, **ACD** or **call queue**, and have a **contact center supervisor** or **contact center standard** seat, you'll have the ability to sign-in/sign-out, and change agent status within your portal. You can also perform these functions with soft key integration or via the **supervisor** or **agent clients**. This option is visible in your portal if you have a **contact center standard** or **supervisor** seat.

- 1. Click the edit button to the right of contact center standard.
- 2. The names of the contact centers you're a member of are indicated in the call center ID column.
- 3. Check and uncheck the join call center boxes to join and unjoin the corresponding contact center:
 - Checkmark indicates you're joined into that contact center
 - Unchecked you're not joined into that contact center
- 4. Click the save button.

Note: If you're unable to uncheck a box by a **contact center**, this indicates that your company administrator has not enabled this feature and you're a permanent member of that **contact center**.

Call Center S	Standard					
ACD State:	Available 🗸					
Join Call Center	Call Center ID			Phone Number	Extension	Routing Type
	SalesContactC	enter5555551212@voip.	centurylink.com	5555551212	8165	
	InvoiceCC555	5551818@voip.century	link.com	5555551818	8189	
		SAVE	CANCEL			



- 5. Change your agent status by selecting options from the ACD state dropdown box:
 - Sign-In signs you into any contact center you're a member of and joined
 - Sign-Out signs you out of any contact center you're a member of and joined
 - Available makes you ready to receive calls from any contact center you're a member of and joined
 - Unavailable prevents you from receiving calls from any contact center you're a member of and joined
 - Wrap-Up allows you to complete post call duties, and changes your status to available automatically once the timer expires, the timer length is based on a setting made by your company administrator
- 6. Click the save button.

Call Center	Standard		
ACD State:	Sign-Out 🗸	←>	1
Join Call Center	Sign-In Sign-Out Available Unavailable Wrap-Up	Call Center ID @voip @voip.centu	.centurylink.con
		SAVE	CANCEL

Call treatment schedules

Call treatment schedules are used to configure services such as call notify, selective call acceptance, selective call rejection, selective call forwarding, simultaneous ring and sequential ring. Once you set up a schedule and assign it to various services, you'll only have to change that schedule once and it impacts all services it's assigned to.

In this example, we're going to set up an after hours time schedule, based on the following working hours:

Mon to Thurs8 a.m. to 5 p.m.Fri8 a.m. to noonSat and SunClosed

- 1. Hover your cursor over **call features** in the main menu.
- 2. Click on **call treatment schedules** from the dropdown menu.

Home	Call Logs	Call Features Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
		Call Recording				
		Call Settings				
		Call Treatment Schedules				
		Find Me				
		Hoteling				
		Privacy	_			

- 3. Click the **add schedule** button.
- 4. Enter a description for your schedule in the **schedule name** field.
- 5. Select the appropriate radio button for a **holiday** or **time** schedule.
- 6. Click the save button.

Ca	II Features	
	Schedules - Add	
	This application may be used to manage Schedules for your Enterprise.	
	* Is a required field.	
	* Schedule Name: After Hours	
	Schedule Type: Holiday O Time	
		SAVE
	ADD EVENT	

7. After receiving the action completed successfully notice, click the add event button.

Call Features	
Schedules - Add This application may be used to manage Schedules for your En	terprise.
Success Action completed successfully.	
* Is a required field. * Schedule Name:	After Hours
Schedule Type:	O Holiday O Time
ADD EVENT	SAVE

- 8. Enter a name for your event in the event name field; you can have multiple events within one schedule.
- 9. The start date and end date are selected by clicking on the calendar icons. Start and end dates are based on whether your event is within the same 24-hour period or crosses to the next.

In this example, the start and end date need to be different 24-hour periods.

- 10. Select your start and end times by clicking the dropdown boxes for start time and end time.
- 11. If this schedule will be an all-day event, check the all day event box.
- 12. Select how often this event will occur from the recurs dropdown box options:

Never	Weekly	Yearly
Daily	Monthly	

If never is selected, skip to step 16 and click save.

Schedules - Add Event	
* Is a required field.	
* Event Name:	Mon-Thurs
* Start Date:	10/25/2021 📾 <
* End Date:	10/26/2021
* Start Time:	5 V : 00 V PM V
* End Time:	8 🗸 : 00 🗸 AM 🗸
All Day Event:	
* Recurs	Never 🗸

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If an option other than **never** is selected, additional options will be provided; continue to step 13 for instructions. In this example, **weekly** is selected.

- 13. Enter the recurrence frequency in the **every** field. If this event will occur every week, enter a "1". In this example, 1 is entered since this will occur every week.
- 14. Select the days of the week for your event.

In this example, the event is for Mon to Thurs, so those days are selected.

- 15. Choose the end date for your event. Select never if this event should continue indefinitely.
- 16. Click the save button.

* Recur		Weekly V
Every:	1	week(s) on: Sunday Monday Tuesday Wednesday Thursday Friday Saturday
End:	 Never After Date 	occurrences
		SAVE

- 17. You now have an after hours schedule with one event for Mon-Thurs after hours.
- 18. To add another event to that same schedule, click the add event button.

Schedules - Add	
This application may be used to manage Scheo	ules for your Enterprise.
Success Action completed successfully.	
* Is a required field.	
* Schedule Name:	After Hours
Schedule Type:	O Holiday O Time
	SAVE
ADD EVENT Schedules - Manage Events	
Event Name	Action
Mon-Thurs	/ î

- 19. Add the event name.
- 20. The **start date** and **end date** are selected by clicking on the calendar icons. Start and end dates are based on whether your event is within the same 24-hour period or crosses to the next.

In this example, the event occurs is the same 24-hour period. We will use the same date for start/end.

21. Select your start and end times by clicking the dropdown boxes for start time and end time.

In this example, the event will begin at the close of business on Friday and last until the end of the day Friday. Or, start at 12 p.m. and end at 11:59 a.m.

- 22. If this schedule will be an all-day event, check the **all day event** box.
- 23. Select how often this event will occur from the recurs dropdown box options.

In this example, the event occurs weekly.

- 24. Enter the recurrence frequency in the **every** field. If this event will occur every week, enter a "1". In this example, 1 is entered since this will occur every week.
- 25. Select the days of the week for your event.

In this example, the event is for Friday, so that day is selected.

- 26. Choose the end date for your event. Select never if this event should continue indefinitely.
- 27. Click the **save** button.

Event Name:	Fri
f Start Date:	10/26/2021
End Date:	10/26/2021
Start Time:	12 V : 00 V PM V
End Time:	11 V : 59 V PM V
All Day Event:	
Recurs	Weekly 🗸
Every: 1 week(s) on: Sunday	☐Monday☐Tuesday☐Wednesday☐Thursday☑Friday☐Saturday
End: ONever	
) After	occurrences
) Date	mm/dd/yyyy)

- 28. Your after hours schedule now has an event for Mon -Thurs and Fri.
- 29. To add your weekend event to that same schedule, click the add event button.

his application may be used to manag	ge Schedules for your Enterprise.
Success Action completed successful	liy.
Is a required field.	
* Schedule Name:	After Hours
Schedule Type:	O Holiday O Time
	SAVE
ADD EVENT Schedules - Manage Events	
	Action
Schedules - Manage Events	Action

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- 30. Add the event name.
- 31. Select the start and end date. For this example, it can be the same date.
- 32. Check the **all day event** box since this is an all-day event. The **start/end time** functionality become disabled.
- 33. Select your recurrence.
- 34. Enter 1 for every week recurrence, and check Sunday and Saturday.
- 35. Click the save button.

Schedules - Add Eve	nt
Is a required field.	
* Event Name:	Sat-Sun
* Start Date:	10/26/2021
* End Date:	10/26/2021
* Start Time:	12 🗸 : 00 🗸 AM 🗸
* End Time:	12 ~ : 00 ~ AM ~
All Day Event:	
* Recurs	Weekly 🗸
Every: 1	week(s) on: Sunday Monday Tuesday Wednesday Thursday Friday Saturday
End: ONever	
After	occurrences
🔿 Date	mm/dd/yyyy)
	SAVE

36. You have now successfully created and saved three events within one schedule.

The after hours schedule can now be used in features such as call forward selective, simultaneous ring and sequential ring.

- 37. Click the trash can icon to delete an event at any time.
- 38. Click the pencil icon to modify or edit an existing event.

Success	
Action completed successfu	illy.
a required field.	
Schedule Name:	After Hours
Schedule Type:	🔿 Holiday 🛛 O Time
	SAVE
ADD EVENT	
	Action
chedules - Manage Events	Action

Find me

The **find me** section of the portal offers quick access to call routing features, including **simultaneous ring** and **sequential ring**.

- 1. Hover your cursor over **call features** in the main menu.
- 2. Click on find me from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
[Call Record	ling				
		Call Setting	IS				
		Call Treatm	ent Schedules				
		Find Me					
		Hoteling					
		Privacy		_			

3. Review the **find me** features and activate those features you wish to utilize.

Note: Not all features need to be activated or used. It is recommended that you don't enable multiple features at the same time. **E**nable features you will not use can cause unnecessary issues by defining too many rules.

4. After all setting changes have been made, click the save button.

Call Features			
Find Me			
⑦ Send All Calls to Voice Mail	🔵 On 🕒 Off		
⑦ Send Busy Calls to Voice Mail	On Off		
⑦ Send Unanswered Calls to Voice Mail	🔾 On 🗌 Off		
⑦ Call Forwarding Not Reachable	🔾 On 🕒 Off	6	
Call Forwarding Always	◯ On Off	C	Play Ring Reminder when a call is forwarded
⑦ Call Forwarding Busy	🔾 On 🕒 Off	¢	
Call Forwarding No Answer	🔾 On 💿 Off	C	Number of rings before 2 ~ forwarding
⑦ Call Forwarding Selective	🔾 On 🕒 Off	Edit	
⑦ Call Notify	Service is OFF	Edit	
1 Do Not Disturb	🔾 On 🕒 Off	Play Ring Remin	der when a call is blocked.
⑦ Simultaneous Ring	🔾 On 💿 Off	Edit Phone nur	mbers populated:1
🕜 Sequential Ring	Service is OFF	Edit	
	SAVE	EL	

Call settings are described below.

Remember: While in the portal, you can hover your mouse over the **question mark** icon ("?") to see a description of that feature's functionality.



Send all calls to voicemail

Sends all calls directly to voicemail without ringing your phone.

Send busy calls to voicemail

Sends all calls directly to voicemail if your line is busy; this should be enabled by default.

Send unanswered calls to voicemail

Send unanswered calls to voicemail after ringing at your device; this should be enabled by default.

Call forwarding not reachable

Automatically forwards your calls to another phone number if your device is not reachable, such as a disaster, power outage, etc.; this should be set up so if an event occurs, your calls ring to the defined numbers.

Call forwarding always

Automatically forwards all your calls to another phone number.

Call forwarding busy

Automatically forwards your calls to another phone number if your line is busy; by default calls roll to voicemail, which is typically the standard setting for this option.

Call forwarding no answer

Automatically forwards your calls to another phone number if you don't answer your phone after a determined number of rings. By default calls roll to voicemail, which is typically the standard setting for this option.

Call forwarding selective

Automatically forward incoming calls to a different phone number when pre-defined criteria, such as a phone number, time of day or day of week, are met.

- 1. Click the edit button.
- 2. Enter the **default call forward to phone number/SIP-URL** in the field if you want all calls to be forwarded. Different numbers can be added when you define particular rules.
- 3. Make sure is active is checked.
- 4. Checking the **play ring reminder when a call is forwarded** causes your phone play a short audible ring when receiving a call; it's intended as a reminder that your phone is forwarded.
- 5. Click **add rule** to display the rule menu.

Call Forwar	ding Selective	I.				
Is Active	Forward to phor Reminder when		URI 2125551212			-
Active	Description	Time Schedule	Holiday Schedule	Calls From	Action	
ADD RU	JLE	SAVE	CANCEL			

- 6. Enter a **description** for the rule you're creating.
- 7. In the forward to section, specify the forwarding number you want to use for this entry. Select from:
 - Use default forward phone number/SIP-URI to use the number configured on the previous page.
 - Forward to another phone number/SIP-URI to identify a specific number for a specific rule. If you select this option. you'll need to enter the phone number in the field provided.
 - Do not forward to deliver inbound calls directly to your voicemail.
- 8. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom time schedules and holiday schedules via the <u>call treatment schedule</u> sub menu.
 - You can only select one custom schedule (time or holiday) for each rule.
- 9. Select which calls you'd like to forward:
 - Any phone number will forward all calls.
 - Following phone numbers will forward only selected phone numbers.
 - Check the any private number box to have all calls from private numbers forwarded.
 - Check the any unavailable number box to have all calls from unavailable numbers forwarded.
- 10. If you chose to **following phone numbers**, enter those numbers in the text boxes under **specific phone numbers**.
 - Enter the 10-digit number without spaces or characters.
 - You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
 - To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.

11. Click the **done with add rule** button.

Call Forwarding S	Selective - Add Rule
-> Description:	
	Use Default Forward Phone Number / SIP-URI Forward to another Phone Number / SIP-URI Do Not Forward
Time Schedule:	Every Day All Day 🗸
Holiday Schedule:	None
→ Calls From:	Any phone number Following phone numbers: Any private number Any unavailable number Specific phone numbers:
DONE WITH A	DD RULE CANCEL ADD RULE

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Call notify

Send an email with the caller's name and number to a specified email address when pre-defined criteria, such as phone number, time of day or day of week, are met.

- 1. Click the edit button next to call notify in the find me menu.
- 2. Enter the email address where you'd like the call notification sent.
- 3. Click **add rule** to display the rule menu.

Call Notify				
Email Address: YourNa	me@yourco.com		-	
Active Description	Time Schedule	Holiday Schedule	Calls From	Action
ADD RULE				
	SAVE	CANCEL		

- 4. Enter a **description** for the rule you're creating.
- 5. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom time schedules and holiday schedules via the <u>call treatment schedule</u> sub menu.
 - You can only select one custom schedule (time or holiday) for each rule.
- 6. Select which calls you'd like to forward:
 - Any phone number will notify you of all calls.
 - Following phone numbers will notify you when selected phone numbers calls.
 - Check the **any private number** box to be notified of calls from private numbers.
 - Check the any unavailable number box to be notified of calls from unavailable numbers forwarded.
- 7. If you chose following phone numbers, enter those numbers in the text boxes under specific phone numbers.
 - Enter the 10-digit number without spaces or characters.
 - You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
 - To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.
- 8. Click the **done with add rule** button.

Call Notify -	Add Rule		
Description:			
Time Schedule:	Every Day All Day	~	
Holiday Schedule:	None	\sim	
	Any phone number Following phone numbers: Any private number Any unavailable number Specific phone numbers:		
Calls From:			
	TH ADD RULE CANCI		

Do not disturb

Turning **do not disturb** to on will forward calls to your voice mail. If voice mail is not configured, caller hears a busy tone. To receive an audible reminder when **do not disturb** is on, click the check box next to **play ring reminder when a call is blocked**. When **do not disturb** is activated, the icon next to your extension appears with an "X", which is a visual that your phone is in **do not disturb** mode. When **do not disturb** is deactivated, the "X" is replaced with a phone icon.

Simultaneous ring

Simultaneous ring allows you to list up to 10 phone numbers or SIP-URI addresses you'd like to ring, in addition to your primary phone when receiving incoming calls. This feature is helpful when you're not at your phone and would like your cell phone to ring for incoming calls. You can turn off **simultaneous ring** when you're at your desk.

The criteria for each **simultaneous ring** entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter **simultaneous ring** (phone number and day of week and time of day).

If the criteria do not match, the call continues as if this service was not turned on.

- 1. Click the edit button next to simultaneous ring in the find me menu.
- 2. Select if simultaneous ring should occur for all inbound calls or only when you are not on an active call.
- 3. Click the add number button to add phone numbers you'd like to ring for incoming calls.

Don't rin		us Ping Number	rs if I'm already on	a call	
		-	for all incoming call		
Phone N	umber / SIP-URI	Answer cor	nfirmation required	I.	
ADD NU	IMBER				
Active	Description	Time Schedule	Holiday Schedule	Calls From	Action
ADD RU	LE				
		SAVE	CANCEL		

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- 4. Enter the **phone number/SIP-URI** that you'd like to ring.
- 5. If preferred, click the answer confirmation required check box.
 - If checked: The system will require you to press a key on your phone set up with simultaneous ring before it will pass the call to you. This will prevent a call from going into any voicemail you may have on your simultaneous ring phones.

If unchecked: If a call is unanswered, there is a chance the caller will go into the voicemail for one of the phones set up with simultaneous ring instead of your office voicemail.

6. Click the save button. Repeat steps 3-5 until you've added all numbers you'd like to ring for incoming calls.

Simultaneous Ring - Add Simultaneous Ring Number	
Phone Number / SIP-URI:	
SAVE	4

7. If you would like to add additional rules for when **simultaneous ringing** occurs, click the **add rule** button.

Simultaneous	Ring					
			s if I'm already on a or all incoming call			
Phone Num	ber / SIP-URI	Answer cor	firmation required	I		
55554070	000	true		î.		
	BER					
Active D	Description	Time Schedule	Holiday Schedule	Calls From	Action	
ADD RULE.						
		SAVE	CANCEL			4

- 8. Enter a **description** for the rule you're creating.
- 9. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom **time schedules** and **holiday schedules** via the <u>call treatment schedule</u> sub menu.
 - You can only select one custom schedule (time or holiday) for each rule.
- 10. Select which calls you'd like simultaneous ring to be active for:
 - Any phone number will simultaneous ring all calls.
 - Following phone numbers will simultaneously ring only selected phone numbers.
 - Check the any private number box to simultaneous ring all calls from private numbers.



• Check the any unavailable number box to simultaneous ring all calls from unavailable numbers.

11. If you chose **following phone numbers**, enter those numbers in the text boxes under **specific phone numbers**.

- Enter the 10-digit number without spaces or characters.
- You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
- To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.
- 12. Click the **done with add rule** button.

Simultaneou	us Ring - Add Rule
 Description: Time Schedule: Holiday Schedule: 	Every Day All Day
Calls From:	UAny unavailable number Specific phone numbers:
DONE WI	TH ADD RULE CANCEL ADD RULE

Sequential ring

Sequential ring allows you to sequentially ring up to 5 devices in addition to your primary device, for a specified number of rings when calls match your pre-defined criteria. The 5 locations can be either a phone number or a SIP-URI. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone.

The criteria for each **sequential ring** entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to trigger **sequential ring** (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

Several services take precedence over the sequential ring service. Some of these services are:

- Call forwarding always
- Call forwarding selective
- Selective acceptance
- Selective rejection

If you've activated any of the above services, the call continues as if the **sequential ring** service was not turned on. Conversely, the **sequential ring** service takes precedence over the following services, among others:

- Call forwarding busy
- Call forwarding no answer
- Voice messaging

To set up sequential ring:

- 1. Click the edit button next to sequential ring in the find me menu.
- 2. Enter the **phone numbers** in the order you would like them to ring from first to last.
- 3. Check the **answer confirmation required** check box next to each number if you'd like the system to require you to press a button on your phone before passing the call to you.
- 4. Select the **number of rings** you'd like each location to ring before moving to the next number on the list. Keep in mind that the more rings you have for each location, the better chance the calling party will disconnect before cycling through all your numbers.
- 5. Check the box **enable base location first** if you want your office phone to ring before the other numbers on the list.
- 6. Select the number of rings for your office phone (base location).
- 7. Check the box **continue the search process if base location is busy** if you want the system to continue calling your other numbers when all your office lines are in use.
- 8. Check the box **enable caller to skip searching process** if you'd like incoming callers to have the option to go straight to your voice mail.
- 9. If you'd like to add a rule for when **sequential ring** activates, click the **add rule** button.

Sequential	Ring				
Phone Num	ber / SIP-URI		Number of Rings	Answer confir required	
40455	51234	\rightarrow	3 ~	<u>→</u> ⊻	-
67855	51234	\rightarrow	3 🗸 💶		
77055	51234	\rightarrow	3 🗸 🗕		
0			3 🗸		
0			3 🗸		
Continue		ess if the base locat	ion is busy. s forwarding or messa	ging is enabled.	
Active	Description	Time Schedule	Holiday Schedule	Calls From	Action

- 10. Enter a **description** for the rule you're creating.
- 11. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom time schedules and holiday schedules via the <u>call treatment schedule</u> sub menu.
 - You can only select one custom schedule (time or holiday) for each rule.

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- 13. Select which calls you'd like sequential ring to be active for:
 - Any phone number will activate sequential ring for all calls.
 - Following phone numbers will activate sequential ring for only selected phone numbers.
 - Check the any private number box to activate sequential ring for all calls from private numbers.
 - Check the any unavailable number box to activate sequential ring for all calls from unavailable numbers.

14. If you chose following phone numbers, enter those numbers in the text boxes under specific phone numbers.

- Enter the 10-digit number without spaces or characters.
- You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
- To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.

15. Click the **done with add rule** button.

Sequential Ri	ng - Add Rule
Description:	Every Day All Day
Holiday Schedule:	None O Any phone number O Following phone numbers: DAny private number
Calls From:	Any unavailable number Specific phone numbers:
	TH ADD RULE

16. Click the save button to save your settings.

ber / SIP-URI		Number of Rings	Answer confirmation required
51234		3 🗸	
51234		3 🗸	
51234		3 🗸	
		3 🗸	
		3 🗸	
			essaging is enabled.
Description	Time Schedule	Holiday Sche	edule Calls From Action
Description Test	Time Schedule Every Day All Day		edule Calls From Action
	51234 51234 51234 e Location first rings for Base Lo the search proc	51234 51234 51234 a Location first rings for Base Location: 3 v the search process if the base locati	51234 3 v 51234 3 v 51234 3 v 3 v 3 v 3 v 3 v 3 v 3 v 3 v 3 v

Hoteling

Hoteling host allows users to associate their seat profile to your handset device. Hoteling guest allows you to associate your profile to a handset device that is defined as a Hoteling Host. To locate hoteling options:

- 1. Hover your cursor over **call features** in the main menu.
- 2. Click on find me from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
[Call Record Call Setting Call Treatm Find Me	-				
		Hoteling Privacy]				

To turn on hoteling host:

- 1. Click the **on** radio button next to **hoteling host** to make your device a hotel host. With hoteling host enabled:
 - A GuestIn softkey displays on your phone for guests to login.
 - A GuestOut softkey displays for guests to logoff.

Note: These softkeys only display if softkey integration is enabled by your company administrator.

- 2. Enforce time limit gives you the option to limit how long a guest can associate to your seat. Click the on radio button and enter a quantity in the hours field. Guests will be forced off your device when reaching that time limit.
- 3. **Permission level** allows you to let anyone from within your organization associate to your phone by selecting **tenant**, or limit access to only individuals at your location by selecting **group**.
- 4. If a guest associates their profile to your handset device, the **associated guest field** will show their last name, first name, phone number, extension, location dialing code and association date.

Call Features			
Hoteling Hoteling Host Hoteling Host allows other users to as	sociate their profile with your device.		
⑦ Hoteling Host:	On Off	Associated Guest	
O Enforce Time Limit:	On Off 24 Hours	Last Name: Phone Number:	First Name: Extension:
O Permission Level:	Tenant O Group	Association Date:	Extension:
Hoteling Guest Hoteling Guest allows you to associate	e your user profile with someone else's device. The other user must have	Hoteling Host turned on.	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

To turn on hoteling guest:

- 1. Click the **on** radio button next to **hoteling guest** to associate your profile with a hotel host device.
- 2. Enforce time limit gives you the option to limit how long you will be associated to the hotel host. Click the on radio button and enter a quantity in the hours field. Once that time limit is met, your profile drops from the hotel host it was associated to.
- 3. The guest pin allows you to log into a host device. The numeric PIN must be between 6-8 charters in length.
- 4. To log into a host device, click the **Guestin** softkey, enter your 10-digit phone number and the PIN.
- 5. To log into a host device from the portal, find available hosts and drag/drop them to the associated host field.



6. Click the **save** button.

⑦ Hoteling Guest:	On Off
 ⑦ Enforce Time Limit: 	On Off 12 Hours
🖻 🕜 Guest PIN:	123456
Search End Users for Available Hosts	
Full or partial search queries are OK. Wild card searches are not supp	ported.
Find - Select - 🗸 that includes	SEARCH CLEAR
Available Hosts	Associated Host
Certair Vice Bills Two-Homes (Trive) Million Development Certain	
	>
	<

Managing PC receptionist users

If you have been assigned a **receptionist soft console**, you will see **manage PC receptionist users** in the sub menu. This feature allows you to add users within the **receptionist PC console** you wish to monitor. Those users are listed under **favorites** within the **receptionist PC console** and can be easily used to process calls and monitor status of those individuals.

- 1. Hover your cursor over **call features** in the main menu.
- 2. Click on find me from the dropdown menu.

LUI	MEN	VoIP Administration and User Management								
Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help			
		Find Me Hoteling	ent Schedules	_						
		Privacy	Receptionist Use	15						

- 3. Select a group from the **select a group** dropdown box to search for users by group, or select **search all – across enterprise** to display all users within your company.
- 4. Find is optional and allows you to refine your search further by selecting from criteria in the dropdown list.
 - In the find dropdown list, select from first name, last name or phone.
 - Enter the appropriate search criteria in the **that includes** field. (Partial search is supported.)
- 5. Click on the **search** button.
- 6. Select the users you wish to monitor in the **search results** field (you can monitor up to a maximum of 200 users across your enterprise).
- 7. Drag and drop or use the arrows to move those users to the monitored users field.
- 8. Once all users are moved to the **monitored users** field, click the **save** button.



Call Features	
Manage PC Receptionist Users Select the users you would like to monitor in the Receptionist PC Console. You as however if you search and select any user, monitored or non-monitored, the con-	
Select a Group: LAS VEGAS NV	\sim
Full or partial search queries are OK. Wild card searches are not supported. Find - Select - that includes	SEARCH
Search Results	Monitored Users
	«
	~
	SAVE

To sign into the receptionist PC console:

1. Click on the receptionist PC console sign on link in the upper right-hand corner of your portal.

LUI	MEN	VoIP Admi	nistration and	l User Mana	igement	Receptionist PC C	onsole	Logged in as: 400@centurylink.com
Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help	

- 2. When you've logged into the receptionist PC console, expand the favorites directory under contacts.
- 3. The users selected to monitor are displayed.
- 4. Their phone status indicates whether they're available, on a call, forwarded or in do not disturb mode.

CALL CONSOLE	🕆 🚼 📴	CONTAG	стѕ							
Enter Number	Redial	Q SE	EARCH	DRITES X 🕹 ENTE	RPRISE 🗴 🔽 GRO	UP CO X	€ PERSONAL X	SPEED DIAL X	QUEUES X	
No items to show			Begins with	All	~ α		_ 0	Quick Search		ר
		Status ‡	Last Name 🌻	First Name \$	Number \$	Extension \$	Mobile \$	Title \$	Department +	Notes ‡
			D230-1	Rebecca	+18 CONTRACTO	0.00	Star Price			Notes
			DP750	Rebecca	+10 C Depter	0.00				Notes
hanna		L.	~	~~~		~~~			~~~~~	\sim

Privacy

Privacy lets you define call rejection and call blocking settings.

- 1. Hover your cursor over **call features** in the main menu.
- 2. Click on **privacy** from the dropdown menu.

	MEN	VoIP Administration and User Management					
Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
		Call Setting	s				
		Call Treatm	ent Schedules				
		Find Me					
		Hoteling					
		Manage PC	Receptionist Use	rs			
		Privacy					

- 3. Select your preferred settings. (Settings are described below.)
- 4. Click the **save** button.



Privacy			
→⑦ Anonymous Call Rejection	🔿 On 🔹 Off		
→⑦ Selective Call Rejection	Service is OFF	Edit	
→⑦ Selective Call Acceptance	Service is OFF	Edit	
→ ⑦ Calling Line ID Blocking	🔵 On 💿 Off		

Anonymous call rejection

Anonymous call rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable, are not rejected.

Callers that are rejected are informed that you're not accepting calls from unidentified callers. Your phone does not ring and you don't receive any indication they called. However, this does not apply to calls within your company. Before enabling, consider if this will prevent customers from reaching you.

Selective call rejection

Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

- 1. Click the edit button next to selective call rejection under the privacy menu.
- 2. Click the **add rule** button.

Sel	lective Ca	all Rejection					
	Active	Description	Time Schedule	Holiday Schedule	Calls From	Action	
	ADD RU	JLE					
			SAVE	CANCEL			4

- 3. Enter a **description** for the rule you're creating.
- 4. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom time schedules and holiday schedules via the <u>call treatment schedule</u> sub menu.
 - You can only select one custom schedule (time or holiday) for each rule.
- 5. Select which calls you'd like selective call rejection to be active for:
 - Any phone number will reject all calls.
 - Following phone numbers will reject only selected phone numbers.
 - Check the any private number box to reject all calls from private numbers.
 - Check the any unavailable number box to reject all calls from unavailable numbers.

- 6. If you chose **following phone numbers**, enter those numbers in the text boxes under **specific phone numbers**.
 - Enter the 10-digit number without spaces or characters.
 - You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
 - To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.
- 7. Click the done with add rule button.

Selective Call Reje	ection - Add Rule
Description:	Telemarketers
	Every Day All Day 🗸 🗸
	None Y
	O Any phone number
	Following phone numbers:
	Any private number
	Any unavailable number
	Specific phone numbers:
Calls From:	8664531122
DONE WITH A	DD RULE CANCEL ADD RULE

8. Click the **Save** button to save your rule settings.

ActiveDescriptionTime ScheduleHoliday ScheduleCalls FromActionNewTelemarketersEvery Day All DayNoneAny private number, Any unavailable number, 8664531122	Active Description Schedule Schedule Calls From Action New Telemarketers Every Day None Any private number, Any unavailable Image: Calls From Image: Calls From Action
New Telemarketers All Day None Any unavailable 🧪 🔳	New Telemarketers All Day None Any unavailable All Day number, 8664531122
	ADD RULE

Selective call acceptance

Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

- 1. Click the edit button next to selective call acceptance under the privacy menu.
- 2. Click the **add rule** button.

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Selective C	all Acceptance	1			
Active	Description	Time Schedule	Holiday Schedule	Calls From	Action
ADD RU	JLE				
		SAVE	CANCEL		

- 3. Enter a **description** for the rule you're creating.
- 4. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom time schedules and holiday schedules via the <u>call treatment schedule</u> sub menu.
 - You can only select one custom schedule (time or holiday) for each rule.
- 5. Select which calls you'd like **selective call acceptance** to be active for:
 - Any phone number will accept all calls.
 - Following phone numbers will be accepted only selected phone numbers.
 - Check the any private number box to accept all calls from private numbers.
 - Check the any unavailable number box to accept all calls from unavailable numbers.
- 6. If you chose following phone numbers, enter those numbers in the text boxes under specific phone numbers.
 - Enter the 10-digit number without spaces or characters.
 - You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
 - To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.
- 7. Click the **done with add rule** button.

Selective C	all Acceptance - Add	Rule	
 Description: Time Schedule: 	Every Day All Day	~	
Holiday Schedule:	None	\sim	
	 Any phone number Following phone numbers: Any private number Any unavailable number Specific phone numbers: 		
Calls From:			
	TH ADD RULE CANCE	L ADD RULE	



8. Click the save button to save your rule settings.

Se	lective Ca	III Acceptance				
	Active	Description	Time Schedule	Holiday Schedule	Calls From	Action
	New	Test	Every Day All Day	None	All calls	/ 1
	ADD RU	LE				
		[SAVE	CANCEL		

Calling line ID blocking

When the **on** radio button is selected, caller ID for all outbound calls will be blocked. If you keep this setting to **off**, you can selectively block caller ID by pressing ***67** on your keypad before dialing the 10-digit phone number.

Virtual desk

The virtual desk menu allows you to manage features that give you access to your calls when you're not at your desk.

Anywhere

The **Anywhere** feature allows you to move active calls seamlessly from your IP handset to a defined **Anywhere** device, such as a mobile phone. Conversely, you can moves from your assigned **Anywhere** device to your IP handset.

This feature is only available if you have a **premium** seat type. If you do not see **Anywhere** as an option, you do not have a **premium** seat type.

- 1. Hover your cursor over **virtual desk** in the main menu.
- 2. Click on **Anywhere** from the dropdown menu.

LUI	ΛΞΝ°	VoIP Administration and User Management					
Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
		Call Setting					
		Call Treatm					
		Hoteling					
		Manage PC	rs				
		Privacy					

- 3. Available Anywhere numbers are the numbers you can dial to use the Anywhere feature.
- 4. Alert all locations for click-to-dial calls defaults to off. When turned on, all your devices (primary phone, shared call appearances, softphones, etc.) will ring when using <u>click-to-dial</u>. Once you answer any of your



devices, a call to the recipient is then dialed. If you don't answer one of your devices, the call will not be sent.5. Click the add phone number button to associate a number, e.g., your mobile phone, to an Anywhere number.

Virtual Desk			
Anywhere This screen will allow you to	o manage your Anywhere service.		
ADD PHONE NUMBER			
> ⑦ Alert all locations for	Click-to-Dial calls:	⊖ On	Off
		SAVE	
	u hava		
Available Anywhere Nur	nbers		
Available Anywhere Nur Anywhere Name	Anywhere Number		
Anywhere Name	Anywhere Number 5555407000		
Anywhere Name SalesAnywhere	Anywhere Number 5555407000		Action
Anywhere Name SalesAnywhere Phone Number Summar	Anywhere Number 5555407000		Action

- 6. Enter the 10-digit phone number of the device you wish to use to receive calls away from your office.
- 7. Enter a description of that device.
- 8. Select whether you want to enable this location.

If yes Calls to your desktop handset ring your desktop phone and your enabled Anywhere device.

If no Calls to your desktop handset will ring only your desktop phone. You can still move calls between your desktop handset and **Anywhere** device.

Note: This feature should be turned to no if you download the Webex application to your smart device.

- 9. Prevent redirection to voice mail will prevent calls from being redirected to voice mail when yes is selected.
- 10. **Require answer confirmation** defaults to **no**. If you change it to **yes**, the system will require you to press a key on your mobile phone before passing the call to you. It is suggested that you keep this feature set to **no** makes it easier to answer your call.
- 11. Enable mobility applications determines whether call control is to be performed by the application server.
- 12. If you do not want to add **selective criteria**, click the **save** button. If you wish to add selective criteria, proceed to the next section for instructions.

his screen will allow you to manage your Anywhere service.	
Phone Number Selective Criteria	
* Is a required field.	
+ Phone Number:	
Enable This Location:	🔿 Yes 🔹 No
⑦ Prevent Redirection to Voice Mail:	🔾 Yes 💿 No
> ⑦ Require Answer Confirmation:	🔾 Yes 💿 No
→ ⑦ Enable Mobility Applications:	Yes ON0

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Adding selective criteria

Selective criteria allows you to determine which calls ring to your **Anywhere** device when pre-defined criteria, such as phone number, time of day or day of week, are met.

1. After information on the **phone number** tab is completed, click the **selective criteria** tab.

Virtual Desk	
Anywhere - Add Phone Number This screen will allow you to manage your Anywhere service.	
Phone Number Selective Criteria	
* Is a required field.	
* Phone Number:	
Description:	
Enable This Location:	🔾 Yes 💿 No
⑦ Prevent Redirection to Voice Mail:	🔾 Yes 💿 No
Require Answer Confirmation:	🔾 Yes 💿 No
The second	🔾 Yes 💿 No
	SAVE

2. Click the **add** button.

Virtual Desk				
Anywhere - Edit This screen will all	t Phone Number ow you to manage your An	ywhere service.		
Phone Number	Selective Criteria			
Phone Number:	5555407000			
Active	Description	Anywhere	Calls From	Action
No records fo	und.	ADD	SAVE CANCI	EL

- 3. Enter a **description** for the rule you're creating.
- 4. Click the **use anywhere** radio button to activate this feature.
- 5. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom time schedules and holiday schedules via the <u>call treatment schedule</u> sub menu.
 - You can only select one custom schedule (time or holiday) for each rule.
- 6. Select which calls you'd like selective criteria to be active for:
 - Any phone number will activate selective criteria for all calls.
 - Following phone numbers will activate selective criteria for only selected phone numbers.
 - Check the any private number box to activate selective criteria for all calls from private numbers.
 - Check the **any unavailable number** box to activate selective criteria for all calls from unavailable numbers.

- 7. If you chose following phone numbers, enter those numbers in the text boxes under specific phone numbers.
 - Enter the 10-digit number without spaces or characters.
 - You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
 - To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.
- 8. Click the **save** button.

/irtual Desk	
Anywhere - Add Criteria This screen will allow you to manage your Anywhere service. * Is a required field.	
Phone Number:	5555401212
* Description:	
• Use Anywhere O Do not use Anywhere	
Selected Time Schedule:	Every Day All Da 🗸
Selected Holiday Schedule:	None 🗸
Calls From Any External Phone Number The Following Phone Numbers Any private number Any unavailable number Specific Numbers Specifig Up to 12 Numbers	
s	AVE

9. You will see your criteria is successfully saved. If you would like to add more criteria, click the **add** button and follow steps 3-8. When you have completed adding criteria, click the **save** button.

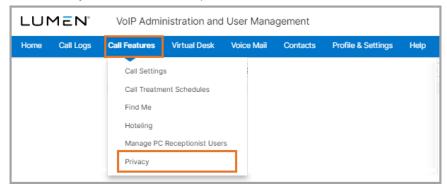
Virtual Desk					
	t Phone Number low you to manage you	r Anywhere service.			
Succes	s 🔶	-			
Phone Number	Selective Criteria				
Phone Number:	5555401212				
Active	Description	Anywhere	Calls From	Action	
	Cell phone	No	All calls	EDIT DELETE	
			ADD	SAVE	



Locate your Anywhere pilot number

The **Anywhere** pilot number is the number you will use to make a call from your **Anywhere** mobile device and to seamlessly move calls between your IP handset and your **Anywhere** mobile device.

- 1. Hover your cursor over virtual desk in the main menu.
- 2. Click on **Anywhere** from the dropdown menu.



3. The Anywhere pilot number you'll use is listed under the **available Anywhere numbers** section. It is recommended that you save this number to your contact list for your **anywhere** mobile device for easy access.

Virtual Desk						
Anywhere This screen will allow you to manage your Anywhere service.						
ADD PHONE NUMBER						
⑦ Alert all locations for Click	ck-to-Dial calls:	🔿 On 💿 Off				
		SAVE				
Available Anywhere Numb	ers					
Anywhere Name	Anywhere Number					
SalesAnywhere	5555407000					
Phone Number Summary						
Phone Number	Description	Action				
No records found.						

Move an active call from your IP handset to your Anywhere device

After your **Anywhere** device is defined, move calls seamless between your IP handset and your Anywhere mobile device.

- 1. With an active call on your IP handset, dial your **Anywhere** pilot number from your **Anywhere** mobile device.
- 2. When you hear "destination digits," enter *11# on your mobile device.
- 3. The caller moves seamlessly from your IP handset to your **Anywhere** mobile device.

Make a call from your Anywhere device

Making a call from your **Anywhere** device sends the caller ID of your IP handset, not the caller ID of your mobile device.



- 1. Dial the Anywhere pilot number.
- 2. When asked to enter destination digits, enter the number you wish to dial.
- 3. The call is sent, and the party you're calling sees the caller ID of your IP handset.

Move an active call from your Anywhere device to your IP handset

If you placed a call using **Anywhere** from your mobile device and return to the office, you can seamlessly move that call to your IP handset.

- 1. From your IP handset, press the pull softkey
- 2. This seamlessly moves the call from your Anywhere device to your IP handset.
- 3. If you don't have a **pull** softkey, establish dial tone and dial ***11** on your keypad.

Custom ringback

Custom ringback allows you to provide a custom ring tone or recording heard by callers when your line is ringing. This can be enabled for all calls, or for specific calls matching your pre-defined criteria. Use this service to play a different ring back to your manager, a family member, or a customer.

The criteria for each **custom ringback selective** entry can include a list of up to 12 phone numbers or digit patterns, a specified time schedule, or a specified holiday schedule. All criteria for an entry must be satisfied for the ring back to be played (phone number and day of week and time of day). Otherwise, regular ring back is played to the caller, as if this service was not used.

- 1. Hover your cursor over virtual desk in the main menu.
- 2. Click on **custom ringback** from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
			Anywhere				
			Custom Ri	ngback			
			Distinctive	Ring			
			Line Statu	5			
			Mobility				
			Remote Of	fice			

3. Click the create custom ringback button.

Virtual Desk			
Custom Ringback			
CREATE CUSTOM RINGBACK			
Description	Active	Calls From	Action
No records found.			

- 4. On the general settings tab, enter a description for your customer ringback setting.
- 5. Next to active, click the yes radio button to activate this feature, click no at any time to deactivate it.
- 6. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom time schedules and holiday schedules via the <u>call treatment schedule</u> sub menu.



- You can only select one custom schedule (time or holiday) for each rule.
- 7. Select which calls you'd like custom ringback to be active for:
 - Any phone number will use this rule for all incoming calls.
 - Following phone numbers will activate customer ringback for only selected phone numbers.
 - Check the any private number box to activate customer ringback for private numbers.
 - Check the any unavailable number box to activate customer ringback for unavailable numbers.
- 8. If you chose following phone numbers, enter those numbers in the text boxes under specific phone numbers.
 - Enter the 10-digit number without spaces or characters.
 - You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
 - To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.
- 9. Click the **save** button to save your settings.

* Is a required field.	
General Settings Initial Ringback	
* Description:	
* Active:	🔿 Yes 💿 No
* Time Schedule:	Every Day All Da $ \smallsetminus $
* Holiday Schedule:	None 🗸
Any private number	
Specific Numbers Specifiy Up to 12 Numbers	
Specific Numbers	
Specific Numbers	

- 10. Click the **initial ringback** tab to upload your custom ringback file.
- 11. The ringback file will not play if the radio button for **no personal ringback** is selected.
- 12. Click the URL radio button and enter the URL if the the ringback file you want to play is on a network.
- 13. Click the **personal ringback file** radio button if you want to upload an audio ringback file from your computer.

- 14. Click the **browse** button to locate your audio file based on your operating system.
- 15. Click the **save** button to save your settings.

General Settings	Initial Ringback
⑦ Audio Ringb	ack:
Upload a file tha	t contains your recorded music or greeting. Supported Music file types include .WAV and .WMA.
O No Personal	Ringback
	──→
🔶 💿 Personal Rin	gback File
> Lo	ad: Choose File No file chosen
	SAVE

Distinctive ring

Distinctive ring allows you to make your phone ring with different rings based on pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse, or when you would like to easily tell when a call is from inside or outside your group.

The criteria for each **distinctive ring** entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be met for the phone to ring with a different tone (phone number and day of week and time of day).

- 1. Hover your cursor over virtual desk in the main menu.
- 2. Click on distinctive ring from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
			Anywhere				
			Custom Ri	ngback			
			Distinctive	Ring			
			Line Statu	S			
			Mobility		1		
			Remote Of	ffice			

3. Click the create new distinctive ring button.

Virtual Desk			
Distinctive Ring CREATE NEW DISTINCTIVE RING			
Manage Distinctive Ring Alert			
Description	Active	Calls From	Action
No records found.			

- 4. Enter a **description** for the rule you're creating.
- 5. Click the **active** radio button to activate this feature..
- 6. Select a schedule.
 - The default time schedule is every day all day.
 - The default holiday schedule is none.
 - You can add custom time schedules and holiday schedules via the <u>call treatment schedule</u> sub menu.
 - You can only select one custom schedule (time or holiday) for each rule.

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- 7. Select which calls you'd like distinctive ring to be active for:
 - Any phone number will activate distinctive ring for all calls.
 - Following phone numbers will activate distinctive ring for only selected phone numbers.
 - Check the any private number box to activate distinctive ring for all calls from private numbers.
 - Check the any unavailable number box to activate selective criteria for all calls from unavailable numbers.
- 8. If you chose following phone numbers, enter those numbers in the text boxes under specific phone numbers.
 - Enter the 10-digit number without spaces or characters.
 - You can use a question mark and an asterisk as wild cards.
 - ? Is a wild card that can replace a single digit anywhere in a digit string.
 - * Represents a digit string and can appear only at the end of a group of digits and "?" wild cards.
 - To add more than 12 numbers, you'll need to add another rule. Modify the **description** slightly but otherwise set it up the same way as the current rule.
- 9. Click the save button.

/irtual Desk					
Distinctive Ring Alert - Create New					
This application may be used to manage priority rings for	your Enterprise				
* Is a required field					
* Description:					
* Description:					
* Active:		🔾 Yes 🗌 No			
* Time Schedule:		Every Day All Day	ý	\sim	
* Holiday Schedule:		None		~	
Alert Calls from:					
 Any External Phone Number 					
O The Following Phone Numbers					
Any private number					
Any unavailable number					
Specific Numbers					
Specifiy Up to 12 Numbers:					
	SAVE	CANCEL			

Line status

Line status is an information only screen. It provides information about your phone such as whose line may appear on your phone as either a BLF or shared call appearance, phones you may appear on, the configuration of those lines, etc. If changes are needed, contact your company administrator.

- 1. Hover your cursor over virtual desk in the main menu.
- 2. Click on line status from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
			Anywhere				
			Custom Ri	-			
			Line Statu				
			Mobility				
			Remote Of	fice			

3. Hover over the "?" for a description of each feature.

Busy lamp field

- Indicates if your line appears on another user's phone
- Lists lines appearing on your phone
- Indicates ring type for those users ring or silent
- Default line key action normal or automata
- Call appearance status enabled or disabled
- Remote caller ID enabled or disabled

Virtual Desk		
Line Status Busy Lamp Field		
Your phone number appears on the followi	ng devices:	a-12172
These Users are Monitored on Your Phone:		
Default Line Key Action:		
Call Appearance:		
⑦ Remote Caller ID:		

Shared call appearances

Lists information about any users you monitor:

- Device name
- MAC address of their device
- User it belongs to
- Action

Shared Call Appearance			
Device Name	Phone MAC Address	Belongs To	Action
a-12172	N/A	Instantion Section 1978	EDIT
a-12172	N/A	Inerro Adulating GDP	EDIT
a-12172 -PC	N/A	Inerro Ad-Centry 620P	EDIT

Shared call appearance configuration

- Status of alerting all appearances when you click-to-dial yes or no
- Status of your ability to retrieve calls from another location yes or no

Shared Call Appearance Configuration	
② Alert all appearance for Click-to-Dial calls:	Yes
② Allow Call Retrieve from another location:	Yes

Multiple call arrangement configuration

- Status of bridging between locations yes or no
- Status of multiple call arrangement yes or no
- Status of bridging warning tone yes or no

iple Call Arrangement Configuration
Allow bridging between locations:
Multiple Call Arrangement:
Bridge Warning Tone:

Mobility (Webex)

Webex is the softphone offered to Hosted VoIP customers. One license allows you to download and use the application on multiple devices. If you are assigned a **Webex**, you will receive a welcome email from your administrator.

You can download the Webex desktop/ mobile applications at this link: Cisco Webex | Download.

- The link to download the app will also be included in your welcome email.
- The link to download the app is also in the **downloads** section under the **help** menu in the end user portal.

Tip: When downloading the Webex app, click the learn more link to identify which version you should download

Caution: Do not try to sign into the desktop/mobile app until you receive your **welcome** email confirming you have a Webex feature assigned to you. Doing so may result in creating a free Webex account which will prevent you from using your Hosted VoIP Webex account.

To activate mobility between your IP phone, softphone and other devices:

- 1. Hover your cursor over **virtual desk** in the main menu.
- 2. Click on **mobility** from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
			Anywhere				
			Custom Ri	ngback			
			Distinctive	Ring			
			Line Statu	S			
			Mobility				
			Remote Of	ffice			

- 3. To activate **mobility** between your IP handset, softphone and another device, click the **on** radio button.
- 4. From the **phone to ring** dropdown box, you can choose your preferred option:
 - Both rings your IP handset, mobile app and your mobile device dialer
 - Fixed rings your IP handset and mobile app (suggested setting)
 - **Mobile** rings your mobile device dialer only
- 5. In the **mobile number** field, enter the mobile number you wish to assign.
- 6. Toggle the **yes** or **no** radio buttons for the remaining features to enable or disable them according to your preference.
 - Alert for click-to-dial rings the user's mobile phone when the user makes a click-to-dial call
 - Enable division inhibitor prevents redirection of unanswered incoming calls
 - **Requires answer confirmation** prompts the user to enter a confirmation digit before completing the mobile call leg answered by the user
 - Use Lumen-based call control services specifies that call control is to be performed by Lumen and not by the mobile device
- 7. Click the **save** button.

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Mobility	
Mobility:	🔾 On 🕒 Off
> Phone to Ring:	Fixed 🗸
Hobile Number:	
Alert for Click to Dial:	🔾 Yes 🛛 No
Enable Diversion Inhibitor:	🔾 Yes 🛛 No
Requires Answer Confirmation:	🔿 Yes 🛛 No
Use Lumen-based Call Control Services:	🔿 Yes 🔹 No
	SAVE

Remote office

Remote office allows you to use your home phone, a mobile phone or a hotel phone as your business phone. When **remote office** is enabled (on), calls to your desktop handset only ring to your **remote office** device, the call will not be presented to your desk phone.

- 1. Hover your cursor over virtual desk in the main menu.
- 2. Click on **remote office** from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
			Anywhere				
			Custom Ri	ngback			
		Distinctive Ring					
			Line Status				
			Mobility				
			Remote Of	fice			

- 3. Enter the 10-digit phone number you want to designate as your remote office location.
- 4. Next to **remote office**, click the **on** radio button to activate this feature; click the **off** radio button when you do not wish to utilize this feature.
- 5. Click the **save** button.

Virtual Desk		
⑦ Remote Office	On Off	5555401212
		SAVE



Voice mail

The voice mail section of the portal allows for quick and easy access to your voice mail messages and mailbox settings.

First, **voice mail** must be setup through the phone by pressing the **messages** key or by calling the **voice mail retrieval number** found when hovering your cursor over the help menu in the portal.

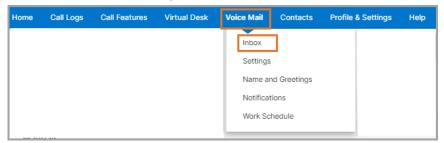
- Maximum greeting length is 3 minutes open and closed.
- Maximum message length 3 minutes each (50,000 KB)
- Maximum mailbox capacity is 150,000 KB (50 messages).

Click here to access the voice mail quick reference guide.

Inbox

The **inbox** allows you to view, play and delete your voice mail messages. For each message, you can see the name of the caller, phone number and time/date stamp for the message.

- 1. Hover your cursor over **voice mail** in the main menu.
- 2. Click on **inbox** from the dropdown menu.



- 3. All messages (new and saved) are listed in your inbox.
 - New messages will be in **bold** text with a green dot icon next to them.
 - The name, number, received date and length of message is provided for each message.
 - Messages can be sorted by clicking on a column header.
- 4. To play a message, click on either the received date or length for that message. and click the play icon.
- 5. Click the **play** icon.

Note: Playing a message in your portal turns off your message waiting light on your phone; it will not mark the message as played in your phone voicemail box.

oice Mail					
Inbox					Escape to Operator Group: No
Delete	Mark as heard 🛛 📢 🛪 N	Mark as unheard			Voice Mail Count 2:2 C
	From Name Click to add to contact	From Number Click to call	Received	Length	SMITH CLARISSA 555-123-4567 Thursday, November 18, 2021 10:04 AM CST 0 minutes 18 seconds Totate M Mark as heart Dominand Violandad
	• SMITH CLARISSA	555- 123- 4567	11/18/2021 10:04 AM	00:18	0:00/
	EDWARDS GIACOMO	555- 123- 4568	11/10/2021 8:11 AM	00:17	00:18

To download a message, click the download voicemail icon after selecting a message.
 Note: You also have the option to delete this message or mark as heard.

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oice Mail						
Inbox						Escape to Operator Group: No
Delete	🌒 Mark as heard 🛛 🛋 化 M	fark as unheard			Voice Mail Count 2:2 C	,
	From Name	From Number	Received	Length		SMITH CLARISSA 555-123-4567
	Click to Click to add to call	*			Thursday, November 18, 2021 10:04 AM CST 0 minutes 18 seconds	
	• SMITH CLARISSA	555- 123- 4567	11/18/2021 10:04 AM	00:18		
	EDWARDS GIACOMO	555- 123- 4568	11/10/2021 8:11 AM	00:17		00:18

- 7. Follow the steps based on the browser type you are using to complete or retrieve the download.
- 8. To delete, mark as heard or mark as unheard, check the check box next to the appropriate message(s).
- Select the appropriate icon to complete the action (delete, mark as unheard, mark as unheard).
 Note: Deleting a message from your portal inbox also deletes it from your phone voicemail box.

Inbox					Escape to Operator Group: No
Delete	Mark as heard 🛚 🛋 🛪 M	Mark as unheard			Voice Mail Count 2:2 C
	From Name Click to add to contact	From Number Click to call	Received	Length	SMITH CLARISSA 555-123-4567 Thursday, November 18, 2021 10:04 AM CST 0 minutes 18 seconds
	• SMITH CLARISSA	555- 123- 4567	11/18/2021 10:04 AM	00:18	00:00 /
	EDWARDS GIACOMO	555- 123- 4568	11/10/2021 8:11 AM	00:17	00:18

- 10. The escape to operator group you're assigned to is indicated in the upper righthand corner of the inbox window.
 - Your escape to operator group is where callers route to if they press "0" while listening to your greeting; none indicates you've not been assigned to an escape to operator group.

Voice Mail							
Inbox						Escape to C	Operator Group: None
🗑 Delete	🌒 Mark as heard 🛛 📢 🗙 M	fark as unheard			Voice Mail Count 2:2 C		
0	From Name Click to add to contact	From Number Click to call	Received	Length		SMITH CLARISSA 555-123-4567 Thursday, November 18, 2021 10:04 AM CST 0 minutes 11 Dreter (1) Durk as head (1) Durksda Volcetala	3 seconds
	• SMITH CLARISSA	555- 123- 4567	11/18/2021 10:04 AM	00:18		00:00 /	
	EDWARDS GIACOMO	555- 123- 4568	11/10/2021 8:11 AM	00:17		00:18	

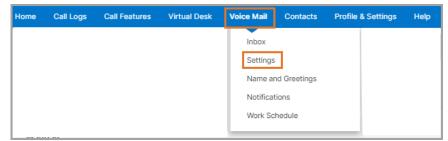
- 11. Callers can choose to flag messages as private, urgent or both.
 - A red exclamation point icon indicates the message was flagged as urgent.
 - A yellow lock icon indicates the message was flagged as private.

Vo	ice N	lail						
	nbox							Escape to Operator Group: No
	🗑 Del	ate 🜒 Mar	k as heard 🛛 🛋 🗙 M	lark as unheard			Voice Mail Count 2:2 C	
			From Name Click to add to contact	From Number Click to call	Received	Length		SMITH CLARISSA 555-123-4567 Thursday, November 18, 2021 10:04 AM CST 0 minutes 18 seconds Porter (M) Mark a head Construction of the constructi
		10.	SMITH CLARISSA	555- 123- 4567	11/18/2021 10:04 AM	00:18		
		•	EDWARDS GIACOMO	555- 123- 4568	11/10/2021 8:11 AM	00:17		00:18

Settings

The **settings** screen allows you to configure specific mailbox settings, reset your password and enable voicemail forwarding to email.

- 1. Hover your cursor over **voice mail** in the main menu.
- 2. Click on **settings** from the dropdown menu.



- 3. If you click the **enable** radio button for **announcement only mailbox**, callers will not be allowed to leave a message; they're dropped after your greeting is played.
- 4. To change the PIN for your telephone voicemail box, enter the new PIN in the **mailbox 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, xxxxx99

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

5. Confirm the PIN by entering it in the verify mailbox PIN field.

Voice Mail			
Voicemail Messages, Preferences, Mail Forwarding Settings			
Change your mailbox PIN			
Announcement Only Mailbox:	O Enable	 Disable 	
Mailbox 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.
Verify mailbox PIN:			
		and the second s	

- 6. From the **prompt speed** dropdown list, select standard or rapid to control the speed of the **telephone user interface** (TUI) when you dial into our voicemail box.
- 7. Click the **enable** or **disable** radio buttons to manage the following features:
 - Automatically play envelope information audibly provides date/time and length of voicemail message
 - Play additional ring before greeting prevents the beginning of your greeting from being cut off
 - Auto play -- automatically plays messages when you log into your mailbox



- 8. Voice mail forwarding allows you to send copies of voicemails to your email inbox. By default, this setting is disabled. To enable, select an option from the dropdown list:
 - Forward & delete forwards a copy to your email inbox, but doesn't retain a copy in your phone voicemail box (the only copy of your message will be in email)
 - Forward & save forwards a copy to your email inbox and retains a copy in your phone voicemail box
- 9. If enabling this feature, enter an email address(es) in the forward to email address field.

Note: Multiple email addresses and distribution lists can be entered in the **forward to email addresses** field, using comma separation.

10. Click the **save** button.

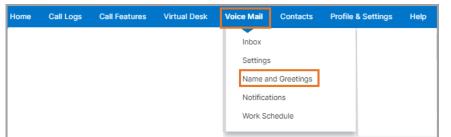
Prompt Speed:	Standard V
Automatically Play Envelope Information:	C Enable O Disable
Play Additional Ring before Greeting:	Carable Disable
→⑦ Auto Play:	O Enable O Disable
→ ⑦ Voice Mail Forwarding:	Forward & Save 🗸
Forward to Email Addresses (comma separated, Limited to 5 Email Addresses):	you@yourcompany.com
	SAVE

Names and greetings

From **names and greetings**, you can record or upload a recording of your **name** and **greetings**. You can also select your **open hours greeting type**.

To manage recordings from this portal, you'll first need to set up your voicemail box from your phone by pressing the **messages** key or by calling the **voice mail retrieval number** found when hovering your cursor over the help menu in the portal. Follow the prompts to record your name, greeting and define your open and closed schedules.

- 1. Hover your cursor over voice mail in the main menu.
- 2. Click on name and greetings from the dropdown menu.



- 3. Click the greeting type you want to manage from the **open hours external greeting type** dropdown box and select from the following options:
 - Standard greeting with number caller is greeted with a standard greeting including your number
 - Standard greeting with name caller is greeted with a standard greeting including your recorded name
 - External personal greeting caller is greeted with your recorded external greeting
- 4. Click the **save** button.



Name and Greetings You can use a standard greeting or a recorded greeting. U	Jploading or recording will activate that greeting.
Recorded Name:	UPLOAD
Open Hours External Greeting Type:	External Personal Greeting V SAVE
Open Hours External Personal Greeting:	UPLOAD
Open Hours Internal Personal Greeting:	UPLOAD
Closed/After Hours Greeting:	UPLOAD
External Extended Absence Greetings:	UPLOAD RECORD DELETE
Internal Extended Absence Greeting: (Note: An External Extended Absence Greeting must also be activated)	UPLOAD

- 5. You have the option to manage your recorded name and greetings by recording or uploading a recording.
 - Click the appropriate **record** button to record a greeting or rerecord your name through your computer.
 - Click the appropriate upload button to upload a pre-recorded greeting. (G.711 uLAW.wav audio format.)

Name and Greetings You can use a standard greeting or a recorded greeting. Upl	loading or recording will activat	ate that greeting.
Recorded Name:	UPLOAD	RECORD
Open Hours External Greeting Type:	External Person	sonal Greeting V
Open Hours External Personal Greeting:	UPLOAD	RECORD
Open Hours Internal Personal Greeting:	UPLOAD	RECORD
Closed/After Hours Greeting:	UPLOAD	RECORD
External Extended Absence Greetings:	UPLOAD	RECORD DELETE
Internal Extended Absence Greeting: (Note: An External Extended Absence Greeting must also be activated)	UPLOAD	RECORD

Notifications

The notifications option allows you to manage the message waiting indicator on your handset, set up outcall notification to another phone, and set up text notification to receive a notification by email.

- 1. Hover your cursor over voice mail in the main menu.
- 2. Click on notifications from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
				Inbox Settings Name ar Notificat Work Sc	nd Greetings tions		

Message waiting indication

The **message waiting indication** tab allows you to enable or disable a light on your desktop phone when you receive new voice mail messages.



- 1. The default setting is enabled which turns on a light on your desktop phone when you have new messages.
- 2. Click the **disable** radio button to prevent the light from turning on.
- 3. If you make a change to this setting, click the **save** button.

Voice Mail	
Notifications	
Message Waiting Indication Outcall Notification Text Not	fication
⑦ Message Waiting Indication Enabled	C Enable O Disable
	SAVE

Outcall notification

The outcall notification tab allows you to receive a notification by phone at a specified number when you have a new voice mail message. You will be required to enter your PIN to play the message. You can set up notifications by message type and based on a schedule you create.

- 1. Click the **outcall notification** tab.
- 2. Click the active schedule dropdown box and choose an option from the list.

Voice Mail	
Notifications	
Message Waiting Indication Outcall Notification	Text Notification
Active Schedule:	- Select - 🗸 🗸
	- Select - First Schedule
	Second Schedule
	First and Second Schedule Temporary Schedule

- 3. From the message type notification dropdown box, choose from all messages or urgent.
- 4. In the **out call number** field, enter the 10-digit number (no space or special characters) where you would like to receive the call notification.

м	essage Waiting Indication Outcall Notification Text Notification	
	Active Schedule:	First Schedule 🗸
	First Schedule	
	* Message Type Notification:	All Messages 🗸 🗸
	* Out Call Number:	5553034567
<		Urgent:

- 5. Delay interval lets you determine how quickly you receive a call notification once a new message is received.
 - Delay interval is selected for by message type (urgent/normal). It can be the same or different.
 - Interval options are immediate, 1 hour, 2 hours, 4 hours, 1 day or never.
- 6. Number of times to retry lets you determine the quantity of times you will receive a call notification.

- The number of times to retry is selected by message type (urgent/normal). It can be the same or different.
- The quantity of retry attempts can be from **0 to 10**.
- A retry will only occur if you are unable to acknowledge receiving the initial call notification and the **number** of times to retry is 1 or greater.
- Retry attempts will cease after you acknowledge receiving the call notification or when the quantity of retry attempts is reached.
- 7. Retry interval lets you determine the frequency a retry attempt is made.
 - The retry interval is selected by message type (urgent/normal). It can be the same or different.
 - The retry interval can be from 0 to 15 minutes.
- 8. You can schedule when you receive call notifications in blocks of time defined as **Monday Friday** and **Saturday Sunday**.
 - To receive no notifications, select notifications off, 24 hours a day from the dropdown box.
 - To receive notifications 24 hours a day, select notifications on, 24 hours a day from the dropdown box.
 - To receive notifications during specific times, select **notifications on, during these times****. For this choice, you will also select the **start** and **end** time.
- 9. Click the save button.

Example: 3031234567	61240+0799
* Delay Interval:	Urgent:> Immediate ~
	Normal:
* Number of Times to Retry:	Urgent:
Number of nines to really.	Normal:
* Deter Internet	Urgent:
* Retry Interval:	Normal:
	Notifications ON, during these times ** \checkmark
Monday - Friday	Start:
	End: 07 v 00 v PM v
	Notifications OFF, 24 hours a day 🗸
Saturday - Sunday	Start: 08 V 00 V AN V
	End: 05 V 00 V PM V
-	
	SAVE

Text (email) notification

The text notification tab allows you to receive a notification by email when a new voice mail message is left.

- 1. Click the outcall notification tab.
- 2. In the notification enabled for dropdown box, select from none, all messages or urgent messages.
- 3. In the email(s) field, enter the email address(es) or distribution lists you would like to receive an email



notification when a message is left.

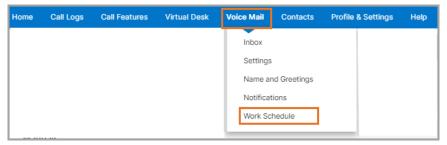
4. Click the save button.

Message Waiting Indication Outcall Notification	Text Notification
Notification Enabled for:	All Messages V
Email(s) (comma separated; required for All and Urgent Messages)	YouName@company.com
	SAVE

Work schedule

The work schedule allows you to change the days and time your open and closed greetings play for your callers.

- 1. Hover your cursor over **voice mail** in the main menu.
- 2. Click on work schedule from the dropdown menu.



- 3. Select the days of the week you want your schedule to take effect by check or unchecking the check boxes.
- 4. Once your days are select, choose the weekday or weekend schedule based on the days selected.
- 5. From the **weekdays** or **weekend** dropdown box, choose your option from the following:
 - Play open/personal greeting 24 hours a day
 - Play closed/after hours greeting 24 hours a day
 - Play open/personal greeting during these times

Note: Hours outside **play open/personal greeting** schedule will be designated **closed/after hours** time. During those hours, the **closed/after hour greeting** will play.

6. Click the **save** button.

Select Days	Sun @Mon@Tue@Wed@Thur@Fri@Sat Fity Open/Personal Greeting during these times *
Select Schedule - Weekdays	Play Open/Personal Greeting during these times * ~
	Start: 8 🗸 : 00 🗸 : AM 🗸
	End: 5 v: 00 v: PM v
Select Schedule - Weekends	Play Closed/After Hours Greeting 24 hours a day 🗸
	Start: 8 V : 00 V : AM V
	End: 5 🗸 : 00 🗸 : PM 🗸
lours outside Play Open/Personal Greeting Schedule will be designated Close	ed/After Hours time. During those hours, the Closed/After Hour Greeting will play.
If End Hour is earlier than Start Hour, then End Hour is the following day - exc	rent op final Weekday or Weekend day, which ends at 11:59PM

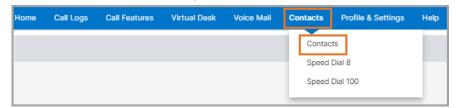
Contacts

Contacts allows you to save frequently used contacts in your portal for quick access. Contacts can be added one at a time or multiple can be added at one time via bulk upload.

Once saved, you can use the click-to-dial feature directly from your contacts list. You can also add/modify your **speed** dial **8** and **speed** dial **100** lists to easily dial from your handset using a 1- or 2-digit code.

Contacts - create and manage

- 1. Hover your cursor over **contacts** in the main menu.
- 2. Click on contacts from the dropdown menu.



Add one contact

1. Click the **new contact** button.

C	ontacts		
	Personal Contacts		
	NEW CONTACT		
	Select a File to Upload:	Choose File No file chosen	VALIDATE AND PROCESS

- 2. Enter the **name** of the new contact.
- 3. Enter 10-digit **phone number** for the new contact. Do not include spaces or symbols.
- 4. If you'd like the contact to be a favorite on your handset, click the favorite check box.
- 5. Click the save button.

Add Contact		
* Is a required field		
→* Name:	Avery Livingston	
* Phone Number:	5555401800	
Favorite:	~	
SAV	CANCEL	

6. You contact will now be available in your personal contacts list.

Add multiple contacts

Multiple entries can be added to contacts by uploading a .csv file.

- 1. Hover your cursor over the "?" next to **select a file to upload** to view file format requirements.
- 2. Create and save your file adhering to these requirements.



	ntacts	
Per	Personal Contacts	
_		
1	NEW CONTACT	
<u>→</u> @	Select a File to Upload: Choose File No file chosen	
	Imported files must use a comma-delimited format (.CSV extension) containing the Name and	VALIDATE AND PROCES
	Number and Favorite of each contact. You can export contact information into a .CSV file	
	using Microsoft Outlook, Microsoft Word, Microsoft Excel or another program, or you can use a plain-text editor such as Notepad to create a .CSV file from scratch. The first line of the	
Sea	Set plain-text editor such as Noteplad to create a USV file from scratch. The first line of the import file must define three columns: Name, Number and Favorite. If these column	
Full	Full checkers are not present, the file cannot be imported. Each line following the column headers	
	should include the Name and Number and Favorite of one contact, Each value enclosed in	
Fin	Fin quotation marks and separated by a comma.	
	Below is a sample of the format required for the import file:	
	"Name","Number","Favorite"	
	"Jane B Doe" "301-555-1231", Yes" Dhone Number	
	"Jane M Doe","301-555-1232","No"	
	"Jane W Doe","301-555-1233","No"	

- 3. Click the **choose file** button and select the file you created.
- 4. You will see the selected file listed next to the **choose file** button.
- 5. Click the validate and process button to upload your contacts.

Contacts		
Personal Contacts		
NEW CONTACT		
⑦ Select a File to Upload:	Choose File Contacts.cvs	VALIDATE AND PROCESS

6. All contacts contained in your file will now be available in your **personal contacts** list.

Managing your personal contacts list

- 1. Click on column headers name or phone number to sort columns in ascending or descending order.
- 1. Click directly on the contacts name to edit the contact information.
- 2. Click directly on the **phone number** to dial that contact.
- 3. Click the **delete** button to delete that contact.

ontacts		
Personal Contacts		
NEW CONTACT		
⑦ Select a File to Upload:	Choose File No file chosen	VALIDATE AND PROCESS
Search Full or partial search queries are OK. Wild card Find Name that includes	searches are not supported.	
1 Name Click to Edit	1 Phone Number Click to Call	Favorite
2 Avery Livingston	3 5555401800	true 🖣 🖬

Speed dial 8

Speed dial 8 allows you to program up to eight numbers that can be dialed by entering a 1-digit code.

- 1. Hover your cursor over **contacts** in the main menu.
- 2. Click on **speed dial 8** from the dropdown menu.



- 3. Note the **speed dial codes** are 2 to 9.
- 4. Enter the **phone number** as you would dial it next to the preferred code.
- 5. Enter a **name** for each phone number.
- 6. Click the **save** button.

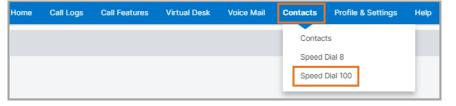
Contacts		
		that can be called with the push of a button. Enter the number as you would normally dial it can also program your speed dial using your phone and the start code for Speed Dial 8.
Speed Dial Code	Phone Number	Name
→2	-> 2125551234	
→3	2125559874	
4		
→5	2125551800	
6		
7		
8		
9		
		SAVE

- 7. To call a **speed dial 8** number from your handset, **without** dial tone, enter the **1-digit code** on your keypad.
- 8. Establish a dial tone to make the call. (Depending on your phone, you may tap the **dial** soft key, lift the handset, press the speaker phone button or activate your headset.)

Speed dial 100

Speed dial 100 allows you to program up to 100 numbers that can be dialed by entering # plus a 2-digit code.

- 1. Hover your cursor over **contacts** in the main menu.
- 2. Click on **speed dial 8** from the dropdown menu.



3. Click the **add** button.

Contac	ts			
Speed I normall		ed code prefix of # and the spee		ush of a few buttons. Enter the number as you would pad to call it. You can also program your speed dial using
Delet	Speed Dial Code	Phone Number	Name	Action
No re	ords found.			
		ADD	DELETE	

- 4. From the **speed dial code 100** dropdown box, select the 2-digit code you wish to dial, such as 00.
- 5. Enter the contact's name in the name field.
- 6. Enter the contact's number, as you would dial it, in the phone number field.
- 7. Click the save button.

Add Speed Dial
Speed Dial Code 100: 00 🗸
Name: Delaware County branch
Phone Number:
SAVE
4

- 8. To call a **speed dial 100** number from your handset, **without** dial tone, enter **#** followed by the **2-digit code** on the keypad.
- 9. Establish a dial tone to make the call. (Depending on your phone, you may tap the **dial** soft key, lift the handset, press speaker phone button or activate your headset.)

Managing your speed dial 100 list

- 1. To remove a contact, check the box next to the appropriate entry in the delete column.
- 2. Click the **delete** button.

Contacts				
Speed Dial	100			
normally dial		d code prefix of # and the speed	t can be called with the push of a few but dial code on your touch pad to call it. You	
Delete	Speed Dial Code	Phone Number	Name	Action
	00	2125552800	Delaware County branch	EDIT
	06	2125551800	Customer Service	EDIT
		ADD	CANCEL	

- 3. Click the edit button to update the contacts name and/or number.
- 4. Click the **save** button.

Speed D of # and	Edit Speed Dial			
Delete	Speed Dial Code 100:06	Phone Number	Name	Action
	Name: Customer Service	2125552800		
	Phone Number: 2125551800	2125551800		EDIT
	<pre></pre>	ADD DELE		

Call recordings

If you're defined as a call recording administrator, access recordings for users assigned to you.

1. Click call recordings from the main menu.

9	Call Logs	Call Features	Virtual Desk	Contacts	Call Recordings	Profile & Settings	Help
all R	Recordings						
Call	l Recordings						
Se	elect a group:			80	STREAMING!	F~	
							Recent Aleris Quick So <u>Search</u> re to update. (CMT) Greenwich Mean Time (Dublin, Edinburgh, Libbon, Landors)
L	Home Re	cordings Rep	oorts Alert	5		Click he	Welcome, s==fred.fintstone@voip ===_, =.com
						First Look	
	O Calls in Progress	O Active Call Hand		0.7 Mi	nutes ecorded Ca	_	Last Week's Trend Audio Storage
		Calls By C	ategory	Â		Frequent Callers	Calls By Location
	Graph V To Refresh Every 2 1		10 Results *		Graph V Today Refresh Every 4 Minu		s v Graph v Today v Top 10 Results v Refresh Every 4 Minutes v

2. Refer to the <u>Call Recording User</u> manual, for details on reviewing and managing recorded calls.

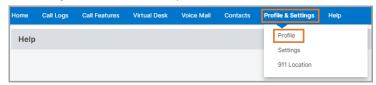
Profile & settings

Profile and settings allow you to update overall settings in the portal such as your contact information, password, and your 911 Location.

Profile

The profile menu allows you to update your contact email address and add additional contact numbers.

- 1. Hover your cursor over **profile & settings** in the main menu.
- 2. Click on **profile** from the dropdown menu.



- 3. Update information as needed.
 - Notification e-mail address this is where notifications are sent for password resets, etc.
 - You have the option to add a work address, up to two mobile numbers, a pager, home number and up to two other numbers.

Profile & Settings	
* is a required field	
* Notification E-Mail Address:	ClarrisaSmith@lumen.com
Name (First, Last): Title: Group ID: Department: Work Address:	Clarissa Smith LUMEN WAKE FOREST (a-12172)
Address 1: Address 2: City: State/Province: Zip/Postal Code:	- Select - V
Work Phone:	5555401212
-> Pager:	
Other Phone Number:	
Other Phone Number 2:	
	SAVE

4. If you make any changes, click the **save** button.

Settings

The settings menu allows you to update your time zone and your portal password.

- 1. Hover your cursor over profile & settings in the main menu.
- 2. Click on **settings** from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
Help						Profile	
						Settings	
						911 Location	

- 3. If your time zone is incorrect, choose the correct time zone from the dropdown box.
- 4. To reset your **Hosted Voip portal password**, enter a new password into both required fields.
- 5. Click the **save** button.

Note: Changing this password changes the password to log into this portal. It also syncs with the password used to log into various applications such as Webex for Hosted VoIP, supervisor/agent clients and the receptionist PC console. If you have any of those applications, you'll use this new password to log into those apps.

Profile & Settings	
User Timezone:	(GMT-06:00) (US) Central Time
Change Hosted VoIP Portal Password	
O Hosted VolP Portal Password:	\rightarrow
Re-Type Hosted VolP Portal Password:	\rightarrow
	CANCEL

911 location

Anytime you're using your phone at a service address other than your **base location**, you should log into your portal and update your 911 location. This ensures that any emergency calls placed will be routed to the proper 911 center.

- Your current location defaults to your base location.
- The base location is your primary office address and is registered with 911.

LIMITATIONS ON 911 EME	RGENCY CALLS. SECURE ALTERNATIVE ACCES	S to 911 SERVICES. (Show More)
Manage 911 Locations	and Schedules	
Current Location:	Base Location 14111 Capital Blvd Wake Forest, NC 27587	
Scheduled Change:	(none)	
ADD LOCATION		
ADD LOCATION	Location Address	Actions

Add a new 911 location

If you will be working for a different location other than the base location, add this location to the portal and make it your current location.

- 1. Hover your cursor over **profile & settings** in the main menu.
- 2. Click on **911 location** from the dropdown menu.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
Help						Profile	
Troip						Settings	
						911 Location	

3. Click the (... Show More) link for a full description of limitations and important information on changing your 911 location address.

Note: Be sure to read the entire disclosure on the 911 location page before proceeding.

ile & Settings
Location
MITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. This is your current 911 ddress, 911 emergency services will be routed to this 911 address only. If you desire to temporarily move your service and se it at a location DIFFERENT from your current 911 address, you must submit your new 911 address below or contact umen at 1-877-453-8353 and obtain Lumen's approval. You will immediately receive a message indicating whether umen can accept or reject your proposed address. Requests to modify your 911 address usually take approximately 15 initiates from when the request was submitted, but in rare cases can take up to 60 hours. Requests for a future change of our 911 address usually take approximately 15 minutes from the scheduled change date and time, but in rare cases can take up to 60 hours. Any 911 calls made prior to a confirmed change of your 911 address will route emergency services to our current address, not your proposed address. Lumen will e-mall you at your email address of record when 911 service available at the new, approved address. (If your request is for a permanent move, you must contact your sales presentative for a change of location order and this may take more than 30 days. Contact Lumen for details.) NOT ALL DDRESS CHANGES CAN BE APPROVED. Lumen will only approve addresses where 911 services can be provided. Failure o abtain approval is prohibited by the Terms and Conditions of IP Voice and constitutes a misuse of the service. Such tisse will route your 911 address to a location where 911 services are not available, Lumen will disconnect our IP Voice service. (Show Less)

4. Click the add location button.

Profile & Settings						
911 Location						
LIMITATIONS ON 911 EMER	GENCY CALLS. SECURE ALTERNATIVE ACCES	SS to 911 SERVICES. (Show More)				
Manage 911 Locations a	and Schedules					
Current Location:	Base Location 14111 Capital Blvd Wake Forest, NC 27587					
Scheduled Change:	(none)					
ADD LOCATION						
Location Name	Location Address	Actions				
Base Location	14111 Capital Blvd Wake Forest, NC 27587	f <u>i</u>				



- 5. Enter a location name that describes the location of that address. (This in not passed on to the PSAP.)
- 6. For **address line 1**; enter the street number and name.
- 7. Address line 2 is used to give emergency services more specific location information such as a suite number, floor or cubicle number. If applicable, enter the appropriate information.
- 8. Enter city, state and zip code for that location.
- 9. Click the save button.

r

Add Location		
Location Name:	Dublin Branch Office	
Address Line 1:	4650 Lakehurst Ct	
⑦ Address Line 2:	Ste 230 Address Line 2 is limited to 60 characters. Note: Some PSAPs only allow the first 20 characters from Address Line 2	
City:	Dublin	
State:	OH V ZIP: 43016	

10. Your newly added location will show under your locations. Your current location has not changed,

Manage 911 Locations	and Schedules	
Success ←	, i i i i i i i i i i i i i i i i i i i	rms address was added.
Current Location:	Base Location Current loc 14111 Capital Blvd Wake Forest, NC 27587	ation has not changed.
Scheduled Change:	(none)	
ADD LOCATION		
Location Name	Location Address	Actions
Base Location	14111 Capital Blvd Wake Forest, NC 27587	ſ6
Dublin Branch Office	4650 Lakehurst Ct Ste 230 Dublin, OH 43016	fa 🗊 🖈

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Change your current 911 location

1. Click the pushpin icon under actions to make your newly added location the current location,

LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. (Show More)					
Manage 911 Locations a	and Schedules				
Current Location:	Base Location 14111 Capital Blvd Wake Forest, NC 27587				
Scheduled Change:	(none)				
ADD LOCATION					
Location Name	Location Address	Actions			
Base Location	14111 Capital Blvd Wake Forest, NC 27587	ß			
Dublin Branch Office	4650 Lakehurst Ct Ste 230 Dublin, OH 43016	ñ: 🗊 🖈			

2. Click change now in the set as current location window.

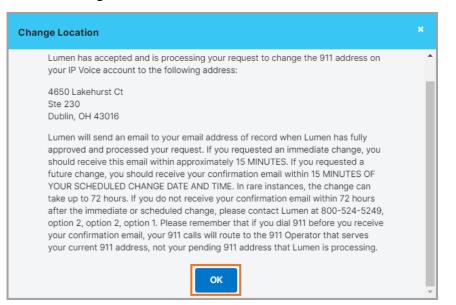
Set as Current Location						
	Would you like to set this location as current location now or schedule it for a future change?					
	CHANGE NOW	SCHEDULE A FUTURE CHANGE	CANCEL			

3. Confirm the address in the change location window is correct and click OK.

Change Location	×
You are about to submit a request to change your 911 location to:	
4650 Lakehurst Ct Ste 230 Dublin, OH 43016	
Continue?	
OK CANCEL	

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4. Read the change location information and click the ok button.



- 5. You'll receive an email notification acknowledging your request to change the address.
- 6. You'll receive a second email notification confirming when the change is completed.
- 7. Your current location will show updated in the portal. You have the option to change the **current location** back to the **base location**, or another location, as appropriate.

LIMITATIONS ON 911 EMERGENCY CALLS. SECURE ALTERNATIVE ACCESS to 911 SERVICES. (Show More)					
Current Location:	Dublin Branch Office 4650 Lakehurst Ct Ste 230 Dublin, OH 43016				
Scheduled Change:	(none)				
ADD LOCATION					
Location Name	Location Address	Actions			
Base Location	14111 Capital Blvd Wake Forest, NC 27587	n≞ ≯			
Dublin Branch Office	4650 Lakehurst Ct Ste 230 Dublin, OH 43016	隆			

Scheduling a 911 location change

You can schedule a future 911 location change. You can only schedule one change at a time. If you try to add a schedule when one is already present, it overrides the existing one.

1. Click **911 location** from the **profile & settings** sub menu.

2. Click set as current location for any locations you have predefined.

Manage 911 Locations an	ENCY CALLS. SECURE ALTERNATIVE ACCES	S to 911 SERVICES. (Show More)
Current Location:	Base Location 14111 Capital Blvd Wake Forest, NC 27587	
Scheduled Change:	(none)	
ADD LOCATION		
Location Name	Location Address	Actions
Base Location	14111 Capital Blvd Wake Forest, NC 27587	ſŝ
Dublin Branch Office	4650 Lakehurst Ct Ste 230 Dublin, OH 43016	fe i 🖈

3. Click the schedule a future change button to continue.

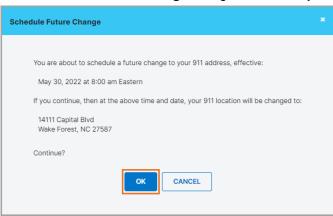
Set as Current Location					
Would you like to set this location as current location now or schedule it for a future change?					
CHANGE NOW SCHEDULE A FUTURE CHANGE CANCEL					
		·			

- 4. Using the dropdown boxes, select the date, time and time zone you want the 911 change to take effect.
- 5. Click the **save** button.

Schedule Future Change		×
My Future Location Will Be:	Base Location 14111 Capital Blvd Wake Forest, NC 27587	
Date:	05/30/2022	
Time:	8:00 AM	
Time Zone:	Eastern 🗸	
SAVE	CANCEL	

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6. In the schedule future change dialog box, confirm your changes and click the ok button.



7. Read the **change location** information and click the **ok** button.

Change Location	
Lumen has accepted and is processing your request to change the 911 address on your IP Voice account to the following address:	^
14111 Capital Blvd Wake Forest, NC 27587	
Lumen will send an email to your email address of record when Lumen has fully approved and processed your request. If you requested an immediate change, you should receive this email within approximately 15 MINUTES. If you requested a future change, you should receive your confirmation email within 15 MINUTES OF YOUR SCHEDULED CHANGE DATE AND TIME. In rare instances, the change can take up to 72 hours. If you do not receive your confirmation email within 72 hours after the immediate or scheduled change, please contact Lumen at 800-524-5249, option 2, option 1. Please remember that if you dial 911 before you receive your confirmation email, your 911 calls will route to the 911 Operator that serves your current 911 address, not your pending 911 address that Lumen is processing.	
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LUMEN®

- 8. You'll see your current location has not changed.
- 9. The scheduled change section indicates the time, time zone, date and address of your scheduled change.
- 10. To cancel this scheduled change, click the cancel change button.

Manage 911 Locations and Schedules								
Current Location:	Dublin Branch Office 4650 Lakehurst Ct Ste 230 Dublin, OH 43016							
Scheduled Change:	A: 8:00 AM Eastern on 05/30/2022, your location will change to:							
	Base Location 14111 Capital Blvd							
	Wake Forest, NC 27587 CANCEL CH							
ADD LOCATION								
Location Name	Location Address	Actions						
Base Location	14111 Capital Blvd Wake Forest, NC 27587	í,						
Dublin Branch Office	4650 Lakehurst Ct Ste 230 Dublin, OH 43016	ſĿ						

- 11. You'll receive an email notification acknowledging your request to change the address approximately 15 minutes prior to the date and time of your scheduled change.
- 12. You'll receive a second email notification confirming when the change is completed.

Help

The help menu provides access to guide and training materials including videos.

- 1. Hover your cursor over **help** in the main menu.
- 2. Voice mail retrieval numbers (domestic and International) can be easily located here.
- 3. Click on user guides & help information to access a list of guides and training materials.

Home	Call Logs	Call Features	Virtual Desk	Voice Mail	Contacts	Profile & Settings	Help
Help	,						User Guides & Help Information
Freq	uently Aske	d Questions					What's New? Learn about new enhancements to your portal
Man	uals	Voice Mail Retrieval Numbers:					
E9'	11 Labels (pr	int)					855-539-6245 (Domestic)
End User Portal Guide							919-569-8853
Call Recording Dashboard User Guide						(International)	