Lumen® Hosted VoIP End User Portal Guide

February 28, 2022

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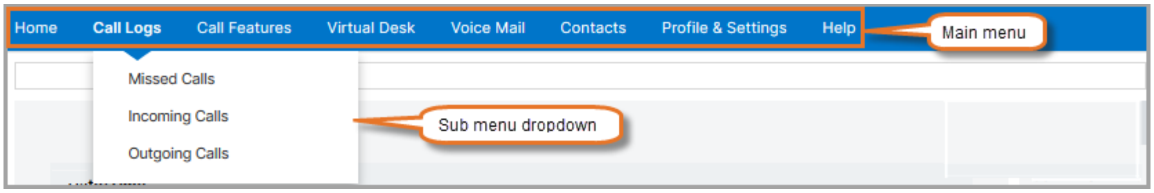
Portal navigation and tips

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.

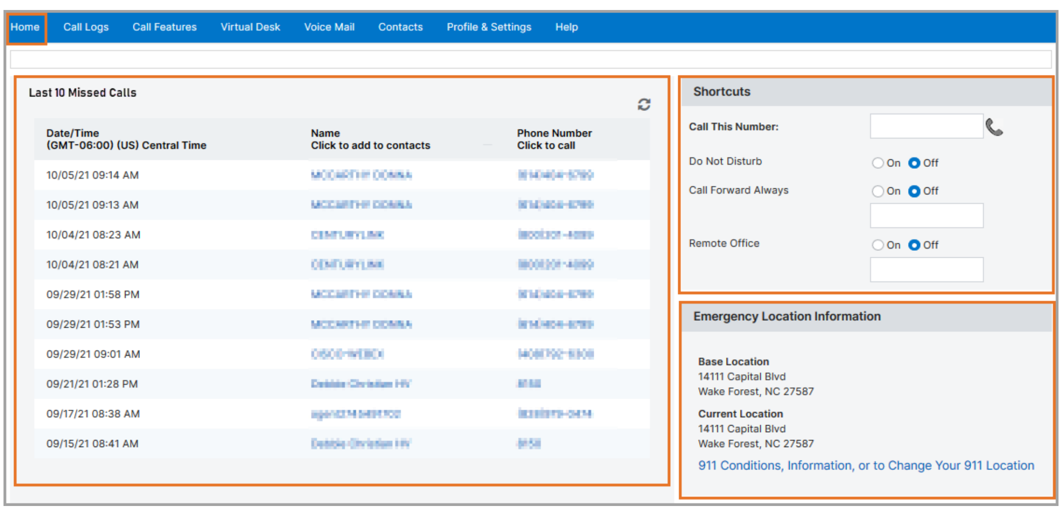


Throughout the portal, you will see a **question mark** icon ("?") next to features. Hover your mouse over the **question mark** and you will see a quick tip describing that feature's functionality.

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.
2. 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.



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**.

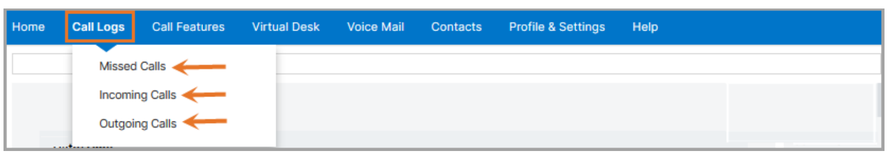
Basic call logs let you can access the last 20 each of **missed**, **incoming** and **outgoing** calls. From your call logs, you will be able to:

- 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.

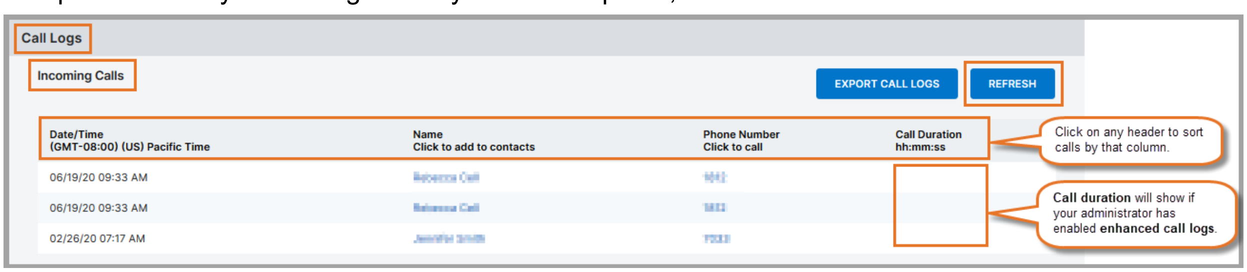
If your administrator has enabled **enhanced calls logs**, you will have visibility to the last 100 each of **missed**, **incoming** and **outgoing** calls for up to 60 days. Call duration will also show in call logs.

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**.

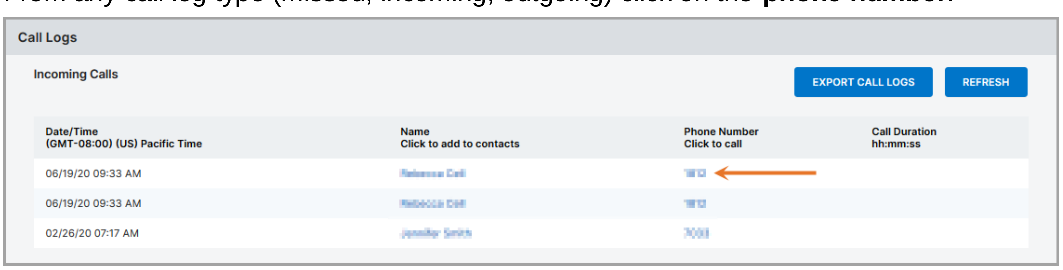


3. All call logs display column headers for **date/time**, **name** and **phone number**.
4. **Incoming** and **outgoing** call logs will also display a column header for **call duration**.
   Note: Call duration will only be populated if your administrator enabled enhanced call logs.
5. Records can 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.

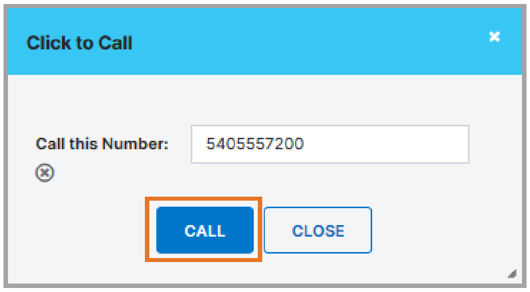


Initiate a call from call logs

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



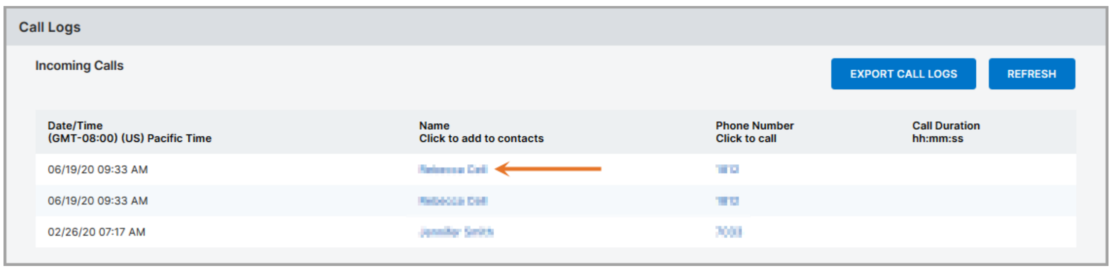
2. Click **call** in the action box to place a call.



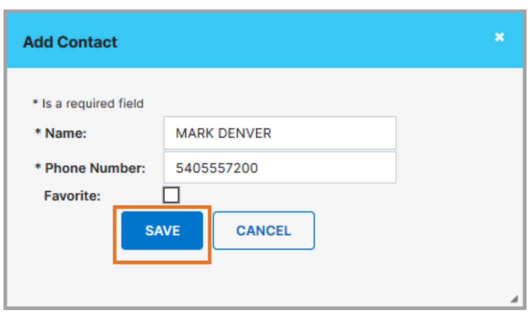
3. Depending on your phone settings, your phone either goes off-hook immediately and begins dialing the number, or your phone rings and you'll have to answer it prior for the outbound call to be sent.

Add a contact a call from call logs

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



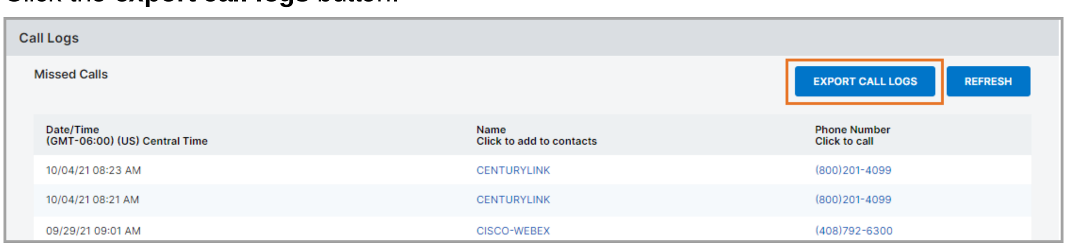
2. In the **add contact** box, you can edit the name/number.
3. Click the **favorite** box to add this contact to your list of favorites.
4. Click save to add to your contacts.



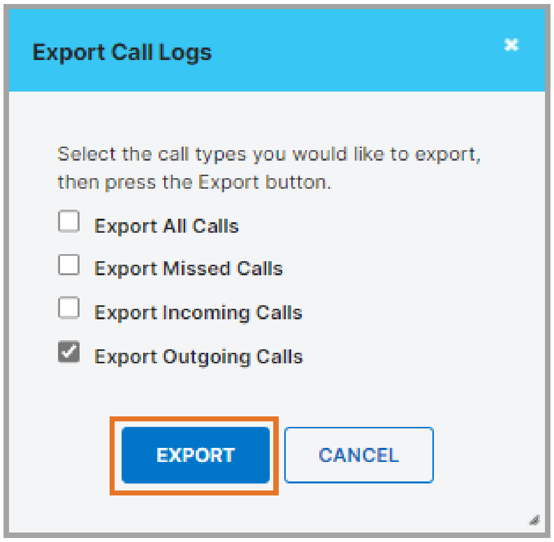
Exporting call logs

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.



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



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:

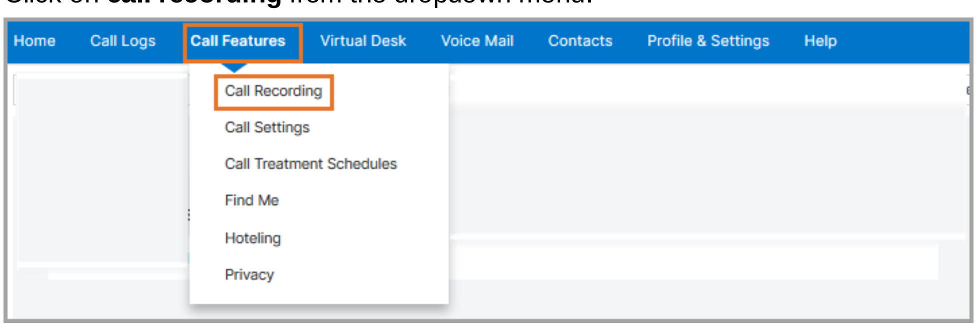
Call recording	Find me/follow me
Call settings	Hoteling
Call treatment schedule	Privacy

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.

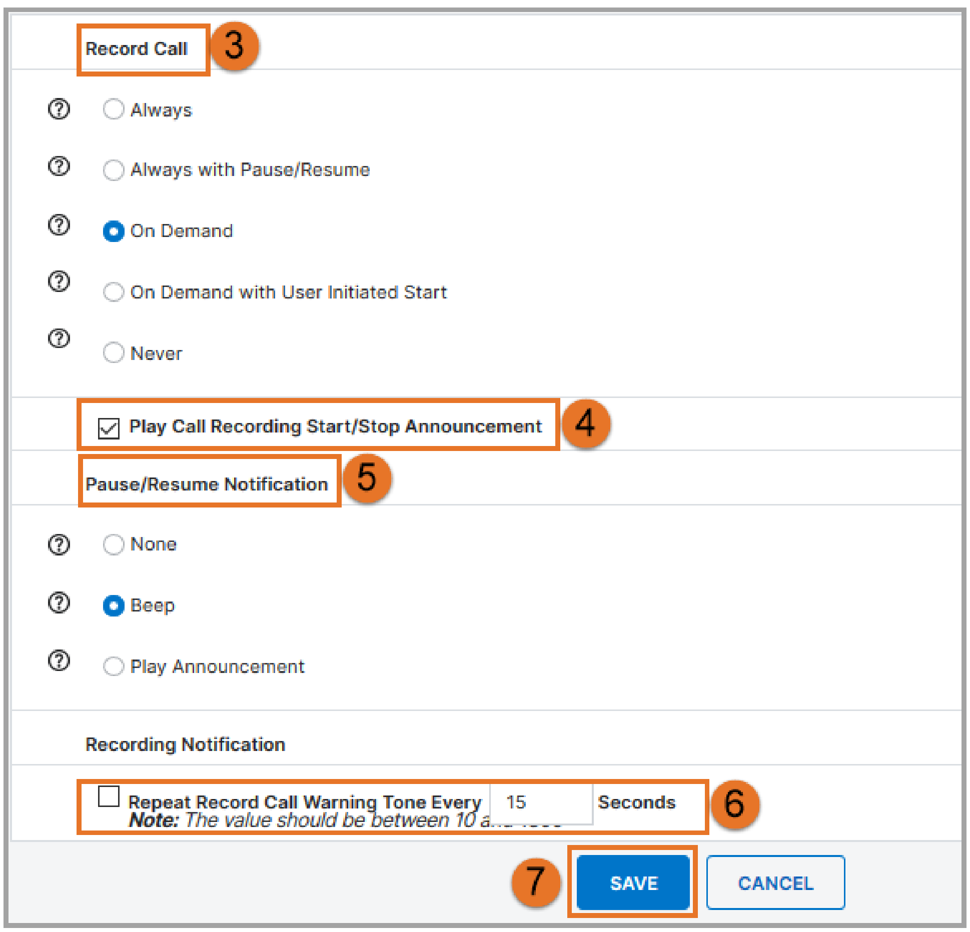
Call recording

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.



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.



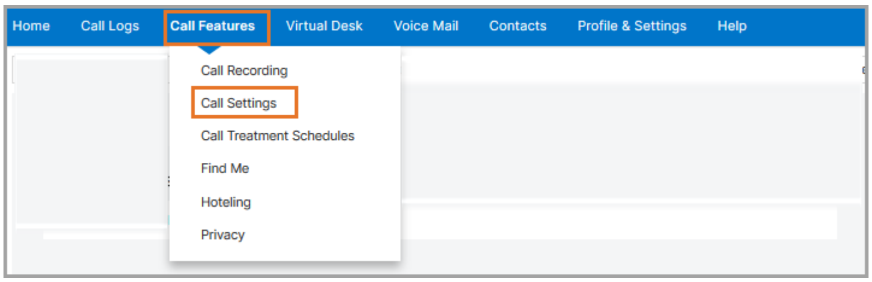
Call settings

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

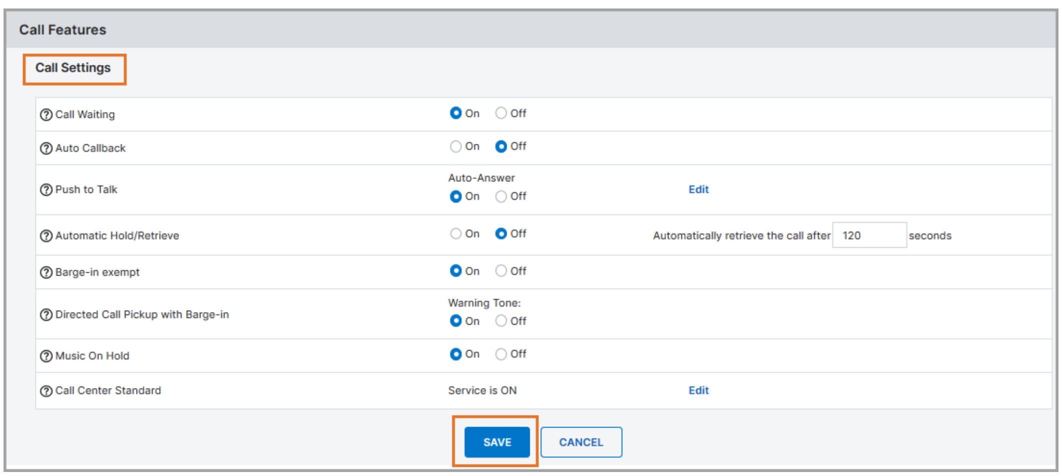
Call waiting	Barge-in exempt
Auto callback	Directed call pickup with barge-in
Push to talk	Music on hold
Automatic hold/retrieve	Call center standard service

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.

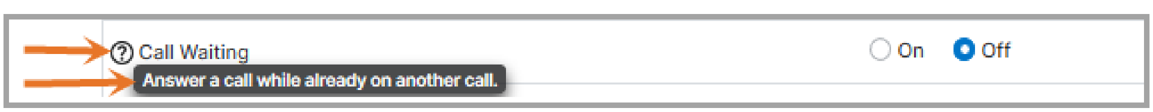


3. To change a setting, click the appropriate radio dial or **edit** buttons.
4. For features that requires you to change settings or edit fields, complete the required fields as necessary.
5. Click the **save** button.



Call 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

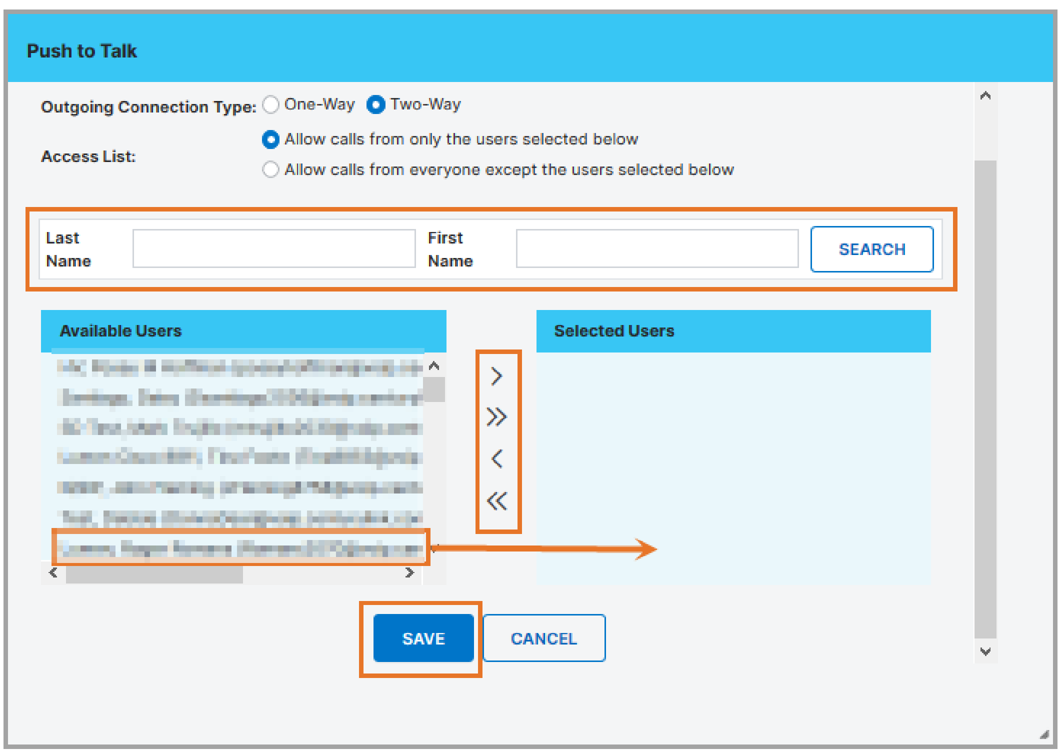
Auto callback allows you to request notification when a busy line within your office becomes available. A distinctive ring is used to notify you when the user is available.

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.



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.

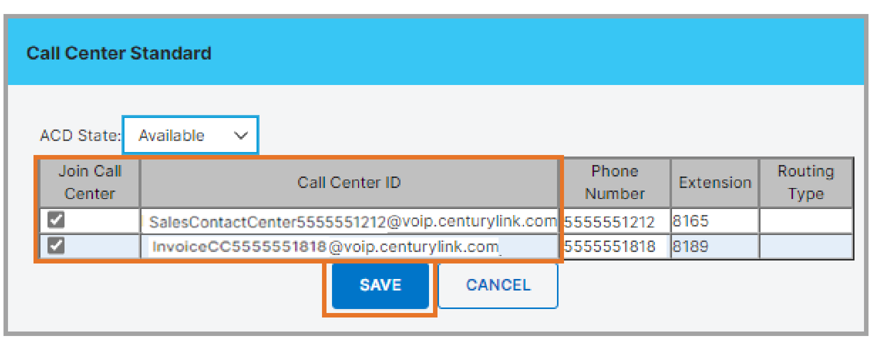
> **Note:** If your administrator has chosen to not enable the **music on hold** feature for your group, you won't be able to turn it on. This feature can only be enabled/disabled if they've allowed you to have **music on hold**.

Contact center standard

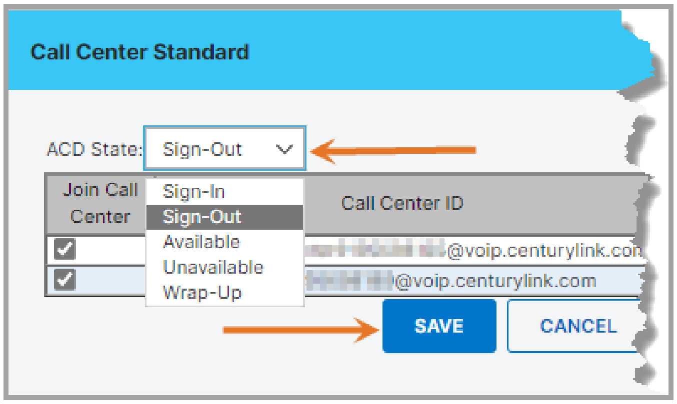
If you're a member of a **contact center**, also known as a **call center**, **ACD** or **call queue**, and have a **contact center supervisor** or **contact center standard** seat, you'll have the ability to sign-in/sign-out, and change agent status within your portal. You can also perform these functions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



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.



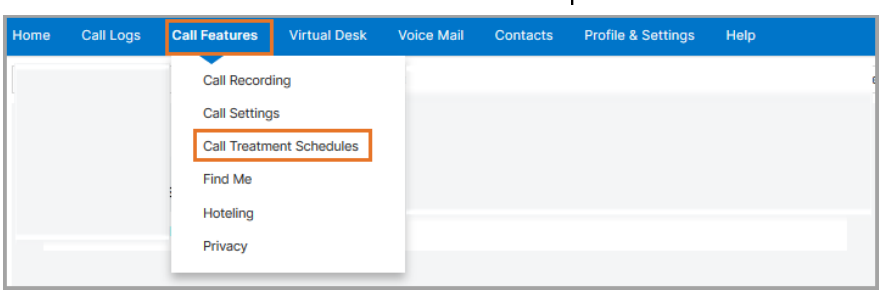
Call treatment schedules

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.

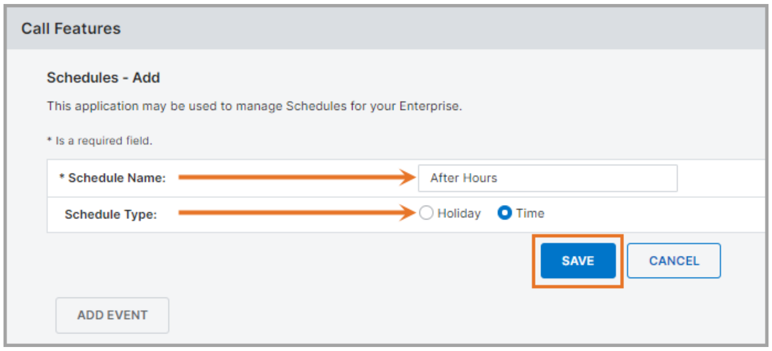
In this example, we're going to set up an **after hours** time schedule, based on the following working hours:

Mon to Thurs	8 a.m. to 5 p.m.
Fri	8 a.m. to noon
Sat and Sun	Closed

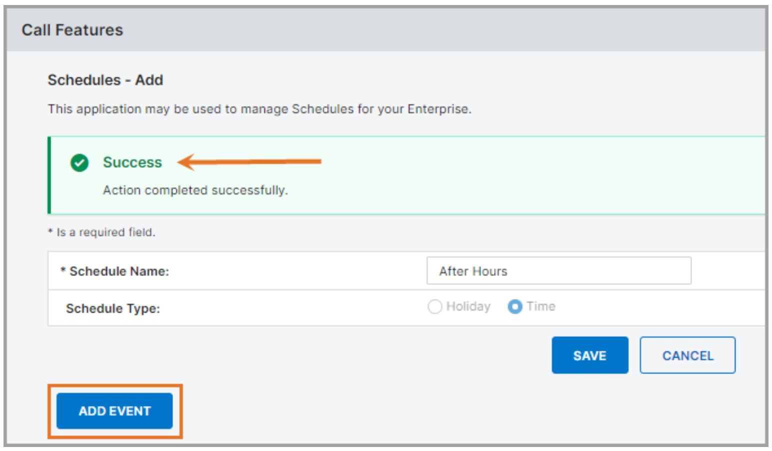
1. Hover your cursor over **call features** in the main menu.
2. Click on **call treatment schedules** from the dropdown menu.



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.



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

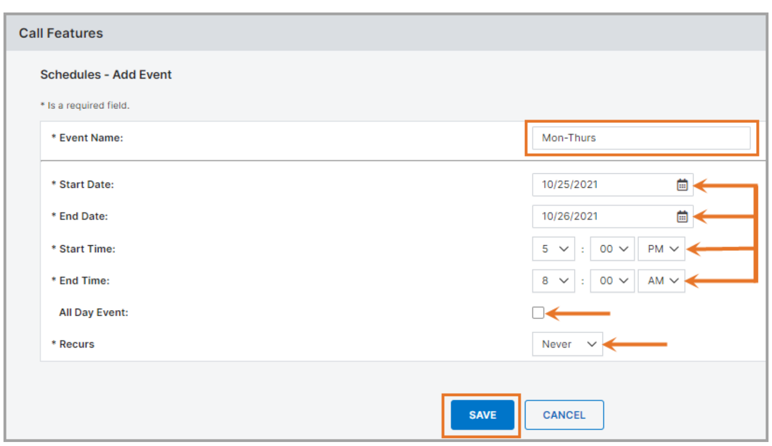


8. Enter a name for your event in the **event name** field; you can have multiple events within one schedule.
9. The **start date** and **end date** are selected by clicking on the calendar icons. Start and end dates are based on whether your event is within the same 24-hour period or crosses to the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



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.

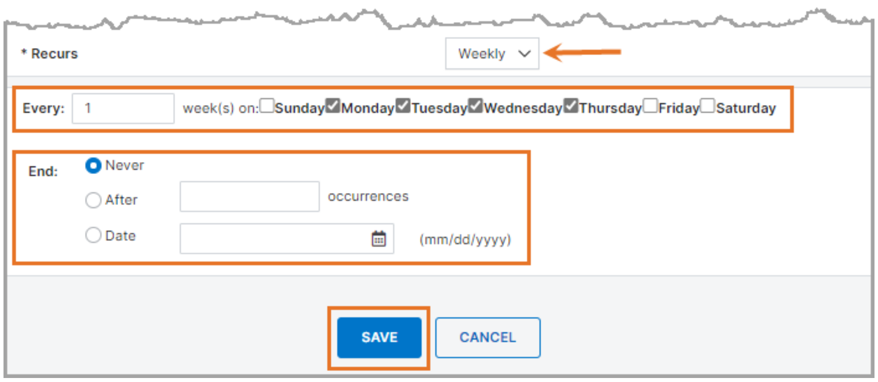
13. Enter the recurrence frequency in the **every** field. If this event will occur every week, enter a "1".

    In this example, 1 is entered since this will occur every week.

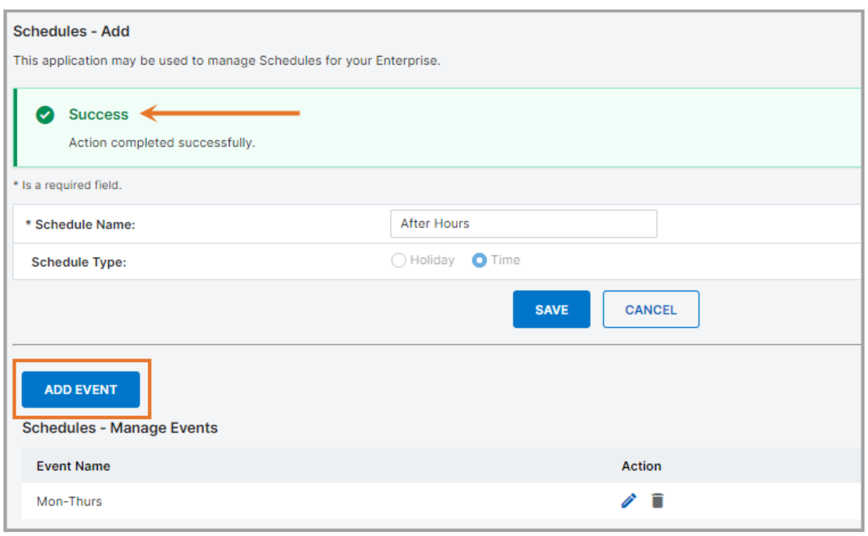
14. Select the days of the week for your event.

    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.



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.



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.

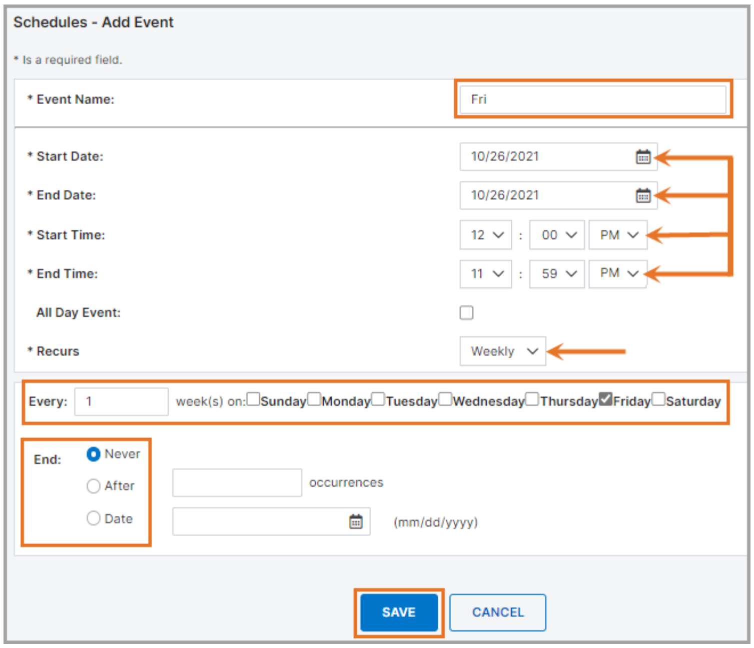
21. Select your start and end times by clicking the dropdown boxes for **start time** and **end time**.

    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.

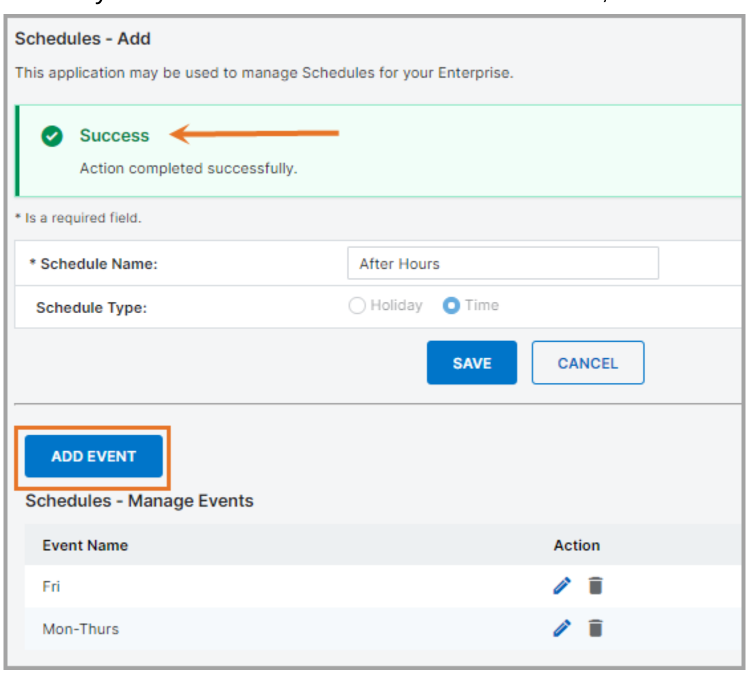
22. If this schedule will be an all-day event, check the **all day event** box.
23. Select how often this event will occur from the **recurs** dropdown box options.

In this example, the event occurs **weekly**.

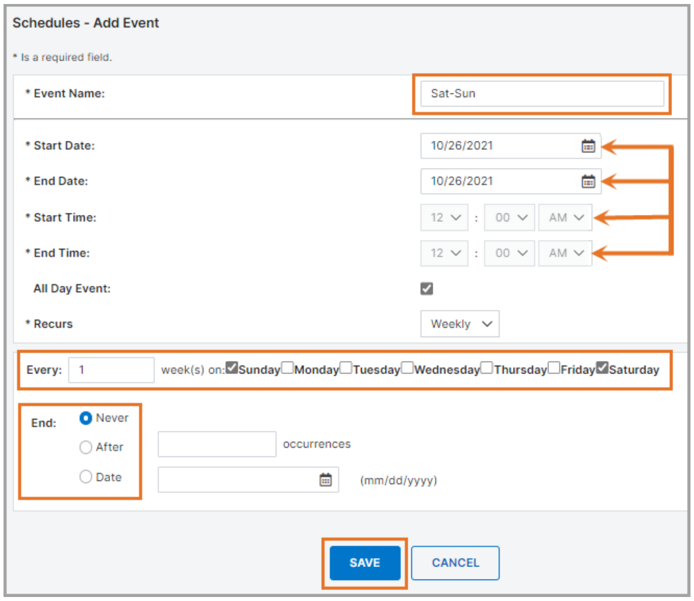
24. Enter the recurrence frequency in the **every** field. If this event will occur every week, enter a “1”.
    In this example, 1 is entered since this will occur every week.
25. Select the days of the week for your event.
    In this example, the event is for Friday, so that day is selected.
26. Choose the **end** date for your event. Select **never** if this event should continue indefinitely.
27. Click the **save** button.



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.

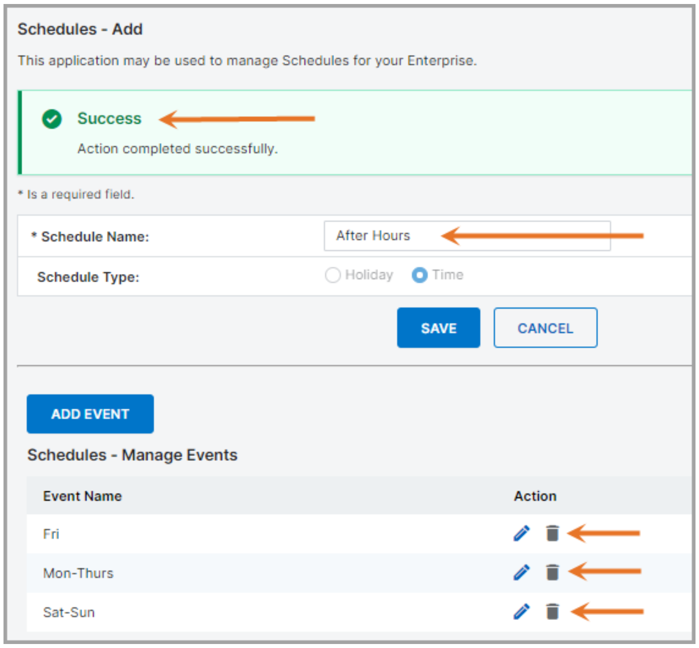


30. Add the **event name**.
31. Select the **start** and **end date**. For this example, it can be the same date.
32. Check the **all day event** box since this is an all-day event. The **start/end time** functionality become disabled.
33. Select your **recurrence**.
34. Enter **1** for every week recurrence,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



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

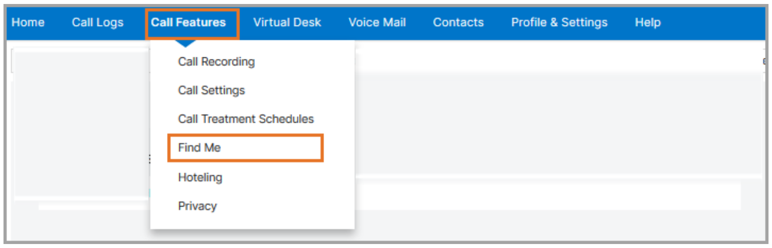
    The **after hours** schedule can now be used in features such as **call forward selective**, **simultaneous ring** and **sequential ring**.
37. Click the trash can icon to delete an event at any time.
38. Click the pencil icon to modify or edit an existing event.



Find me

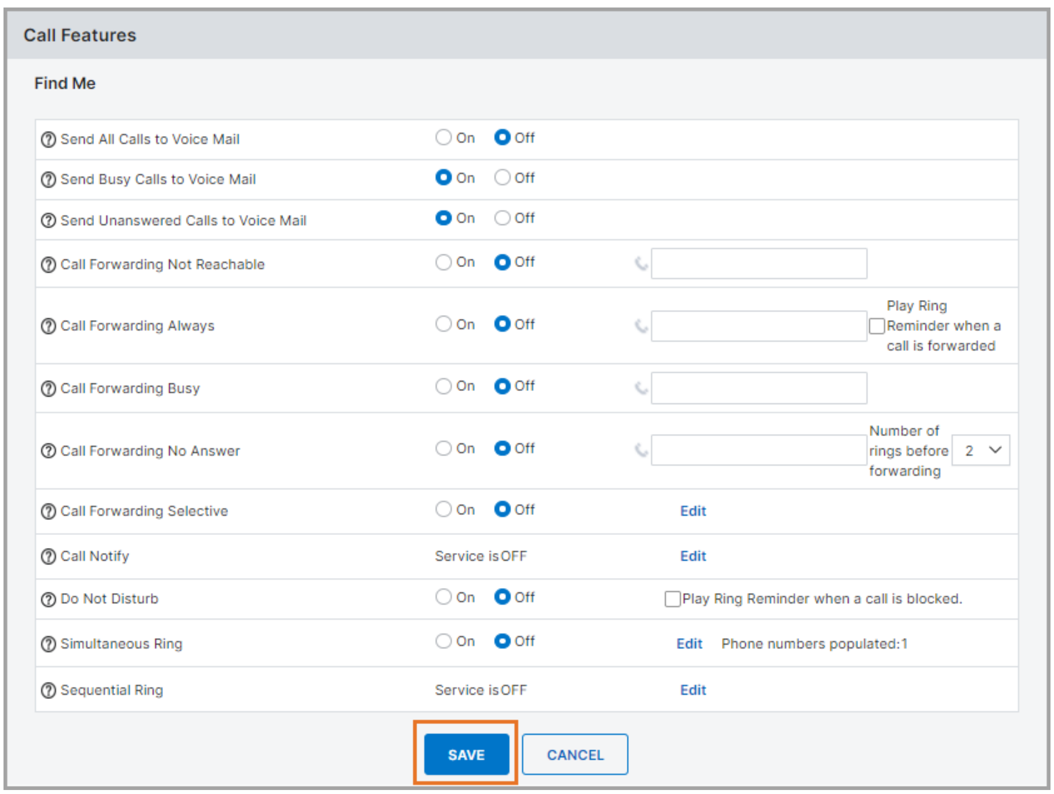
The **find me** section of the portal offers quick access to call routing features, including **simultaneous ring** and **sequential ring**.

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



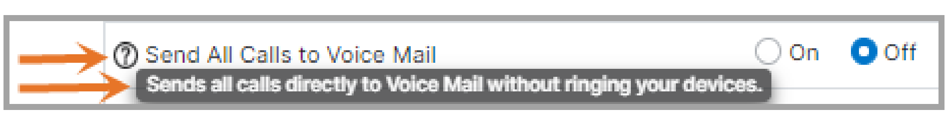
3. Review the **find me** features and activate those features you wish to utilize.

   Note: Not all features need to be activated or used. It is recommended that you don't enable multiple features at the same time. Enable 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 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.

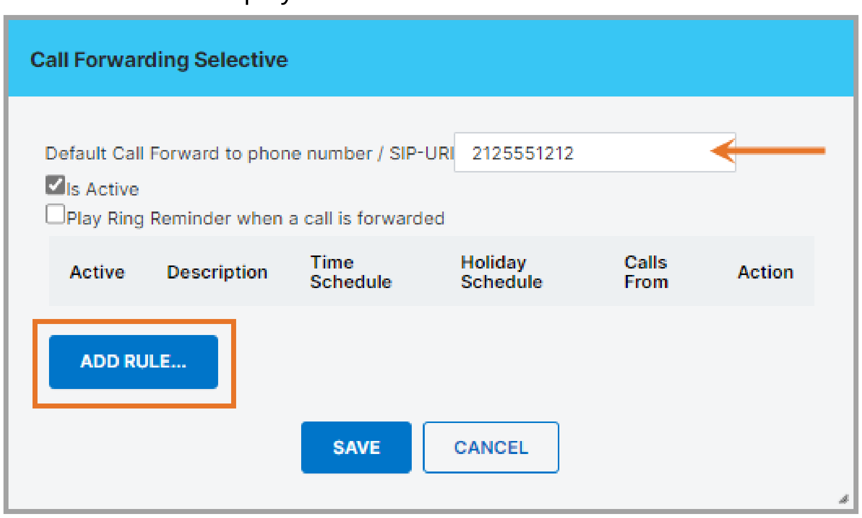
Call forwarding always
Automatically forwards all your calls to another phone number.

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.

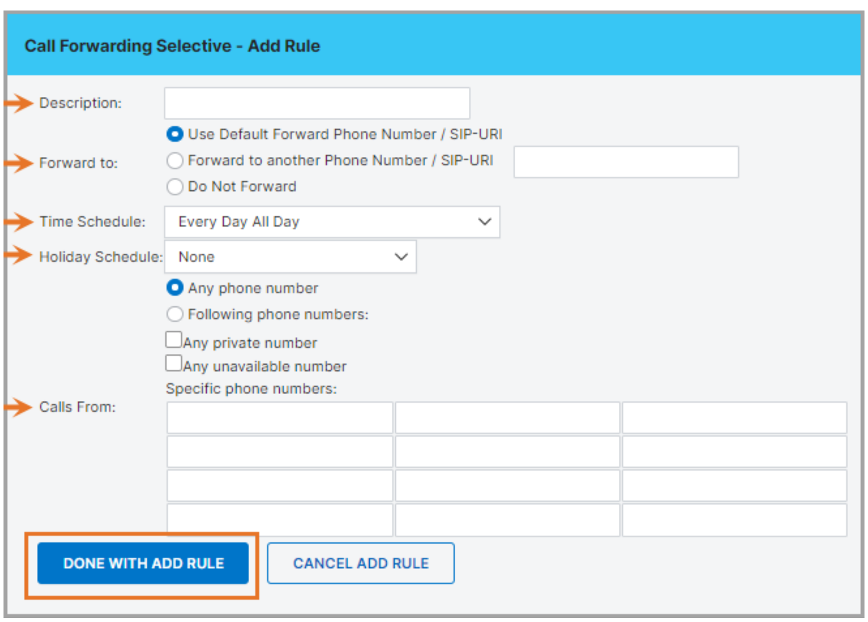
Call forwarding no answer
Automatically forwards your calls to another phone number if you don't answer your phone after a determined number of rings. By default calls roll to voicemail, which is typically the standard setting for this option.

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.



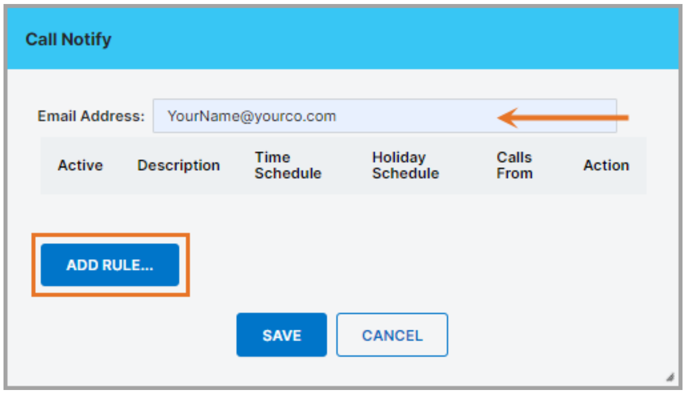
6. Enter a **description** for the rule you're creating.
7. In the **forward to** section, specify the forwarding number you want to use for this entry. Select from:
   - **Use default forward phone number/SIP-URI** to use the number configured on the previous page.
   - **Forward to another phone number/SIP-URI** 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 call treatment schedule 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.



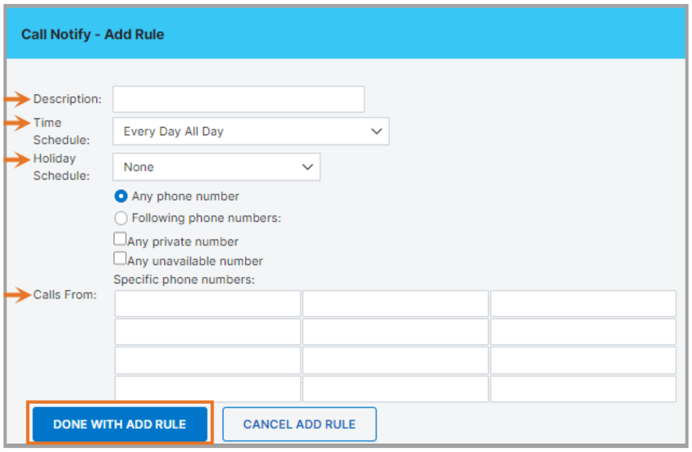
Call notify

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.



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 call treatment schedule 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.



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.

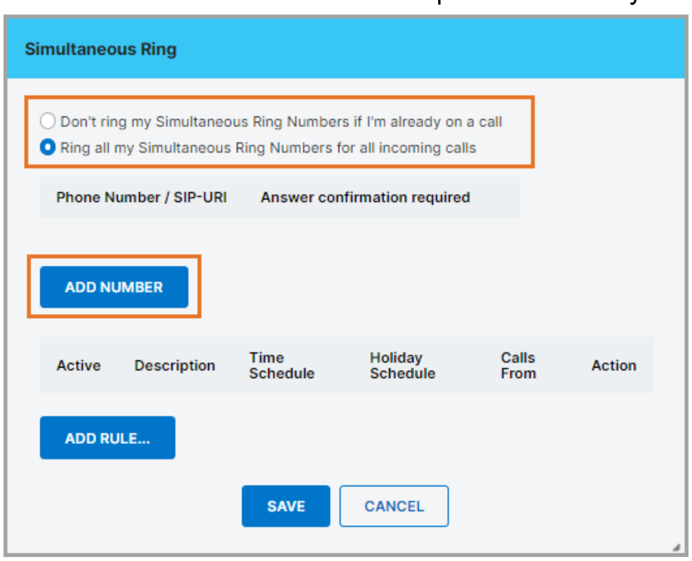
Simultaneous ring

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.

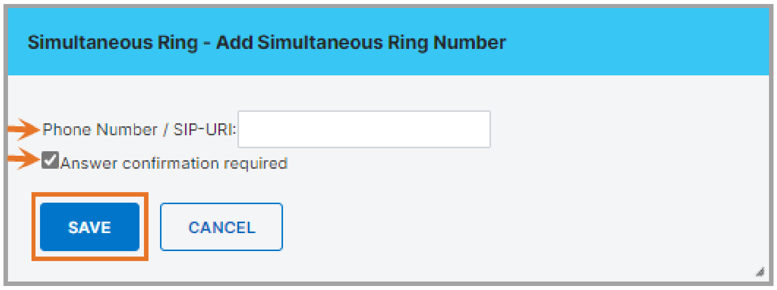
1. Click the **edit** button next to **simultaneous ring** in the **find me** menu.
2. Select if **simultaneous ring** should occur for all inbound calls or only when you are not on an active call.
3. Click the **add number** button to add phone numbers you'd like to ring for incoming calls.



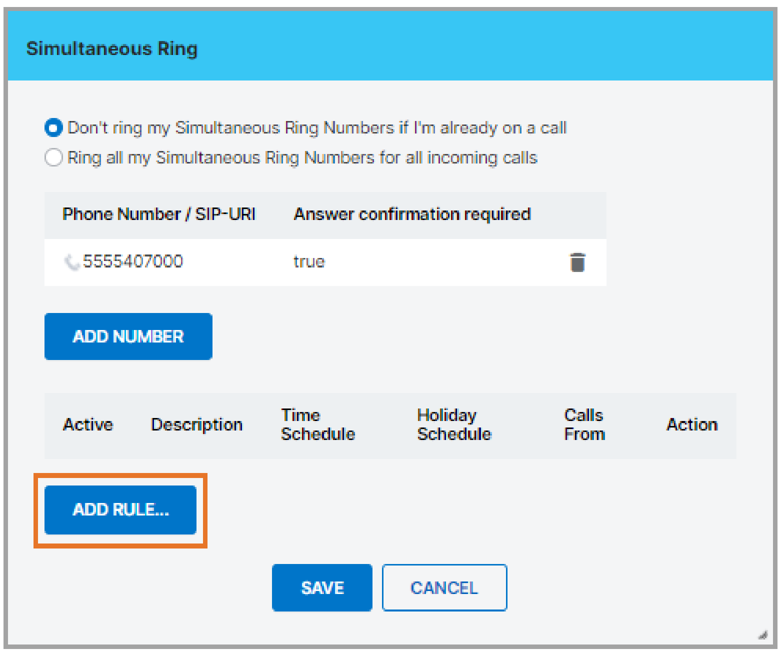
4. Enter the **phone number/SIP-URI** that you'd like to ring.
5. If preferred, click the **answer confirmation required** check box.

   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.



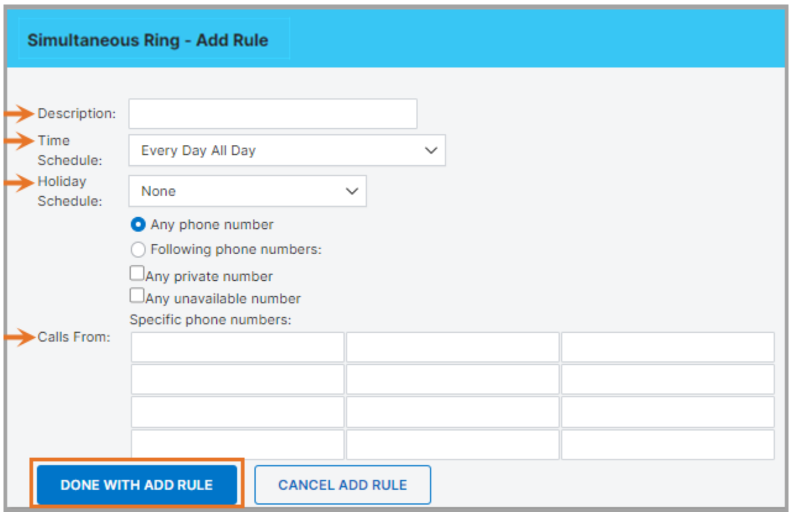
7. If you would like to add additional rules for when **simultaneous ringing** occurs, click the **add rule** button.



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 call treatment schedule 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.



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:

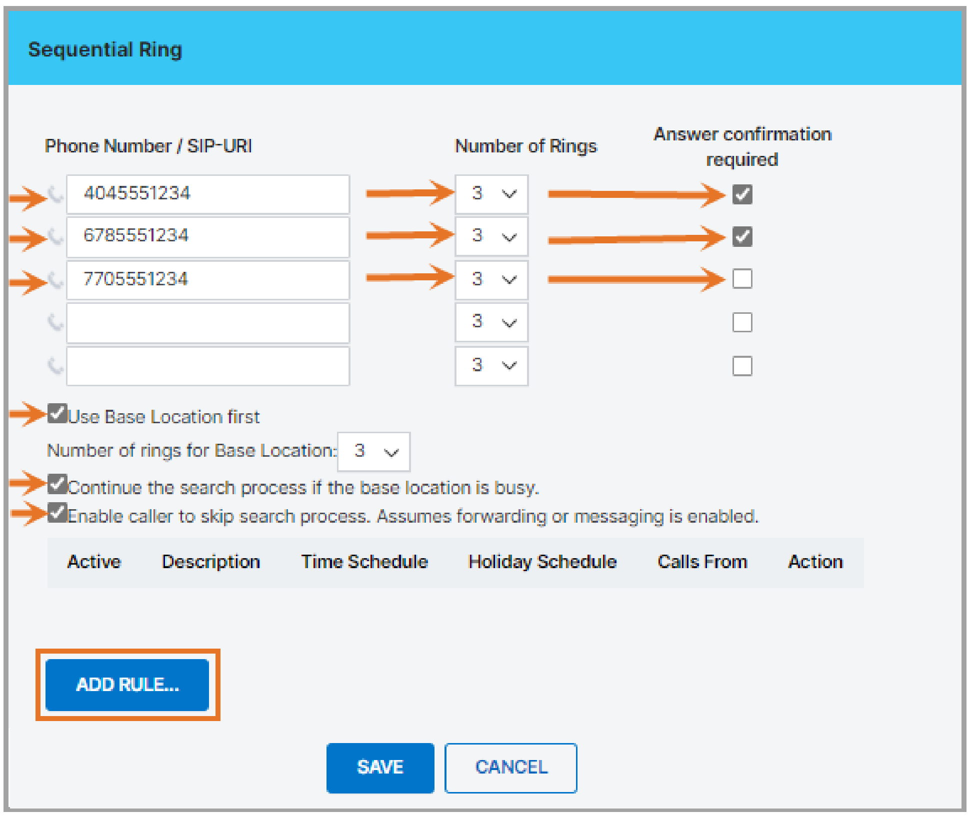
- Call forwarding always
- Call forwarding selective
- Selective acceptance
- Selective rejection

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.

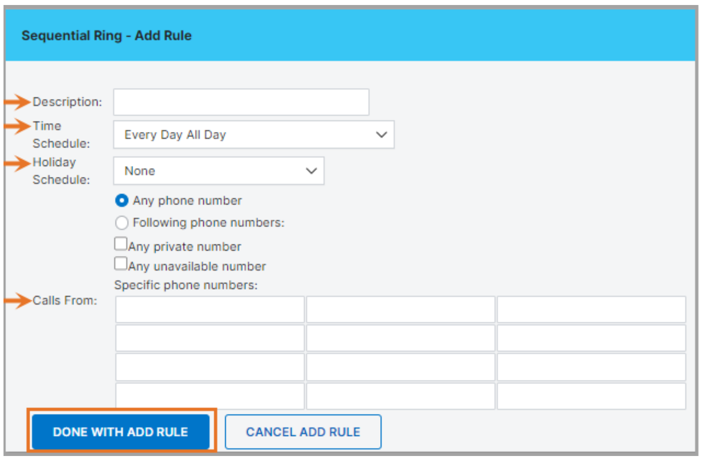


10. Enter a **description** for the rule you're creating.
11. Select a schedule.
    - The default **time schedule** is **every day all day**.
    - The default **holiday schedule** is **none**.
    - You can add custom **time schedules** and **holiday schedules** via the call treatment schedule sub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

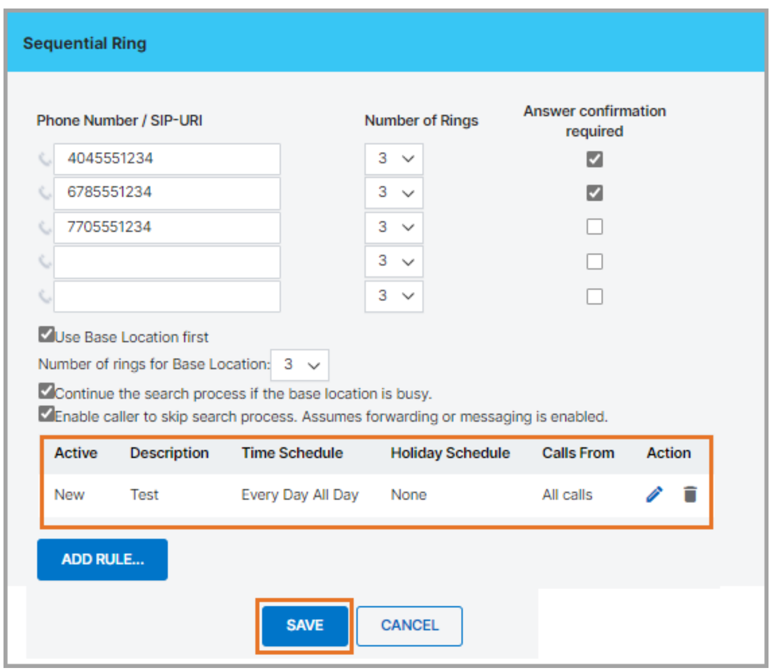
13. Select which calls you'd like **sequential ring** to be active for:
    - **Any phone number** will activate sequential ring for all calls.
    - **Following phone numbers** will activate sequential ring for only selected phone numbers.
    - Check the **any private number** box to activate sequential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



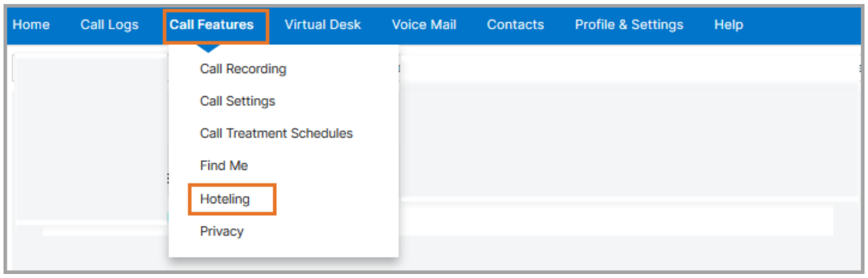
16. Click the **save** button to save your settings.



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:

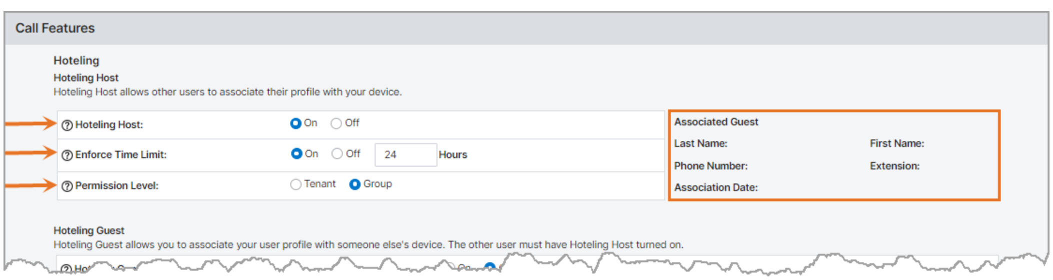
1. Hover your cursor over **call features** in the main menu.
2. Click on **find me** from the dropdown menu.



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.

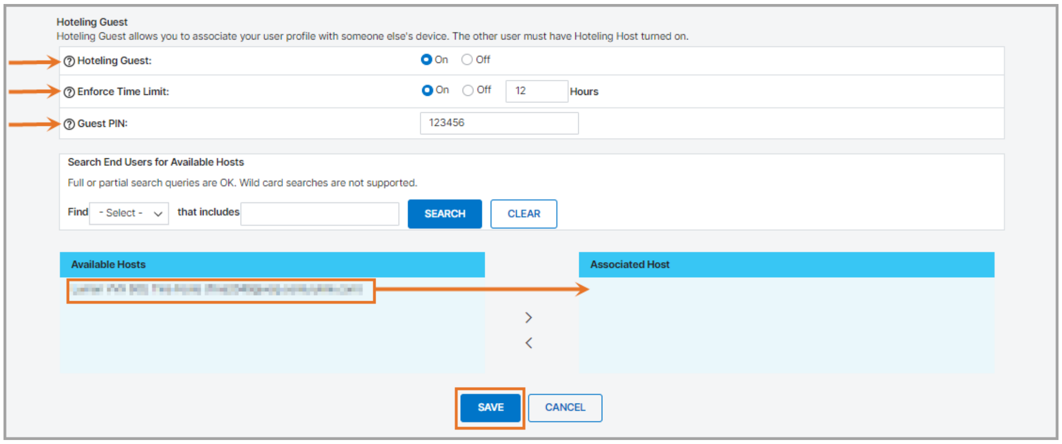
   Note: These softkeys only display if softkey integration is enabled by your company administrator.
2. **Enforce time limit** gives you the option to limit how long a guest can associate to your seat. Click the **on** radio button and enter a quantity in the **hours** field. Guests will be forced off 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.



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**.

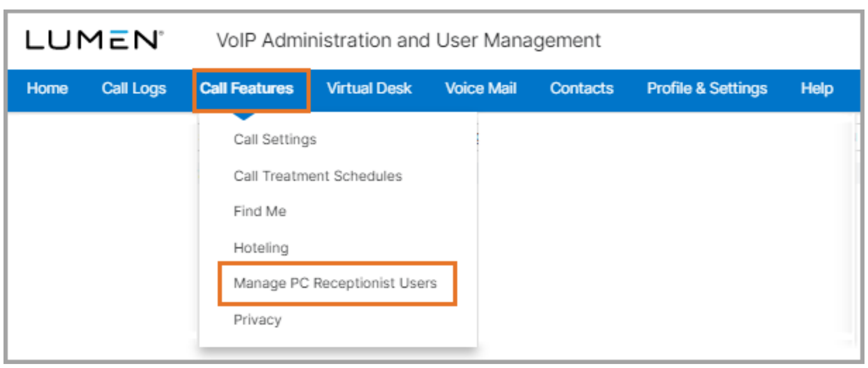
6. Click the **save** button.



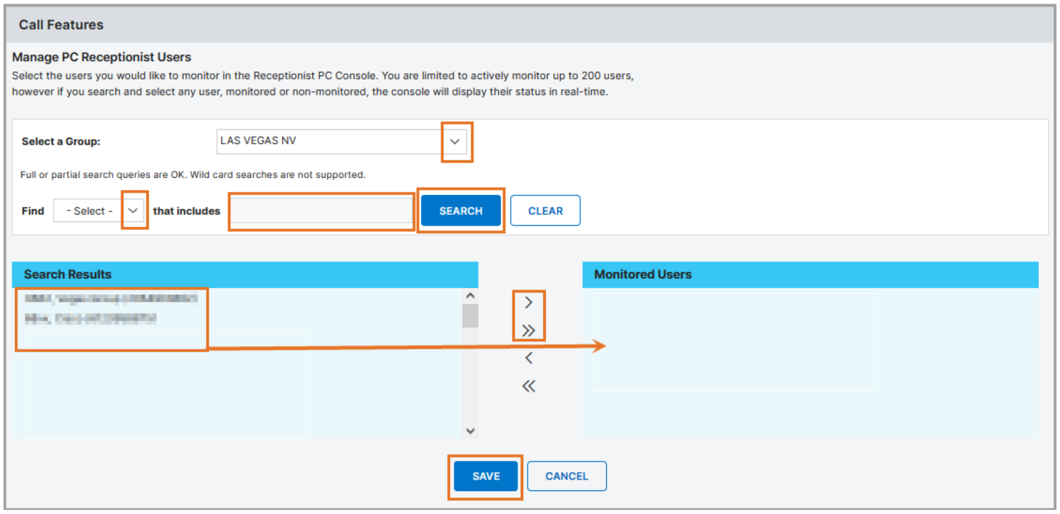
Managing PC receptionist users

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.

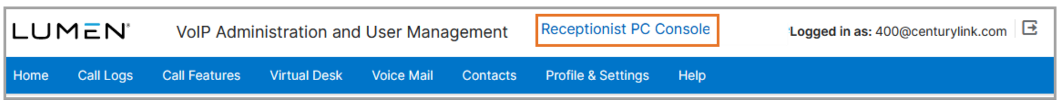


3. Select a group from the **select a group** dropdown box to search for users by group, or select **search all – across enterprise** to display all users within your company.
4. **Find** is optional and allows you to refine your search further by selecting from criteria in the dropdown list.
   - In 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.

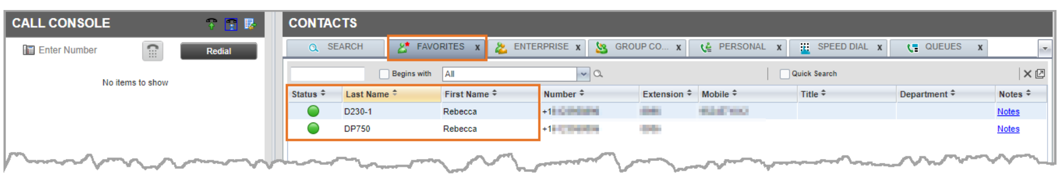


To sign into the **receptionist PC console**:

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



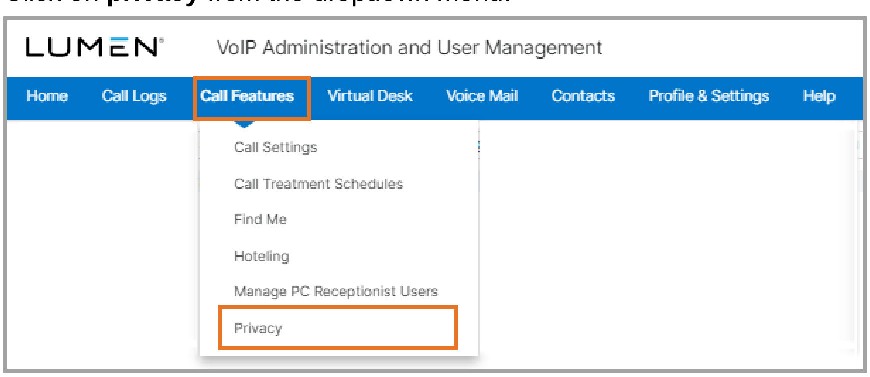
2. When you've logged into the **receptionist PC console**, expand the **favorites** directory under **contacts**.
3. The users selected to monitor are displayed.
4. Their phone status indicates whether they're available, on a call, forwarded or in do not disturb mode.



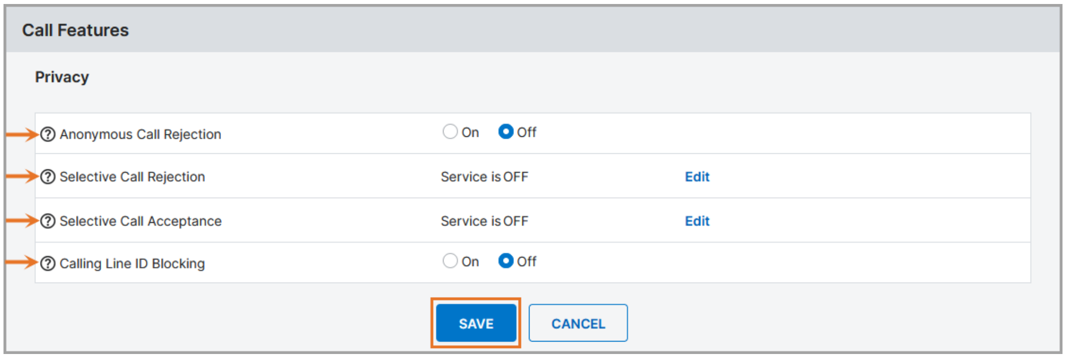
Privacy

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.



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



Anonymous call rejection

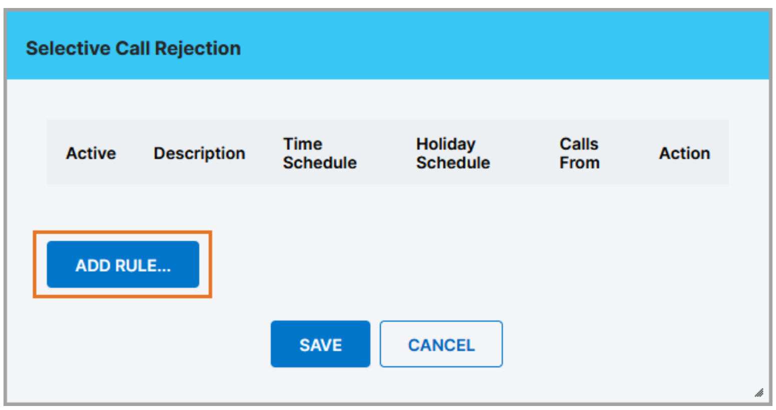
Anonymous call rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable, are not rejected.

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

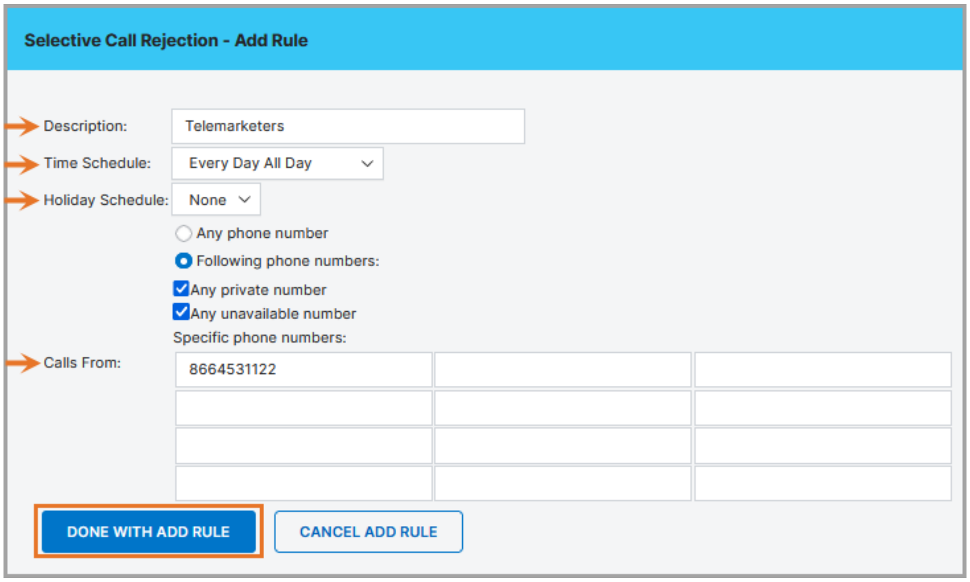
Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

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

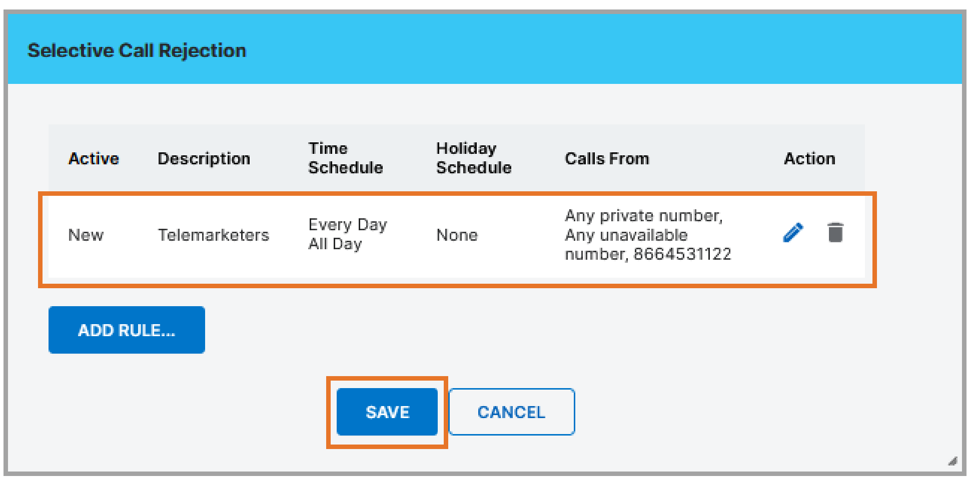


3. Enter a **description** for the rule you're creating.
4. Select a schedule.
   - The default **time schedule** is **every day all day**.
   - The default **holiday schedule** is **none**.
   - You can add custom **time schedules** and **holiday schedules** via the call treatment schedule sub menu.
   - 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.



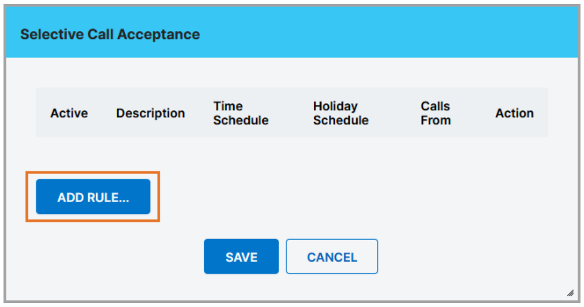
8. Click the **Save** button to save your rule settings.



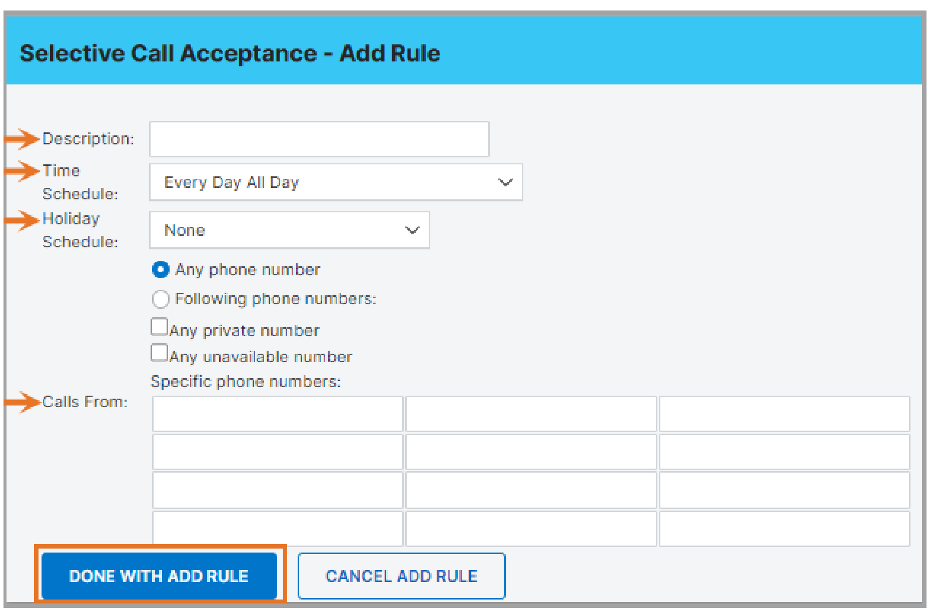
Selective call acceptance

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

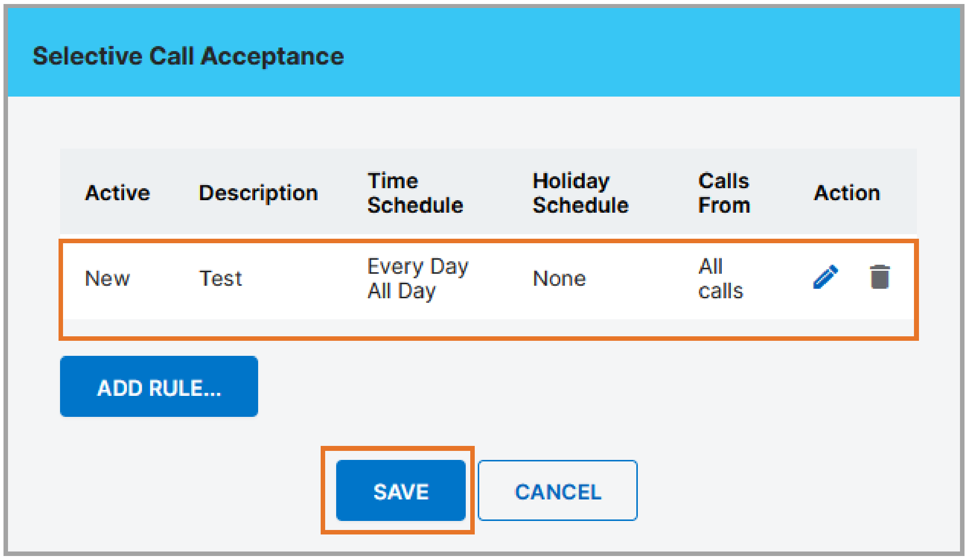
1. Click the **edit** button next to **selective call acceptance** under the **privacy** menu.
2. Click the **add rule** button.



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 call treatment schedule 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.



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



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

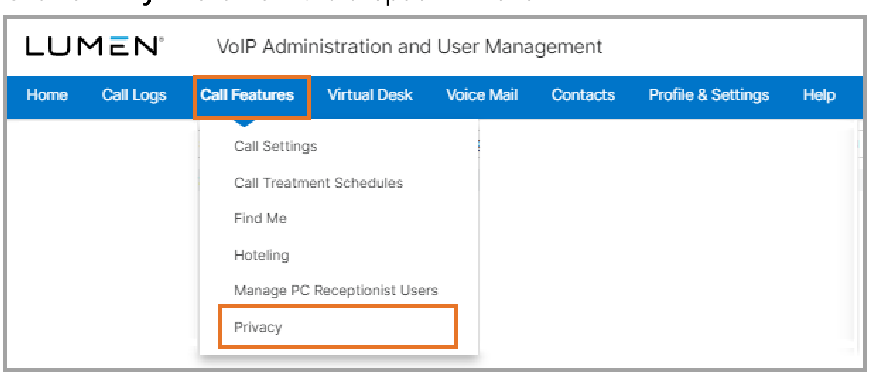
The **virtual desk** menu allows you to manage features that give you access to your calls when you're not at your desk.

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.

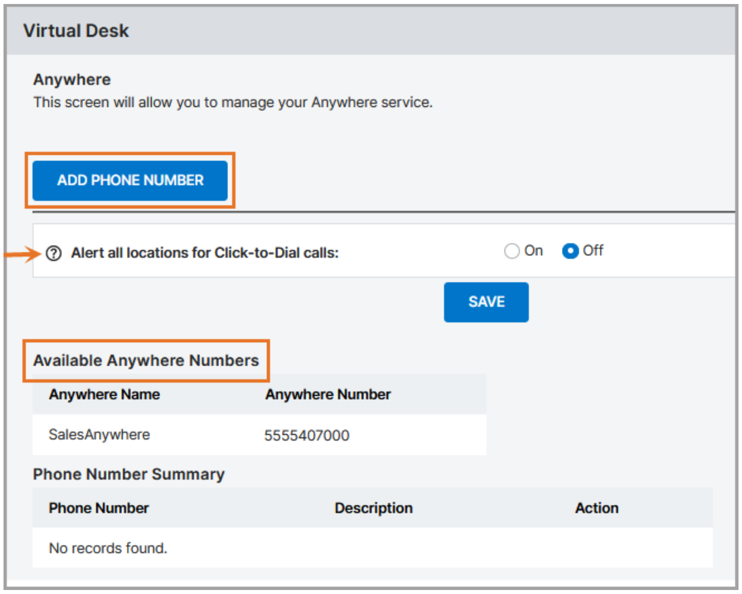
1. Hover your cursor over **virtual desk** in the main menu.
2. Click on **Anywhere** from the dropdown menu.



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 click-to-dial. 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.



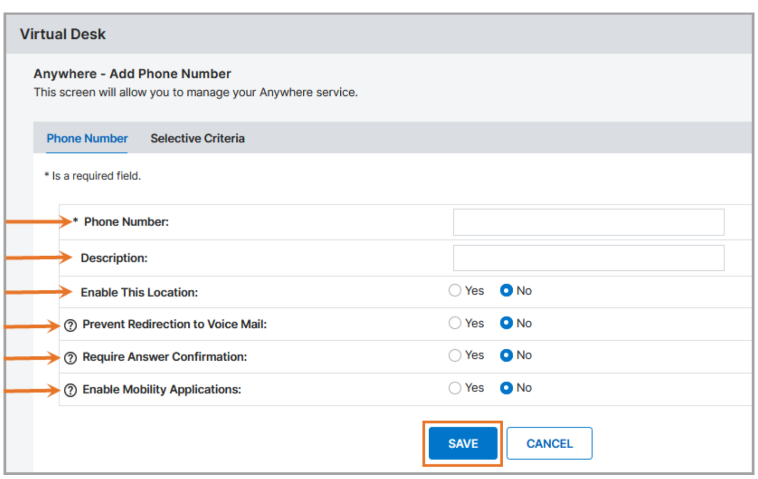
6. Enter the 10-digit **phone number** of the device you wish to use to receive calls away from your office.
7. Enter a **description** of that device.
8. Select whether you want to **enable this location**.

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.

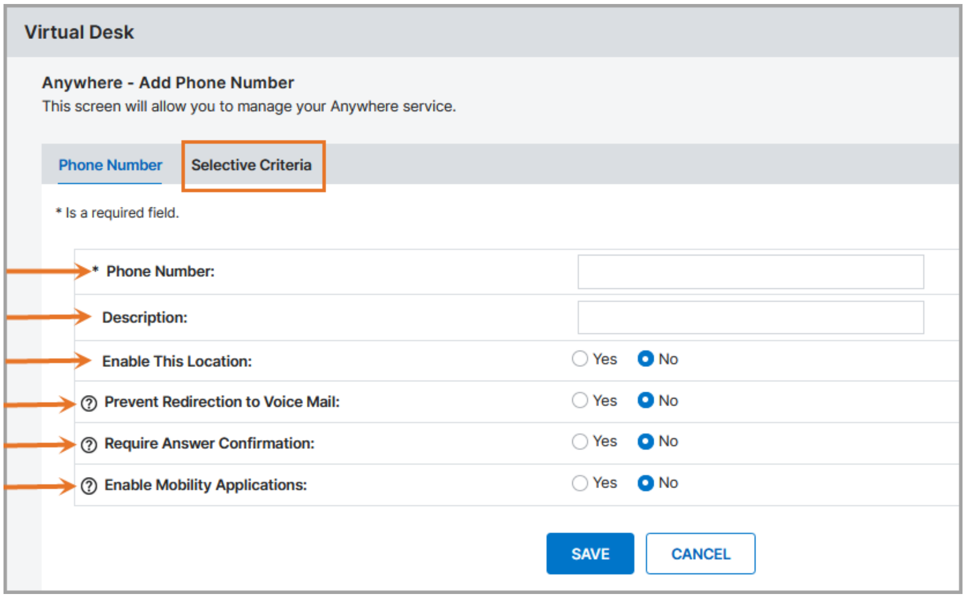
9. **Prevent redirection to voice mail** will prevent calls from being redirected to voice mail when **yes** is selected.
10. **Require answer confirmation** defaults to **no**. If you change it to **yes**, the system will require you to press a key on your mobile phone before passing the call to you. 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.



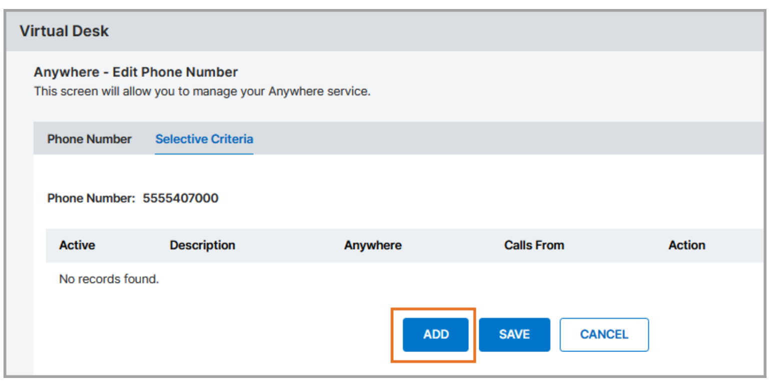
Adding selective criteria

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.

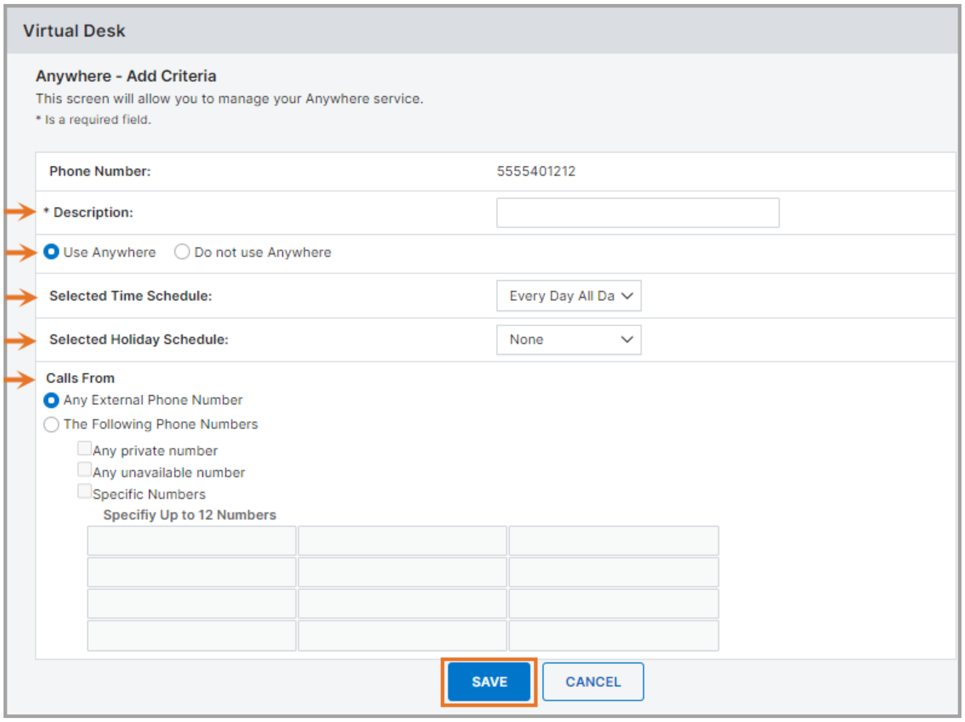


2. Click the **add** button.

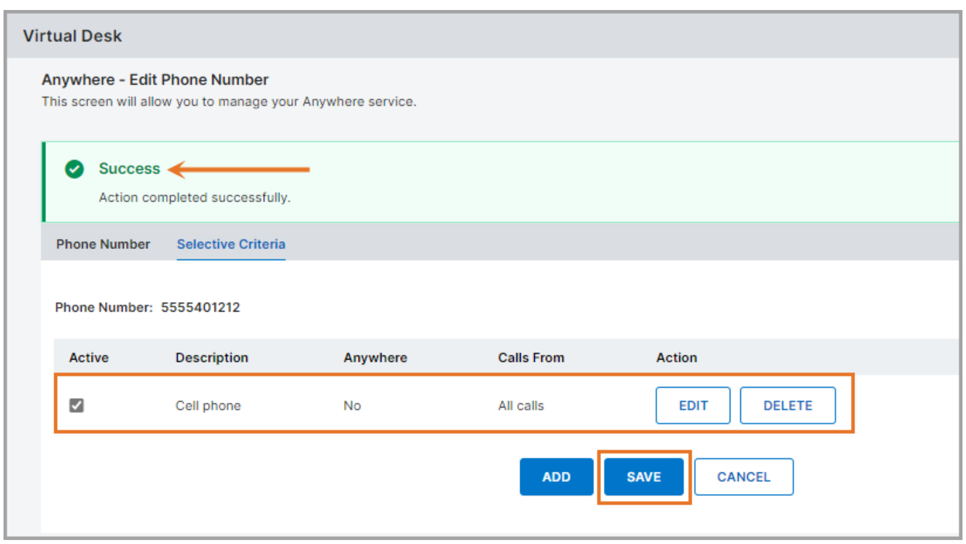


3. Enter a **description** for the rule you're creating.
4. Click the **use anywhere** radio button to activate this feature.
5. Select a schedule.
   - The default **time schedule** is **every day all day**.
   - The default **holiday schedule** is **none**.
   - You can add custom **time schedules** and **holiday schedules** via the call treatment schedule 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.



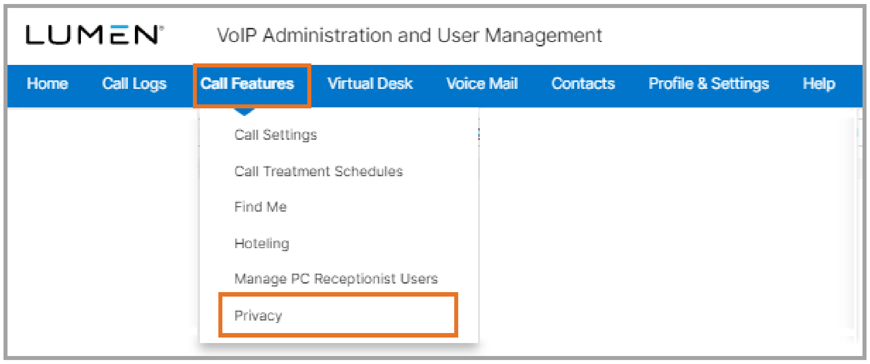
9. You will see your criteria is successfully saved. If you would like to add more criteria, click the **add** button and follow steps 3-8. When you have completed adding criteria, click the **save** button.



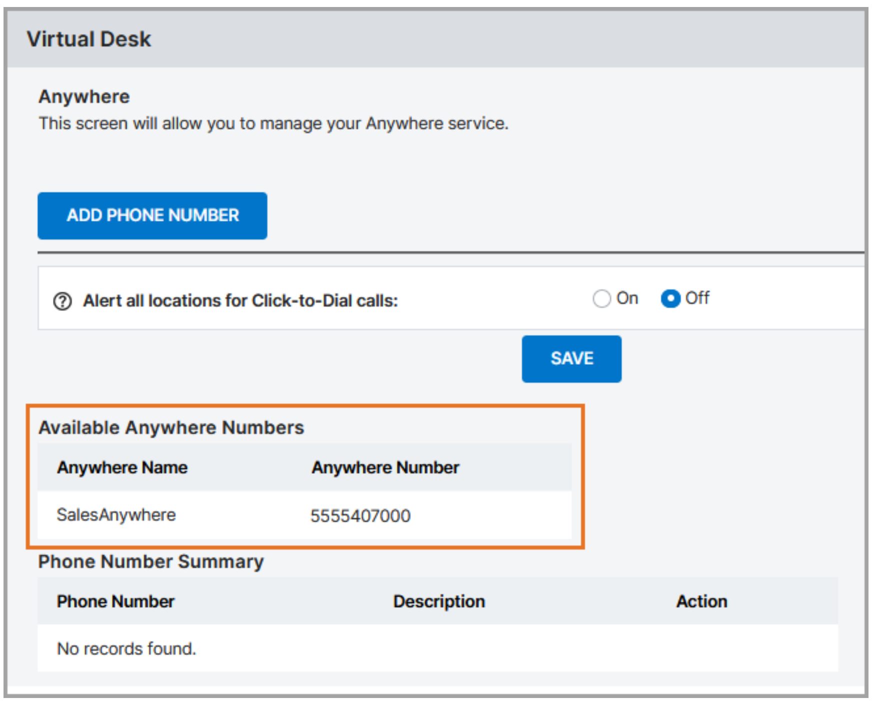
Locate your Anywhere pilot number

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.



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.

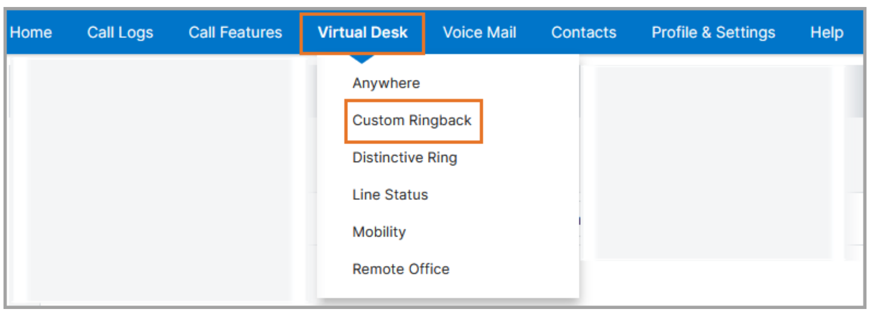
1. From your IP handset, press the **pull** softkey
2. This seamlessly moves the call from your **Anywhere** device to your IP handset.
3. If you don't have a **pull** softkey, establish dial tone and dial ***11** on your keypad.

Custom ringback

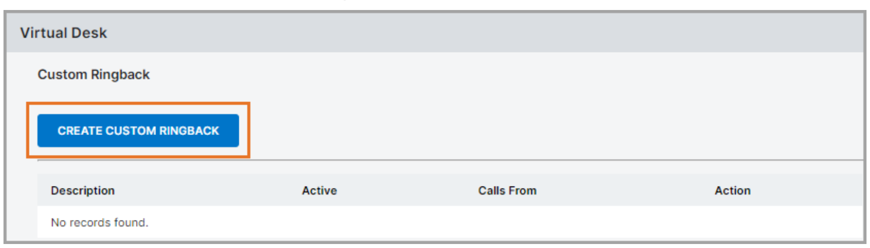
Custom ringback allows you to provide a custom ring tone or recording heard by callers when your line is ringing. This can be enabled for all calls, or for specific calls matching your pre-defined criteria. Use this service to play a different ring back to your manager, a family member, or a customer.

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.



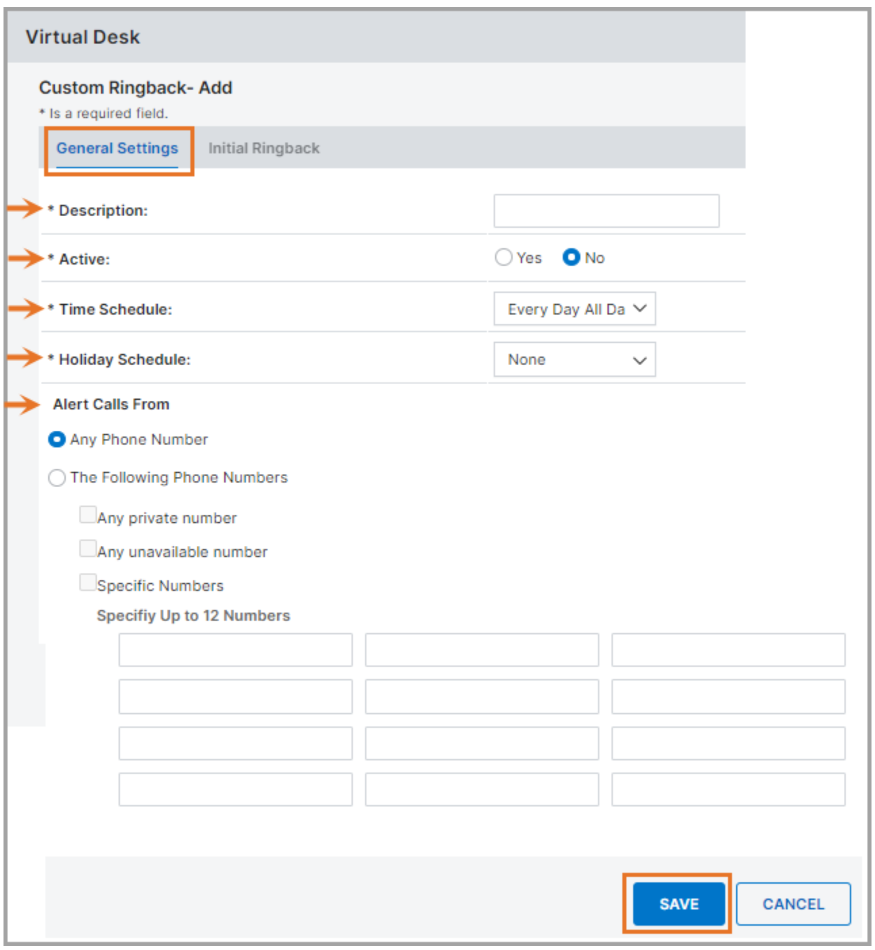
3. Click the **create custom ringback** button.



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 call treatment schedule sub menu.

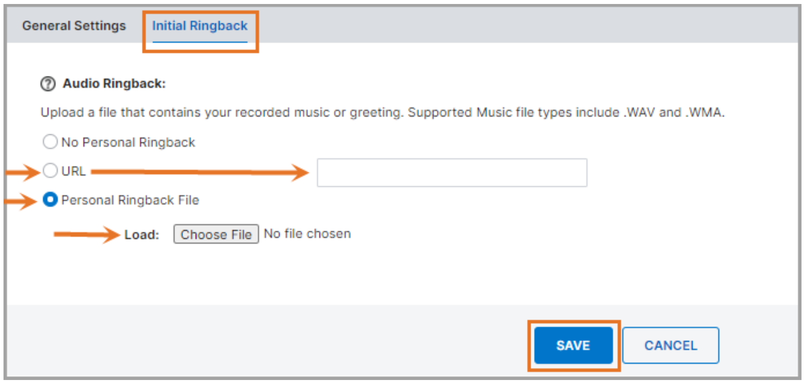
- You can only select one custom schedule (**time** or **holiday**) for each rule.

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.



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.

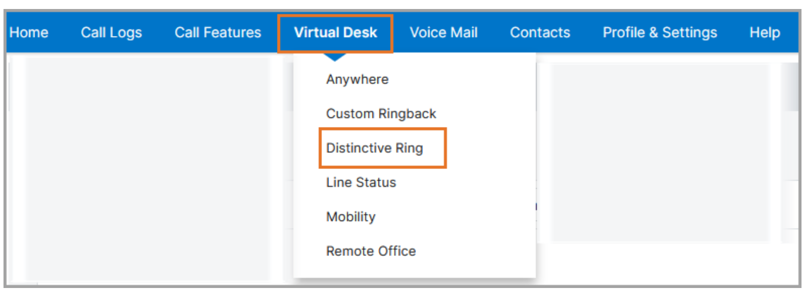


Distinctive ring

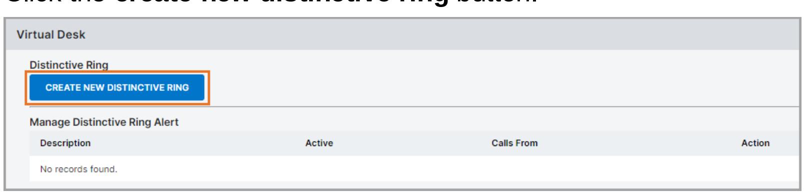
Distinctive ring allows you to make your phone ring with different rings based on pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse, or when you would like to easily tell when a call is from inside or outside your group.

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.

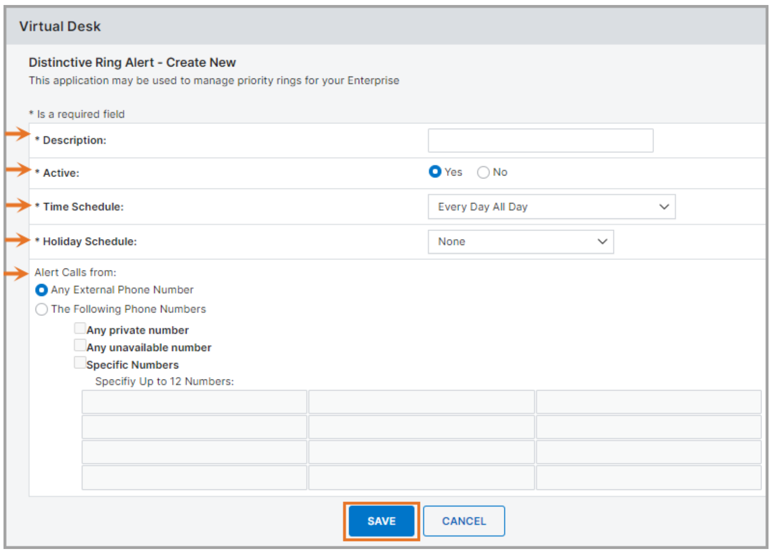


3. Click the **create new distinctive ring** button.



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 call treatment schedule sub menu.
   - You can only select one custom schedule (**time** or **holiday**) for each rule.

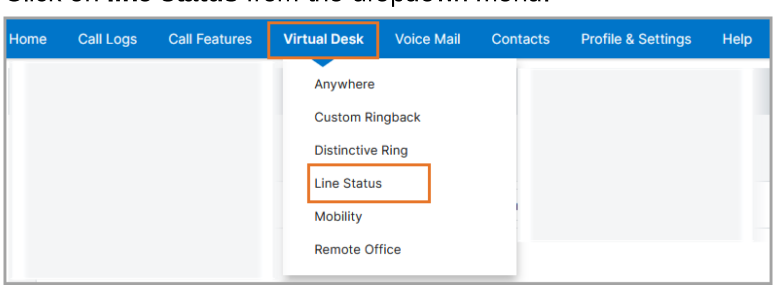
7. Select which calls you'd like **distinctive ring** to be active for:
    - **Any phone number** will activate distinctive ring for all calls.
    - **Following phone numbers** will activate distinctive ring for only selected phone numbers.
    - Check the **any private number** box to activate distinctive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



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.

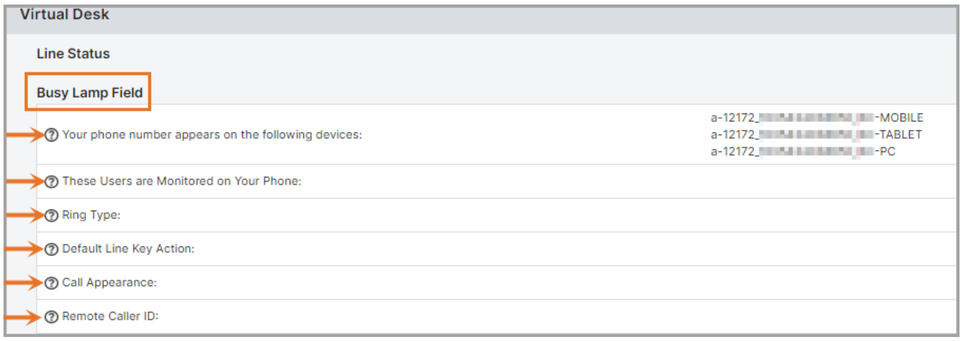
1. Hover your cursor over **virtual desk** in the main menu.
2. Click on **line status** from the dropdown menu.



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

Busy lamp field

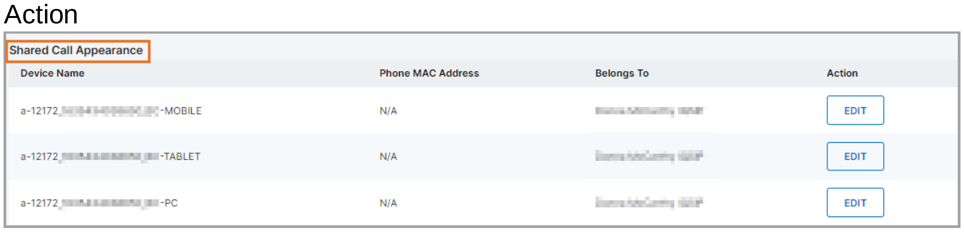
- Indicates if your line appears on another user's phone
- Lists lines appearing on your phone
- Indicates ring type for those users – ring or silent
- Default line key action – normal or automata
- Call appearance status – enabled or disabled
- Remote caller ID – enabled or disabled



Shared call appearances

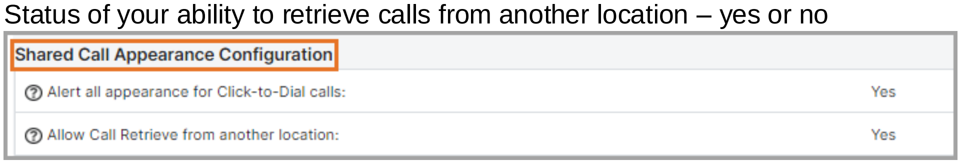
Lists information about any users you monitor:

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



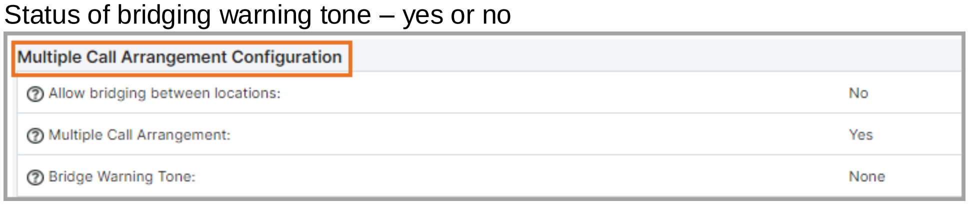
Shared call appearance configuration

- 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



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



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](#).

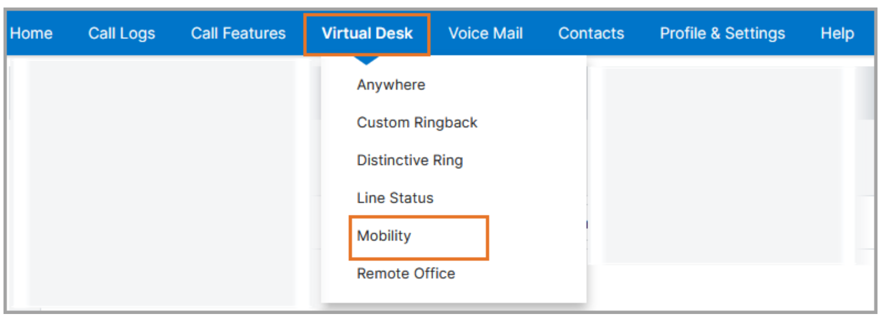
- The link to download the app will also be included in your **welcome** email.
- The link to download the app is also in the **downloads** section under the **help** menu in the end user portal.

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

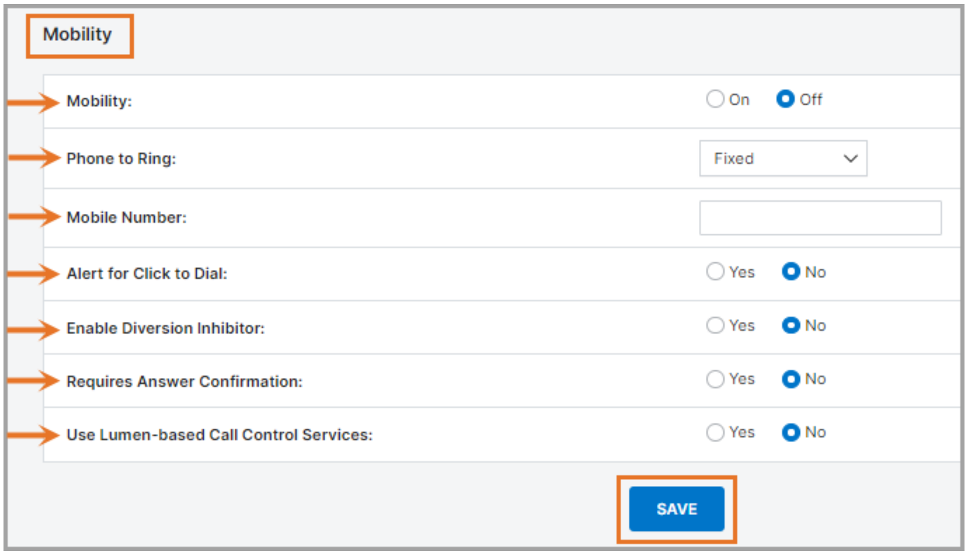
Caution: Do not try to sign into the desktop/mobile app until you receive your **welcome** email confirming you have a Webex feature assigned to you. Doing so may result in creating a free Webex account which will prevent you from using your Hosted VoIP Webex account.

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.



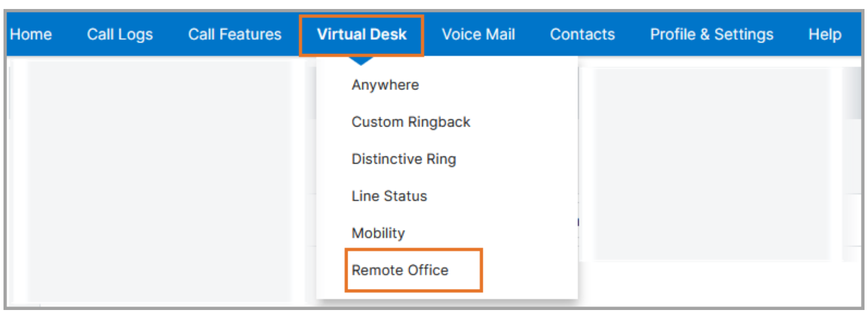
3. To activate **mobility** between your IP handset, softphone and another device, click the **on** radio button.
4. From the **phone to ring** dropdown box, you can choose your preferred option:
   - **Both** – rings your IP handset, mobile app and your mobile device dialer
   - **Fixed** – rings your 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.



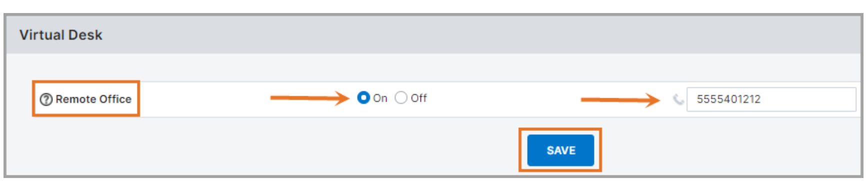
Remote office

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.



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.



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.

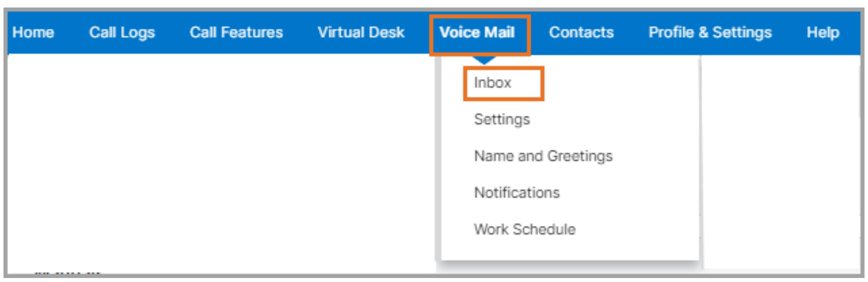
- **Maximum greeting** length is 3 minutes open and closed.
- **Maximum message** length 3 minutes each (50,000 KB)
- **Maximum mailbox** capacity is 150,000 KB (50 messages).

Click here to access the voice mail quick reference guide.

Inbox

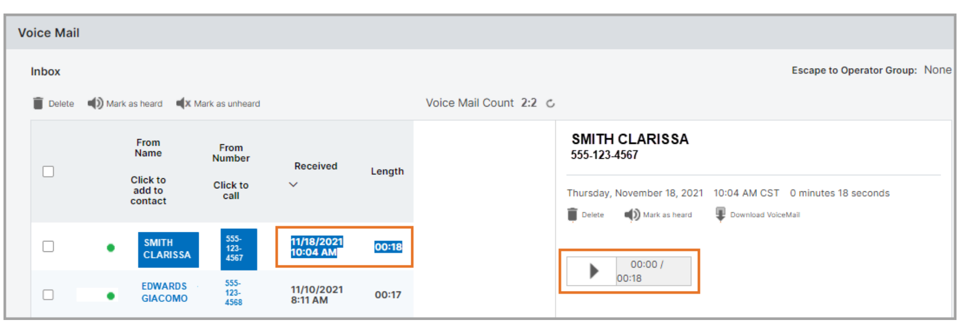
The **inbox** allows you to view, play and delete your voice mail messages. For each message, you can see the name of the caller, phone number and time/date stamp for the message.

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



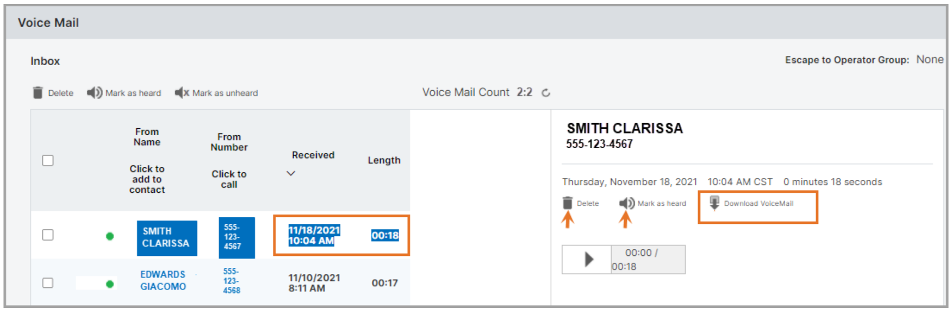
3. All messages (new and saved) are listed in your inbox.
   - New messages will be in **bold** text with a **green** dot icon next to them.
   - The **name**, **number**, **received** date and **length** of message is provided for each message.
   - Messages can be sorted by clicking on a column header.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



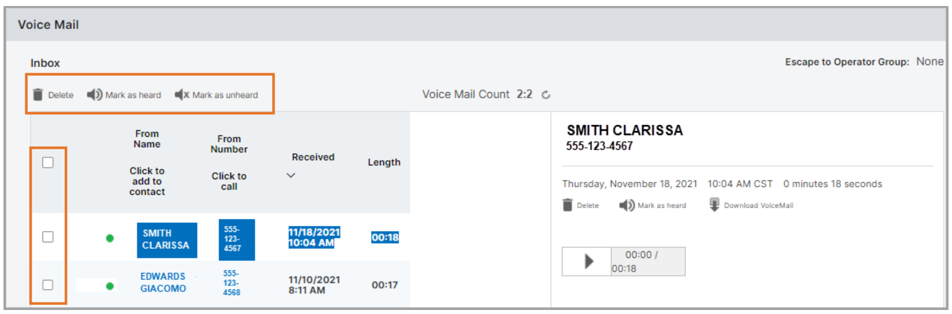
6. To download a message, click the **download voicemail** icon after selecting a message.

   Note: You also have the option to **delete** this message or **mark as heard**.

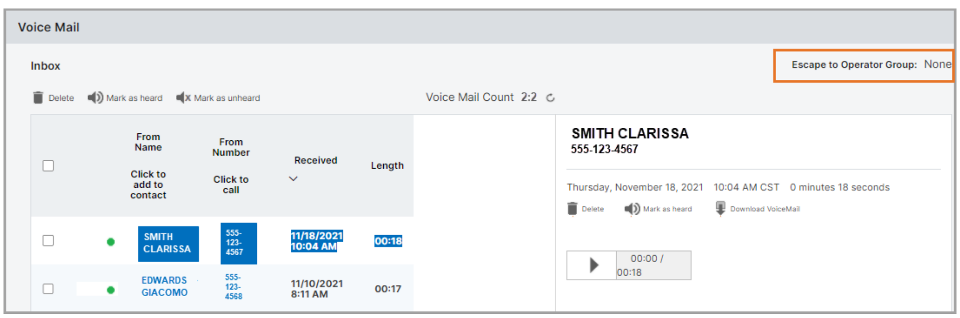


7. Follow the steps based on the browser type you are using to complete or retrieve the download.
8. To **delete**, **mark as heard** or **mark as unheard**, check the check box next to the appropriate message(s).
9. Select the appropriate icon to complete the action (**delete**, **mark as unheard**, **mark as unheard**).

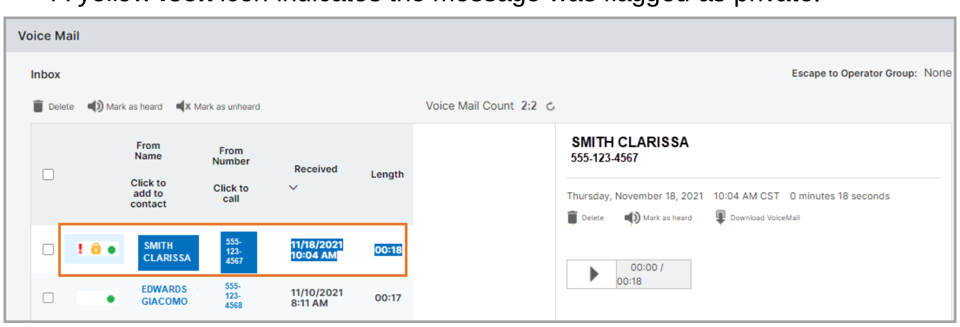
   Note: Deleting a message from your portal inbox also deletes it from your phone voicemail box.



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**.



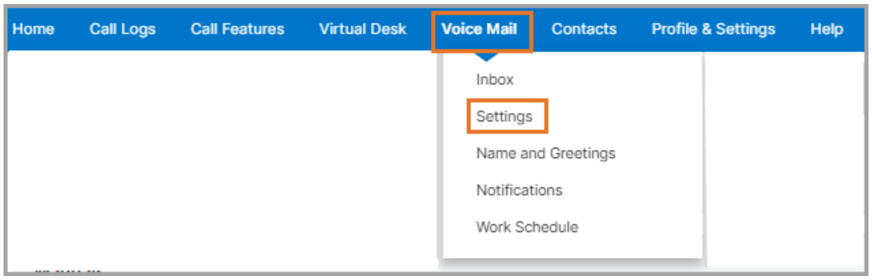
11. Callers can choose to flag messages as **private, urgent** or both.
    - A red **exclamation point** icon indicates the message was flagged as **urgent**.
    - A yellow **lock** icon indicates the message was flagged as private.



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:

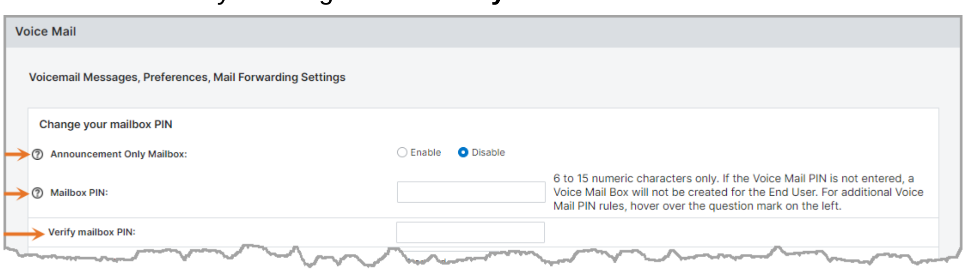
   - PINs are required.
   - PINs must be 6-15 numeric digits in length.
   - The PIN cannot solely consist of your VoIP telephone number or any part of your telephone number.
   - The same digit cannot be repeated more than twice.

     Allowed examples: 11xxxx, xxx88xxx, xxxxxx99

     Not allowed examples: 222xxx, xxx444xx, 777777
   - The entire PIN value cannot be sequential; or ascending or descending.

     Allowed examples: 012347, 98761, 01234560

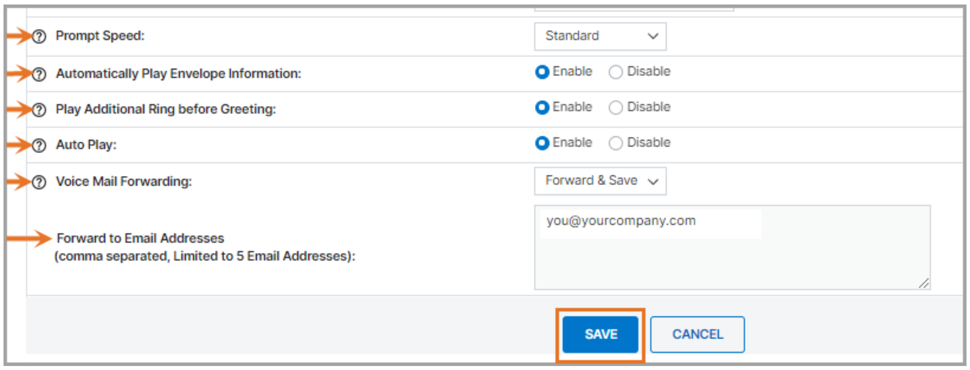
     Not allowed examples: 123456, 0123456789, 765432, 9876543210
5. Confirm the PIN by entering it in the **verify mailbox PIN** field.



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.

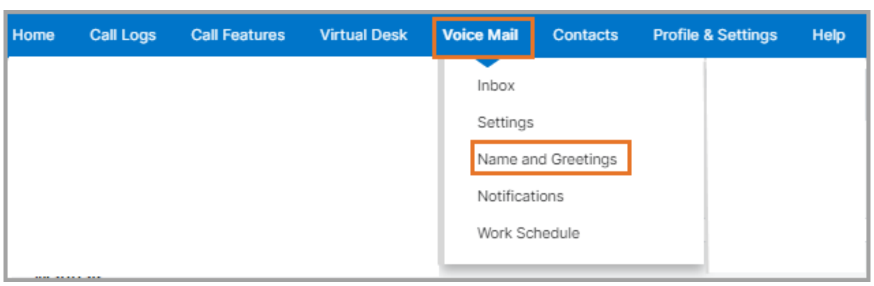


Names and greetings

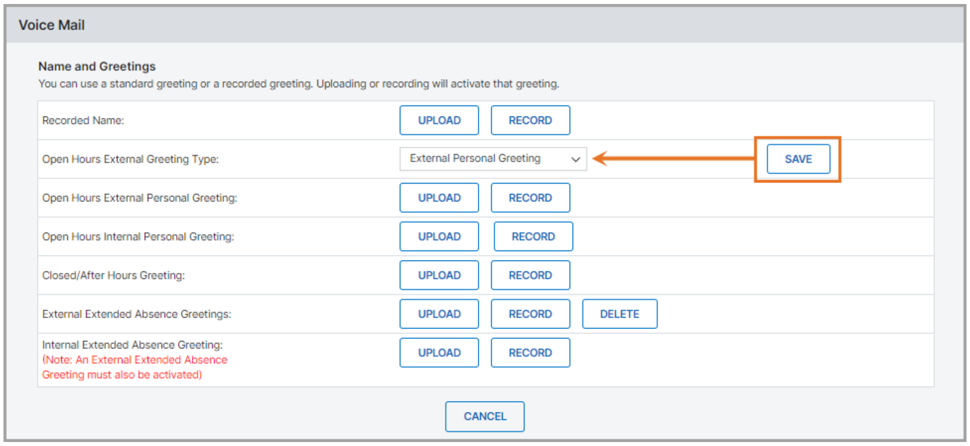
From **names and greetings**, you can record or upload a recording of your **name** and **greetings**. You can also select your **open hours greeting type**.

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.

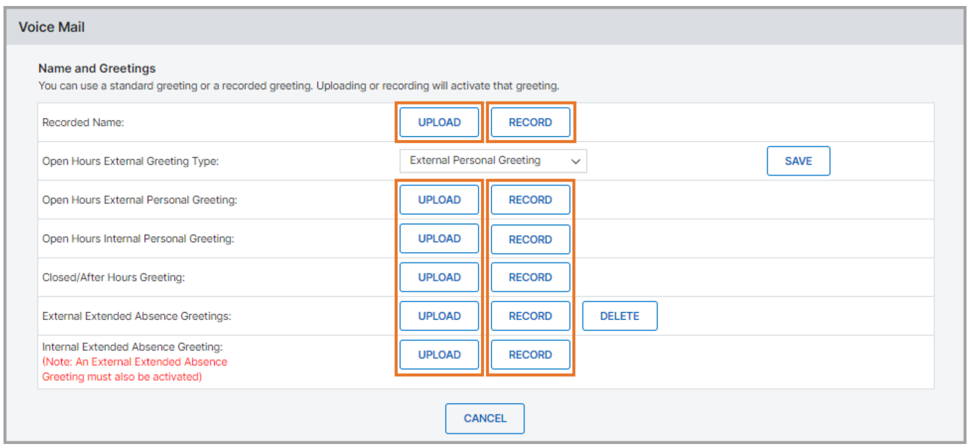
1. Hover your cursor over **voice mail** in the main menu.
2. Click on **name and greetings** from the dropdown menu.



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.



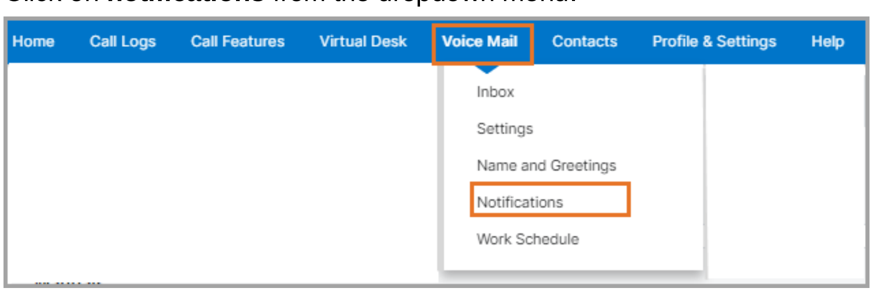
5. You have the option to manage your recorded name and greetings by recording or uploading a recording.
   - Click the appropriate **record** button to record a greeting or rerecord your name through your computer.
   - Click the appropriate **upload** button to upload a pre-recorded greeting. (G.711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



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.

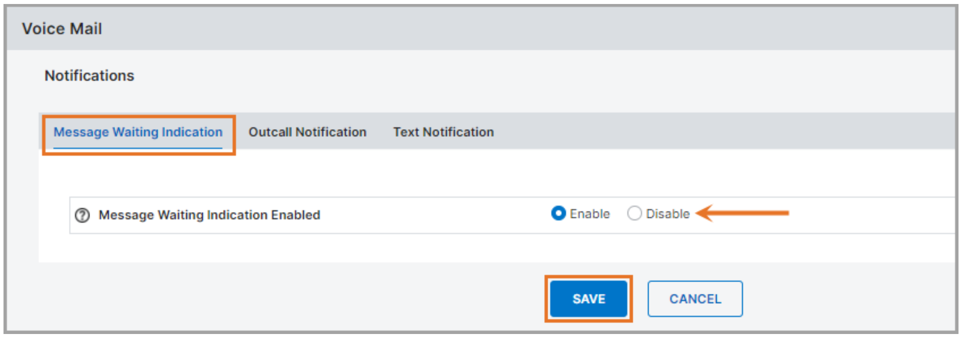
1. Hover your cursor over **voice mail** in the main menu.
2. Click on **notifications** from the dropdown menu.



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.

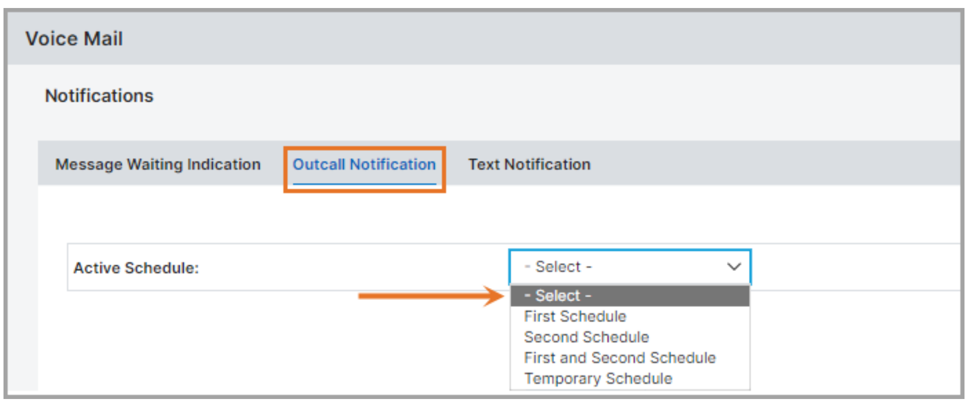
1. The default setting is **enabled** which turns on a light on your desktop phone when you have new messages.
2. Click the **disable** radio button to prevent the light from turning on.
3. If you make a change to this setting, click the **save** button.



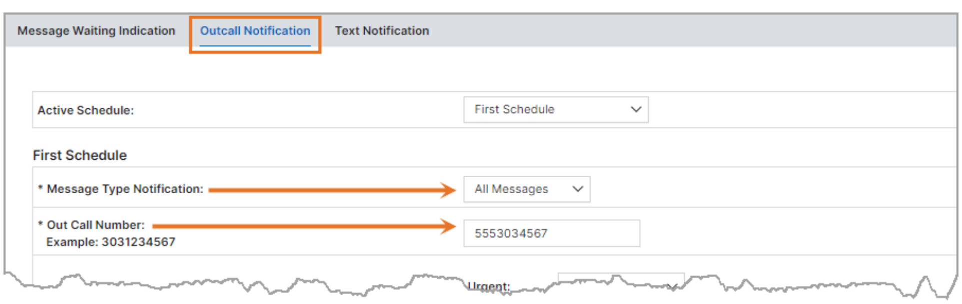
Outcall notification

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.



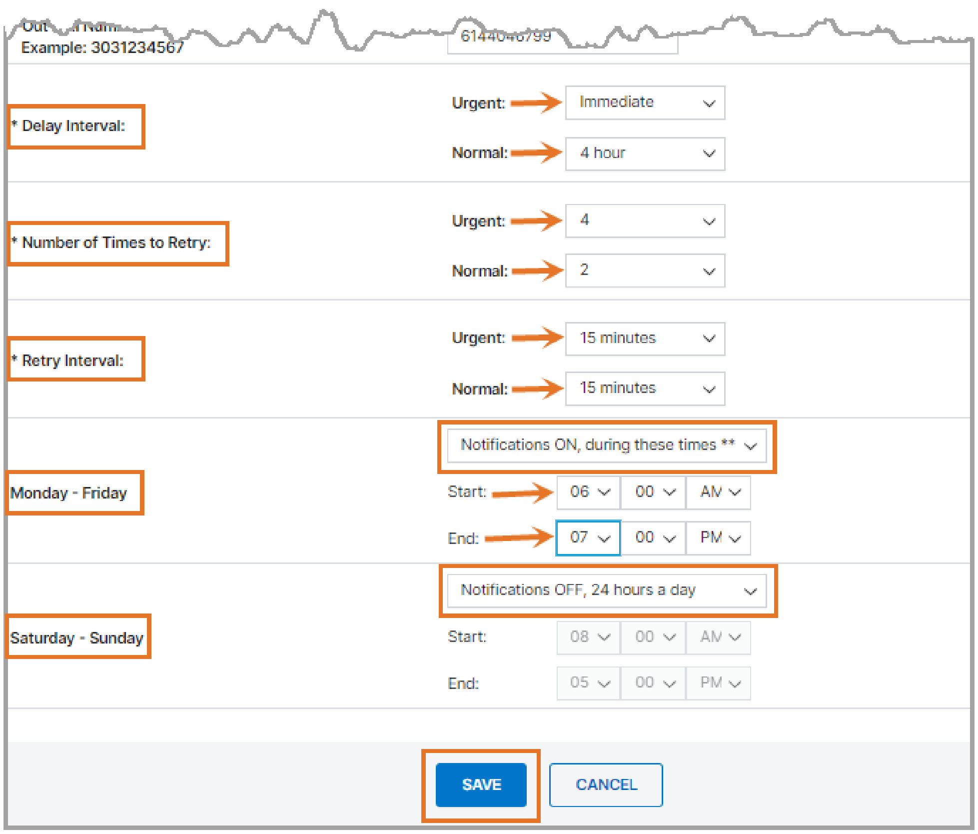
3. From the **message type notification** dropdown box, choose from **all messages** or **urgent**.
4. In the **out call number** field, enter the 10-digit number (no space or special characters) where you would like to receive the call notification.



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.



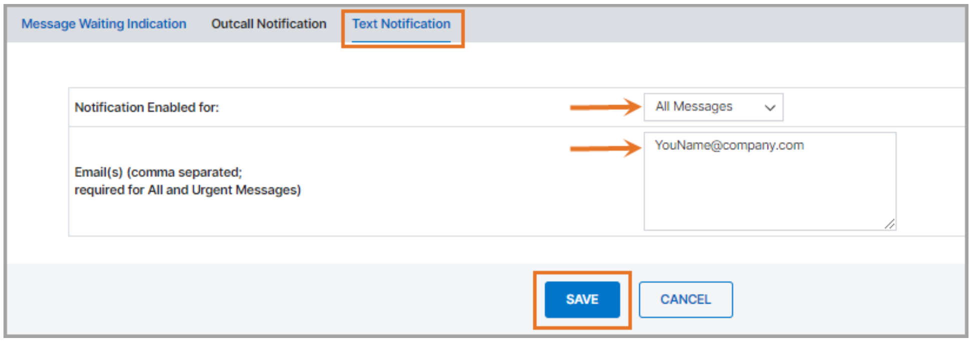
Text (email) notification

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.

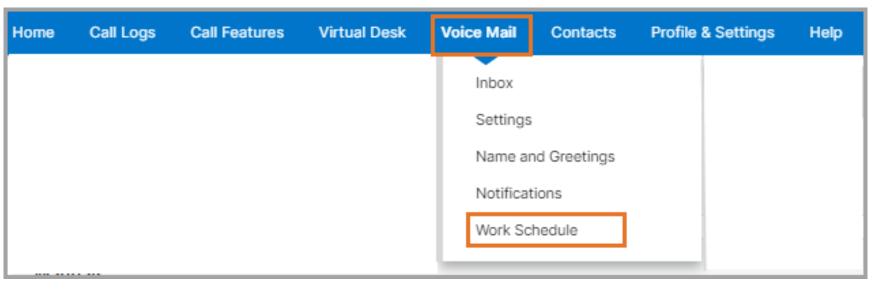
4. Click the **save** button.



Work schedule

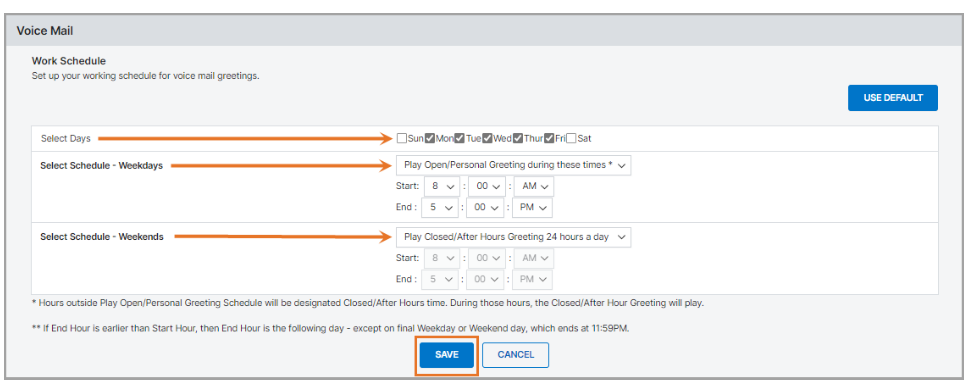
The **work schedule** allows you to change the days and time your **open** and **closed greetings** play for your callers.

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.



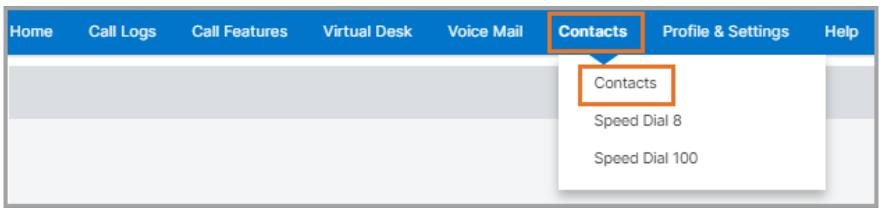
Contacts

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.

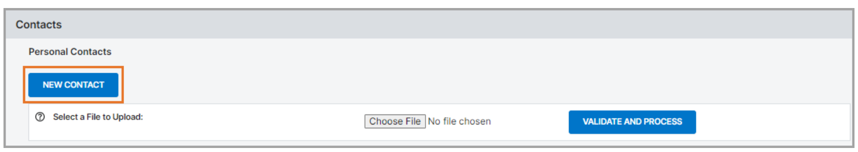
Contacts – create and manage

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

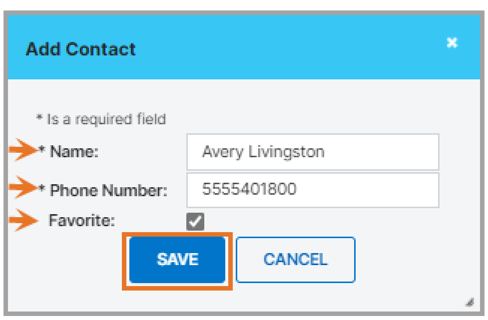


Add one contact

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



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.

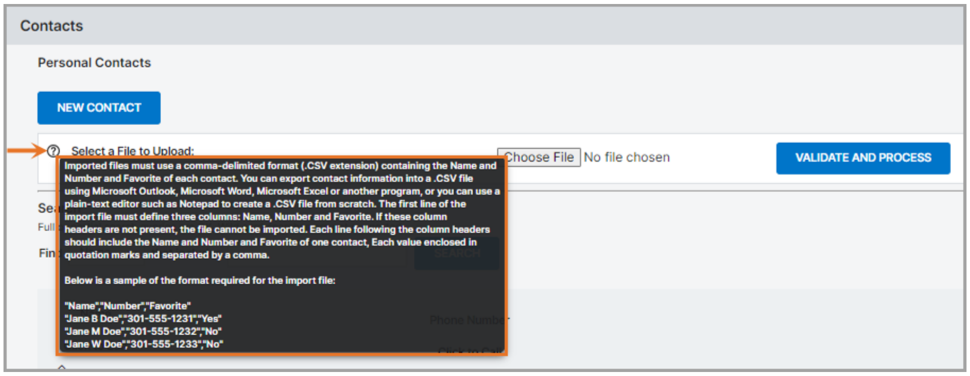


6. You contact will now be available in your **personal contacts** list.

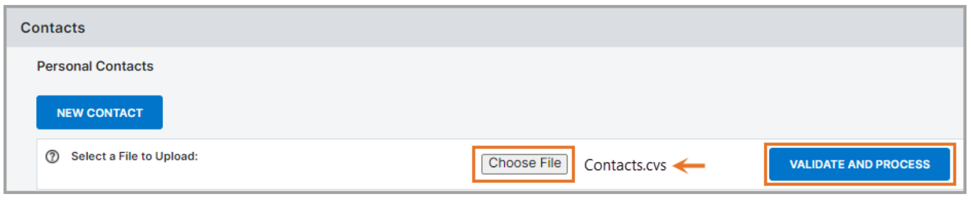
Add multiple contacts

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.



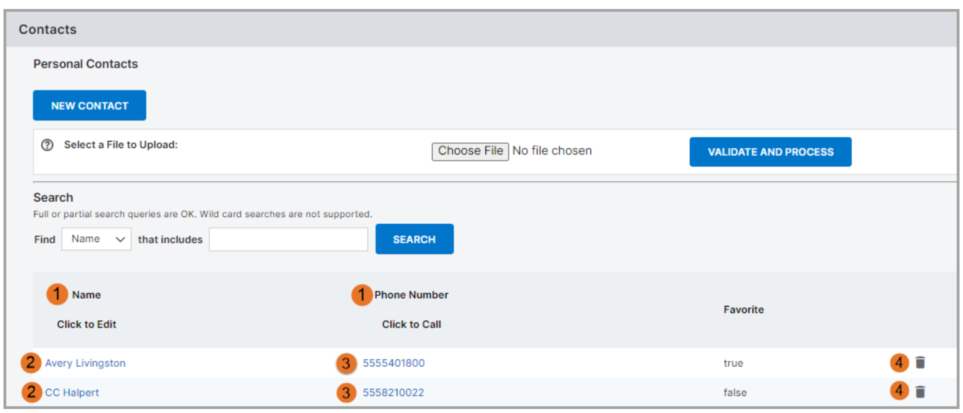
3. Click the **choose file** button and select the file you created.
4. You will see the selected file listed next to the **choose file** button.
5. Click the **validate and process** button to upload your contacts.



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

Managing your personal contacts list

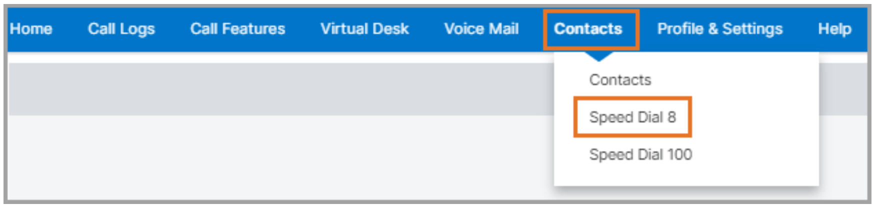
1. Click on column headers **name** or **phone number** to sort columns in ascending or descending order.
1. Click directly on the contacts **name** to edit the contact information.
2. Click directly on the **phone number** to dial that contact.
3. Click the **delete** button to delete that contact.



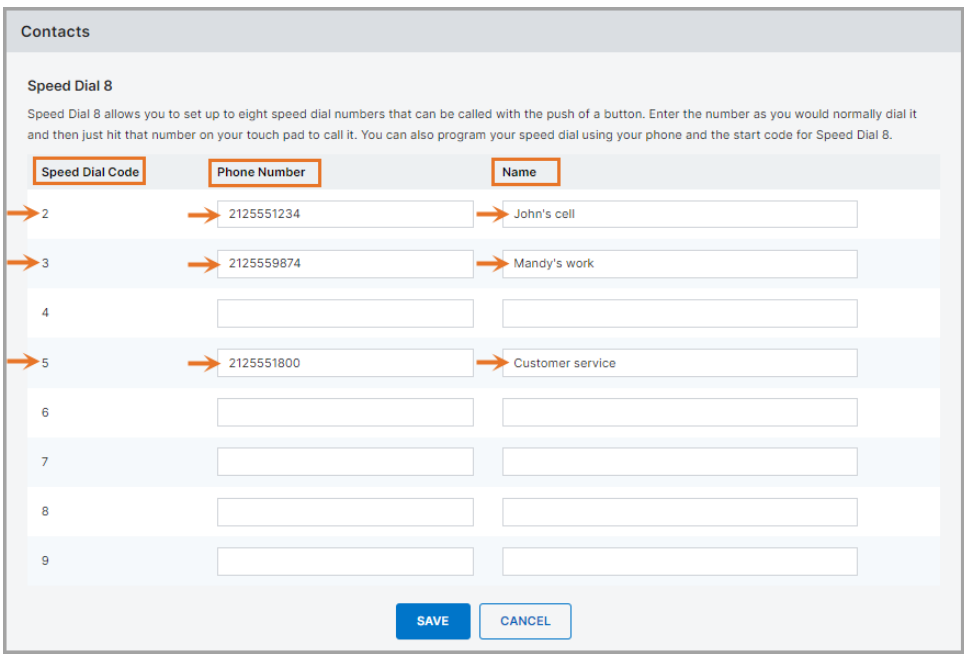
Speed dial 8

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.

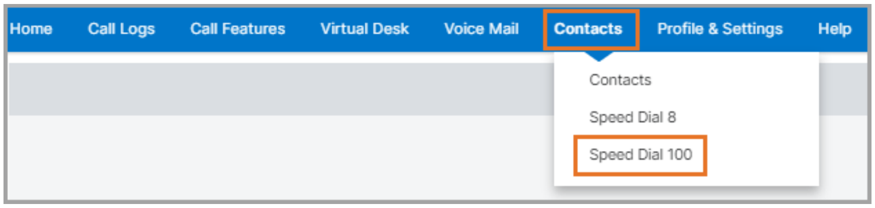


7. To call a **speed dial 8** number from your handset, **without** dial tone, enter the **1-digit code** on your keypad.
8. Establish a dial tone to make the call. (Depending on your phone, you may tap the **dial** soft key, lift the handset, press the speaker phone button or activate your headset.)

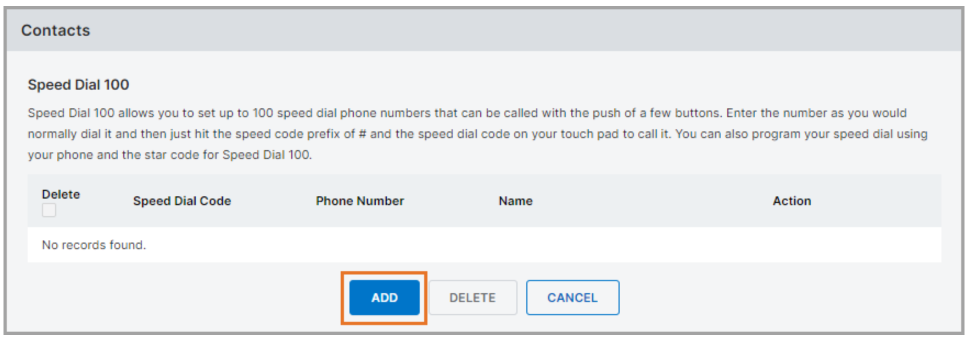
Speed dial 100

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

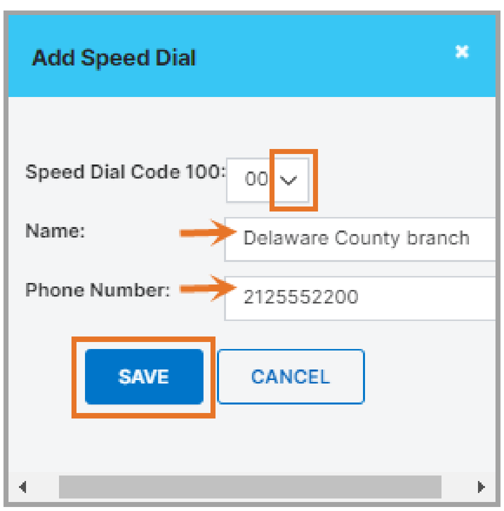
1. Hover your cursor over **contacts** in the main menu.
2. Click on **speed dial 8** from the dropdown menu.



3. Click the **add** button.



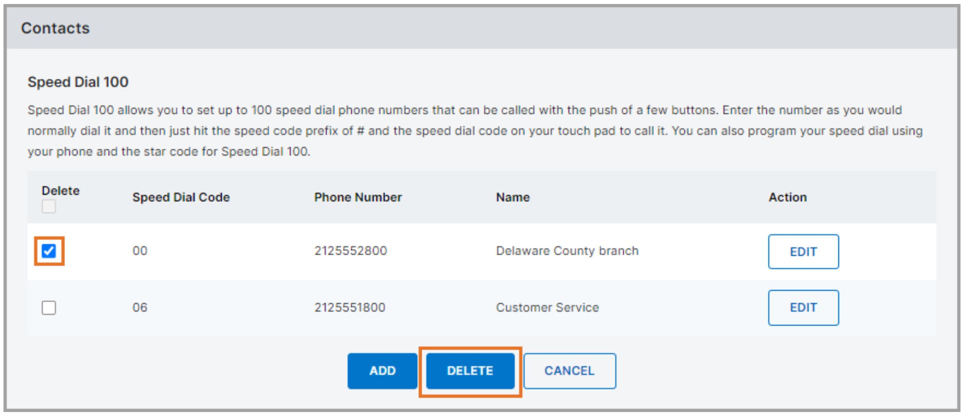
4. From the **speed dial code 100** dropdown box, select the 2-digit code you wish to dial, such as 00.
5. Enter the contact's name in the **name** field.
6. Enter the contact's number, as you would dial it, in the **phone number** field.
7. Click the **save** button.



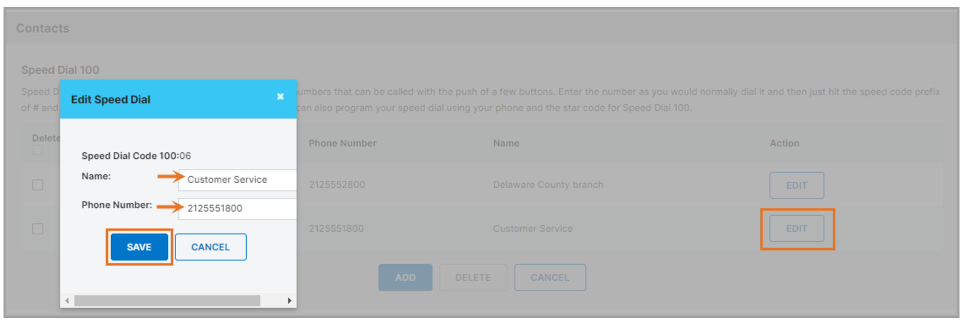
8. To call a **speed dial 100** number from your handset, **without** dial tone, enter # followed by the **2-digit code** on the keypad.
9. Establish a dial tone to make the call. (Depending on your phone, you may tap the **dial** soft key, lift the handset, press speaker phone button or activate your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



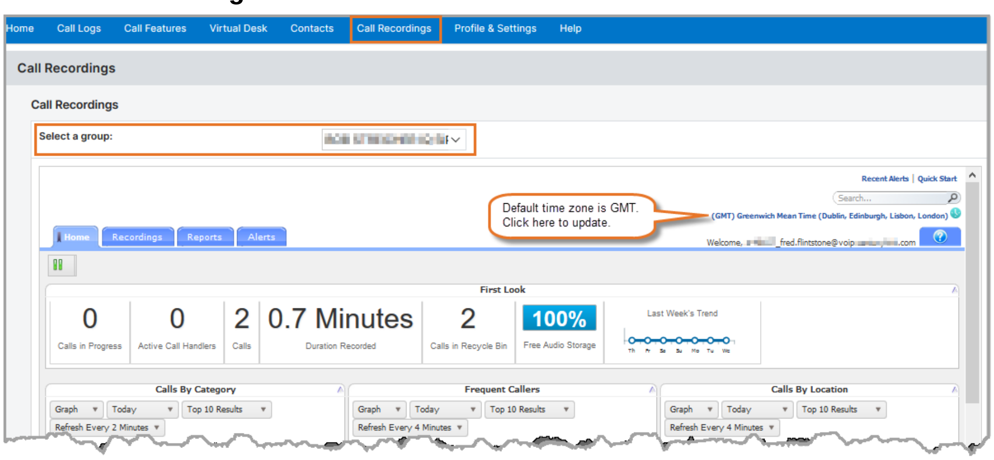
3. Click the **edit** button to update the contacts **name** and/or **number**.
4. Click the **save** button.



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.



2. Refer to the [Call Recording User](#) manual, for details on reviewing and managing recorded calls.

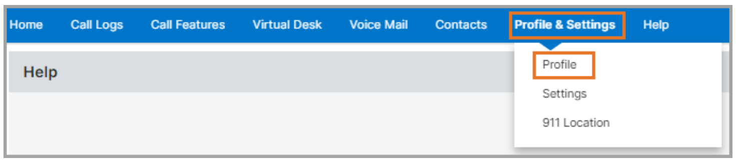
Profile & settings

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

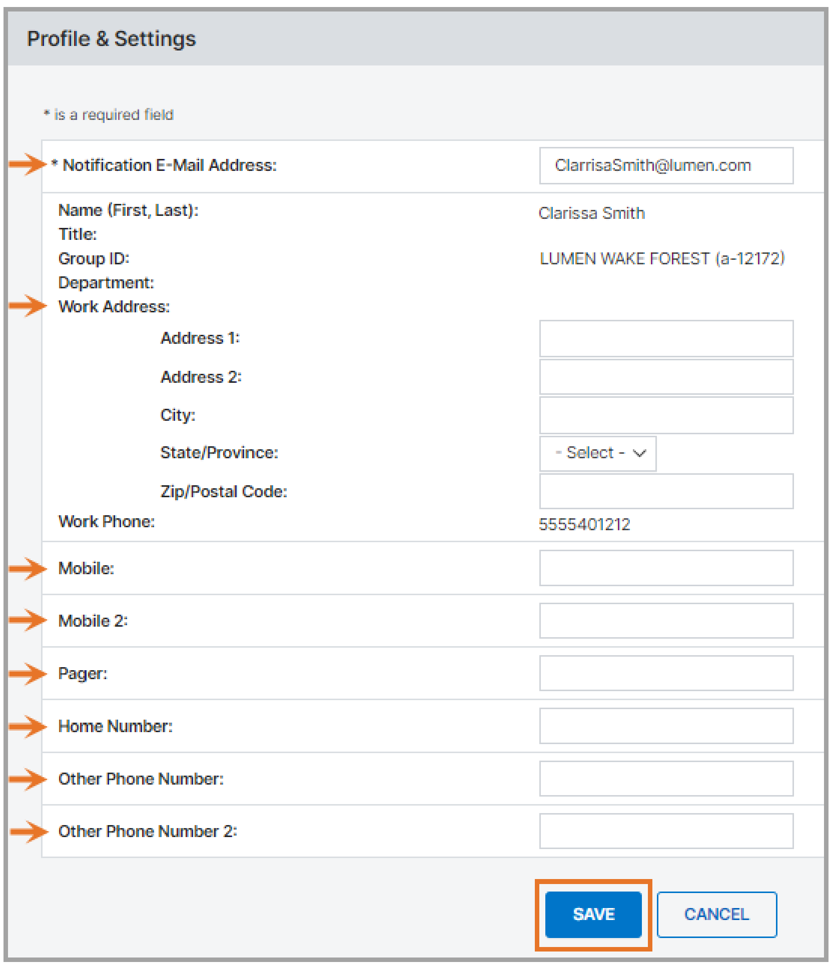
Profile

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.

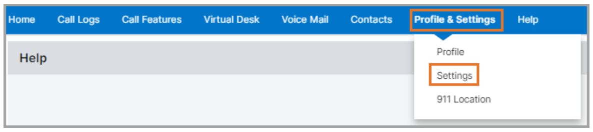


4. If you make any changes, click the **save** button.

Settings

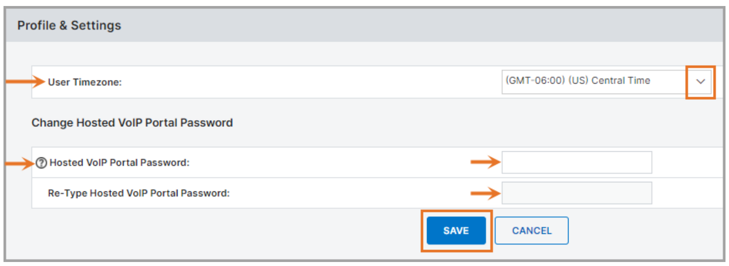
The **settings** menu allows you to update your time zone and your portal password.

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



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.

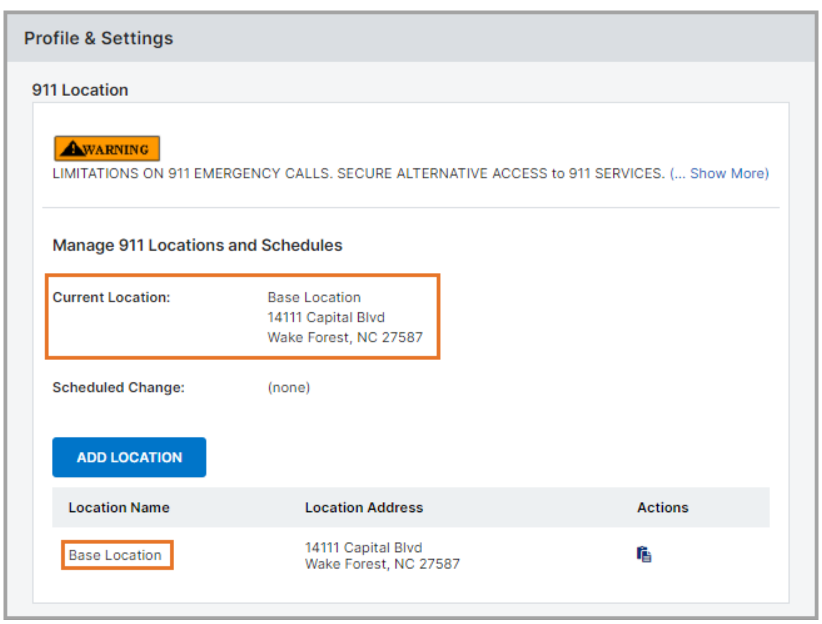
   Note: Changing this password changes the password to log into this portal. It also syncs with the password used to log into various applications such as Webex for Hosted VoIP, supervisor/agent clients and the receptionist PC console. If you have any of those applications, you'll use this new password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



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.

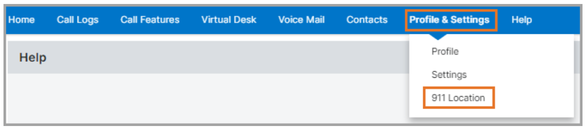
- Your **current location** defaults to your **base location**.
- The **base location** is your primary office address and is registered with 911.



Add a new 911 location

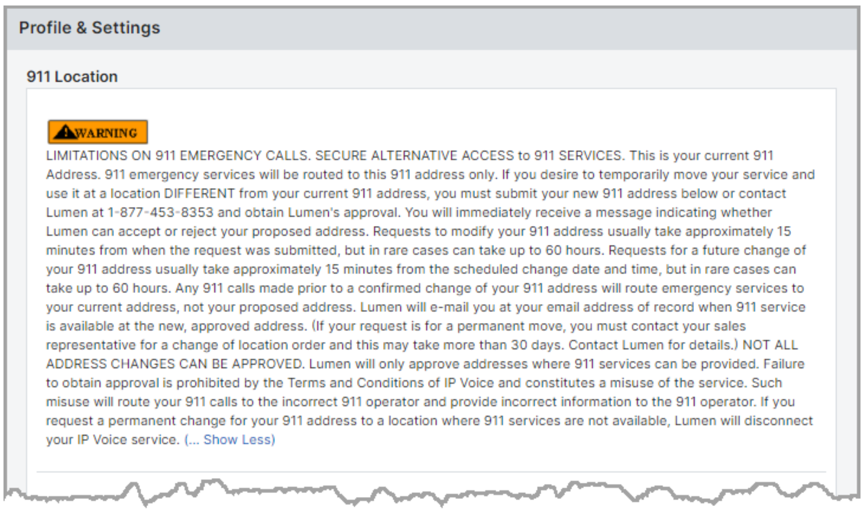
If you will be working for a different location other than the base location, add this location to the portal and make it your current location.

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

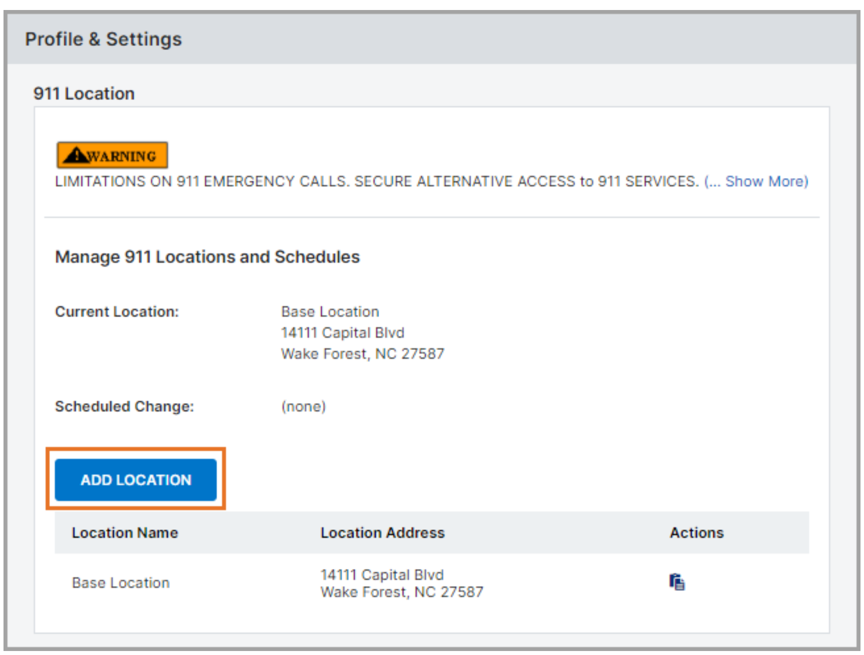


3. Click the (... Show More) link for a full description of limitations and important information on changing your 911 location address.

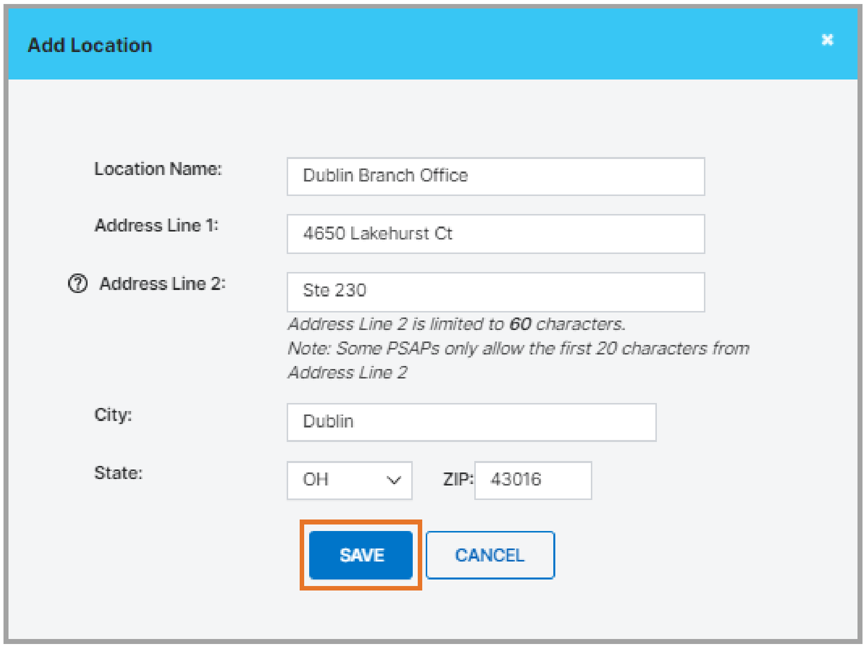
   Note: Be sure to read the entire disclosure on the 911 location page before proceeding.



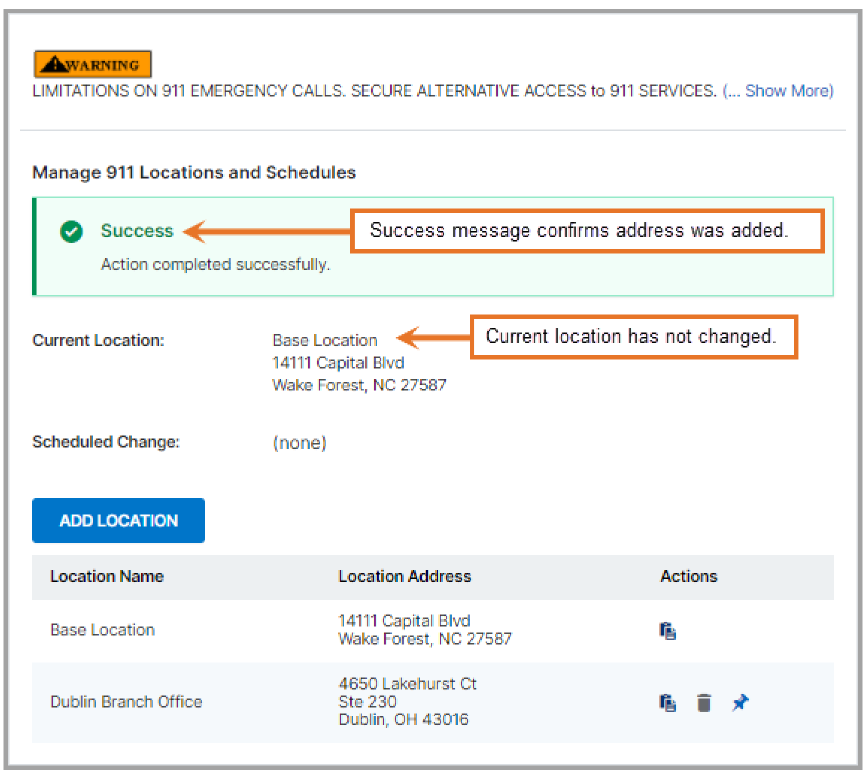
4. Click the **add location** button.



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.

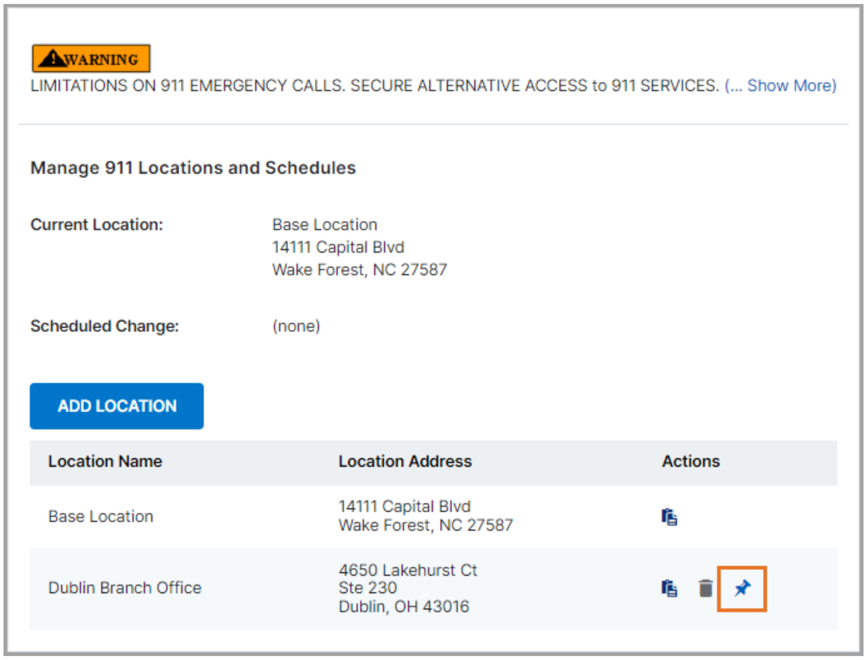


10. Your newly added location will show under your locations. Your current location has **not** changed,

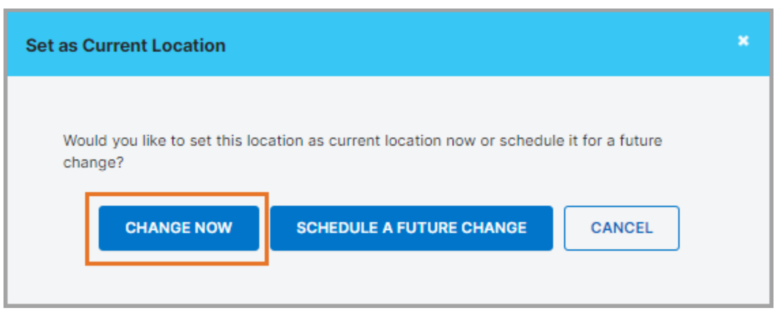


Change your current 911 location

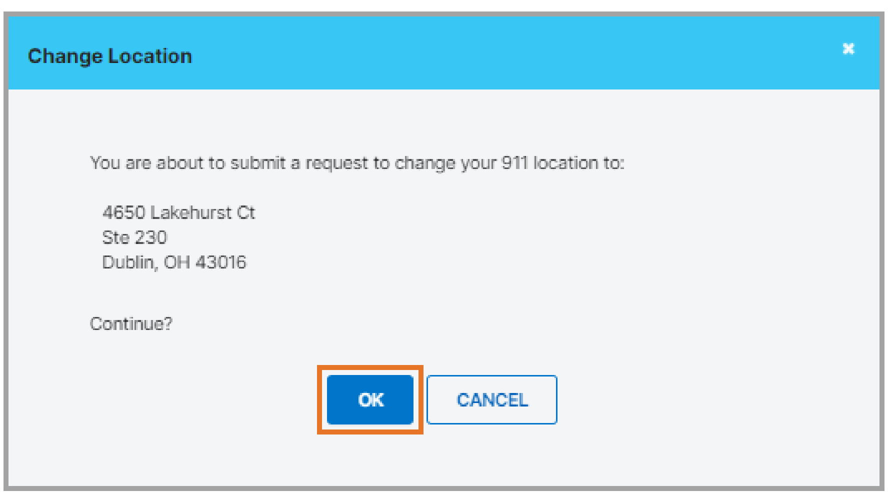
1. Click the pushpin icon under **actions** to make your newly added location the **current location**,



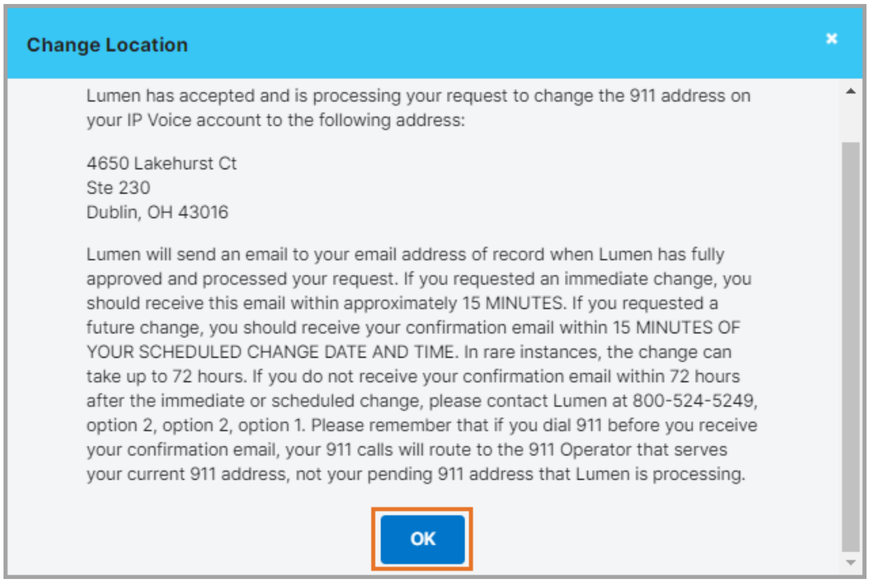
2. Click **change now** in the set as current location window.



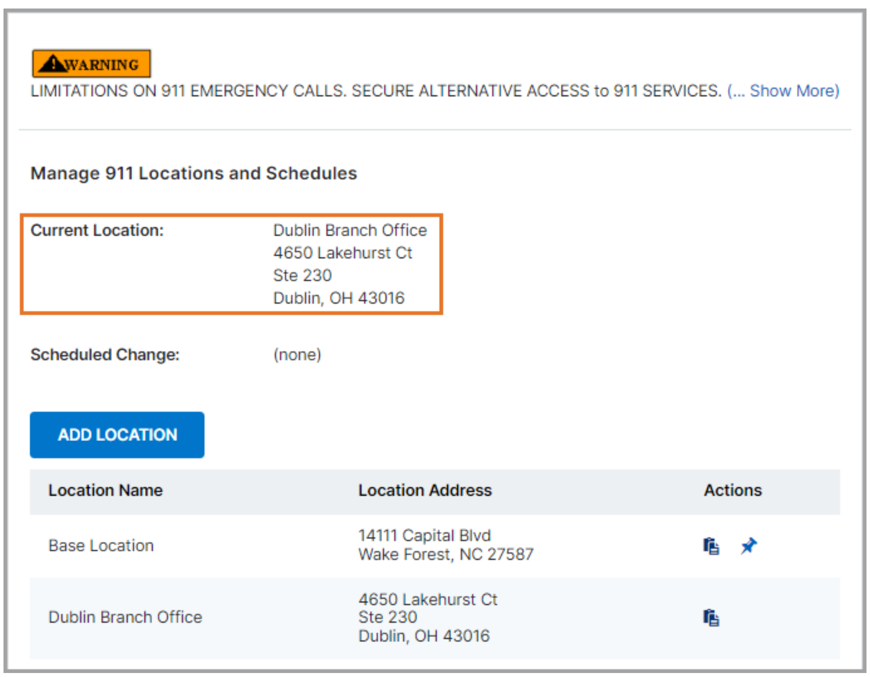
3. Confirm the address in the **change location** window is correct and click **OK**.



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.

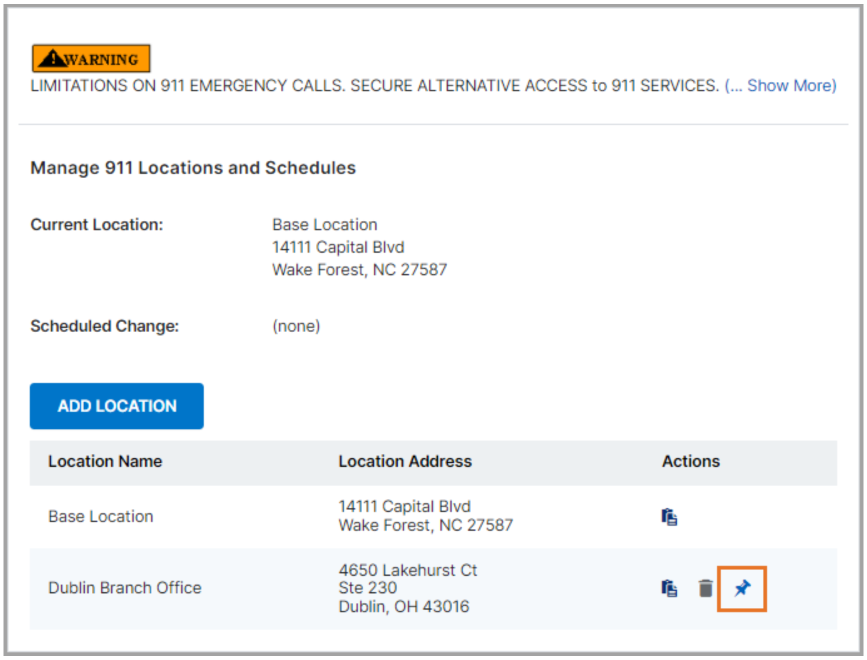


Scheduling a 911 location change

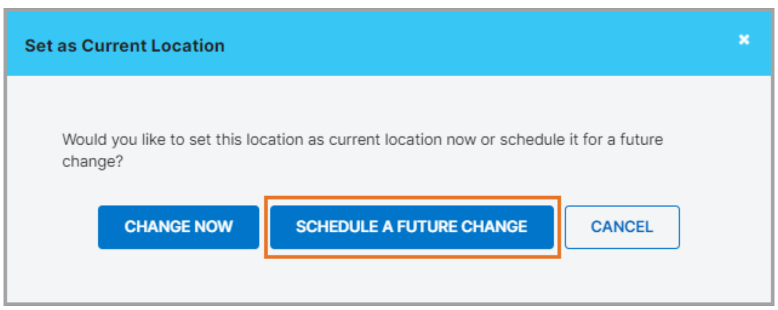
You can schedule a future 911 location change. You can only schedule one change at a time. If you try to add a schedule when one is already present, it overrides the existing one.

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

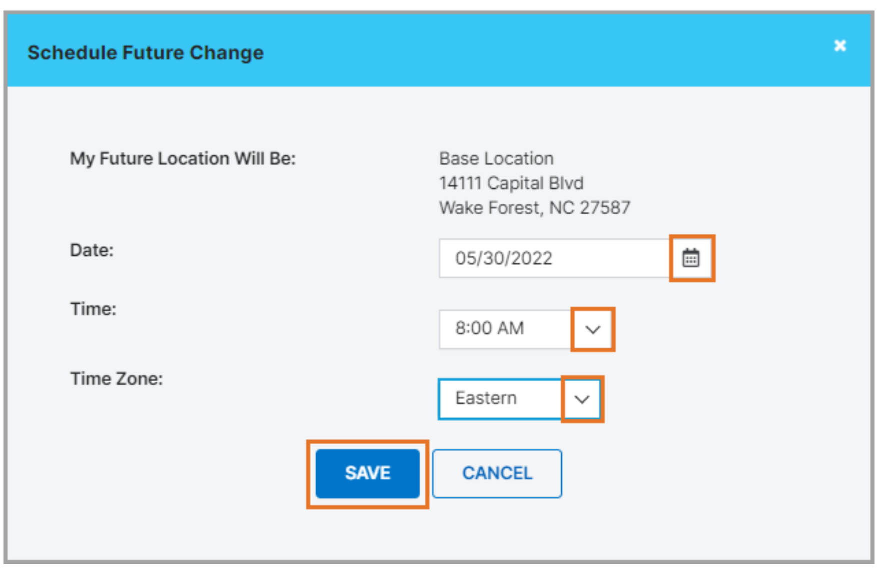
2. Click **set as current location** for any locations you have predefined.



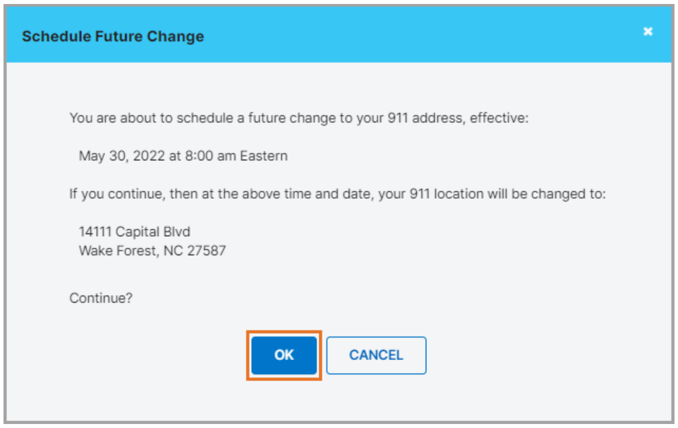
3. Click the **schedule a future change** button to continue.



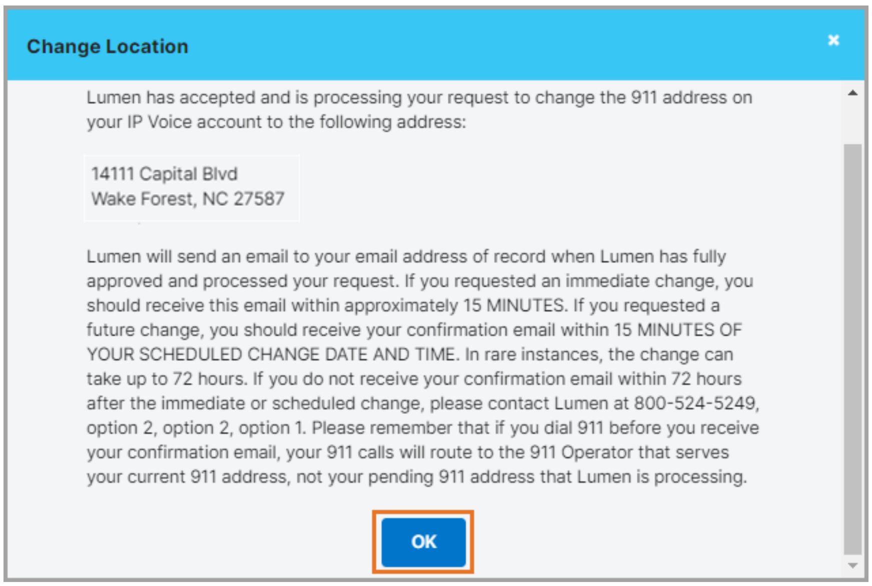
4. Using the dropdown boxes, select the **date**, **time** and **time zone** you want the 911 change to take effect.
5. Click the **save** button.



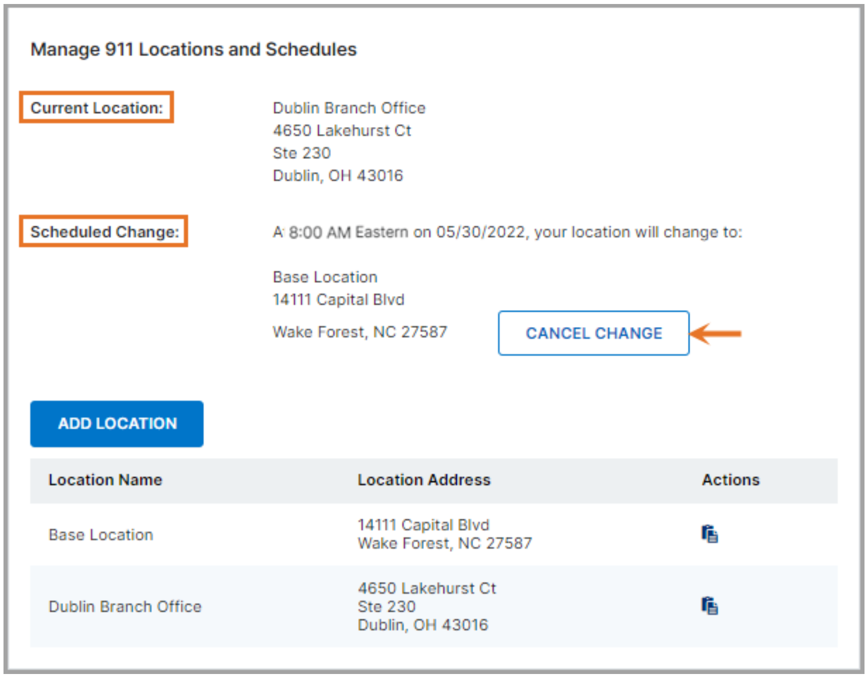
6. In the **schedule future change** dialog box, confirm your changes and click the **ok** button.



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



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.



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.