CenturyLink Hosted VoIP
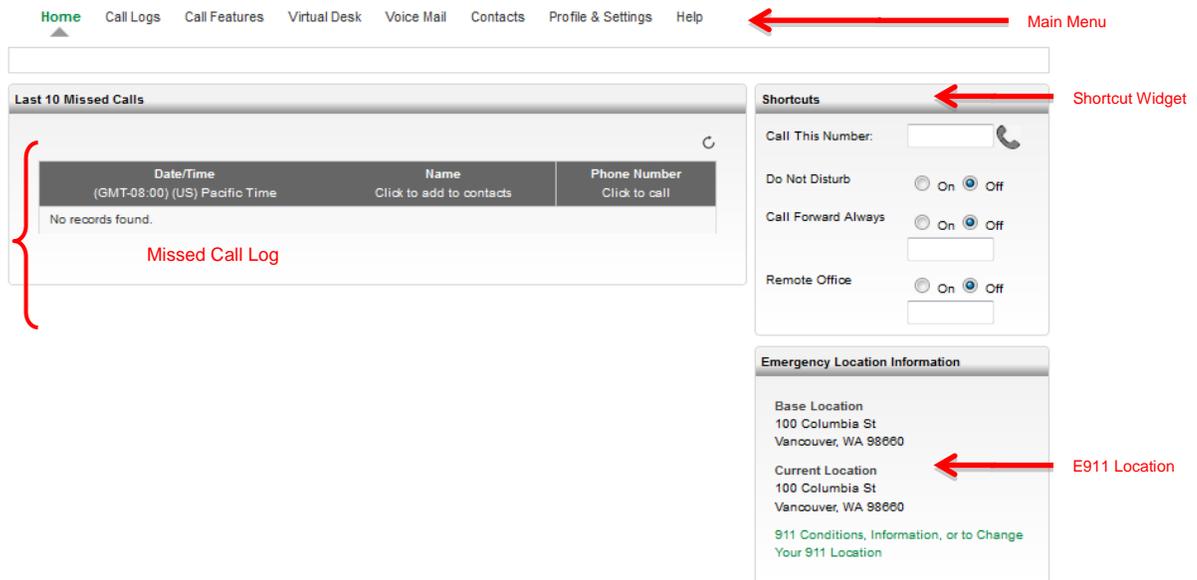# End User Portal User Guide

Table of Contents

Portal Navigation

The CenturyLink Hosted VoIP Portal follows a standard layout throughout. Regardless of where you navigate within this portal, your **Main Menu** toolbar will always be available to you. All **Main Menu** options provide you with **Sub Menus** which can be accessed in two ways; click on a **Main Menu** option, the **Sub Menu** will appear below the **Main Menu**. Or, hover over the **Main Menu** option, and a drop down box will be provided to you. Either option allows you to navigate to the same advanced features.

You will also find a **Question Mark** icon ("?") next to features throughout the portal. Hover your mouse over the **Question Mark,** this will give you a quick tip describing that feature's functionality.

Note: Some features described in this document may not be available to you depending on your seat type and what features your Office Administrator has granted to you.

Home Page Navigation

From the **Home Page**, you have access to a **Missed Call Log, Shortcut Widget** and **Emergency Location Information**. When you first access your Hosted VoIP Portal, you will likely not see **Missed Calls** in your **Last 10 Missed Calls** list. This list will dynamically change as you miss calls.

1. The **Last 10 Missed Calls** field provides you with details of your missed calls. Clicking on the phone number next to the contact will initiate a click-to-dial session. You can also click on the name of the contact to add them to your contacts list.

    Note: The name displayed is either the name in the CenturyLink Hosted VoIP system that your Administrator configured for that user, or it's the Caller ID name that was received from the incoming caller's telephone company.

2. The **Shortcuts Widget** allows you to quickly enable or disable feature such as **Do Not Disturb** and **Call Forwarding**. You can also type or copy/paste a 10-digit number into the **Call This Number** field to use click-to-dial functionality.

3. The **Emergency Location Information** portlet will identify your **Base Location** address, as well as your **Current Location** address which defines the address associated with E911.
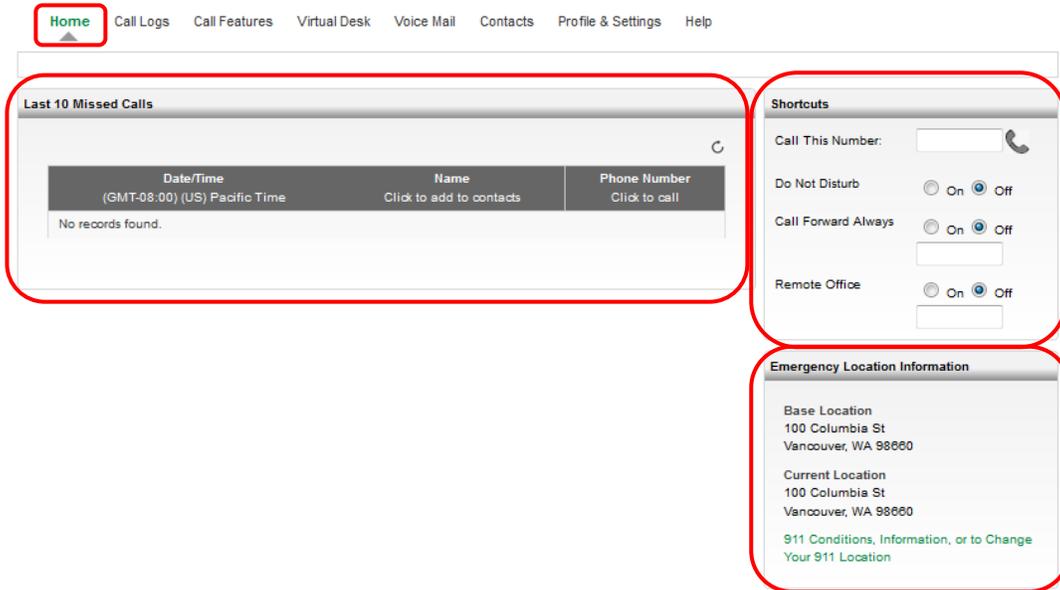
4. For access to the same user guides and documentation, hover over **Help** from the main menu and select **User Guides & Help Information**, or click on **Help** from the main menu, then select **User Guides & Help Information** from the sub menu.

5. "**Did You Know?**" and **"What's New?"** documents are now accessible by hovering over **Help** on the main menu and selecting either option; or by clicking on **Help** from the main menu and then selecting either option from the sub menu.

6. **Voicemail Retrieval Numbers** can now be found under Help. To access the information, hover over **Help** on the main menu. A toll free and domestic number to access voicemail from outside of the office is listed.

Call Logs

Call Logs allow you to have quick and easy access to all of your **Missed**, **Incoming**, and **Outgoing** call records. Clicking on the phone number next to the contact will initiate a click-to-dial session as described earlier. You can also click on the name of the contact to add them to your contacts.
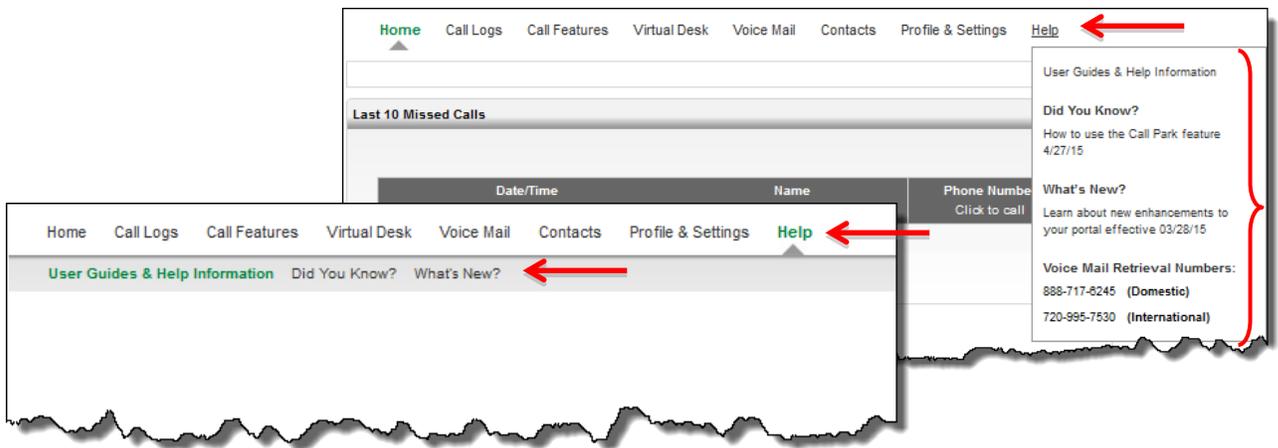
Note: The name displayed is either the name in the CenturyLink Hosted VoIP system that your Administrator configured for that user, or it's the Caller ID name that was received from the incoming caller's telephone company.

1. Click on **Call Logs** from the main menu to display the sub menu.
2. From the sub menu, click on the call log you wish to view – **Missed**, **Incoming**, **Outgoing**.
3. All call logs will appear in the format as displayed below, and will include **Date/Time**, **Name**, **Phone Number** and include **Call Duration** for Incoming and Outgoing calls).
4. Records can be sorted by **Date/Time**, **Name**, **Phone Number** or **Duration** by clicking on the up/down arrows in the column you wish to sort by.
5. All call log records are stored for 60 days.
6. To update the information in your call logs while you are in the portal, click the **Refresh** button.
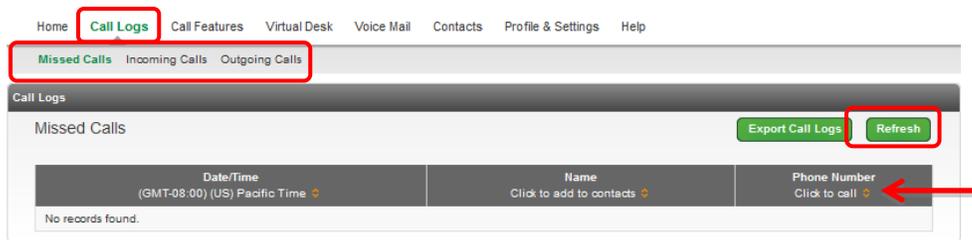
7. You can click-to-dial from any call record, or add any call record to your **Contacts** list.
8. To add a call record to your **Contacts**, click on the **Name** within the call record.
9. In the Add Contact box, save or replace the **Name** and **Phone Number** information.
10. Click the **Save** button.

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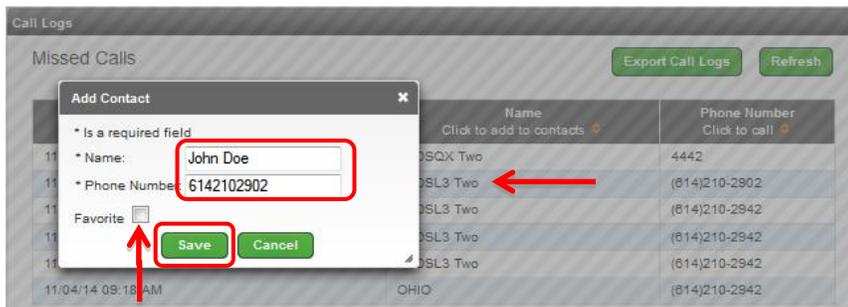
11. To place a call from the **Call Logs**, click on the **Phone** number.
12. Click **Close** to close the action box, or click **Call** to place a call to that party.
13. Depending on your phone settings, your phone will either go off-hook immediately and begin calling the phone number, or your phone will ring and you will have to answer it prior to the outbound call being sent.
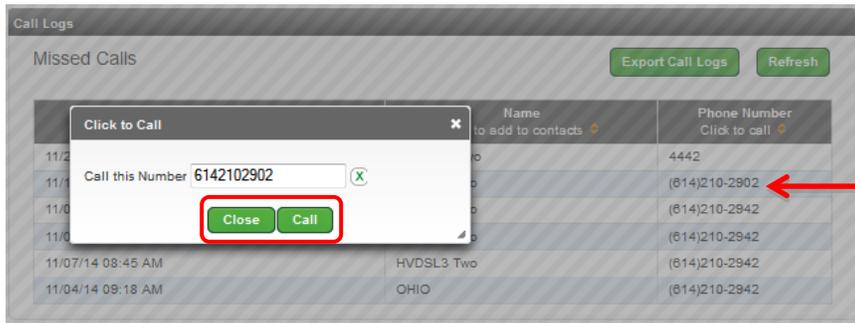

Exporting Call Logs

In addition to having the ability to view call log detail in your End User Portal, you can now **Export Call Logs** and retain records for future reference.

1. Click on **Call Logs** from the main 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. By clicking the **Export All Calls** check box, you will choose to export records for all call logs.
5. If you do not require all call logs, check the boxes for the record you wish to export.
6. Click the **Export** button.

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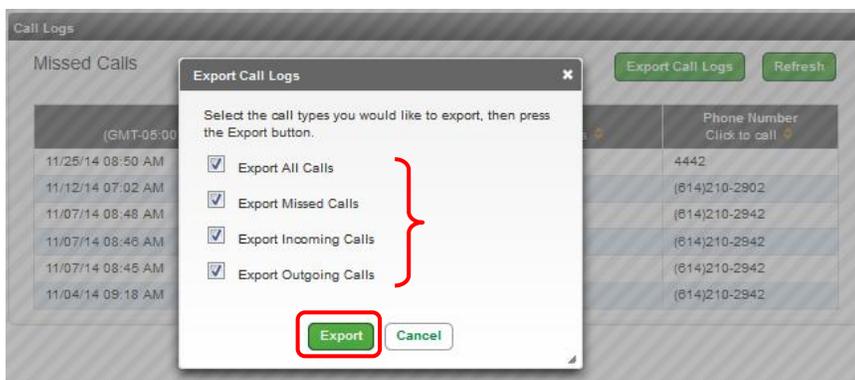
7. Your records will be exported to an Excel spreadsheet.
8. Records can then be saved and manipulated using all standard Excel feature/function and formatting options.

	A	B	C	D	E
1	Call Type	Date/Time	Name	Phone Number	Call Duration
2	Missed	11/12/14 07:02 AM	HVDSL3 Two	(614)210-2902	
3	Outgoing	11/12/14 07:01 AM	HVDSL3 Two	2942	00:00:01
4	Outgoing	11/12/14 07:00 AM	UNAVAILABLE	(614)215-7721	00:00:02
5	Outgoing	11/07/14 08:52 AM	UNAVAILABLE	*334442	00:00:23
6	Missed	11/07/14 08:48 AM	HVDSL3 Two	(614)210-2942	
7	Missed	11/07/14 08:46 AM	HVDSL3 Two	(614)210-2942	
8	Missed	11/07/14 08:45 AM	HVDSL3 Two	(614)210-2942	
9	Incoming	11/07/14 08:45 AM	HVDSQC User1	(303)251-4733	00:03:35
10	Outgoing	11/07/14 08:20 AM	HVDSL3 Two	*98	00:01:15
11	Outgoing	11/07/14 07:39 AM	HVDSQX Two	4442	00:00:02
12	Outgoing	11/07/14 07:39 AM	HVDSQX Two	4442	
13	Outgoing	11/07/14 07:38 AM	HVDSQX Two	4442	
14	Outgoing	11/06/14 04:07 PM	HVDSL3 Two	*98	00:00:15
15	Outgoing	11/06/14 03:54 PM	HVDSQC User2	*98	00:00:01
16	Outgoing	11/06/14 03:53 PM	HVDSQC User1	*98	00:00:09
17	Outgoing	11/06/14 03:52 PM	HVDSL3 Two	*98	00:00:08
18	Outgoing	11/06/14 03:49 PM	HVDSQC User2	*98	00:00:02

Call Settings

Call Settings gives you as a user, quick access to call control features for your phone such as **Call Waiting**, **Auto Callback**, and **Push to Talk**.

1. Click on **Call Features** from the main menu, click on **Call Settings** from the sub menu.
2. Remember to hover over the "**?**" if you are not sure about a feature. A description box will appear with a definition of that feature.
3. If you wish to change a setting, click on the radio button that corresponds to that feature.
4. Changing some features will require you to change settings or edit fields, complete the required fields as necessary.
5. Click the **Save** button.

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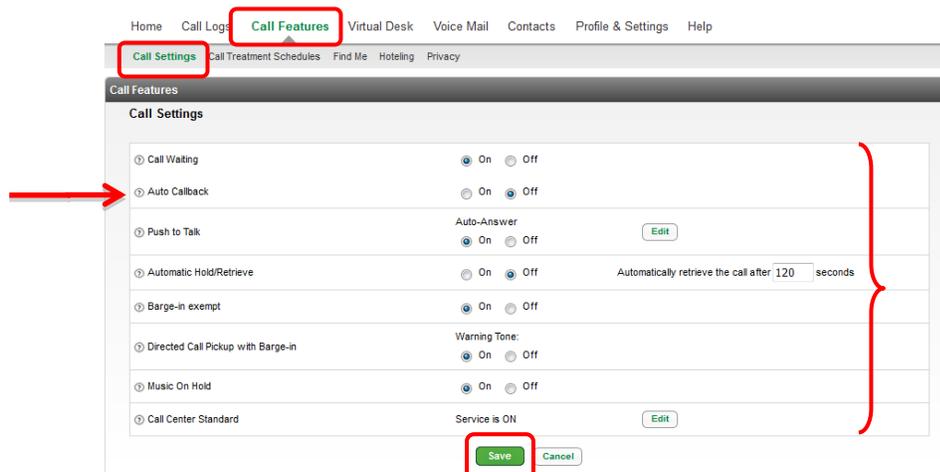
Call Waiting

Call Waiting allows you to receive another call while you are 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 will be used to notify you when the user is available.

Push to Talk

Push to Talk allows people to call each other and have the call answered automatically. You can control which users are allowed to call you in this way.

1. Once **Push to Talk** is on, press the **Edit** button to configure the settings.
   a. When **Auto Answer** is **On**, your phone will automatically answer incoming **Push to Talk** calls.
   b. **Outgoing Connection Type** allows for two options:
      i. 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.
      ii. 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.
   c. **Access List** options include the following:
      i. Check **Allow calls only from the users selected below** to accept **Push To Talk** calls from only the listed users.
      ii. Check **Allow calls from everyone except the users selected below** to accept **Push To Talk** calls from everyone except the listed users.
   d. **Available Users/Selected Users**:
      i. **Available Users** are individuals within your Group.
      ii. Search for Users by **Last Name** or **First Name**, or use the scroll bar to scroll through the list.
      iii. Drag and drop the users from the **Available Users** list to the **Selected Users** list.
      iv. Click the **Save** button.

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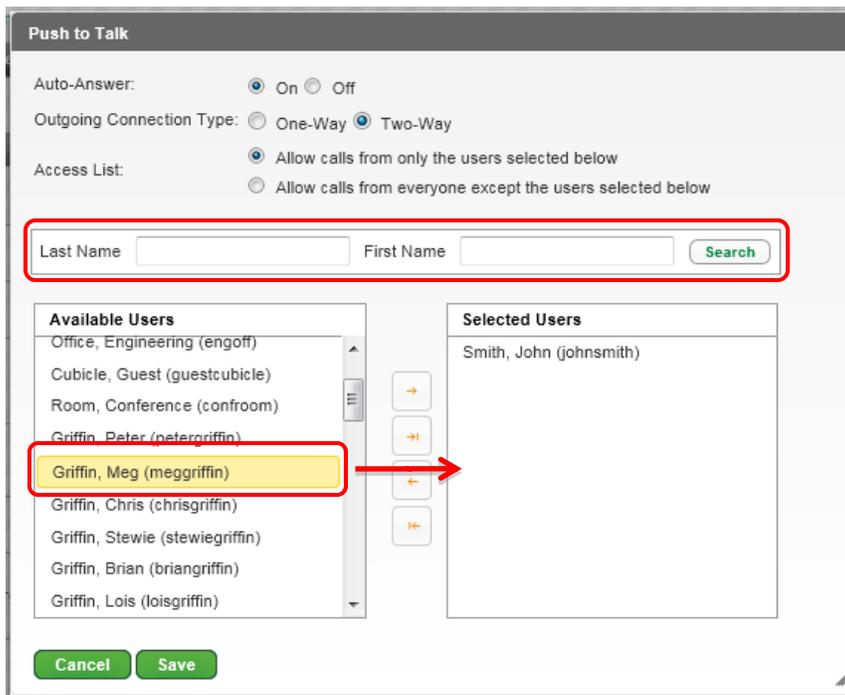
Automatic Hold/Retrieval

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

Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.

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 a call to another user in your office. If the call has not been answered, then it is picked up. If the call has been answered, then barge-in occurs. A barge-in results in a three-way call being created between you, 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 an individual user the ability to control whether Music On Hold is turned On or Off. 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, you will not be able to turn it on. This feature can only be enabled/disabled if they have allowed you to have Music On Hold.

Contact Center Standard

If you are 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 will 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 will only be visible in your portal of you have a Contact Center Standard or Supervisor seat.*
1. Click the Contact Center Standard **Edit** button.
2. The names of the Contact Centers you are a member of are indicated in the **Call Center ID** column.
3. The **Join Call Center** column defines whether you are "Joined" into a Contact Center:
    - **Checkmark** - indicates you are **Joined** into that Contact Center
    - **Unchecked** - you are **not Joined** into that Contact Center
4. Check and uncheck the appropriate boxes to **Join** and **Unjoin** Contact Centers as necessary.
5. Click the **Save** button.

Note: If you are unable to uncheck any of the Contact Centers you are a member of, this is your indication that your company administrator has not enabled this feature and you are a permanent member of that Contact Center.
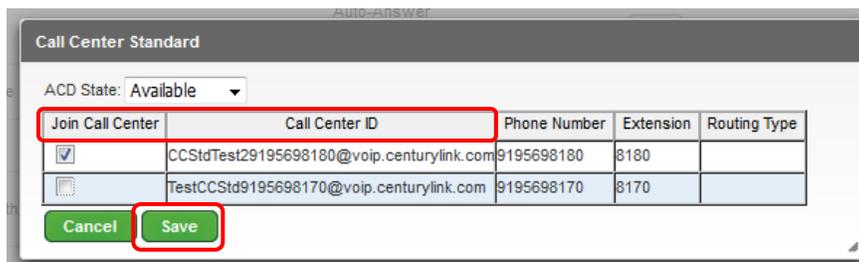
6. Change your agent status by selecting options from the **ACD State** drop down box:
   a. **Sign-In** - signs you into any Contact Center you are a member of and joined
   b. **Sign-Out** - signs you out of any Contact Center you are a member of and joined
   c. **Available** - makes you ready to receive calls from any Contact Center you are a member of and joined
   d. **Unavailable** - prevents you from receiving calls from any Contact Center you are a member of and joined
   e. **Wrap-Up** - allows you to complete post call duties, and will change your status to Available automatically once the timer expires, the timer length is based on a setting made by your company administrator
7. Click the **Save** button.
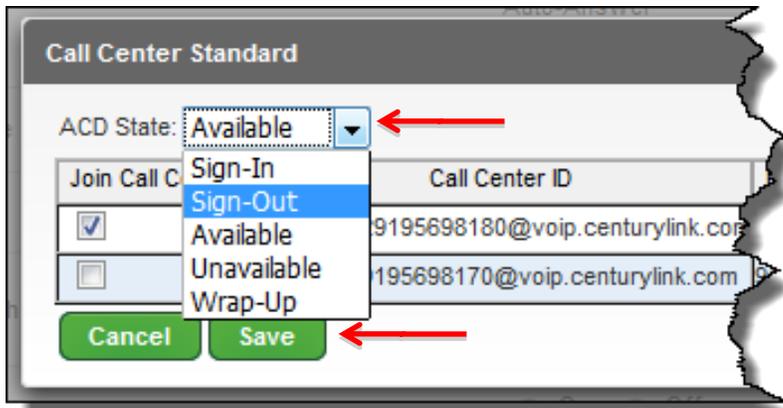
Find Me

The **Find Me** section of the portal offers quick access to call routing features for your phone including **Simultaneous Ring** and **Sequential Ring**.

1. Click on **Call Features** from the main menu, click **Find Me** from the sub menu.
2. Review the **Find Me** features and activate those features you wish to utilize.
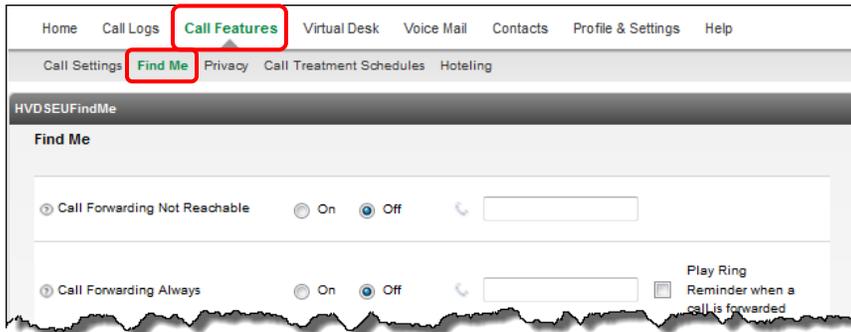
3. Not all features need to be activated or used and it is recommended that you do not enable multiple features at the same time.
4. Be frugal on what you enable, so you don't cause unnecessary issues by defining too many rules.
5. After all setting changes have been made, click the **Save** button.

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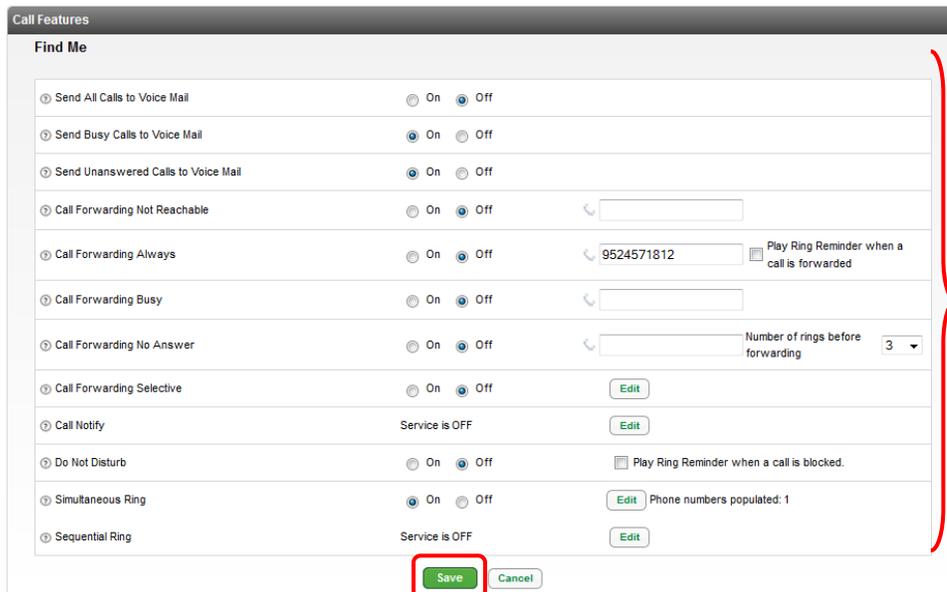
Send All Calls to Voicemail
Sends all calls directly to voicemail without ringing your phone.

Send Busy Calls to Voicemail
Sends all calls directly to voicemail if your line is busy.

Send Unanswered Calls to Voicemail
Send unanswered calls to voicemail after ringing at your device.

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.

Call Forwarding Always
Automatically forwards all of your calls to another phone number.

Call Forwarding Busy
Automatically forwards your calls to another phone number if your line is busy.

Call Forwarding No Answer
Automatically forwards your calls to another phone number if you do not answer your phone after a determined number of rings.

Call Forwarding Selective
Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the 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 specify particular rules.
3. Make sure **Is Active** is checked.
4. Checking the **Play Ring Reminder when a call is forwarded** will cause your phone to have a short audible ring when receiving a call, this is a good way to prevent from forgetting your phone is forwarded for long periods of time.
5. Click **Add Rule** to display the rule menu.

6. Provide a **Description** for the rule you would like to create.
7. Specify the forwarding number you want to use for this entry. You can either select **Use Default Forward Phone Number / SIP-URI** which will use the number configured on the previous page, or you can select **Forward to another Phone Number / SIP-URI**, which will allow you to have a specific number for this rule. If you select **Forward to another Phone Number / SIP-URI**, you will need to enter the phone number in the field provided.
8. Select the **Time Schedule**.

Note: Time Schedules can be added via the Call Treatment Schedule sub menu.

9. Select the **Holiday Schedule**.
10. Determine which calls you would like to forward:
    a. If you want all calls you receive to be forwarded to your forwarding number, select **Any phone number**.
    b. To forward only a selected group of phone numbers, select **Following phone numbers**.
    c. Check the **Any private number** box to have all calls from private numbers forwarded directly to your forwarding number.
    d. Check the **Any unavailable number** box to have all calls from unavailable numbers forwarded to your forwarding number.
    e. Fill the text boxes under **Specific phone numbers**, and enter the complete phone number.

Note: You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "" represents a digit string and can appear only at the end of a group of digits and "?" wild cards.*

    f. If you want to specify more than 12 numbers, you need to make a new Call Forwarding Selective entry with the same forwarding number as the current entry, and add the rest of the numbers you want forwarded.
11. Click the **Done with Add Rule** button.
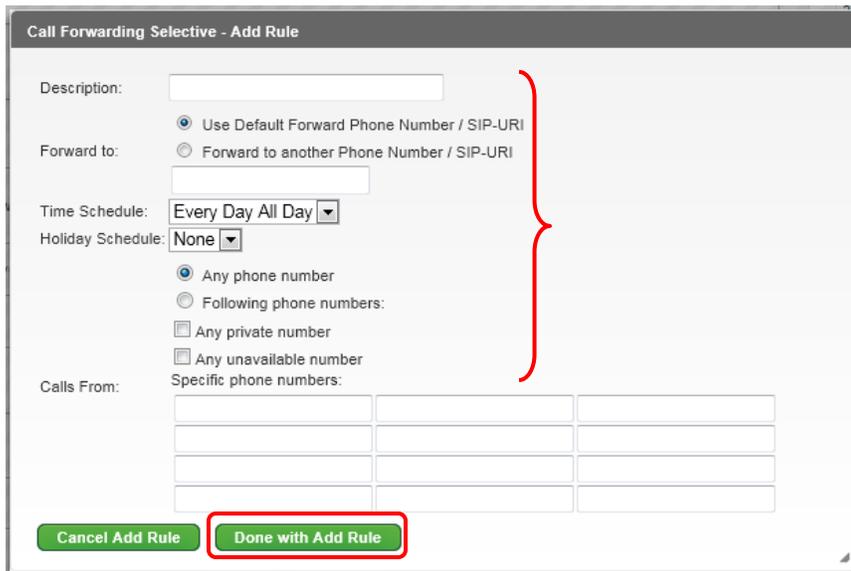
Note: *A single Rule can only accommodate either a Time Schedule or Holiday Schedule. If you want to use both, you need to set up individuals Rules - one for Time Schedule and one for Holiday Schedule. Attempting to add a Time and Holiday schedule to the same Rule, will result in the following error.*

Call 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** you would like call notification to be sent to.
3. If you want emails sent for every call that is received, press the **Save** button and you're finished. Otherwise, you can continue to step 4 and add specific rules for when emails will be sent.
4. Click **Add Rule** to display the rule menu.
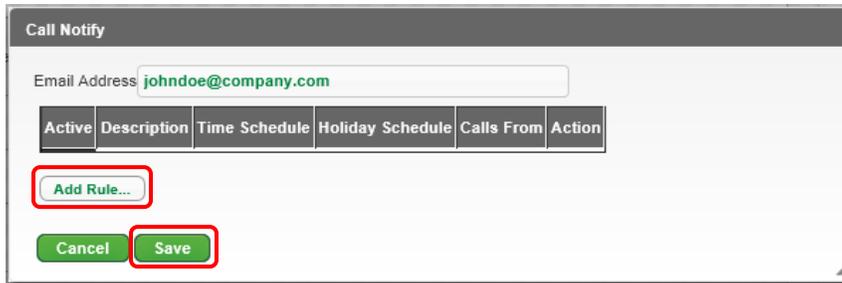
5. Provide a **Description** for the rule you would like to create.
6. Select the **Time Schedule**.
   Note: Time Schedules can be added via the Call Treatment Schedule sub menu.

7. Select the **Holiday Schedule**.
8. Determine which calls you would like to receive an email notification for:
   a. If you want to receive an email notification for all calls, select **Any phone number**.
   b. To receive an email notification only for a selected group of phone numbers, select **Following phone numbers**.
   c. Check the **Any private number** box to receive an email notification for all calls from private numbers.
   d. Check the **Any unavailable number** box to receive an email notification for calls from unavailable numbers.

e. Fill the text boxes under **Specific phone numbers** in, and enter the complete phone number.

> **Note:** *You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can appear only at the end of a group of digits and "?" wild cards.*

f. If you want to specify more than 12 numbers, you need to make a new Call Notify rule, and add the rest of the numbers you want to be notified for.

9. Click the **Done with Add Rule** button.
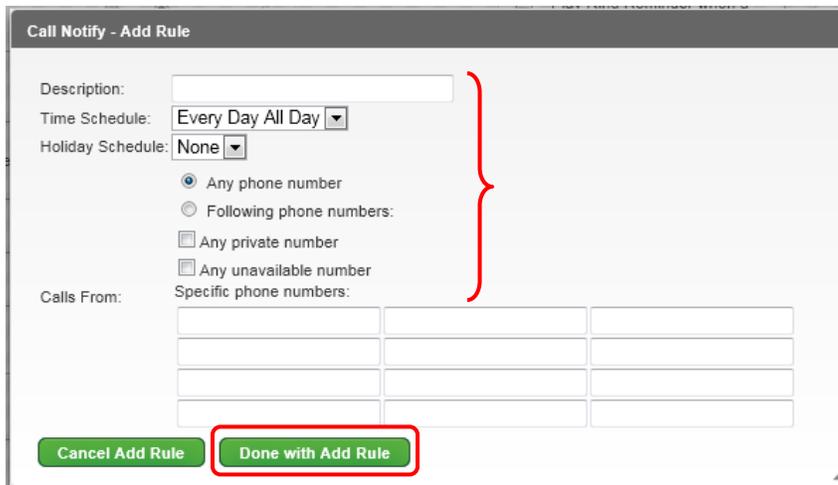
Do Not Disturb

Automatically forwards calls to your voice messaging service, if configured, otherwise the caller hears a busy tone. The **Play Ring reminder when a call is blocked** check box will cause your phone to have a short audible ring when receiving a call, this is a good way to prevent from forgetting your phone is in **Do Not Disturb** mode for long periods of time. When Do Not Disturb is activated, the icon next to your extension will appear with an "X", which is a visual that your phone is in Do Not Disturb mode. When Do Not Disturb is deactivated, the "X" will be replaced with a phone icon.

Simultaneous Ring

Simultaneous Ring allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring if you receive a call. You can also turn off **Simultaneous Ring** when you are at your desk on a call. 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. *Warn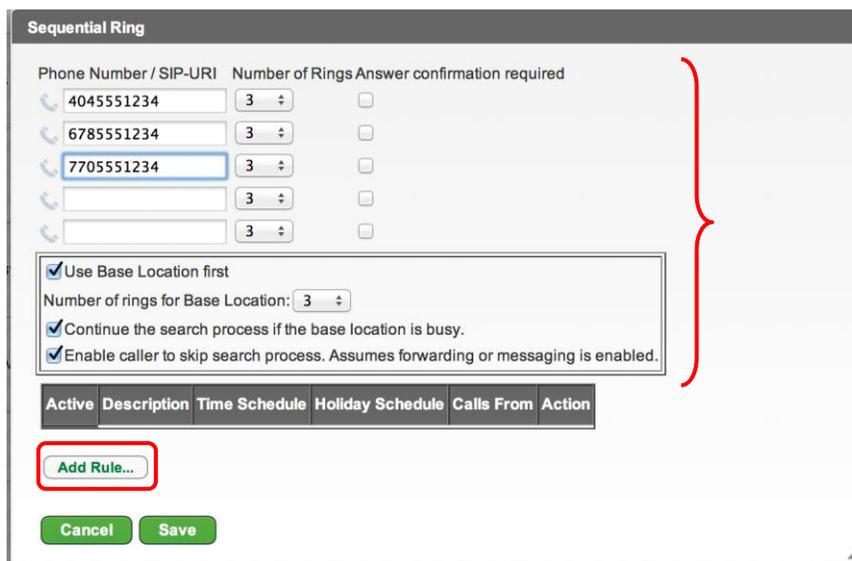ing: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on an alternate voice messaging system!*

1. Click the **Edit** button next to **Simultaneous Ring** in the **Find Me** menu.
2. Select when you would like to receive **Simultaneous Ringing** for your phone. You can do so for all calls, or just when you're not actively on a phone call.
3. Click the **Add Number** button to add phone numbers you would like to ring when you receive calls.

4. Enter the **Phone Number / SIP-URI** that you would like to ring. Check the **Answer confirmation required** check box if you would like the system to require you to press a button on your phone before passing the call to you. It is suggested to leave this unchecked.
5. Click the **Save** button. Repeat steps 3 through 5 until you have added all of the numbers you would like to have ring for incoming calls.
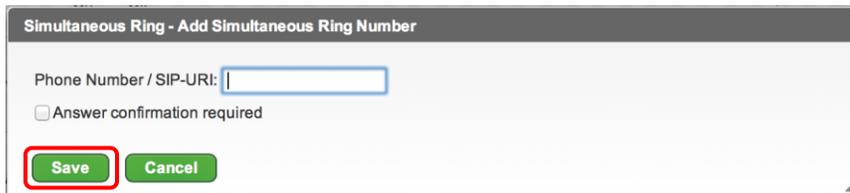
6. You can now add optional rules for when **Simultaneous Ringing** will occur. Click the **Add Rule** button.

7. Provide a **Description** for the rule you would like to create.
8. Select the **Time Schedule**.

> *Note: Time Schedules can be added via the Call Treatment Schedule sub menu.*

9. Select the **Holiday Schedule**.
10. Determine which calls you would like Simultaneous Ringing to be active for:
    a. If you want for Simultaneous Ringing to be active for all calls, select **Any phone number**.
    b. To have Simultaneous Ringing active only for a selected group of phone numbers, select **Following phone numbers**.
    c. Check the **Any private number** box to have Simultaneous Ringing active for all calls from private numbers.
    d. Check the **Any unavailable number** box to have Simultaneous Ringing active for calls from unavailable numbers.
    e. Fill the text boxes under **Specific phone numbers** in, and enter the complete phone number.

    > *Note: You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can appear only at the end of a group of digits and "?" wild cards.*

11. If you want to specify more than 12 numbers, you need to make a new Simultaneous Ringing rule, and add the rest of the numbers you want Simultaneous Ringing to be active for.
12. Click the **Done with Add Rule** button.
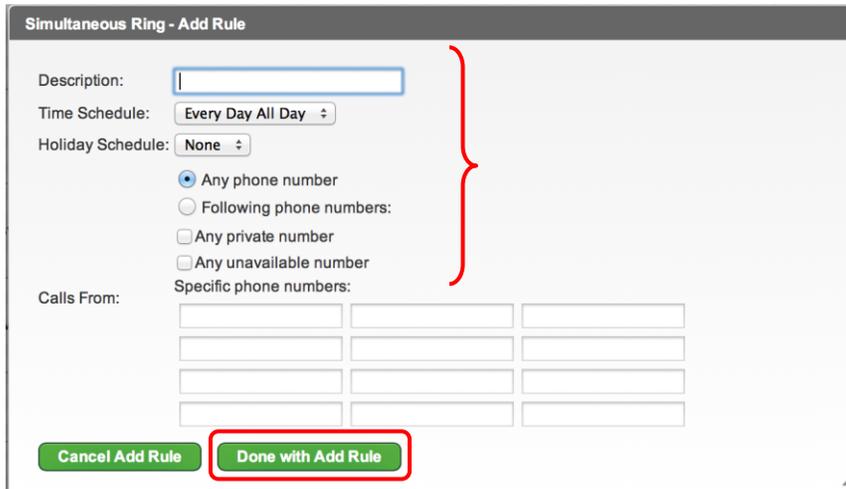
Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 devices or locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. 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 enter **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 have 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**

1. Click the **Edit** button next to **Sequential Ring** in the **Find Me** menu.
2. Enter the **Phone Numbers** you would like to ring. Make sure you put them in order from first to last.
3. Check the **Answer confirmation required** check box next to each number if you would 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 would like each location to ring. Keep in mind that the more rings you have for each location, the better chance the calling party will disconnect before cycling through all of your numbers.
5. Check the box **Enable Base Location first** if you want your office phone to ring before the other phone numbers ring.
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 of your office lines are in use.
8. Check the box **Enable caller to skip searching process** if you would like incoming callers to have the option to go straight to your voice mail.
9. If you would like to add a rule for when **Sequential Ring** will be active, click the **Add Rule** button.

10. Provide a **Description** for the rule you would like to create.
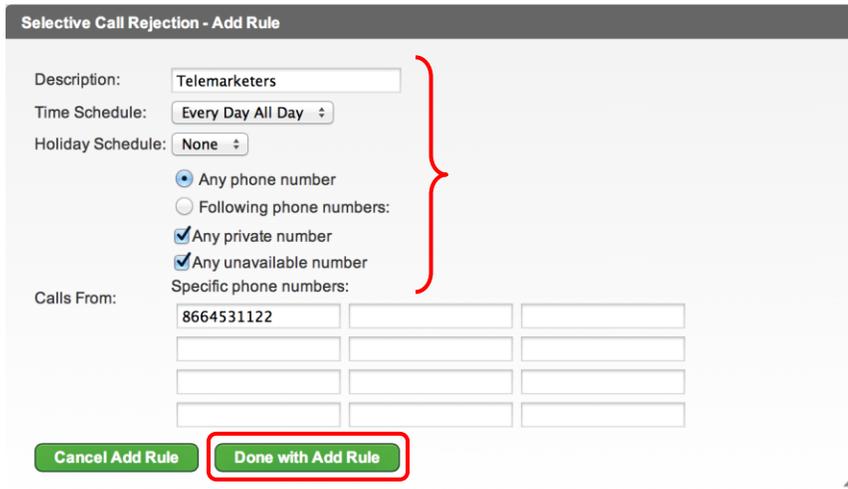11. Select the **Time Schedule**.

> *Note: Time Schedules can be added via the Call Treatment Schedule sub menu.*

12. Select the **Holiday Schedule**.
13. Determine which calls you would like Sequential Ringing to be active for:
    a. If you want for Sequential Ringing to be active for all calls, select **Any phone number**.
    b. To have Sequential Ringing active only for a selected group of phone numbers, select **Following phone numbers**.
    c. Check the **Any private number** box to have Sequential Ringing active for all calls from private numbers.
    d. Check the **Any unavailable number** box to have Sequential Ringing active for calls from unavailable numbers.
    e. Fill the text boxes under **Specific phone numbers** in, and enter the complete phone number.

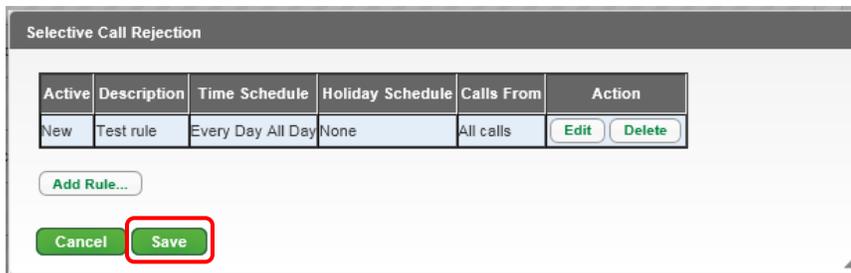HostedVoIP_End_User_Portal_0816rev4.doc

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Note: *You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can appear only at the end of a group of digits and "?" wild cards.*

14. If you want to specify more than 12 numbers, you need to make a new Sequential Ringing rule, and add the rest of the numbers you want Sequential Ringing to be active for.

15. Press the **Done with Add Rule** button.
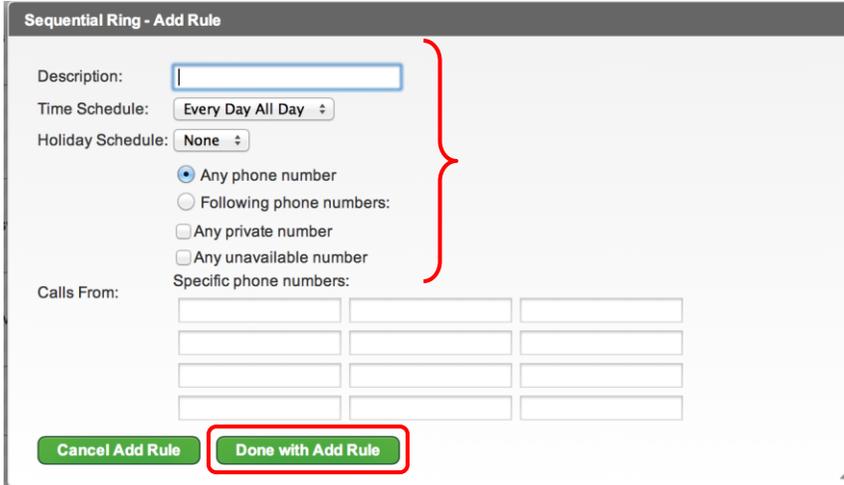
Sequential Ring - Add Rule

Description: [ ]
Time Schedule: Every Day All Day ◂▸
Holiday Schedule: None ◂▸

     ⦿ Any phone number
     ○ Following phone numbers:
     ☐ Any private number
     ☐ Any unavailable number
     Specific phone numbers:

Calls From:

[ ] [ ] [ ]
[ ] [ ] [ ]
[ ] [ ] [ ]
[ ] [ ] [ ]

[Cancel Add Rule] [Done with Add Rule]

16. Click the **Save** button to save your settings.
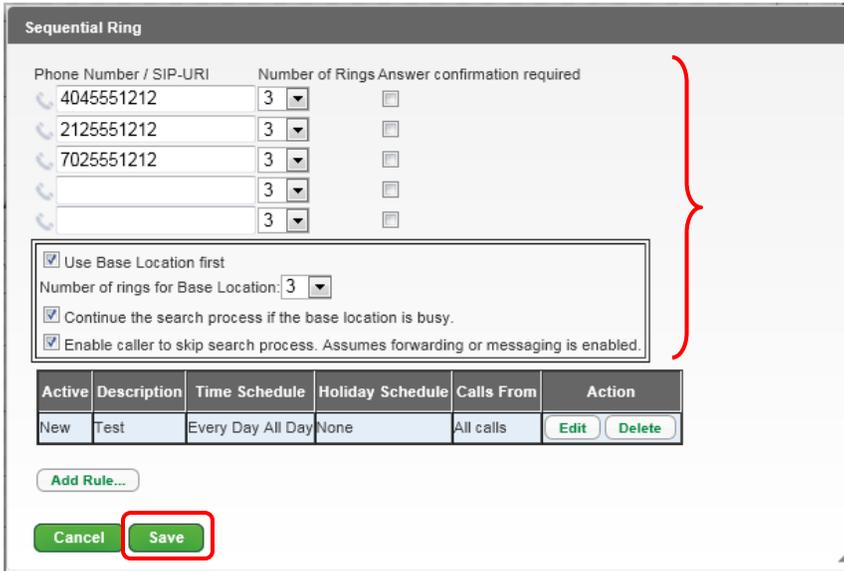
Sequential Ring

Phone Number / SIP-URI   Number of Rings   Answer confirmation required
📞 4045551212   3 ▾   ☐
📞 2125551212   3 ▾   ☐
📞 7025551212   3 ▾   ☐
📞   3 ▾   ☐
📞   3 ▾   ☐

☑ Use Base Location first
Number of rings for Base Location: 3 ▾
☑ Continue the search process if the base location is busy.
☑ Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Active	Description	Time Schedule	Holiday Schedule	Calls From	Action
New	Test	Every Day All Day	None	All calls	[Edit] [Delete]

[Add Rule...]

[Cancel] [Save]

Privacy

The **Privacy** section provides access to configure features such as call rejection.

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 are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your company.

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. Provide a **Description** for the rule you would like to create.
4. Select the **Time Schedule**.

> **Note:** *Time Schedules can be added via the Call Treatment Schedule sub menu.*

5. Select the **Holiday Schedule**.
6. Determine which calls you would like Selective Call Rejection to be active for:
    a. If you want for Selective Call Rejection to be active for all calls, select **Any phone number**.
    b. To have Selective Call Rejection active only for a selected group of phone numbers, select **Following phone numbers**.
    c. Check the **Any private number** box to have Selective Call Rejection active for all calls from private numbers.
    d. Check the **Any unavailable number** box to have Selective Call Rejection active for calls from unavailable numbers.
    e. Fill the text boxes under **Specific phone numbers** in, and enter the complete phone number.

> **Note:** *You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can appear only at the end of a group of digits and "?" wild cards.*

7. If you want to specify more than 12 numbers, you need to make a new Selective Call Rejection rule, and add the rest of the numbers you want Selective Call Rejection to be active for.
8. Press the **Done with Add Rule** button.

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

Selective Call Acceptance

Only **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. Provide a **Description** for the rule you would like to create.
4. Select the **Time Schedule**.

   Note: Time Schedules can be added via the Call Treatment Schedule sub menu.

5. Select the **Holiday Schedule**.
6. Determine which calls you would like Selective Call Acceptance to be active for:
   a. If you want for Selective Call Acceptance to be active for all calls, select **Any phone number**.
   b. To have Selective Call Acceptance active only for a selected group of phone numbers, select **Following phone numbers**.
   c. Check the **Any private number** box to have Selective Call Acceptance active for all calls from private numbers.
   d. Check the **Any unavailable number** box to have Selective Call Acceptance active for calls from unavailable numbers.
   e. Fill the text boxes under **Specific phone numbers** in, and enter the complete phone number.

      Note: You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "" represents a digit string and can appear only at the end of a group of digits and "?" wild cards.*
7. If you want to specify more than 12 numbers, you need to make a new Selective Call Acceptance rule, and add the rest of the numbers you want Selective Call Acceptance to be active for.
8. Press the **Done with Add Rule** button.
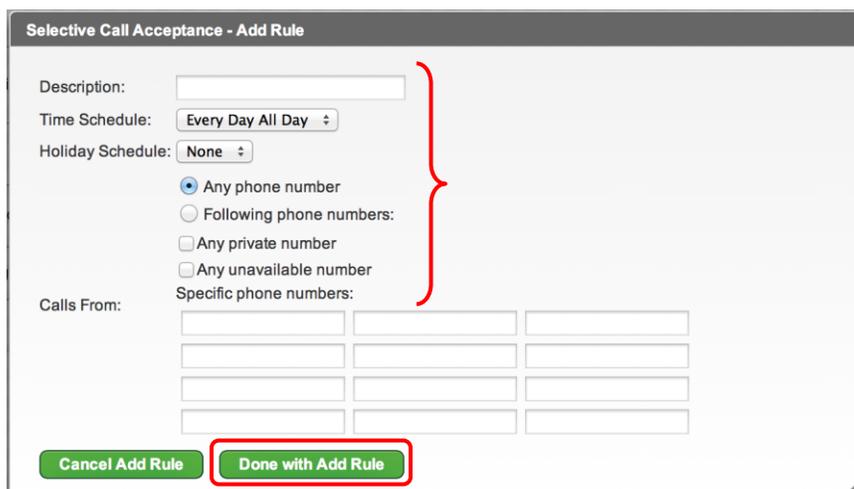
9. Click the **Save** button to save your rule settings.

Calling Line ID Blocking

When the **On** radio button is selected, your caller ID will not be sent on any outbound call; if you keep this setting on **Off**, you can selectively block caller ID by pressing *67 before dialing the 10-digit phone number.

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 setup a schedule and assign it to various services, you will only have to change that schedule once and it will affect all services that it is assigned to.

In this example, we are going to set up an After Hours time schedule, based on the following working hours:

- **Mon-Thur –**   8:00 a.m. to 5:00 p.m.
- **Fri –**   8:00 a.m. to 12:00 p.m.
- **Sat-Sun --**   Closed

1. Click **Call Features** from the main menu, click **Call Treatment Schedules** from the submenu.
2. Click the **Add Schedule** button.

3. Enter a description for your schedule in the **Schedule Name** field.
4. Select the appropriate radio button for a **Holiday** or **Time** schedule.
5. Click the **Save** button.
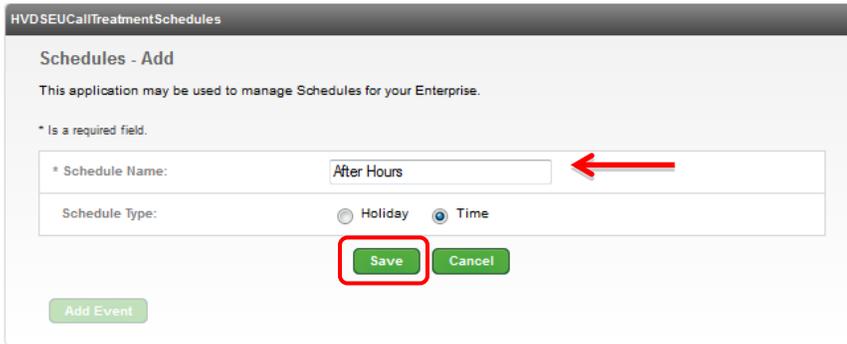
6. After receiving the **Action Completed Successfully** notice, click the **Add Event** button.
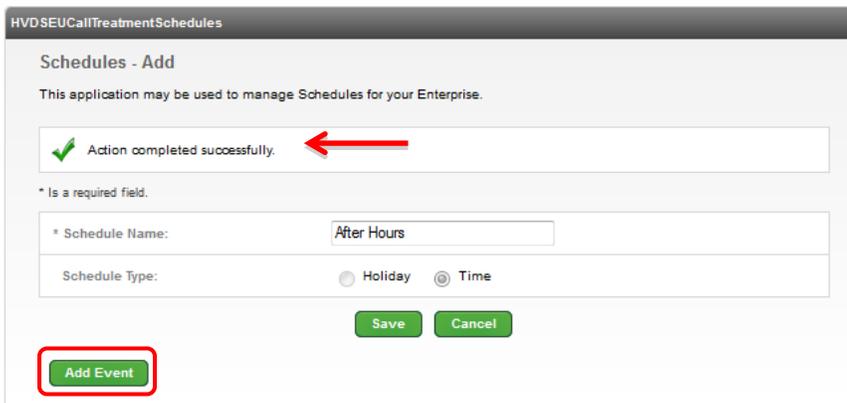
7. Enter a name for your event in the **Event Name** field; you can have multiple events within one Schedule.
8. The **Start Date** and **End Date** is selected based on whether your event is within one 24 hour period or crosses to the next; in this example the Start and End date need to be different 24 hour periods; select the **Start Date** and **End Date** by clicking on the calendar icons.
9. Select your start and end times by clicking the drop down boxes for **Start Time** and **End Time**.
10. If this schedule will be an all day event, check the **All Day Event** box.
11. Select the recurrence level from the **Recurrence** drop down box; if a recurrence option other than Never is selected, additional options will be provided.
    - Never
    - Daily
    - Weekly
    - Monthly
    - Yearly
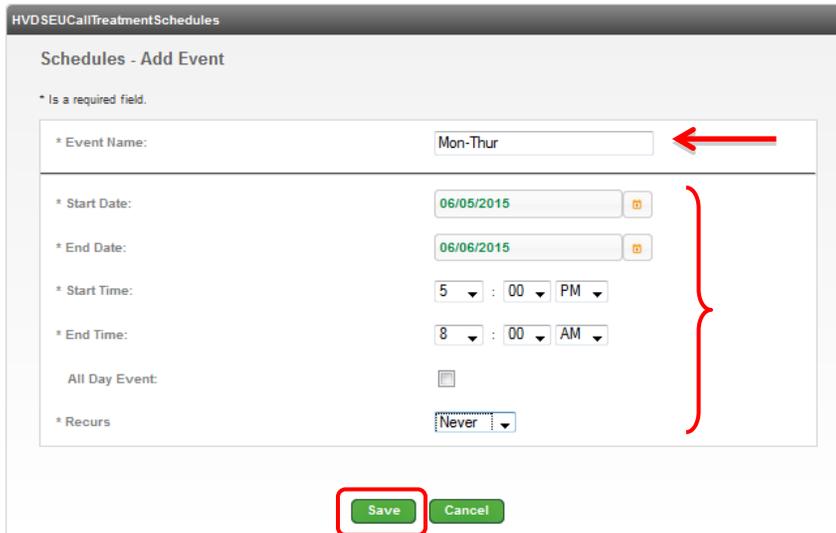
12. Enter the recurrence frequency in the **Every** field, if this event will be every week, enter a "1".
13. Select the days of the week for your event, in this example the schedule is for Mon-Thur, so those days are selected.
14. Choose the options for an **End** date for your event if applicable.
15. Click the **Save** button.
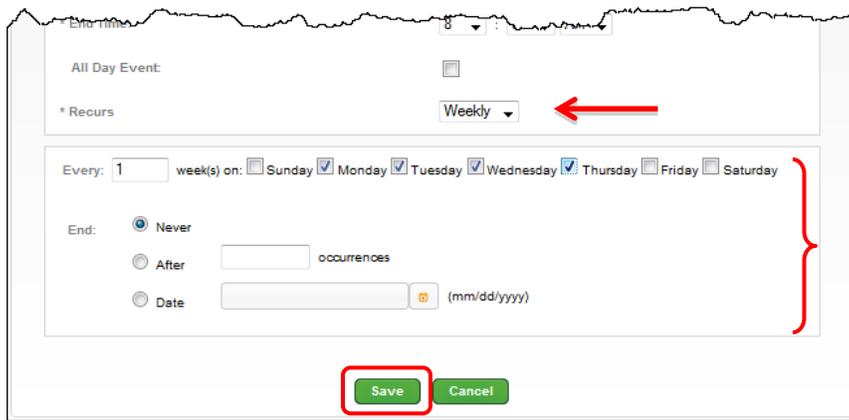
16. You now have an **After Hours** schedule with one event for Mon-Thurs after hours.
17. To add another event to that same schedule, click the **Add Event** button again.
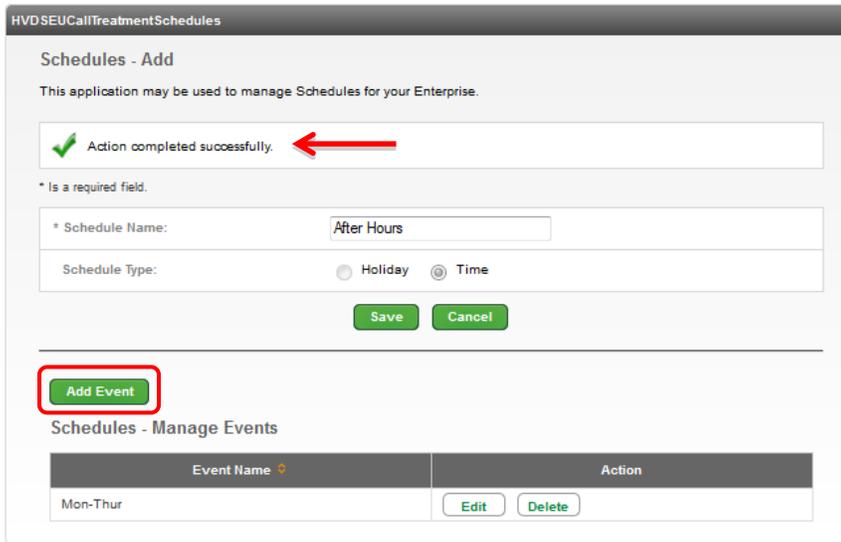
18. Add the **Event** Name.
19. Select the **Start** and **End Date**; since this schedule is in one 24 hour period, it will be the same start/stop date.
20. Select the **Start** and **End Times**.
21. Select if it is an **All Day Event**.
22. Select the **Recurrence** option.
23. Enter how often it should recur and select **Friday**.
24. Click the **Save** button.
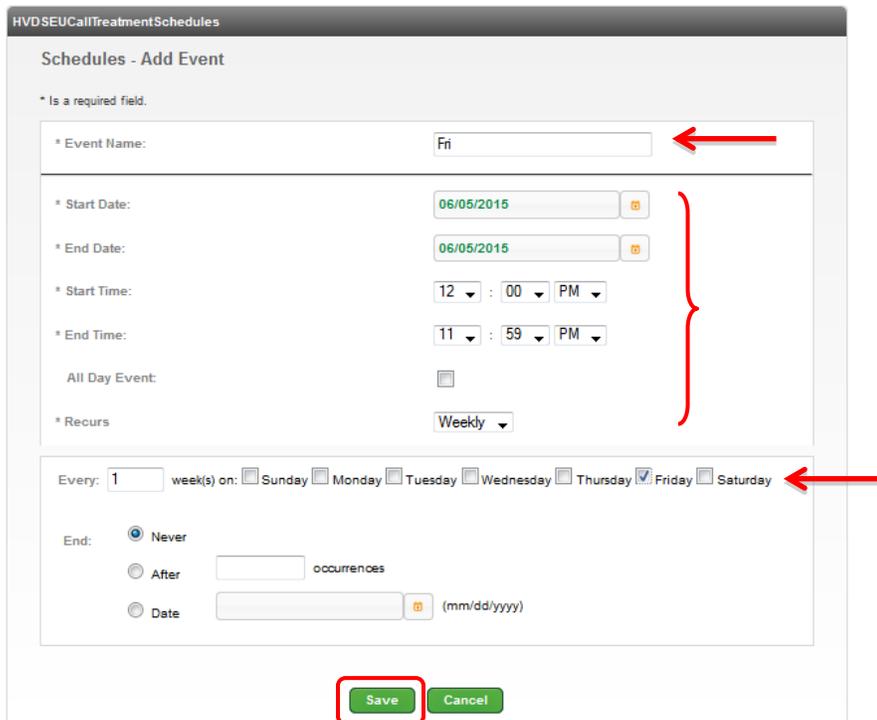
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25. Your **After Hours** schedule now has an event for Mon-Thur and Fri.
26. To add your weekend event to that same schedule, click the **Add Event** button again.
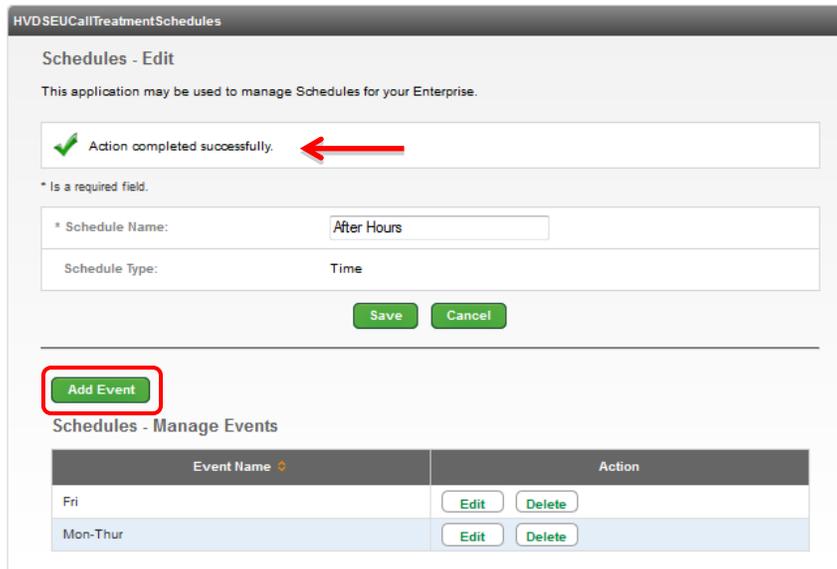
27. Add the **Event Name**.
28. Select the **Start** and **End Date**, which can be the same date.
29. Check the **All Day Event** box since this is an all day event; the **Start Time** and **End Time** functionality will become disabled.
30. Select your **Recurrence**.
31. Enter **1** for every week recurrence, and check **Sunday** and **Saturday**.
32. Click the **Save** button.
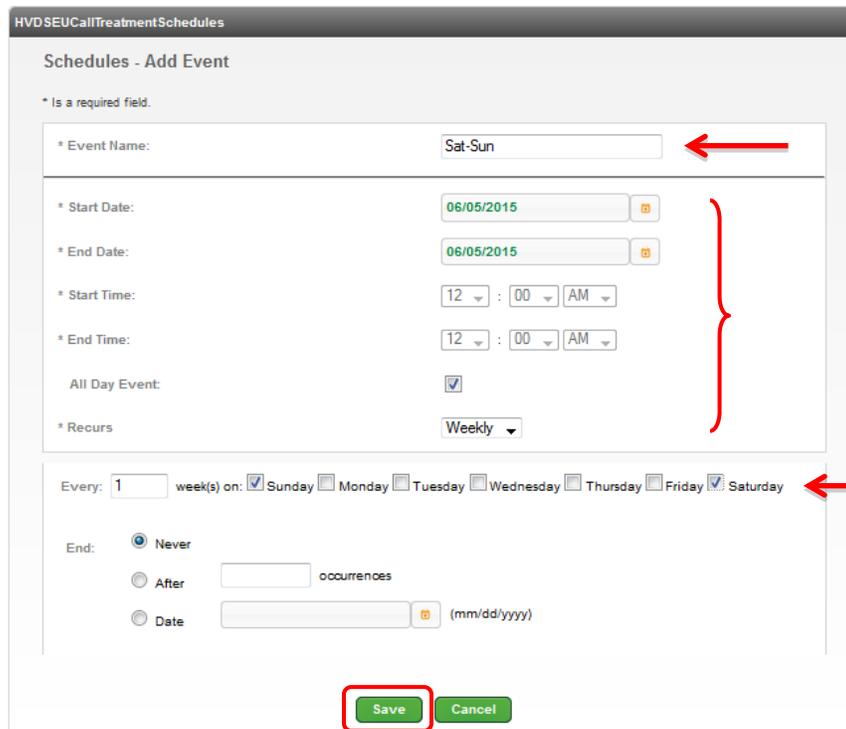
33. You have now successfully created and saved three events within one **Schedule**.
34. The After Hours schedule can now be used in features such as **Call Forward Selective**, **Simultaneous Ring** and **Sequential Ring**.
35. Delete an event at anytime by clicking the **Delete** button.
36. To modify or edit an event, click the **Edit** button.
37. Click the **Save** button to continue.
38. Follow this same process to build additional **Schedules** with different event dates and times.

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.

1. Click **Call Features** from the main menu, click **Hoteling** from the sub menu

2. To make your device a hotel host, click the **Hoteling Host On** radio button; if you do not wish to host another user, select the **Hoteling Host Off** radio button.

> **Note:** With Hoteling Host enabled, if your administration enabled Hoteling Integration, a GuestIn softkey will be available on your phone for Guest to login; a GuestOut softkey will be available for the guest to logoff.

3. **Enforce Time Limit** allows you to define how long a guest can associate to your seat; to define a time, click the On radio button and enter the number of hour in the Hours field. Guests will be forced off of your device when they reach that time limit.

4. **Permission Level** allows you to determine if anyone from within your organization can associate to your phone, or contain that access to individuals within your own Group or Location.

5. If a guest does associate their profile to your handset device, the Last Name, First Name, Phone Number, Extension, Location Dialing Code and Associate Date for that user will appear in the **Associated Guest** field.

6. To enable your ability to associate your profile to a Hotel Host device, click the **Hoteling Guest On** radio button; if you do not wish to associate to another device, click the **Hoteling Guest Off** radio button.

7. To set the time limit of guest association, click the **Enforce Time Limit On** radio button; enter the number of hours you wish to remain associated in the **Hours** field. Once that time limit is met, your profile will be removed from the Hotel Host device.

8. The **Guest Pin** allows you to log into a Host device; the PIN must be numeric between 6-8 charters in length.

9. To log into a Host Device, click the **Hoteling Soft Key**, enter your 10-digit phone number and PIN.

10. To log into a Host Device from the portal, find Available Hosts and drag/drop them to the Associated Host field.

11. Click the **Save** button.

Manage PC Receptionist Users

Manage PC Receptionist Users allows the user to add users within the Receptionist PC Console that they wish to monitor. Those users are then listed under Favorites within the Receptionist PC Console and can be easily used to process calls and monitor status of those individuals.

*Note: If you are not assigned a Receptionist Soft Console, you will not see **Manage PC Receptionist Users** on your Call Features sub menu.*
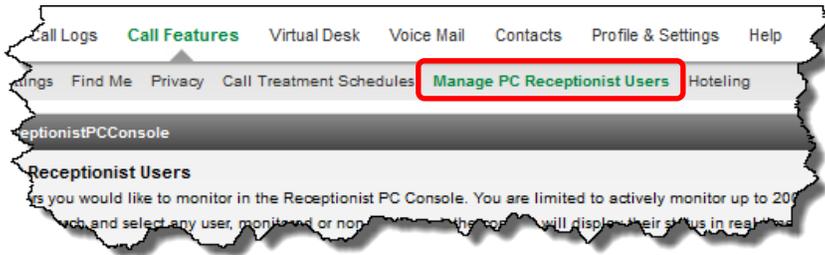
1. Click Call Features on the main menu, click **Manage PC Receptionist Users** from the submenu.
2. Select which Group from the **Select a Group** drop down box to find the users you wish to monitor, or select **Search ALL – Across Enterprise** to display all users within your company.
3. Select the users from the **Search Results** field that you wish to monitor (you can monitor up to a maximum of 200 users across your Enterprise).
4. Drag and Drop those users from the **Search Results** field to the **Monitored Users** field.
5. To refine your search, select your search criteria from the **Find** drop down box, First Name, Last Name or Phone.
6. Enter the search criteria or partial search criteria in the "**that includes"** field.
7. Click the **Search** button.
8. Once all users are moved to the Monitor Users field, click the **Save** button.
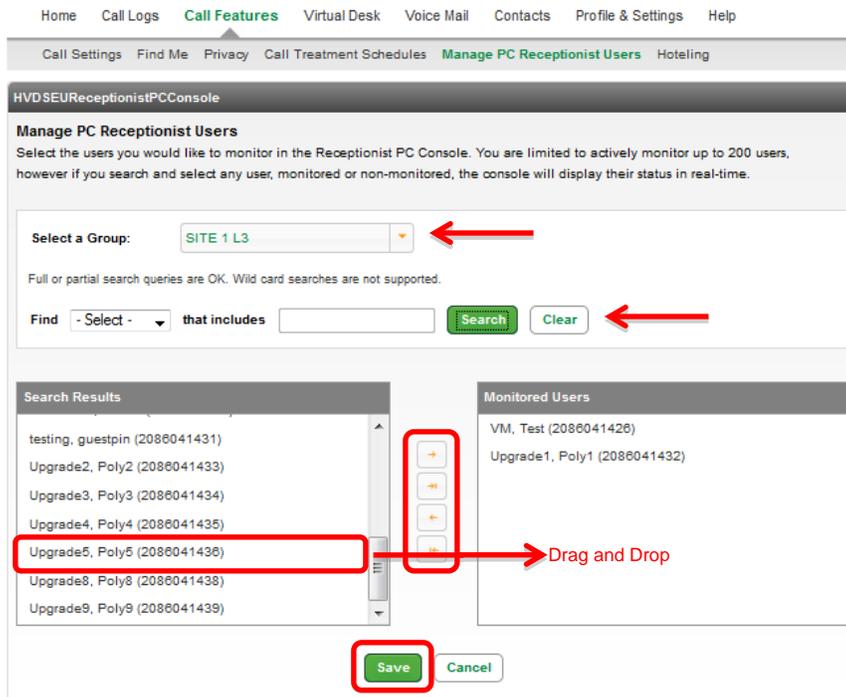
9. A single sign on link to launch the Receptionist PC Console can be found in the upper right hand corner of your portal.
10. Click on this link to launch the Console.
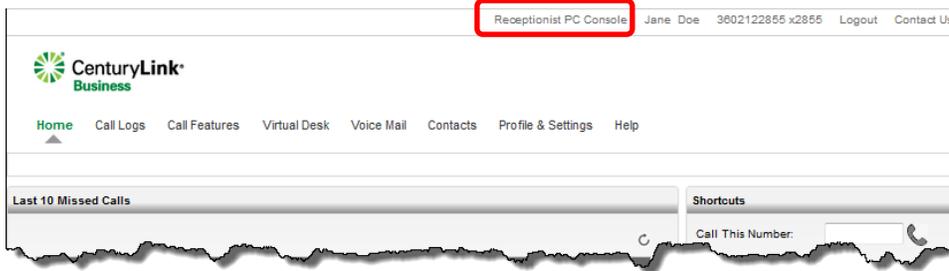
11. When you have logged into the **Receptionist PC Console**, expand the **Favorites** directory under **Contacts**.
12. The users you selected to monitor will be present.
13. Their phone status will indicate if they are available, on a call, forwarded or in do not disturb mode.
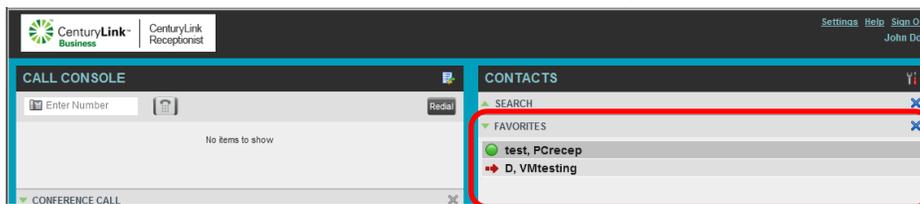
Virtual Desk

The **Virtual Desk** menu allows you to manage several features including **Anywhere, Remote Office**, **Distinctive Ring, Line Status** and **Custom Ringback** and **Mobility**.

Anywhere

The **Anywhere** feature allows users to utilize this feature to move active calls seamlessly from their IP handset to an assigned **Anywhere** device, such as a mobile phone, or conversely from their assigned **Anywhere** device to their IP handset.

1. Click **Virtual Desk** on the main menu, click **Anywhere** from the sub menu.
2. This feature is available on **Premium** seats only.
3. If this feature is not available for your seat type, you will not see the "**Anywhere**" option under the Virtual Desk main menu.
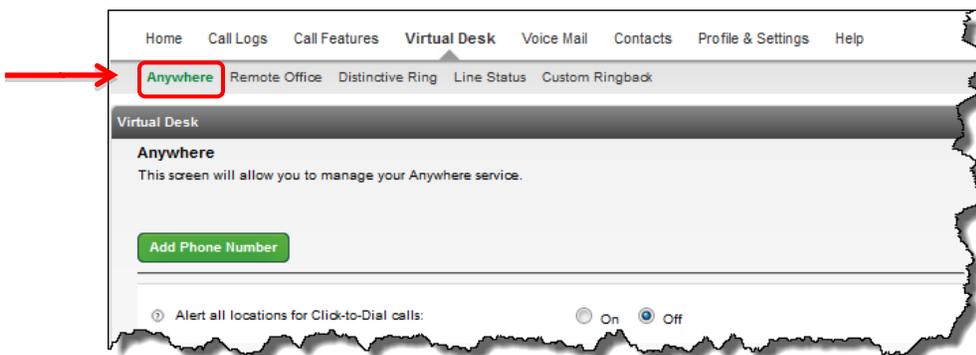
4. **Alert all locations for Click-to-Dial calls** option:
   a. When turned on, this option will cause all of your devices (primary phone, Shared Call Appearances, softphones, etc.) to ring when you use the Click-to-Dial feature. Once you answer one of your devices, a call to the recipient will then be placed. If you do not answer one of your devices, a call will not be placed.
5. Click the **Add Phone Number** button.
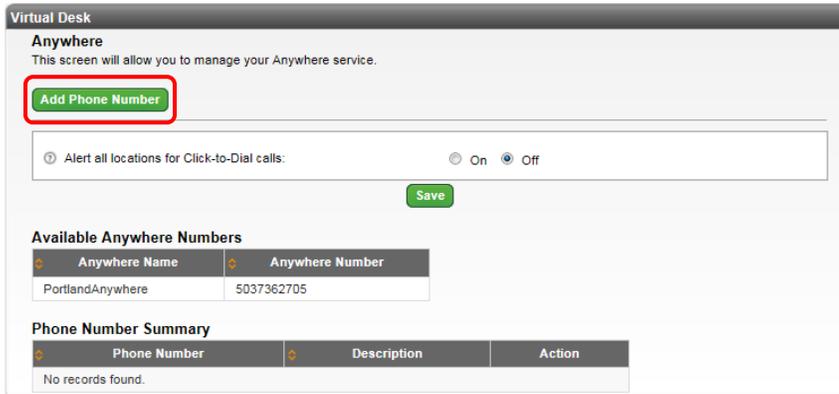
6. Enter the **Phone Number** (10-digits only) of the mobile device you wish to use to receive calls away from your office.
7. Enter a **Description** of your device.
8. Click the **Yes** radio button for **Enable This Location** to activate this feature.

   Note: If you Enable your Anywhere device, calls ringing to your desktop handset will ring on your desktop phone as well as your Enabled Anywhere device; select No if you do not want both devices to ring. If this feature set defined but not Enabled, you can still move calls between your desktop handset and your Anywhere device, this setting prevents your Anywhere device from ringing for all incoming calls.

   Note: If you download the Business Communicator App on your SmartDevice, the Enable This Location feature should be turned off by selecting NO.

9. Select any additional features you want to activate, click the **Save** button.

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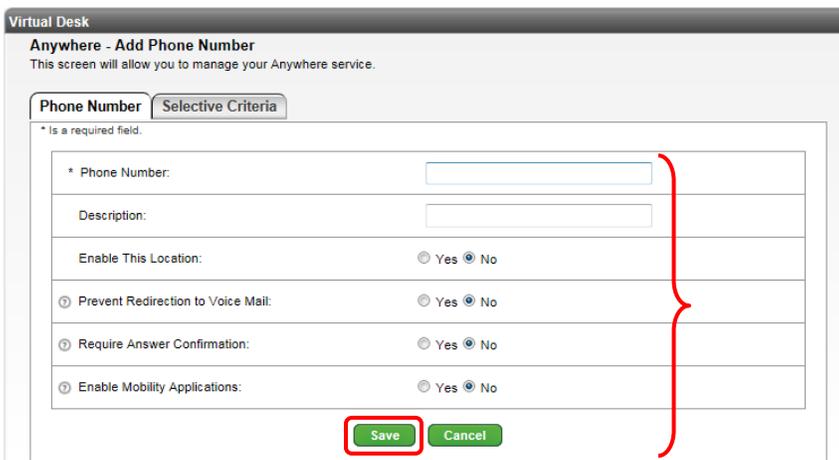
Prevent Redirection to Voice Mail
Prevents calls from being redirected to voice mail.

Require Answer Confirmation
Requires you to press a button to answer a call on your mobile device. It is suggested that you keep this feature disabled to more easily answer your call.

Enable Mobility Applications
Determines whether call control is to be performed by the application server.

Selective Criteria
Selective Criteria allows you to determine which calls ring to your Anywhere device only 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 and **Saved**, click the **Selective Criteria** tab.
2. Click the **Add** button.
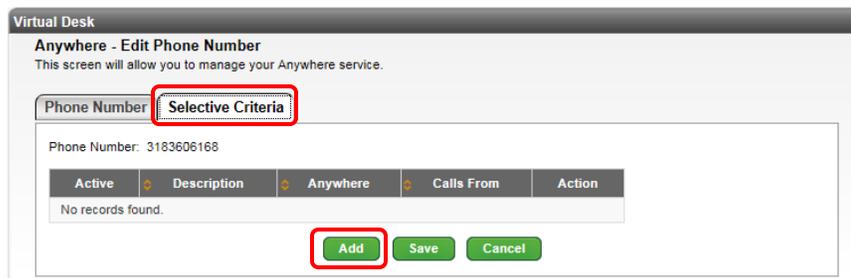
3. Enter a Description for your **Selective Criteria**.
4. Click the **Use Anywhere** radio button to active this feature.
5. Select the appropriate **Time Schedule** from the drop down box. If you created and saved a Time Schedule within Call Treatment Schedules, that option will be available in the drop down box.
6. Select a **Holiday Schedule**.
   7. Determine which calls you would like **Selective Criteria** to be active for:
      a. If you want your **Selective Criteria** to allow calls from any number, select **Any External Phone Number**.
      b. To have your **Selective Criteria** active only for a selected group of phone numbers, select **The Following Phone Numbers**.
   c. Check the **Any private number** box to have **Selective Criteria** active for all calls from private numbers.
   d. Check the **Any unavailable number** box to have **Selective Criteria** active for calls from unavailable numbers.
   e. Fill the text boxes under **Specific Numbers** in, and enter the complete phone number.
      Note: You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "" represents a digit string and can appear only at the end of a group of digits and "?" wild cards.*
8. If you want to specify more than 12 numbers, you need to make a new **Selective Criteria** rule, and add the rest of the numbers you want **Selective Criteria** to be active for.
9. Click the **Save** button.

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10. Click the **Save** button, or click **Add** to enter another Selective Criteria option and follow steps 3 through 9 as described above.

Move an Active Call From Your IP Handset to Your Anywhere Device

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

1. Click Virtual Desk from the main menu, click **Anywhere** from the sub menu.
2. The Anywhere pilot number that you will use is listed under the **Available Anywhere Numbers** section.
3. It is strongly suggested that this number be added as a speed dial or contact on your **Anywhere** mobile device for easy access.
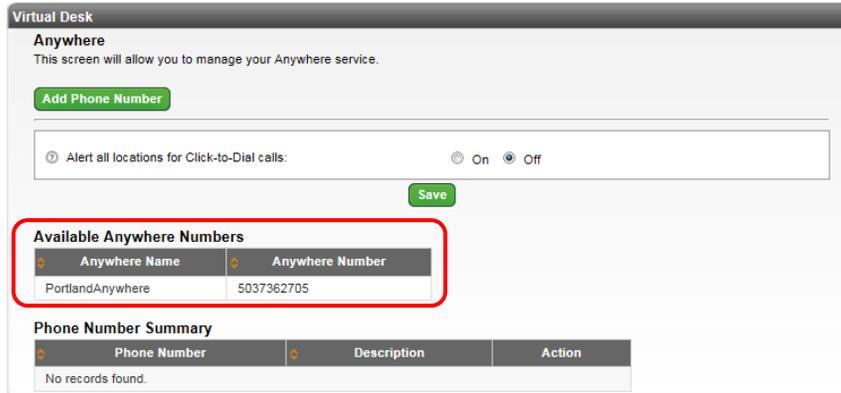
4. With a call in progress on your IP Handset, dial your **Anywhere** pilot number from your Anywhere mobile device.
5. When you hear **"Destination Digits"**, enter ***11#** on your mobile device.
6. The caller will move seamlessly from your IP handset to your Anywhere mobile device.

Make a Call From Your Anywhere Device

Making a call from your **Anywhere** device will send 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 call
3. The call will be sent, and the party you are calling will see 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 will seamless move the call from your **Anywhere** device to your IP handset.
3. If you do not have a **Pull** softkey, establish dial tone and dial ***11** on your keypad.

Remote Office

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

1. Click **Virtual Desk** from the main menu, click **Remote Office** from the sub menu.
2. Enter the phone number (10-digits only) you want to designate as your **Remote Office** location.
3. Click the **Remote Office On** radio button to activate this feature; click the **Remote Office Off** radio button when you do not wish to utilize this feature.
4. Click the **Save** button.

Distinctive Ring

Distinctive Ring allows you to make your phone ring with a different ring based on your 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 of your group or outside of 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. Click Virtual Desk from the main menu, click **Distinctive Ring** from the sub menu.
2. Click the **Create New Distinctive Ring** button.

3. Enter a **Description** for your **Distinctive Ring**.
4. Click the **Active** radio button to active this feature.
5. Select the appropriate **Time Schedule** from the drop down box. If you created and saved a Time Schedule within Call Treatment Schedules, that option will be available in the drop down box.
6. Select a **Holiday Schedule**.
7. Determine which calls you would like **Distinctive Ring** to be active for:
    a. If you want your **Distinctive Ring** to allow calls from any number, select **Any External Phone Number**.
    b. To have your **Distinctive Ring** active only for a selected group of phone numbers, select **The Following Phone Numbers**.
    c. Check the **Any private number** box to have **Distinctive Ring** active for all calls from private numbers.
    d. Check the **Any unavailable number** box to have **Distinctive Ring** active for calls from unavailable numbers.
    e. Fill the text boxes under **Specific Numbers** in, and enter the complete phone number.

    Note: *You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can appear only at the end of a group of digits and "?" wild cards.*
8. If you want to specify more than 12 numbers, you need to make a new **Distinctive Ring** rule, and add the rest of the numbers you want **Distinctive Ring** to be active for.
9. Click the **Save** button.

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Line Status

Line Status is an information only screen. It provides you with information about your phone such as whose line may appear on your phone as either a BLF or Shared Call Appearances, any phones you may appear on, the configuration of those lines, etc. If you need anything changed, this will need to be done by your administrator.

1. Click Virtual Desk from the main menu, click **Line Status** from the sub menu.
2. Hover over the "**?**" for a description of each feature.
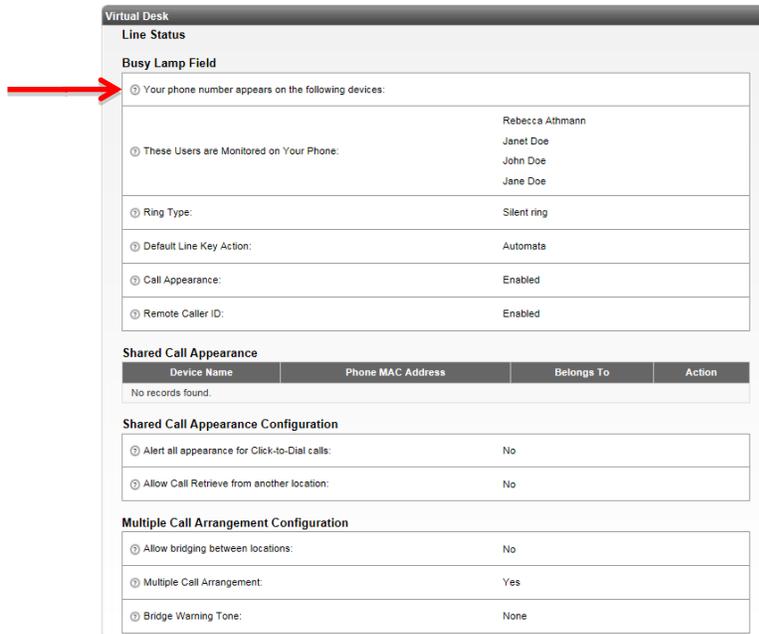
Busy Lamp Field
- Indicates if you appear on another user's phone.
- Lists the users that are monitored on your phone.
- Indicates ring type for those users – ring or silent.
- Default line key action – normal or automata.
- Call appearance status – enabled or disabled.
- Remote caller ID – enabled or disabled.

Shared Call Appearances
- Will list information about any users that you monitor:
- Device Name
- MAC address of that 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.

Custom Ringback

Custom Ringback allows you to provide custom ring tone or recording that is 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. Click **Virtual Desk** from the main menu, click **Custom Ringback** from the sub menu.
2. Click the **Create Custom Ringback** button.
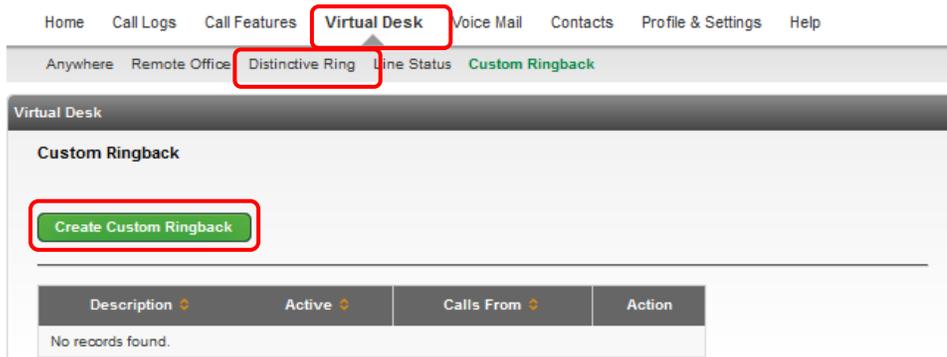
3. On the **General Settings** tab, enter a **Description** for your Custom Ringback setting.
4. Next to **Active**, click the **Yes** radio button to activate this feature, click **No** at any time to deactivate it.
5. From the **Time Schedule** drop down box, choose to activate this feature **Every Day All Day**, or select any personal or group time schedule that has already been set up.
6. If you have set up Holiday Schedules, select your schedule from the **Holiday Schedule** drop down box.
7. Within Alert Calls From section, you can define which call types follow this rule; if you want this rule to be in use for all incoming calls, the **Any Phone Number** radio button should be active.
8. To define specific numbers, click the radio button next to **The Following Phone Numbers**.
9. Then choose from **Any Private Number**, **Any Unavailable Number** or **Specific Numbers**. All three options can be enabled.
10. Click the **Save** button to save your settings.
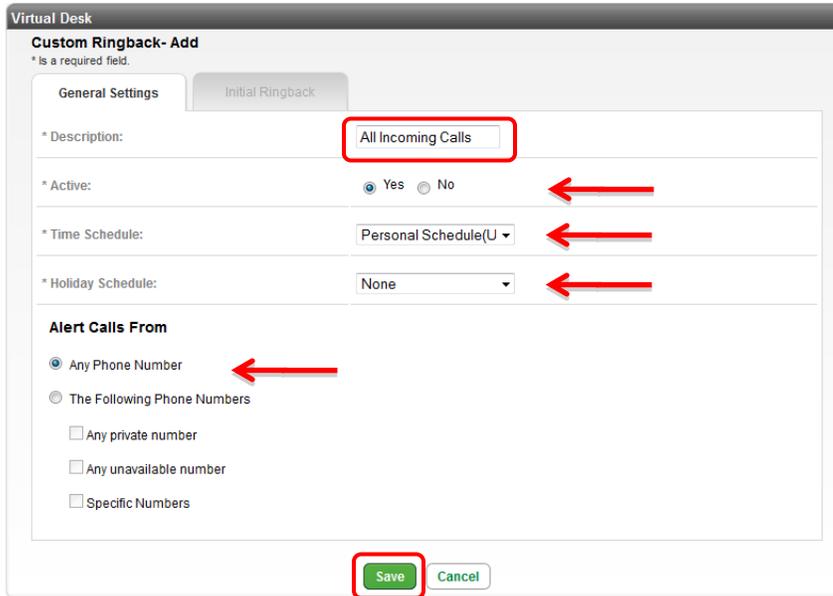
11. If you check the **Specific Numbers** box, you will have the ability to enter up to 12 numbers that you wish to following this rule.
12. Enter the **10-digit number** for each number you want to follow this rule.
13. Click the **Save** button to save your settings.
14. The **Custom Ringback** will only be played for the individuals calling from those numbers, all others will hear the standard ringing.
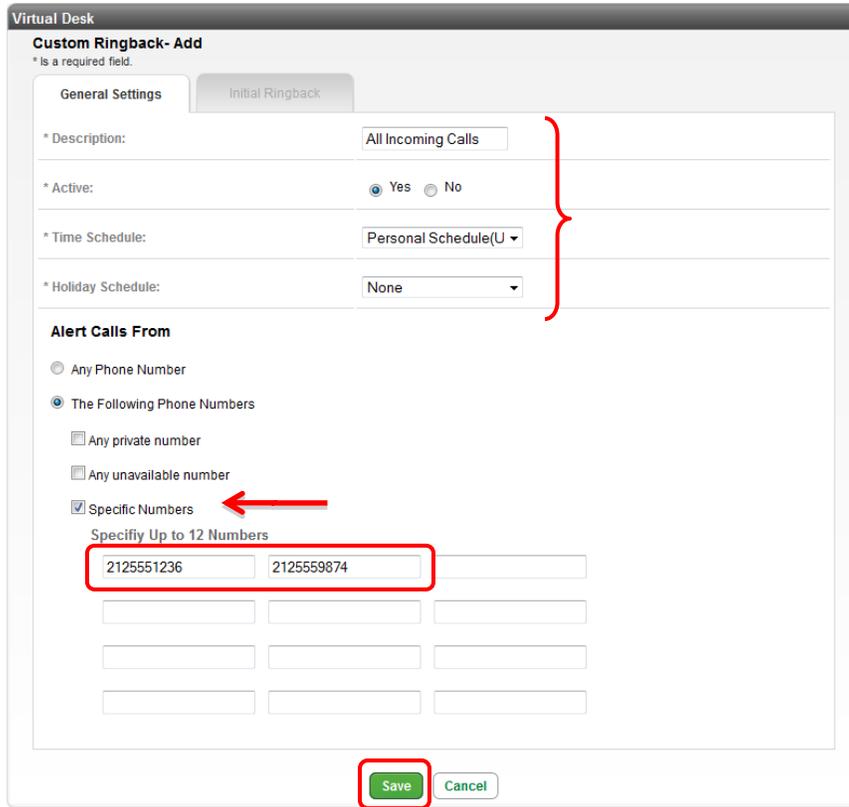
15. To upload your Custom Ringback file, click the **Initial Ringback** tab.
16. If the radio button for **No Personal Ringback** is selected, the ring back file will not play.
17. If the ring back file you want to play is on a network, click the **URL** radio button.
18. Enter the URL of the file in the URL field.
19. To upload an audio ring back file from your computer, click the **Personal Ringback File** button.
20. Click the **Browse** button to locate your audio file.
21. Click the **Save** button to save your settings.
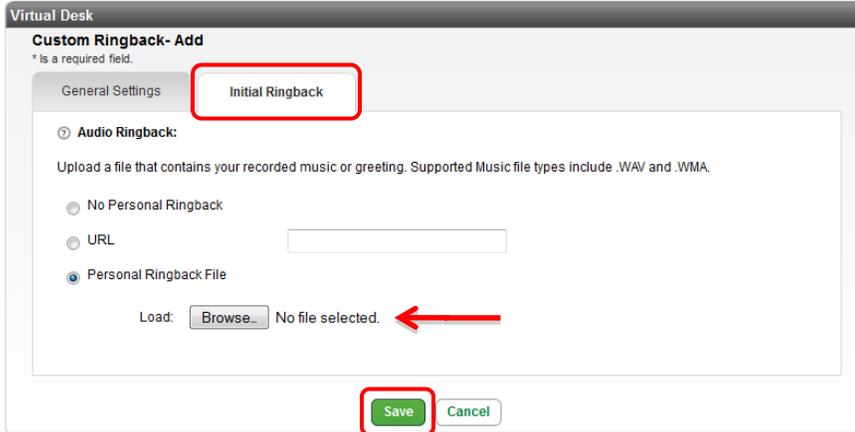
Mobility (Business Communicator)

Business Communicator is the next generation softphone offered to Hosted VoIP customers. If you have been assigned a **Business Communicator**, it will be reflected in the welcome email that you received from your administrator. The links to download the application(s) to your desktop (PC or MAC), or mobile devices such as smart phones and tablets, can be found by clicking on **Help** from the main menu, and then within the **Downloads** section.

1. One license allows you to download the application to multiple devices.
2. Hover over or click on **Help** from the main menu.
3. Scroll to **Downloads**, and click on the link to download the device for your operating system, **PC** or **MAC**.

   Note: *If a license was not assigned to you, you will not see these options within Downloads in your End User Portal.*

4. Apps for mobile devices can be acquired by clicking on the links below, or by visiting the app store from your mobile device.
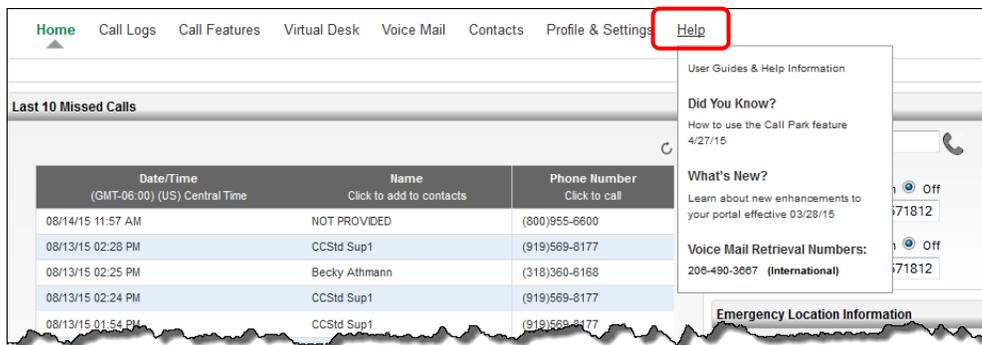
5. Whether you download the application via the link or from the app store on your mobile device, be sure to download the correct mobile application.
6. Look for the following **Business Communicator** icon.

7. Click on **Virtual Desk** from the main menu.
8. Click on **Mobility** from the sub menu.
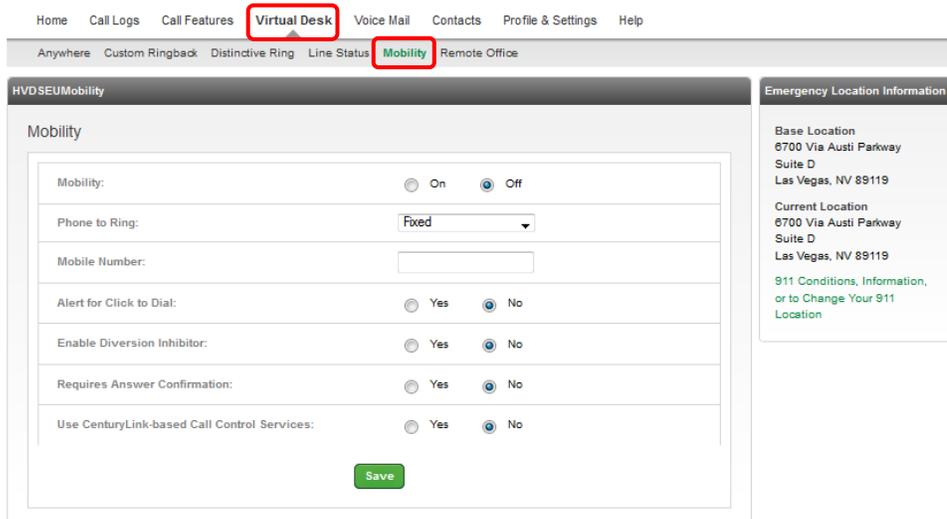
9. To activate **Mobility** between your IP handset, softphone and another device, click the **On** radio button.
10. From the **Phone to Ring** drop down box, you can choose your preferred option:
    - **Both** – rings your IP handset, Mobile App and your mobile device dialer
    - **Fixed** – rings your IP handset and Mobile App *(suggested setting)*
    - **Mobile** – rings your mobile device dialer only
11. In the **Mobile Number** field, enter the mobile number that you wish to assign.
12. 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 (not recommended)
    - **Use Centurylink-based Call Control Services** – specifies that call control is to be performed by CenturyLink and not by the mobile device
13. Click the **Save** button.
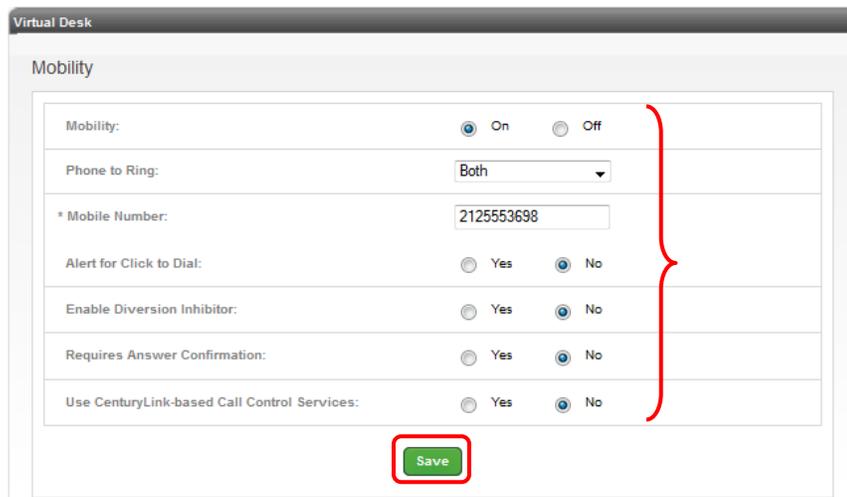
Voice Mail

The **Voice Mail** section of the portal allows for quick and easy access to your **Voice Mail** messages and mailbox settings. Remember, **Voice Mail** must first be setup through the phone by pressing the **Messages** key or by calling the **Voice Mail Retrieval Number** found on the right side of the portal. *Maximum Greeting length, 3 minutes Open and Closed; maximum Message length 3 minutes each.*

Inbox

The **Inbox** allows you to view, play, and delete your voice mail messages. This includes the ability to see the name of the sender, phone number, and time/date stamp for the message.

1. Click **Voicemail** from the main menu, click **Inbox** from the sub menu.
2. All messages, new and saved, will be listed in your inbox. New messages will be identified with *BOLD* text and a **Green** dot icon.
3. Information about each message, such as **Name**, **From Number**, **Received** date and **Length** of message will be provided for quick review.
4. Messages can be sorted for any column by clicking on the orange up/down arrows.

5. To **Play** a message, check the box next to the message you wish to play, and click the **Play** icon.
6. The length of the message is listed under the **Length** column as well as next to the **Play** icon.

    Note: Playing a message in your portal will turn off your message waiting light, but will not mark the message as played in your phone voicemail box.

7. To **Delete** a message or messages, or **Mark Them as Heard** or **Unheard**, check the check box next to the message(s) you wish to manage.
8. Select the icon above the **Inbox** based for the action you wish to accomplish, or select **Delete** or **Mark as Unheard** in the play message pane.
9. To selectively choose multiple messages, use **Ctrl-Alt** or **Ctrl-Shift** to select your options.

   Note: *If you delete a message from this Inbox, it will be deleted from your phone voicemail box.*
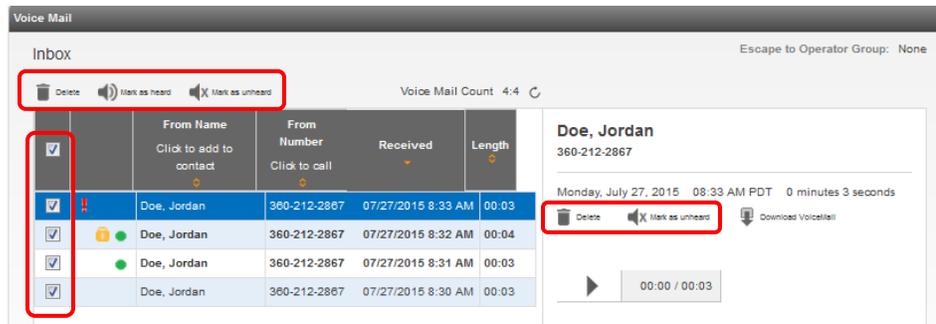
10. If you wish to save a voicemail message by downloading it, click the **Download Voicemail** icon after selecting the message you wish to save.
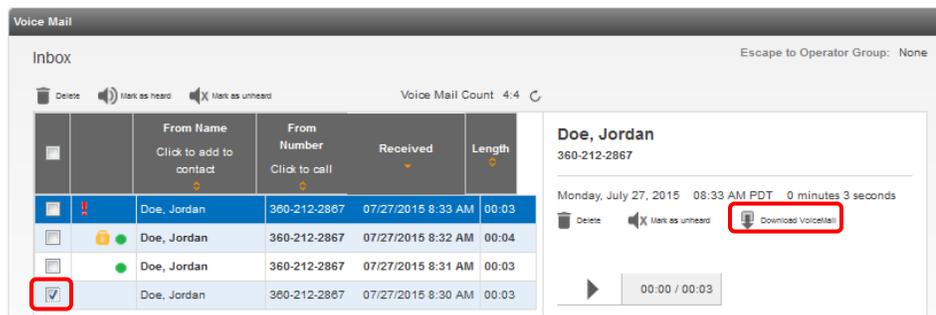
11. The action window that appears will be based on the browser you are using.
12. You can choose to play the message by clicking **Open With**, or you can save the file by clicking **Save File**.
13. Click the **Ok** button.

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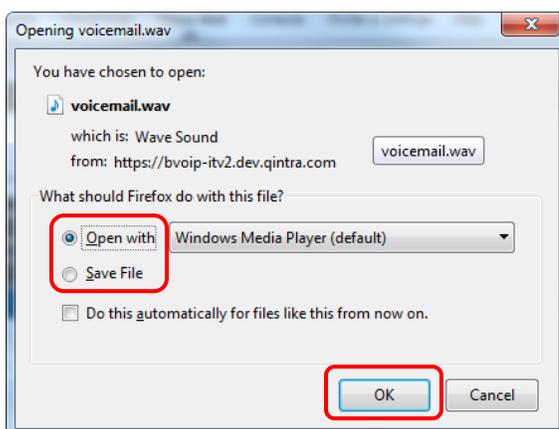
14. The **Escape To Operator Group** you are assigned to, is indicated in the upper right hand corner of the Inbox window.
15. Your **Escape To Operator Group** is where callers will be routed to if they press "0" while listening to your greeting.
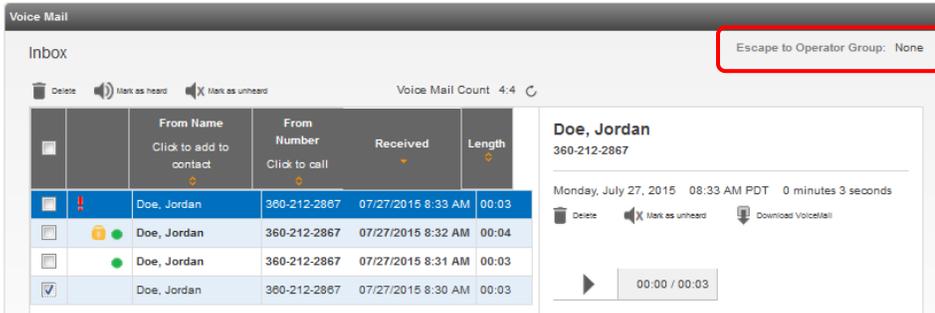
16. Callers can choose to flag your messages as Private or Urgent.
17. The message with a **Red Exclamation Point** icon, indicates your message was flagged as **Urgent**.
18. The message with a **Gold Lock** icon, indicates your message was flagged as **Private**.
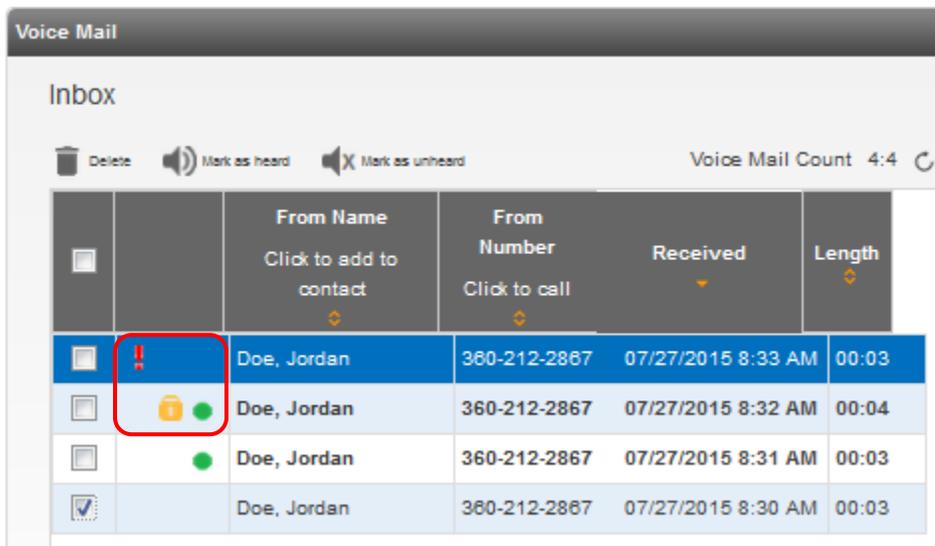
Settings

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

1. Click **Voicemail** from the main menu, click **Settings** from the sub menu.
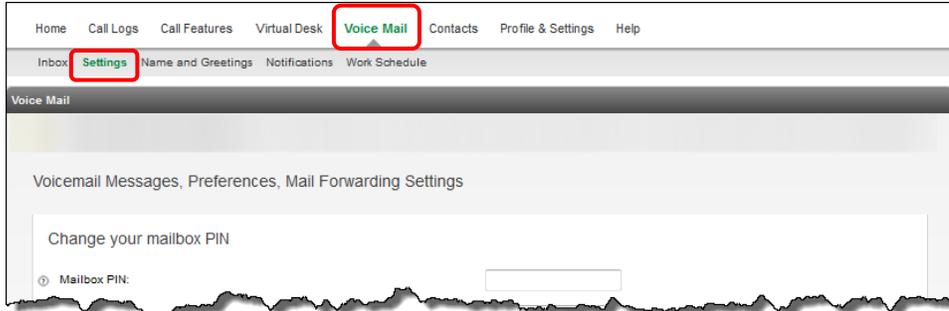
2. To change the PIN for your telephone voicemail box, enter the new PIN in the **Mailbox PIN** field.
3. Confirm that PIN by entering it in the **Verify Mailbox PIN** field.
4. Select **Standard** or **Rapid** from the **Prompt Speed** drop down box; this controls the speed of the **Telephone User Interface** (TUI) when you dial into our voicemail box.
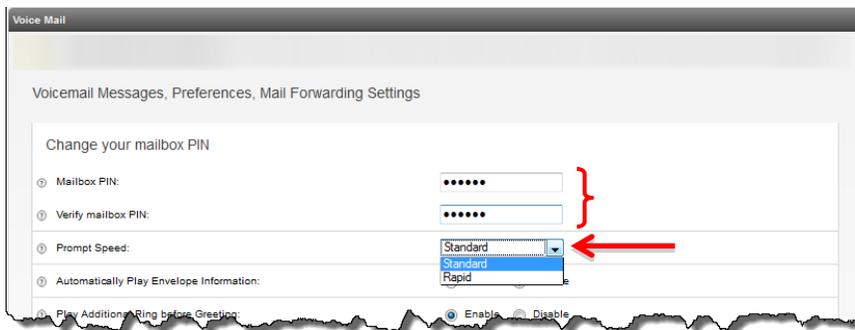
5. Click the **Enable** or **Disable** radio buttons to manage the following features:
    - **Automatically Play Envelope Information** – audibly provides Date/Time and Length of voicemail message
    - **Play Additional Ring Before Greeting** – prevents the beginning of your greeting from being cut off
    - **Auto Play** -- automatically plays your messages when you log into your mailbox
    - **PIN Skip** – allows you to skip entering your voicemail PIN if you are calling from your desk phone
    - **Voice Mail Forwarding** – allows you to forward voicemail messages to an email address(es) or distribution lists
6. Voice Mail Forwarding allows you to send copies of your voicemail to your email inbox.
    - **Forward & Delete** – forwards a copy to your email inbox, and does not 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 also retains a copy in your phone voicemail box
    - **Disable** – default setting if you choose not to use this feature
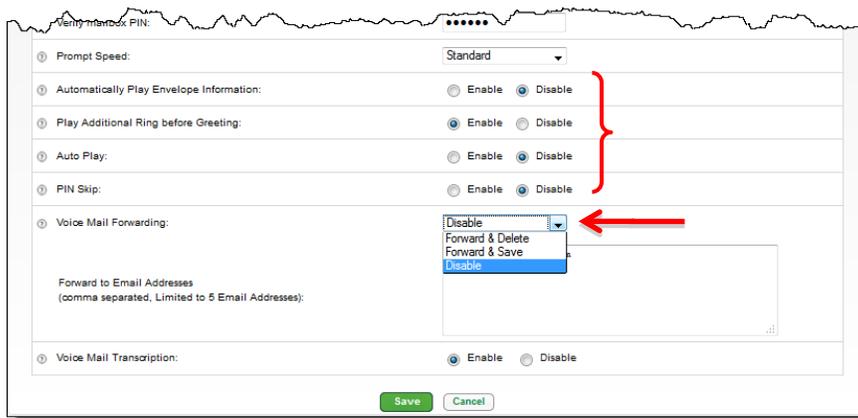
7. After choosing your forwarding option from the drop down box, an email address(es) in the **Forward to Email Address** field.

    Note: *Multiple email addresses and distribution lists can be entered in the Forward to Email Field to receive copies of your voicemails, using comma separation.*
8. If **Voice Mail Transcription** was requested by your company administrator, text copies of your voicemail messages will be sent to/received in your email inbox; to disable this feature, click the **Disable** radio button.

    Note: *An email address or distribution list address must be entered in the Forward to Email Address field to identify where the transcription is sent; the transcription will be at the bottom of the email that contains a copy of your voicemail .wav file.*
9. Click the **Save** button.

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Names and Greetings

From **Names and Greetings**, you can upload **Name** and **Greeting** recordings, select your **Open Hours Greeting Type**, and upload recordings for **Extended Absence** greetings. To manage recordings from this portal, you will first need to access and set up your voicemail box including recording your name, greeting and defining your open and closed schedules.

1. Click **Voicemail** from the main menu, click **Name and Greetings** from the sub menu.
2. **Name** and **Greeting** recordings can be uploaded, recorded, deleted or played.

3. Click the greeting type you wish to manage from the **Open Hours External Greeting Type** drop down 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 can record any of your Greetings, or rerecord your Name by clicking the **Record** button next to the greeting type you wish to change.
6. You can also manage your greetings by clicking the **Upload** button.
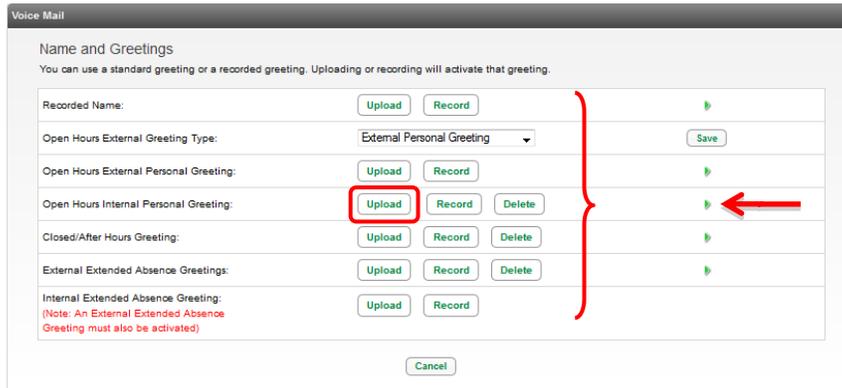
7. Click the **Browse** button to locate your greeting tile.
8. Files can be retrieved from any file location including local drives, network drives or removable drives.
9. Once your file is selected, it will appear next to Select File.
10. Click the Upload button to complete the upload of your greeting.
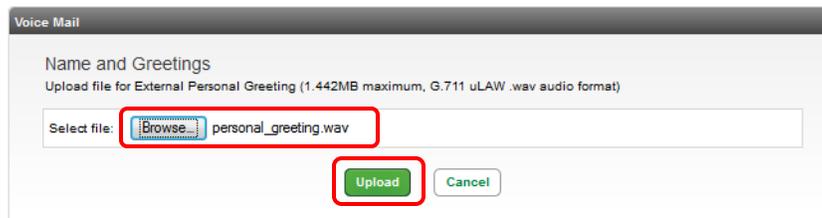
11. Your uploaded greeting can now be played or reviewed by clicking the green play " **>** " button.
12. Click the **Delete** button to remove current recordings.

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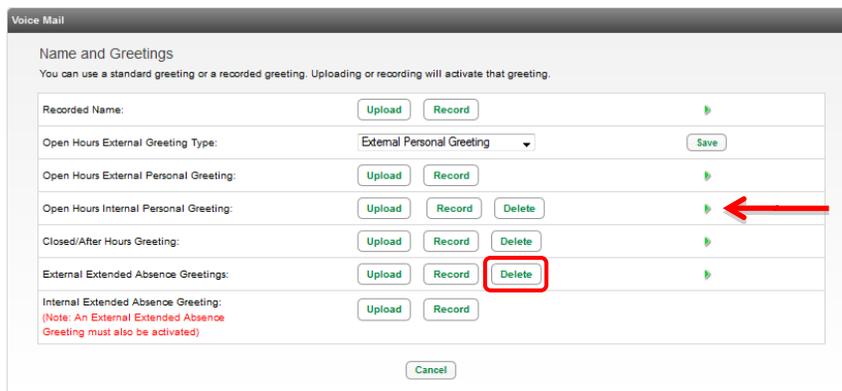
Notifications

The **Notifications** option allows you to manage your **Message Waiting Indicator**, set up and manage **Numeric**, **Phone** and **Text Notifications**.

1. Click Voicemail from the main menu, click **Notifications** from the sub menu.
2. The **Message Waiting Indicator** settings turns the light on/off when messages are left and played.
3. Choose to **Enable** or **Disable** this setting by selecting the appropriate radio button; *recommended setting is Enable*.
4. Once settings changes are made, click the **Save** button.
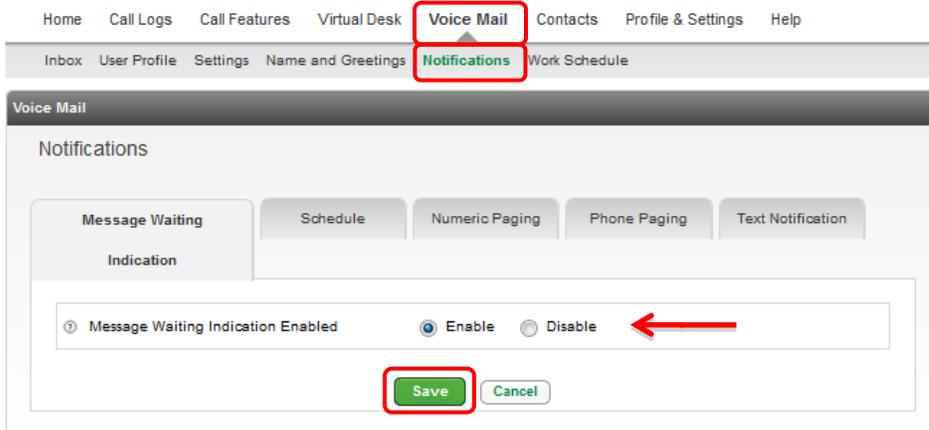
5. Click the **Schedule** tab.
6. The **Enable Message Waiting Notification** will automatically enable if **Numeric Paging** or **Phone** paging is configured and schedules can be toggled **On** or **Off** from here.

7. Each paging option has the following scheduling options:

- **Notifications ON, during these times **** - you can define the hours paging will occur, including weekday and weekend hours
- **Notifications OFF, 24 hours a day** – paging will not occur for that option
- **Notifications ON, 24 hours a day** – paging will occur 24 hours/day
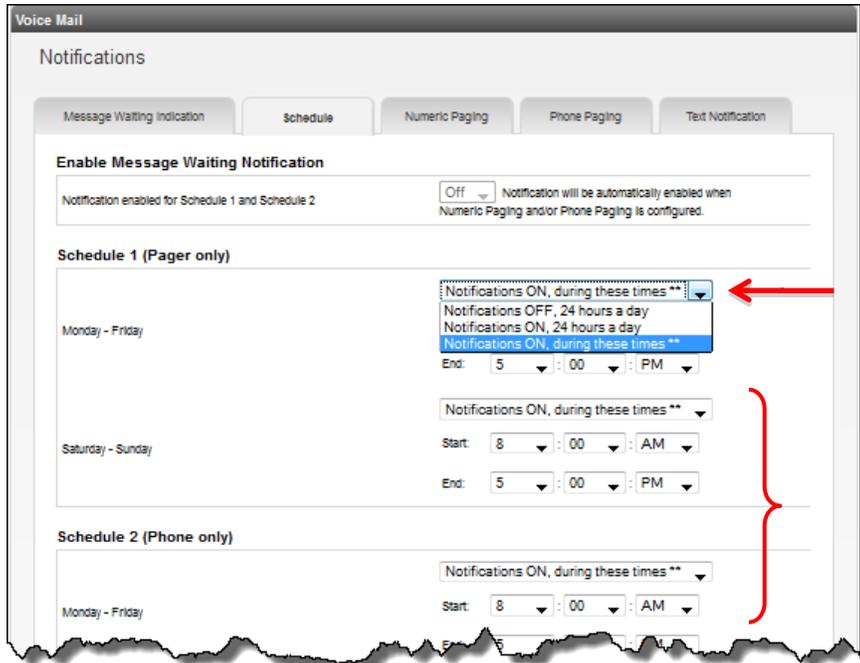
8. **If Notifications ON, during these times** ** is selected, define your schedule by clicking on the drop down boxes for **Start** and **End** times.
9. In this example, the **Pager** schedule is **Monday-Friday, 7:30 a.m. to 6:00 p.m.**, and no paging will occur on **Saturday** and **Sunday**.
10. This schedule will not be enforced unless Numeric Paging is enabled from the **Numeric Paging** tab.
11. Define your schedule options in the same manner for Phone Only paging.
12. The schedule for **Phone Paging** will only be enabled if phone paging is enabled on the **Phone Paging** tab.

13. The **Temporary Schedule** options allows you to use a different schedule for **Numeric** and **Phone** paging, such as for vacation, without having to change or reset your standard workday and weekend schedules.
14. Your schedules can be set up prior to use, and the **Enable** radio button can be selected when you are ready to use your **Temporary Schedule**.
15. From the **Message Type** drop down box, select **All Messages** or **Urgent** – since most people do not flag their messages as Urgent, it is recommended that you leave this set to All Messages.
16. Enter the number you with to page in the **Out Call Number** field, do not include "( )" or "-".
17. From the **Number of Times to Retry** drop down box, select the number of retries you want to occur from **0-10**. In this example it is set to 4.
18. From the **Retry Interval**, select the number of minutes between interval attempts from **0-15**. In this example it is set to 15 minutes.'
19. The same options are available as noted above, **Notification ON, during these times ****; **Notifications OFF, 24 hours a day**; and **Notifications ON, 24 hours a day**. In this example, paging will occur from **10:00 a.m. to 4:00 p.m. on weekdays**, and paging will not occur on **Saturday and Sunday**.
20. As a reminder, when you are ready to enable this Temporary Schedule, click the **On** radio button and click the **Save** button.
21. After making any changes to these features, click the **Save** button.
22. Once you no longer choose to use your **Temporary Schedule**, remember to return and click the **Off** radio button.
23. Click the **Save** button to return to your normal paging schedule.

Phone Paging

The **Phone Paging** options allows you to set up text notification for voicemails, to your phone. This will provide you with a remote notification that a message has been left for you, prompting you to check your voicemail messages.

1. Click the **Phone Paging** tab.
2. From the **Message Type Notification** drop down box, select the type of message you want to receive alerts for – **All Messages** or **Urgent**. It is recommended to leave the setting on All Messages, as most individuals do not tag messages as Urgent.
3. In the Out Call Number field, enter the number for the phone you wish to receive the page.
4. The Delay Interval field allows you to choose how often you want to receive pages to this device:
   - **Immediate**
   - **1 Hour**
   - **2 Hours**
   - **4 Hours**
   - **1 day** (text notficiaton once/day)
   - **Never**
5. The **Number of Times to Retry** option allows you to determine how many times the voicemail system will attempt to page your phone from 0-10 attempts.
6. If the page fails, the **Retry Interval** determines in minutes, how many often the re-page will be attempted, from 0-15 minutes.
7. Click the **Save** button to save your settings.

Text Notification

The **Text Notification** option allows you to sent text notification of voicemails, to your Email Inbox. This will provide you with a remote notification that a message has been left for you, prompting you to check your voicemail messages.

1. Click **Text Notification** tab.
2. In the **Notification Enabled for** drop down box, select from **None**, **All Messages** or **Urgent Messages**. It is recommended to select **All Messages**, as most individuals to not mark messages **Urgent**.
3. In the **Email(s) field**, enter the email address(es) or distribution lists that should receive Text Notification to Email when a message is left.
4. Click the **Save** button.

Work Schedule

Unlike the Schedule options within the Notifications feature, **Work Schedule** allows you to change the days and time your Open and Closed greetings are played for your callers.

1. Click **Work Schedule** from the **Voice Mail** sub menu to review or manage your settings.
2. Select the days of the week you want your schedule to take effect by check or unchecking the check boxes.
3. Once your days are select, choose the **Weekday** or **Weekend** schedule based on the days selected.
4. From the **Weekdays** or **Weekend** drop down box, choose your option from the following:
   - **Play Open/Personal Greeting** during these times
5. Once all settings have been made, click the **Save** button.

![CenturyLink Business logo]

Contacts

Contacts allows you to save frequently used contacts to your portal for quick access. Contacts can be added one at a time, or via bulk upload. Once saved, you can utilize the click-to-dial feature directly from your contacts list. You can also add/modify your **Speed Dial 8** and **Speed Dial 100** lists that can be easily dialed from your handset.

Adding One Contact

1. Click **Contacts** from the main menu.
2. Any **Contacts** previously added, will be displayed in the contacts table.
3. You can sort any column by clicking the up/down arrows to sort in ascending or descending order.
4. Click the **New Contact** button.
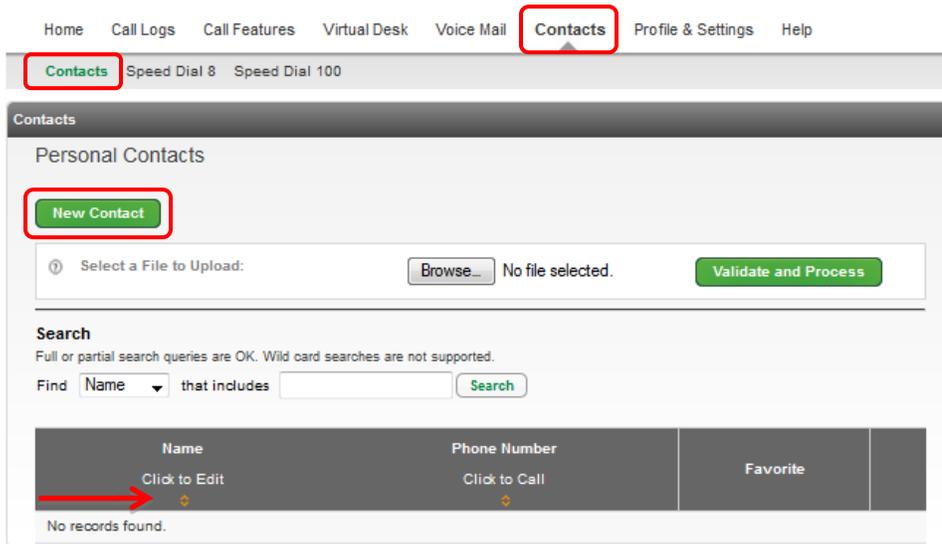
5. Enter the **Name** of the contact you wish to add.
6. Enter the **Phone Number** for the contact, 10-digits only.
7. If you would like that contact to be associated as a **Favorite** on your handset device, click the **Favorite** check box.
8. Click the **Save** button.

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9. You will receive a notification that your contact has been successfully added.
10. Your contact is now available within your **Personal Contacts** list.
11. Click directly on the contact **Name** to edit the contact information.
12. Click directly on the **Phone Number** to dial that contact.
13. Click the **Delete** button to delete that contact.
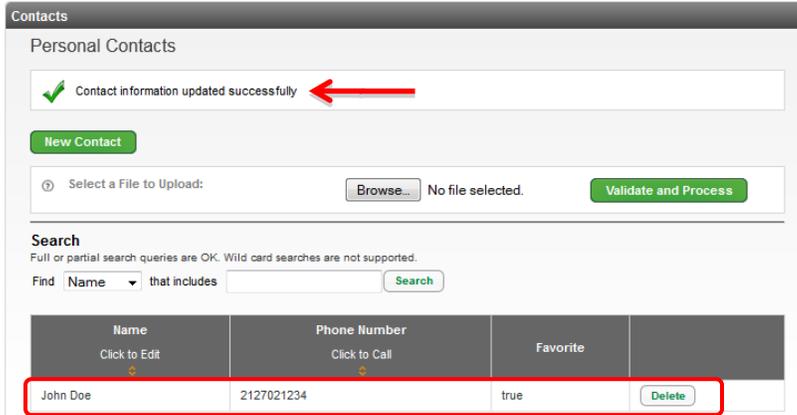
Adding Multiple Contacts

1. Hover over the "**?**" next to **Select a File to Upload**.
2. Information pertaining to file format requirements will be provided.
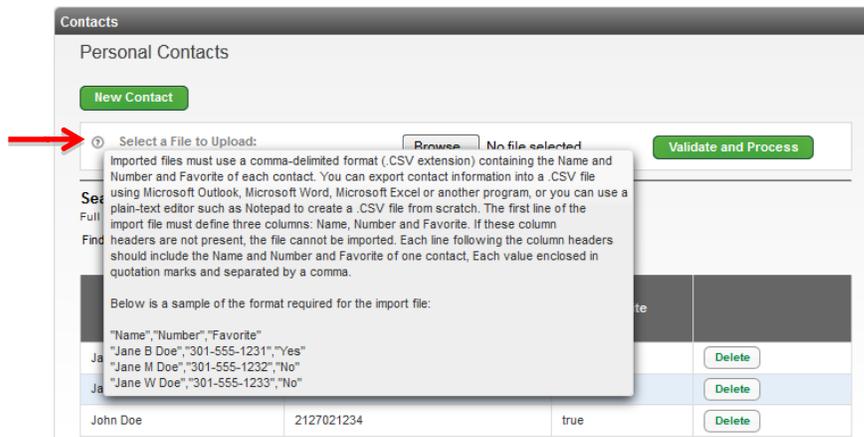
3. Click the **Browse** button from the contact window.
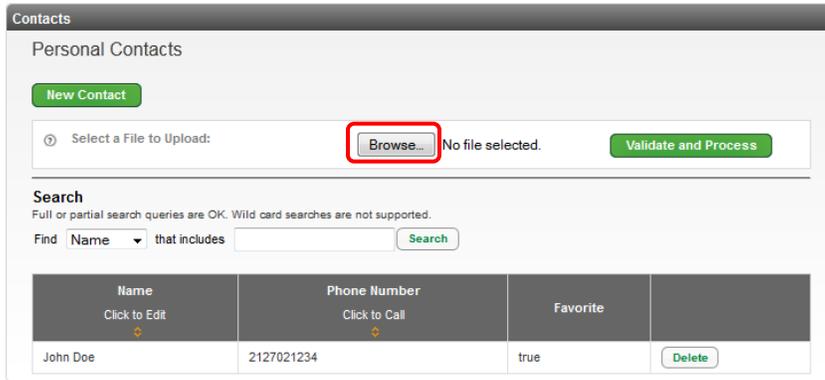
4. Select your document from any file location or external storage device.
5. The selected file will be listed next to the **Browse** button.
6. Click the **Validate and Process** button to upload your contacts.
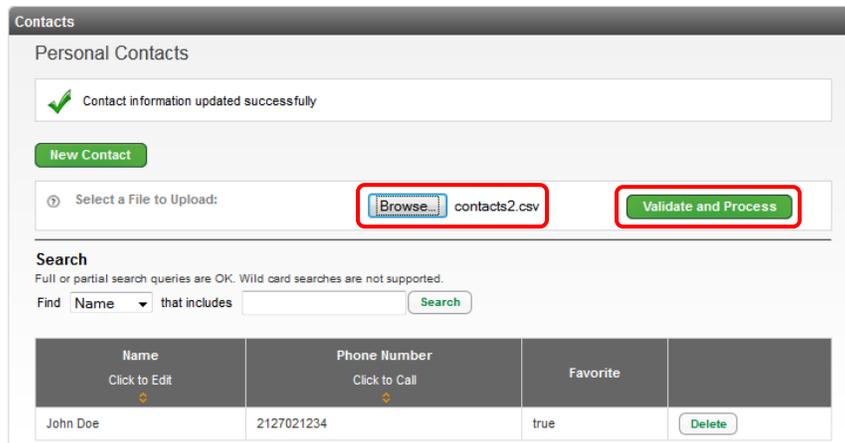
7. All contacts contained in your file will now be available in your **Contacts** list.

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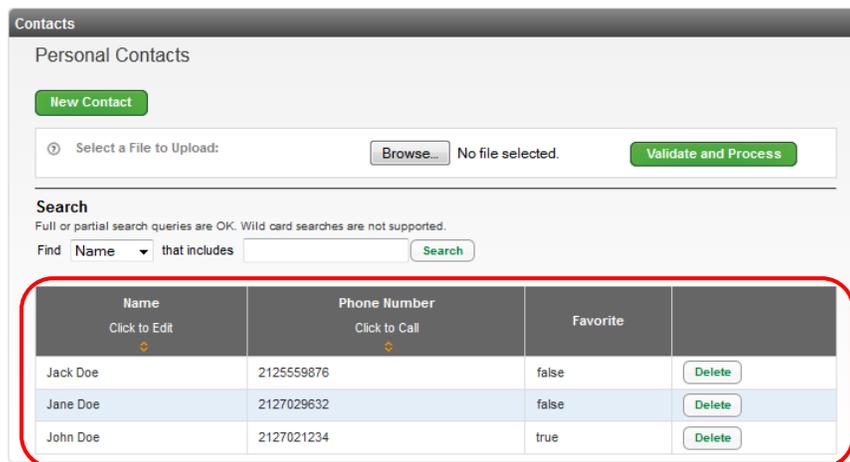
Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button.

1. Click on **Contacts** from the main menu, click **Speed Dial 8** from the sub menu.
2. In the **Phone Number** and **Name** fields, enter the number as you would dial it and provide a unique name for each entry.
3. Click the **Save** button.
4. From your handset, *WITHOUT* dial tone, enter the **2-digit code** on your keypad. Establish dial tone by lifting the handset, or by pressing the headset or handsfree button.

Speed Dial 100

Speed Dial 100 allows you to program up to 100 numbers that can be easily called from your handset the speed code prefix of # + the 2-digit speed dial number.

1. Click **Contacts** from the main menu, click **Speed Dial 100** from the sub menu.
2. If any **Speed Dial 100** numbers have been previously programmed, they will display in your Speed Dial 100 list.
3. Click the **Add** button.
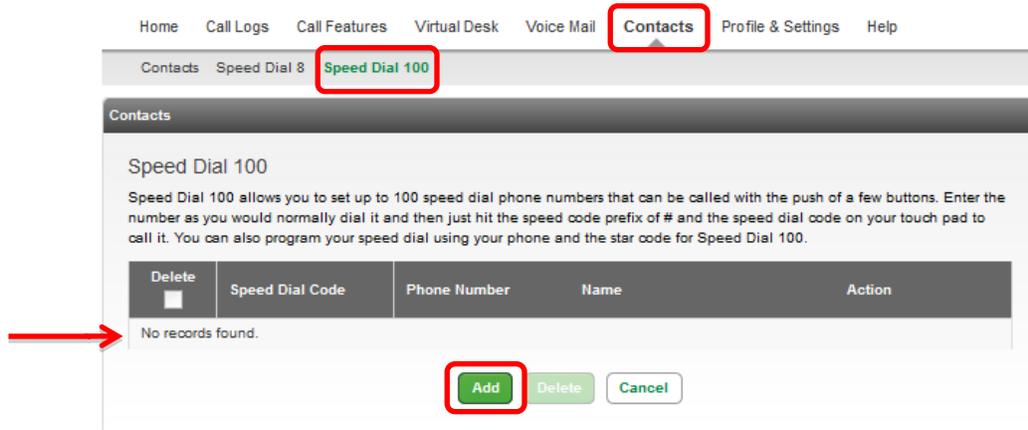
4. From the **Speed Dial Code 100** drop down box, select the 2-digit code you wish to dial, such as 00.
5. Enter the contact's name in the **Name** field.
6. Enter the contacts number, as you would dial it, in the **Phone Number** field.
7. Click the **Save** button.
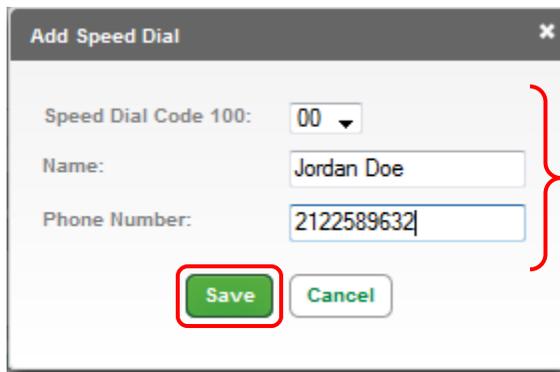
8. You will receive a successful notification that your **Speed Dial 100** entry was added.
9. Click the **Edit** button at any time to change or reuse that 2-digit speed dial code.
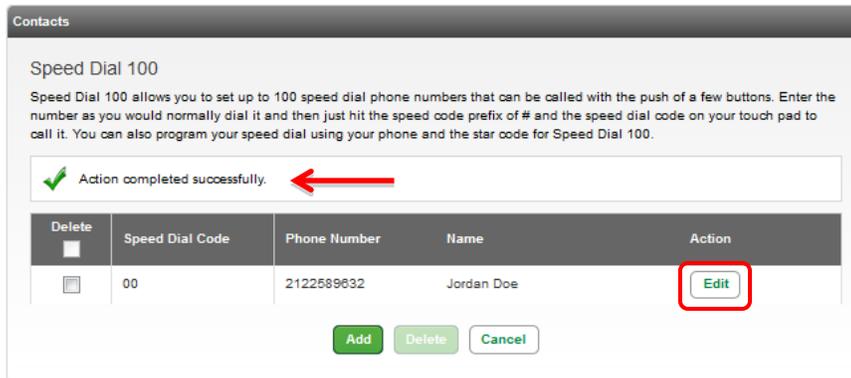
10. To dial a **Speed Dial 100** entry from your handset, *WITHOUT* dial tone, enter **# + 2-digit code** on the keypad.
11. Press or tap the **Dial** soft key, or lift the handset, press the headset or speaker phone number.
12. Your call will be sent to that number.

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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 that will be used when other employees try to call from the Microsoft Outlook Toolbar.

1. Click **Profile & Settings** from the main menu, click **Profile** on the sub menu.
2. The email address noted in the Notification **E-Mail Address** field is where notifications will be sent for password resets, confirm that this is the correct Email Address.
3. Make the necessary changes or add contact numbers that can be used for easy click-to-dial from the Outlook Toolbar.

4. It is not necessary to make any changes to your **Profile**, the only field required is the Email Address field, which is denoted with an "*****".
5. Click the **Save** button.
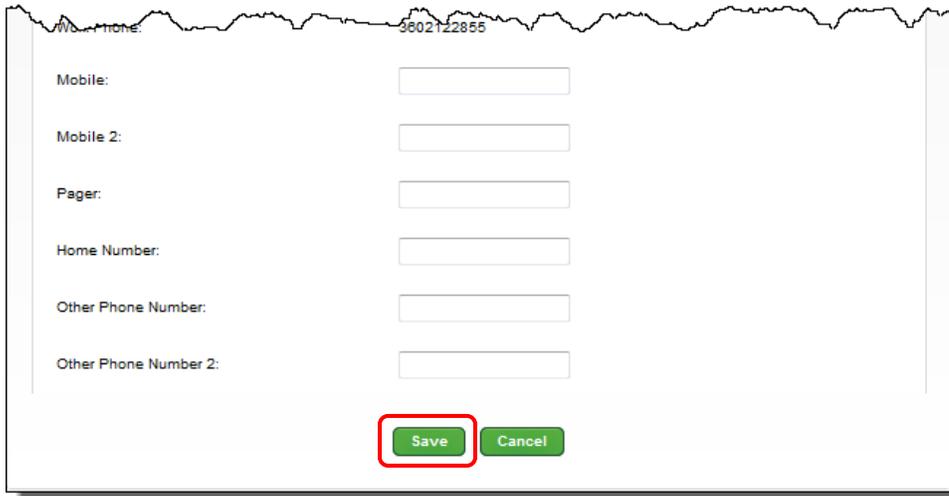
Settings

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

1. Click Profile & Settings from the main menu, click **Settings** from the sub menu.
2. If your **Time Zone** is incorrect, choose the correct Time Zone from the drop down box.
3. Enter a new **Password** for your Hosted VoIP portal, retype your new **Password**.
4. Click the **Save** button.

> *Note:* *Changing this password changes the Password to log into this portal, and also synchs with the Password used to activate your Outlook Toolbar and/or Business Communicator. If you change this portal Password, you will need to change the Password in your Outlook Toolbar and/or Business Communicator to log into either.*

911 Location

Anytime you are using your service at a service address other than your Base Location, you should log into your portal and update your 911 Location. This will ensure that any emergency calls placed will be routed to the proper 911 Center. Be sure to read the entire disclosure on the 911 Location page before proceeding.

Adding a New 911 Location

1. Click **Profile & Settings** from the main menu, click **911 Locations** from the sub menu.
2. Click the **"Show More"** link for a full description of limitations and important information on changing your 911 location address.
3. The "**Base Location**" is your primary office address, and will be what is registered with 911 when your phone is built.
4. Select the **Add Location** button.
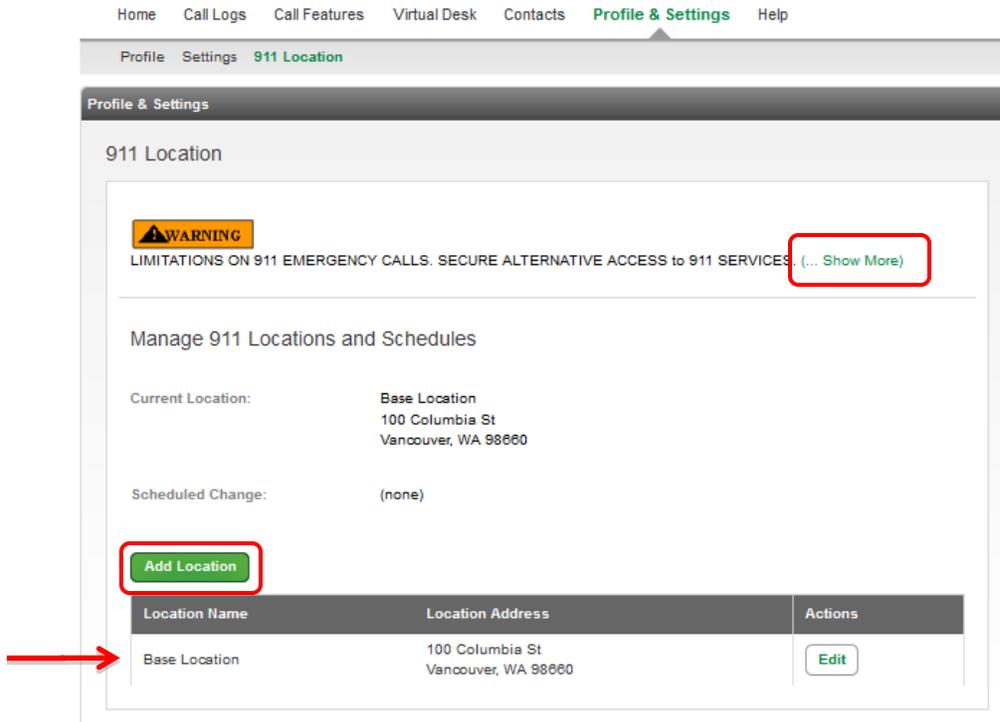
5. Enter a **Location Name** that describes the location of that address.
6. Enter the **Address, City, State and Zip Code** for that location.
7. Click the **Save** button.
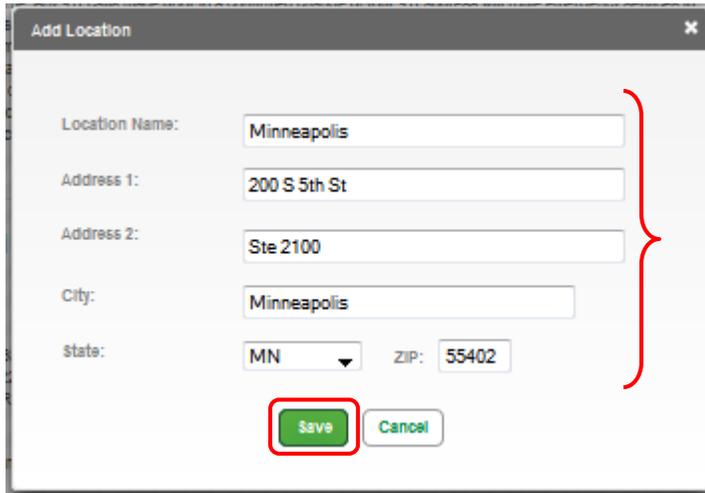
8. Confirm that the address is correct.
9. Click the **OK** button to add that location to your address list.

10. Your new location is now available in your address list, but has not been registered with 911 at this point.
11. At any time, you can click the **Delete** button to delete an address entirely, or click the **Edit** button to change location name.

Manage 911 Locations and Schedules

Action completed successfully.

Current Location: Base Location
225 S Broadway
Rochester, MN 55904

Scheduled Change: (none)

Add Location

Location Name	Location Address	Actions
Base Location	225 S Broadway Rochester, MN 55904	Edit
Minneapolis	200 S 5th St Ste 2100 Ste 2100 Minneapolis, MN 55402	Edit Delete Set as Current Location

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Changing your 911 Location

Once you have added a new location(s) to your **911 Location List**, you will then be able to register any of those locations with 911.

1. Click **911 Location** from the **Profile & Settings** sub menu
2. Click the **Set as Current Location** button.

3. You have the option of changing your address now or scheduling for a future date.
4. Click the **Change Now** button.

5. A conformation box appears listing the address you are going to be changing with 911.
6. If the location and information is correct, click the **OK** button.
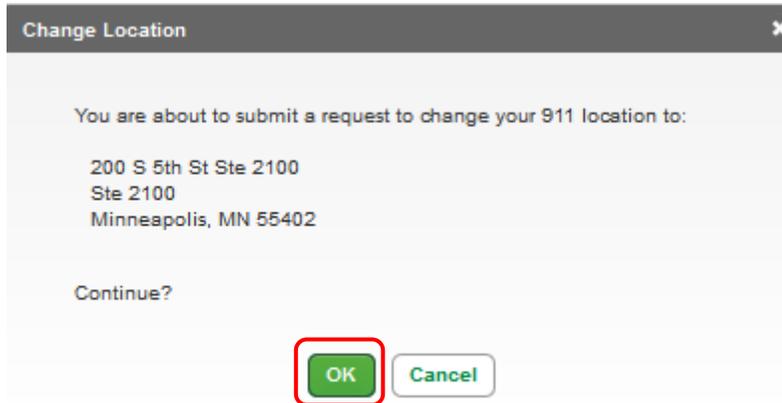
7. Your location will be submitted for processing. You will receive and email that your order was placed and an email when your order is completed and your address has been changed.
8. Click the **OK** button.
9. Remember, when you return to your base location, you will need to log back into the portal and register the 911 information again to reflect you **Base Location**.
10. Your **Base** and **Current Location** can always be reviewed on the right rail of your portal.
11. Click the **OK** button.
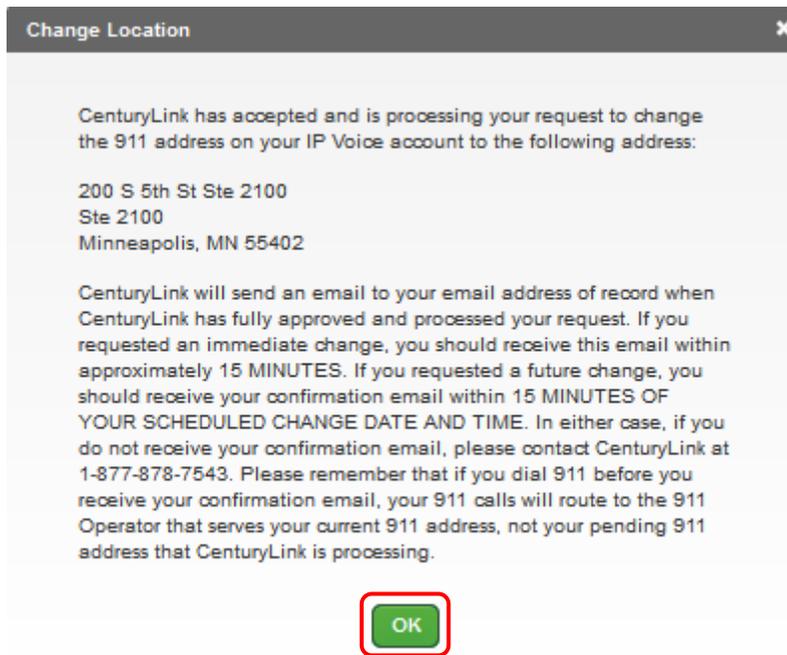
Scheduling a 911 Location Change

You can schedule a future 911 Location change. Keep in mind that you can only schedule one change at a time, and if you try to add a schedule when one is already present, it will override the existing one.

1. Click **911 Location** from the Profile & Settings sub menu.
2. Click **Set as Current Location** for any locations you have predefined.

3. Click the **Schedule a Future Change** button to continue.

4. Click the **Calendar** icon next to the **Date** field.
5. Select the **Date** from within the calendar that you wish the 911 change to take effect.
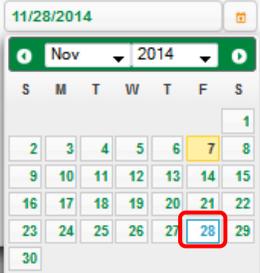
6. Click the **Time** drop down box.
7. Select the time, a.m. or p.m., that you want the 911 change to take effect.

8. Click the Time Zone drop down box.
9. Select the Time Zone you will be in when the 911 change takes effect.

10. Review and confirm that all of your changes are correct.
11. Click the **Save** button.
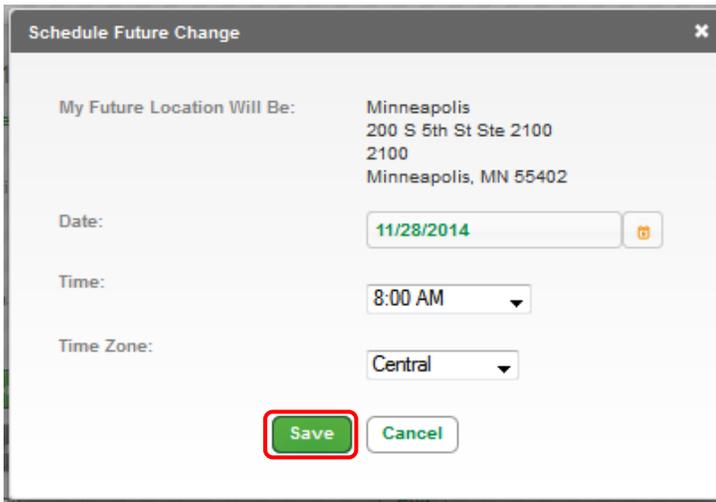
12. A confirmation box will appear.
13. This will list the changes that you are about to make.
14. To continue with these changes, click the **OK** button.

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15. An information window appears confirming that your change request has been submitted.
16. If a scheduled change was submitted, a confirmation email will be received within approximately 15 minutes of your scheduled change date and time.
17. Click the **OK** button.
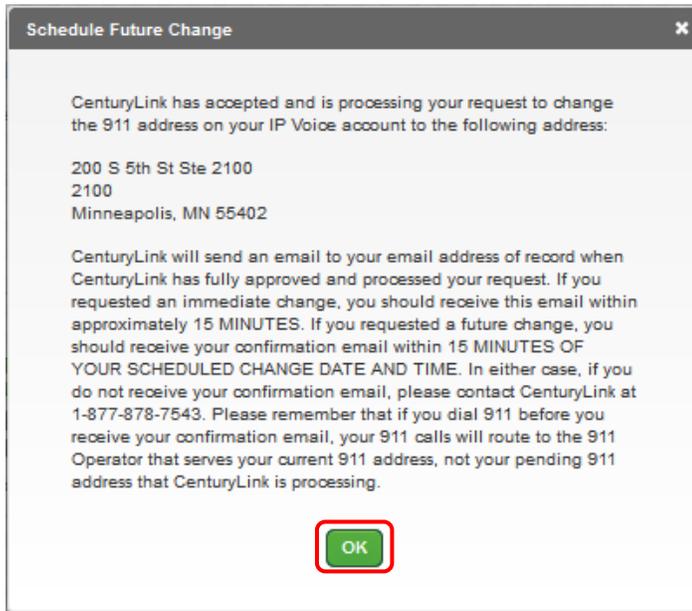
18. You will see that your **Base Location** is still registered as your 911 location.
19. The **Scheduled Change** will indicate the date and time of your scheduled change.
20. It will also indicate the address/location that will registered at that time/time.
21. If you wish to cancel this scheduled change, click the **Cancel Change** button.
22. Refer to the right rail of your portal, which will always indicate your **Base Location** and **Current Location**.
23. The **Current Location** reflects the address/location that is currently registered with 911.
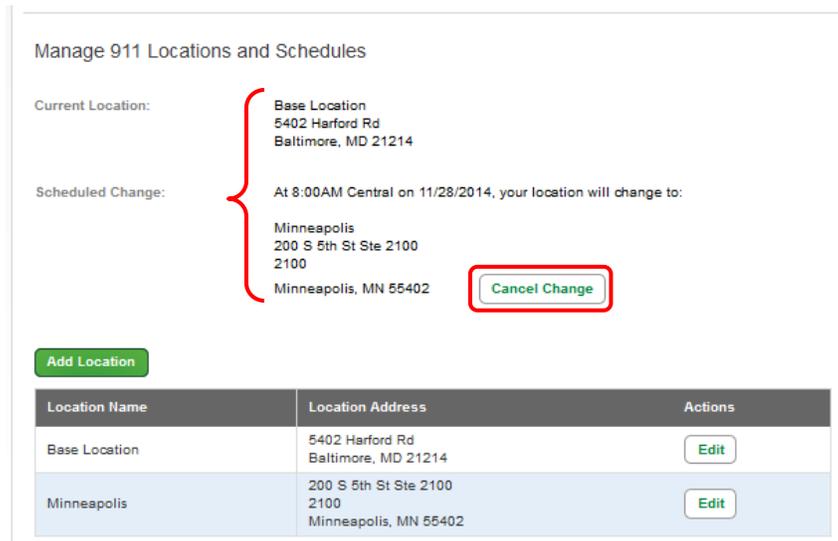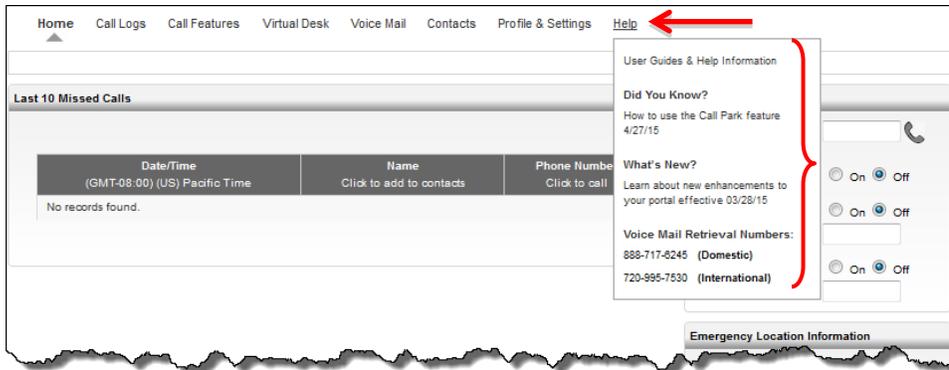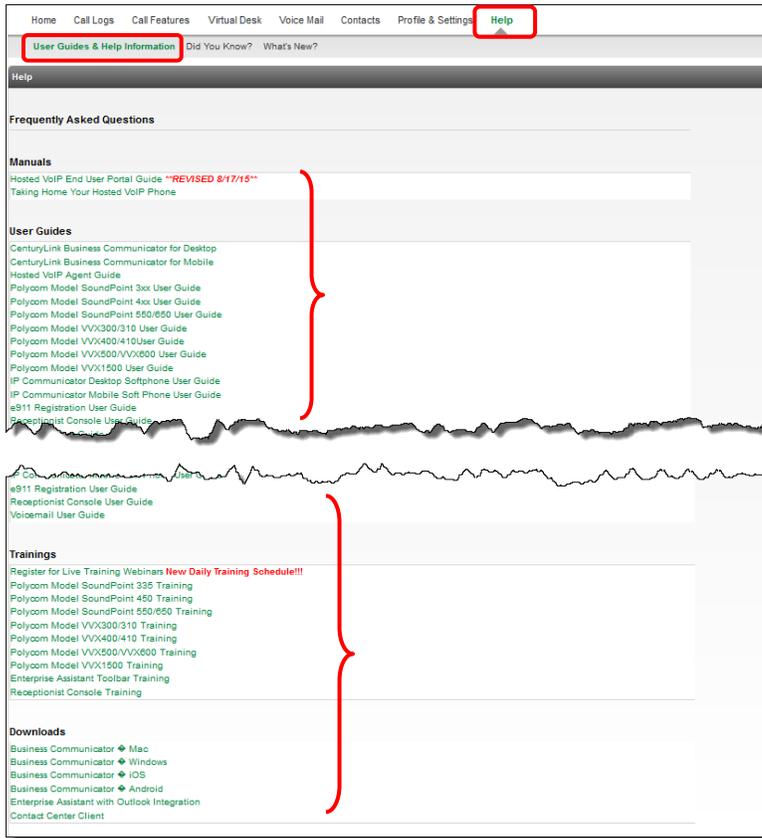
Help

Help provides you with download links for Toolbars and Softphones, and also provides you with access to quick reference and training materials.

Help

1. Hover over **Help** on the main menu and select **User Guides & Help Information**, **Did You Know?** or **What's New?**
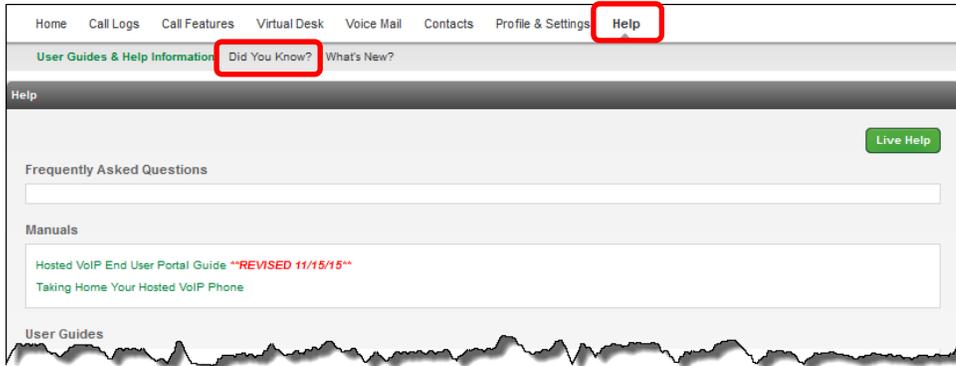2. Or click on **Help** from the main menu.

3. After clicking **Help** from the main menu, click on the document you wish to review.
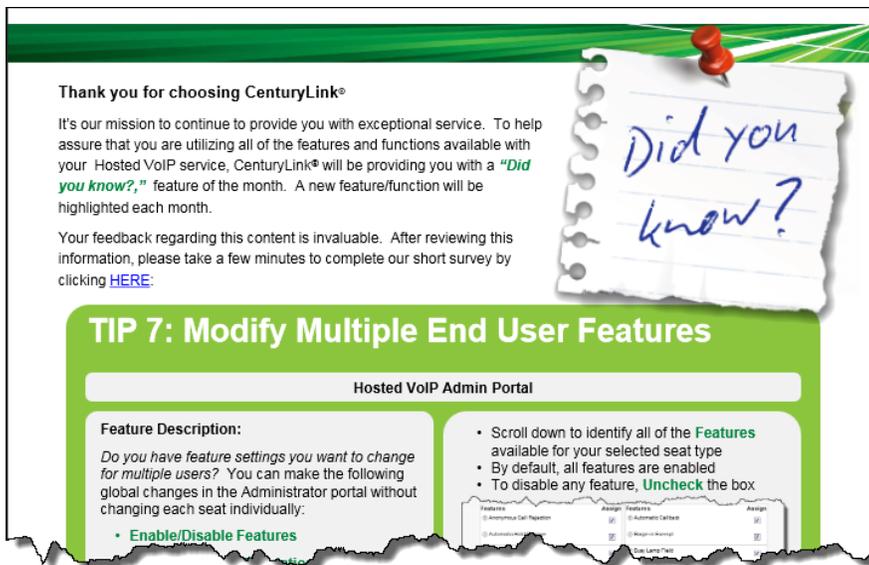
Did You Know?

1. Click **Help** from the main menu.
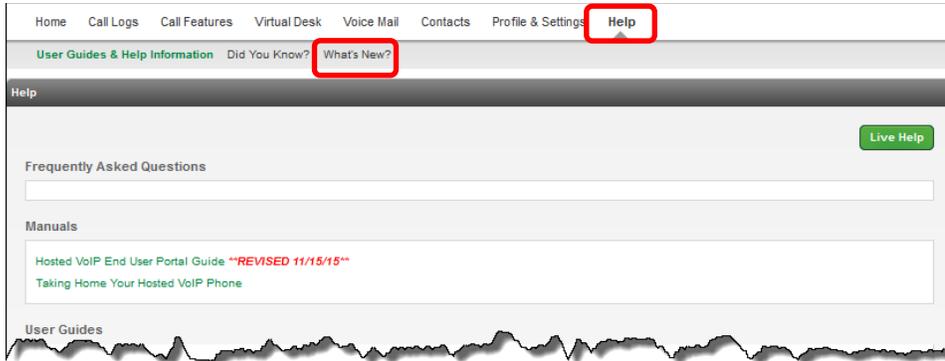2. Click **Did You Know?** from the sub menu.

3. A document will be provided that provides you with useful tips on portal features and functionality.
4. **Did You Know?** content is changed every 3-4 weeks.

What's New?

1. Click **Help** from the main menu.
2. Click **What's New?** from the sub menu.

3. A document will be uploaded that provides you with useful tips on portal features and functionality.
4. **What's New?** content is changed as features and functionality of the portal are changed to provide you with a snap shot of each feature covered in the portal release.
5. Always refer to the **Hosted VoIP Administrator Portal Guide** for full details and descriptions of all features and functionality.

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