# What’s new in your Administrator Portal

## Overview

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

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

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

## Date of change: 9-3-20

### Copy an existing hunt group

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

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

![Manage Services and Hunt Groups](image)

Most fields and features can be modified, but members do not copy and must be added to each hunt group after it’s copied.
Date of change: 8-13-20

Copy an existing user

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

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

Example of fields that can be changed using the copy feature:

- First name/last name
- Phone number/extension
- Portal user ID and domain
- Email address
- MAC address

Example of fields that cannot be changed using the copy feature (be sure to copy a user that has the same group, seat type and phone make/model as the new user you’re building):

- Group
- Seat type
- Phone vendor/make/model
Date of change: 7-30-20

Updated voicemail PIN guidelines

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

Date of change: 6-19-20

Voicemail PIN validation rules

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

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

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

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

- In the search field above the **Available Users** field, enter a search or partial search for a name or phone number to locate the user you want to add as a member of the HG
- In the search field above the **Selected Users** field, enter a search or partial search for a name or phone number to locate the user you want to remove as a member of the HG
- After members are added or removed, click the **Save** button
Date of change: 5-24-20

“No CPE” as an ordering option

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

Date of change: 3-20-20

User TNs (telephone numbers) can be changed

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

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

- Click on User Administration > Manage Users
- Find the user you want to modify and click the Edit icon
- On the Edit End User page, click the Change Number And/Or Extension button
What’s new?

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

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

  ![Change Number And/OR Extension](image1)

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

  ![Select Phone Number From Another Group](image2)

Automatic portal password generation

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

![Automatic portal password generation](image3)
Date of change: 12-13-19

Auto Attendant and Hunt Group TNs (telephone numbers)

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

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

Hunt Group (HG)
- Click Manage Services > Hunt Groups
- Click the Edit button for the hunt group you’re changing the TN for

- Click the Phone Number drop-down list to select a new TN from that group
- Change the extension in the Extension field based on your dialing plan
- Click the Submit button for the change to take place

- If you want to assign an available TN from a different group, click the Select from another group button
What’s new?

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

**Auto Attendant (AA)**

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

**Change Number**

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

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

**Date of change: 11-18-19**

**Voicemail TUI (telephone user interface) update**

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

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

When creating a new user:
- The down arrow for the Hosted VoIP Number field will only offer numbers for the group you’re building the user in
- Click the Select from another group button to choose a number from another group
- Observe the warning that selecting a number from another group may take additional time, by clicking the Yes button
- To cancel this process, click the No button and continue by selecting a number from the group you’re building the user in

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