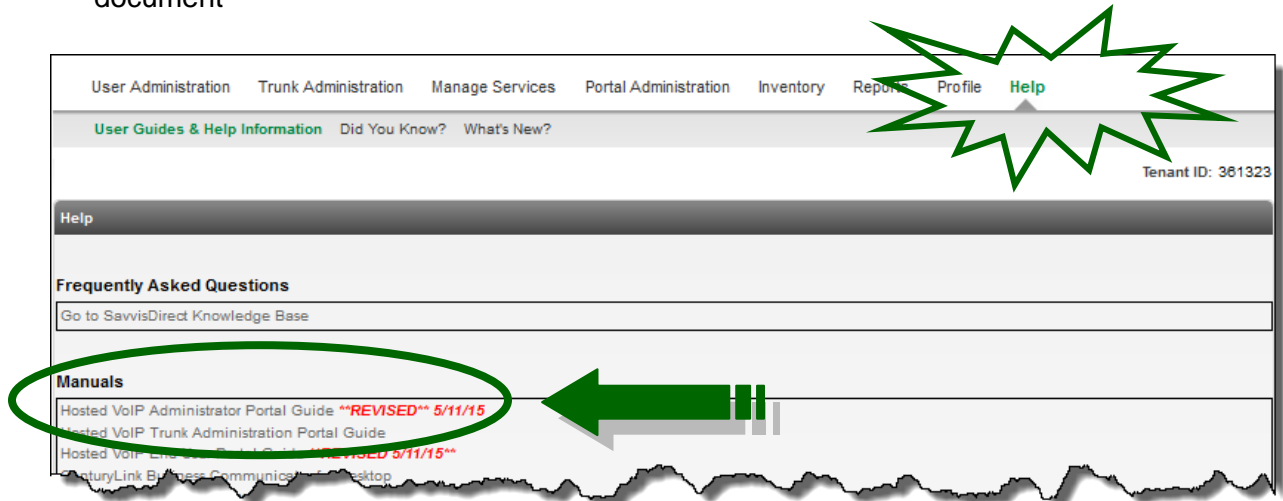


## CenturyLink Hosted VoIP Administrator Portal



The following enhancements have been made available to you effective, April 3, 2017.

- For full details on how to access and utilize these enhancements, click **Help** on the main menu of your Administrator Portal toolbar
- Click on the **Hosted VoIP Administrator Portal Guide** link to download an updated document

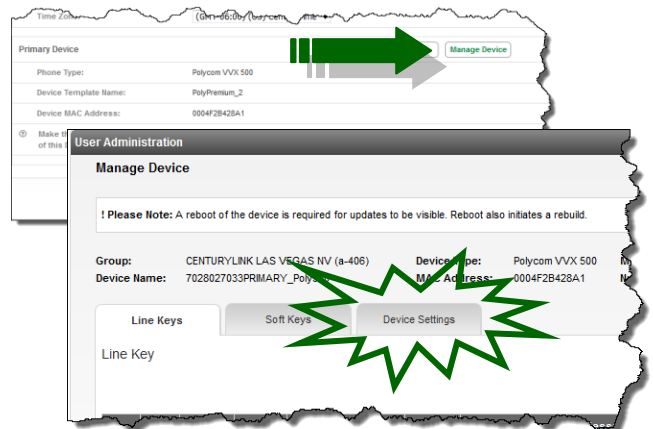


Your feedback regarding this content is invaluable to us. After reviewing this document, please take a few minutes to complete our short survey by clicking [HERE](#).

## Enable Inbound Call Popup and End of Dial Timer

Two new features have been added that are managed at the individual user level. These features can be defined when the user is built, or can be modified at a later date:

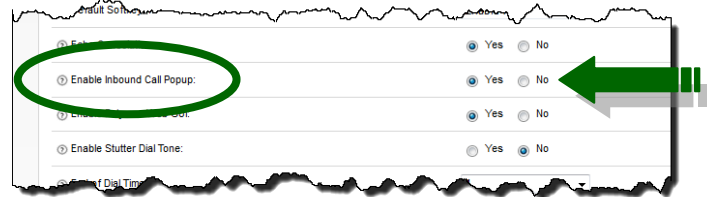
- *Locate the user as normal from **User Administration > Manage Users***
- *Scroll or use search to find the user and click the **Edit** icon*
- *Scroll to the bottom of the page and click the **Manage Device** button*
- *From the Manage Device screen, click the **Device Settings** tab*



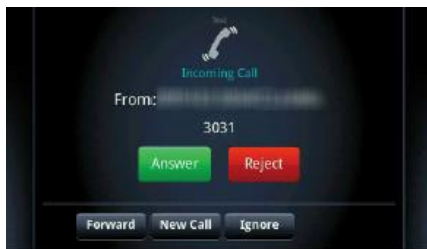
## Enable Inbound Call Popup

When the Enable Inbound Call Popup feature is disabled, active calls can be transferred while receiving incoming calls:

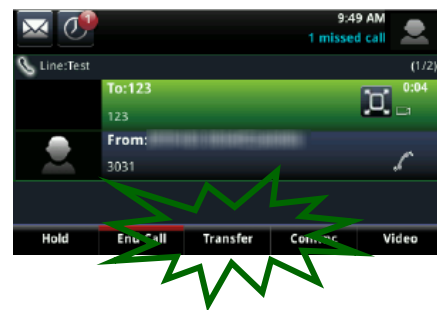
- After clicking the Device Settings tab, scroll to locate Enable Inbound Call Popup
- To disable this feature, click the No radio button
- When disabled, active calls can be transferred with incoming calls actively ringing
- This is particularly useful for high call volume positions, such as receptionists
- Click the Save button at the bottom of the page



### Enable Inbound Popup ENABLED (Yes-Default)



### Enabled Inbound Popup DISABLED (No)



## End of Dial Timer

When dialing 10-digits, the call is automatically sent once the last digit is dialed. When dialing internally or site to dial, there is a delay when dialing by extension, unless the # key is pressed to send the call. With the End of Dial Timer feature, you can shorten that delay, so there is no need to press the # key after entering the extension when dialing or transferring calls:

- After clicking the Device Settings tab, scroll to locate End of Dial Timer
- 4 seconds is the default setting
- Increase or decrease the timer delay by clicking the End Dial Timer drop down box
- Choose from a 2-6 second delay
- Click the Save button at the bottom of the page

