



Managed Voice Service
powered by LUMEN®

ICN Hosted Voice

End User Portal Training

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End User Portal – Common Features

Call Logs

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Feature	Comment
Missed, Incoming, Outgoing Calls	<p>The Call Log option allows you to view Missed, Incoming, and Outgoing Calls. This is similar to the [Directories] or [Callers] button on your phone</p> <p>As a recent enhancement, you can now [Export Call Logs], to an Excel file – All, Missed, Incoming or Outgoing</p>

Contacts>Personal Contacts

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Feature	Comment
<p>Add Contact</p> <p>* Is a required field</p> <p>* Name: <input type="text" value="Fred Flintstone"/></p> <p>* Phone Number: <input type="text" value="6105551234"/></p> <p>Favorite <input checked="" type="checkbox"/></p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>	<p>Favorite Contacts</p> <p>Click contact name to edit Click number to call</p> <p><input type="text" value="Fred Flintstone"/> <input type="text" value="6105551234"/></p>
New Contacts	<p>Select [New Contacts] and complete the "Add Contact" information, then [Save]. If you "check" Favorite then the entry will appear on the Home page for easy access. From either screen you can click on the number and select Call to dial.</p>

Call Features>Find Me>Forward No Answer Rings

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Feature	Comment
<p>Call Forwarding No Answer <input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value=""/></p> <p>Number of rings before forwarding <input type="text" value="3"/> <input type="button" value="v"/></p>	
Number of rings before forwarding	<p>Increase or decrease the number of rings before your voicemail picks up. Select Off (the default) and select a number from the drop-down box from 2 – 20. [Save] your change.</p>



End User Portal – Common Features, Cont’d

Voicemail>Settings>Voice Mail Forwarding

Feature	Comment
<div style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: right;">Inbox Settings Name and Greetings Notifications Work Schedule</p> <p>Voice Mail</p> <p>VoiceMail Messages, Preferences, Mail Forwarding Settings</p> <p>Change your mailbox PIN</p> <p><input type="radio"/> Announcement Only Mailbox: <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p><input type="radio"/> Mailbox PIN: <input style="width: 100px;" type="text"/></p> <p><input type="radio"/> Verify mailbox PIN: <input style="width: 100px;" type="text"/></p> <p><input type="radio"/> Prompt Speed: Standard ▾</p> <p><input type="radio"/> Automatically Play Envelope Information: <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p><input type="radio"/> Play Additional Ring before Greeting: <input checked="" type="radio"/> Enable <input type="radio"/> Disable</p> <p><input type="radio"/> Auto Play: <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p><input type="radio"/> PIN Skip: <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p><input type="radio"/> Voice Mail Forwarding: Forward & Save ▾</p> <p style="margin-top: 10px;"><input style="width: 100%; border: 1px solid #ccc;" type="text" value="MickyMouse@iowa.gov"/></p> <p style="font-size: small; margin-top: 5px;">Forward to Email Addresses (comma separated, Limited to 5 Email Addresses):</p> </div>	

- 1) Select **Forwarding & Save** **Note: ICN does not recommend "Forward & Delete."** **If the email with the voicemail recording does arrive at the end email destination through the Internet, the voicemail recording cannot be recovered.**
- 2) Enter email address(es) in the **Forward to Email Addresses** box
- 3) **Save** your entry



Voicemail>Settings Change Change your mailbox PIN Pages 52 EUG

Feature	Comment
<p>Change your mailbox PIN * Is a required field</p> <p>* Mailbox PIN: <input type="text"/></p> <p>* Retype PIN: <input type="text"/></p> <p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>	
Change PIN (Password)	Change your voicemail PIN (password) to a different number. Select [Mailbox PIN] and enter new PIN Number, then repeat the new PIN in the [Verify mailbox PIN] field [Save] your changes.

***Note:** You can also log into the [Admin Portal](#), and edit the User voicemail password. Go to the **Voice Mail Settings TAB**, and select **[Reset PIN]**. Enter **New PIN** and **Confirm PIN** then **Save**. In both cases the password is officially changed – this is not a temporary password. The User can log into their mailbox and use the TUI to select a different password if they'd like to change it.



End User Portal – Common Features, Cont’d

VoiceMail>Work Schedule

Feature	Comment

Schedule your Open and Closed Greeting hours
(You can make the same changes by logging into your mailbox and pressing 3-6-2, and following the prompts)

Using the drop down boxes for Weekdays and Weekends, make your selection. You can also modify Weekday and Weekend hours.

Profile and Settings>Settings>Change Hosted VoIP Portal Password Pages 67 EUG

Feature	Comment
<p>Hosted VoIP Portal Password</p>	<p>Enter new portal password using the criteria specified in the window that displays when you hold your mouse over the ?. [Save] your change.</p>



Help

*Help provides **Manuals, User Guides, Training Slides, and Downloads** can be found under the "Help" selection of "User Guides & Help Information".*



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ast 10 Missed Calls

Date/Time (GMT-06:00) (US) Central Time	Name Click to add to contacts	Phone Number Click to call
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User Guides & Help Information

Did You Know?
Click Here

What's New?
Learn about new enhancements to your portal effective 04/04/19

The CenturyLink VoIP User Portal will have the most current versions of documentation.