ICN Hosted Voice

End User Portal Training

Table of Contents

End User Portal – Common Features

Call Logs   **Page 6 EUG**

Feature	Comment
Missed, Incoming, Outgoing Calls	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 As a recent enhancement, you can now **[Export Call Logs]**, to an Excel file – All, Missed, Incoming or Outgoing

Contacts>Personal Contacts   **Page 59 EUG**

Feature	Comment
Add Contact * Is a required field * Name: Fred Flintstone * Phone Number: 6105551234 Favorite ☑ **Save** **Cancel**	**Favorite Contacts** Click contact name to edit Click number to call Fred Flintstone 6105551234
New Contacts	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.

Call Features>Find Me>Forward No Answer Rings   **Page 19 EUG**

Feature	Comment
Call Forwarding No Answer ○ On ◉ Off ☎ [ ] Number of rings before forwarding [3 ▼]	
Number of rings before forwarding	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.

Feature	Comment

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
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.

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

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

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