



ICN Hosted Voice

End User Portal Training

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End User Portal – Common Features

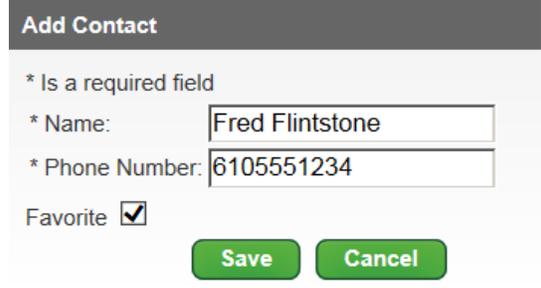
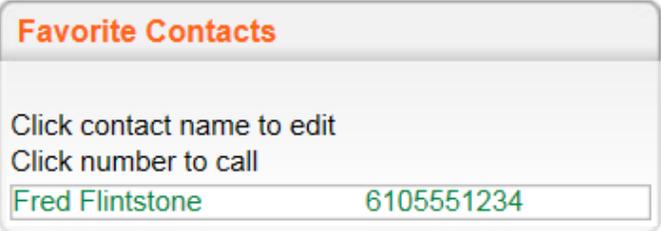
Call Logs

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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
	
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

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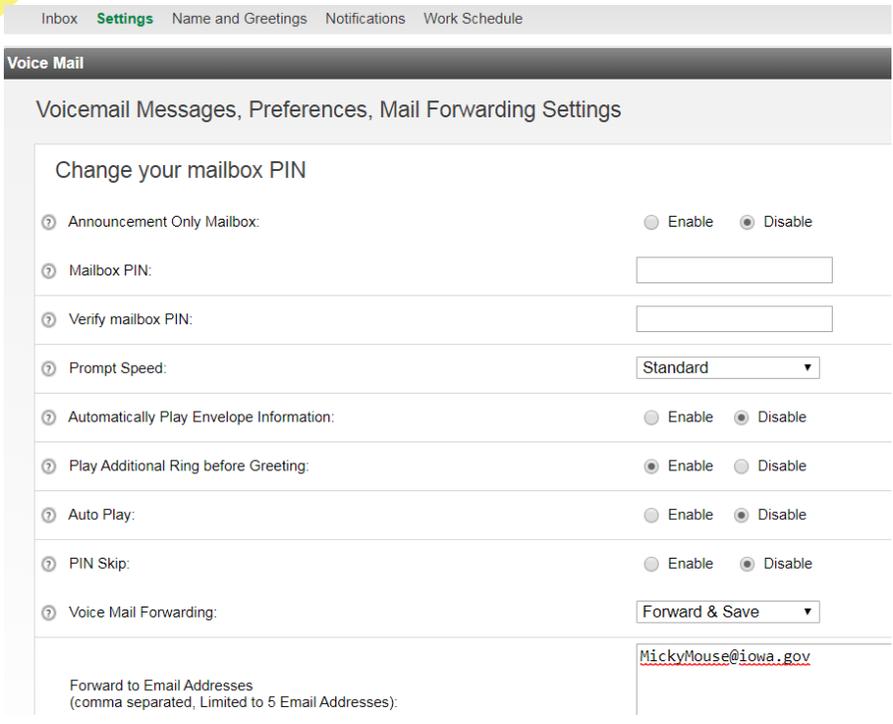
Feature	Comment
	
Number of rings before forwarding	Increase or decrease the number of rings before your voicemail picks up. Select Off (the default) and select a number from the drop-down box from 2 – 20. [Save] your change.



End User Portal – Common Features, Cont'd

Voicemail>Settings>Voice Mail Forwarding

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Feature	Comment
	
<ol style="list-style-type: none"> 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

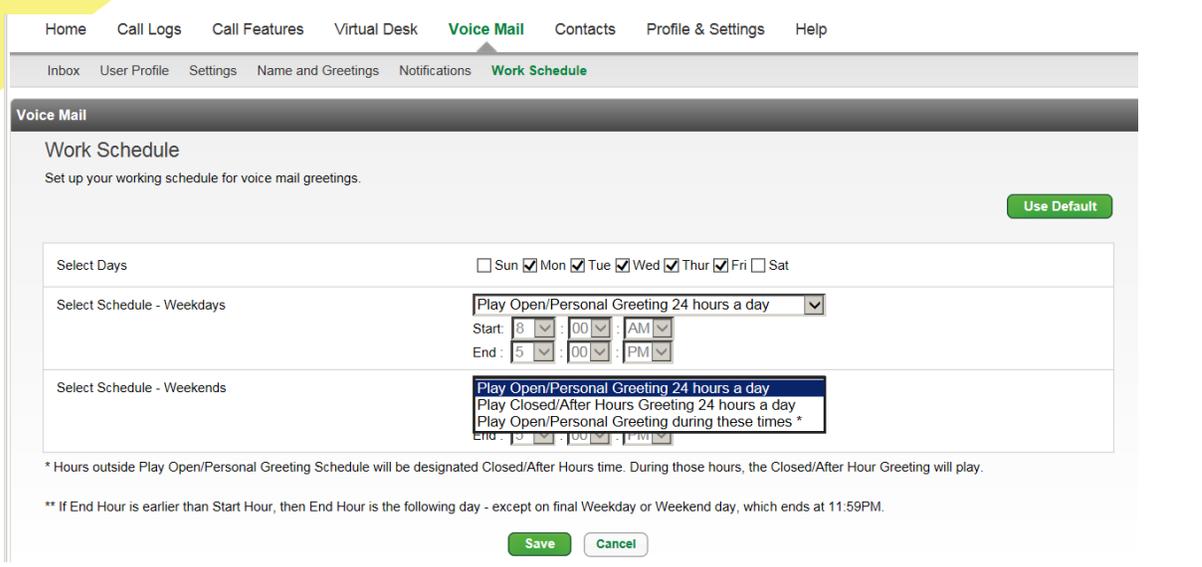
Feature	Comment
<p>Change your mailbox PIN * Is a required field</p> <p>* Mailbox PIN: <input type="text"/></p> <p>* Retype PIN: <input type="text"/></p> <p style="text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </p>	
<p>Change PIN (Password)</p>	<p>Change 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.</p>

***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

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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)

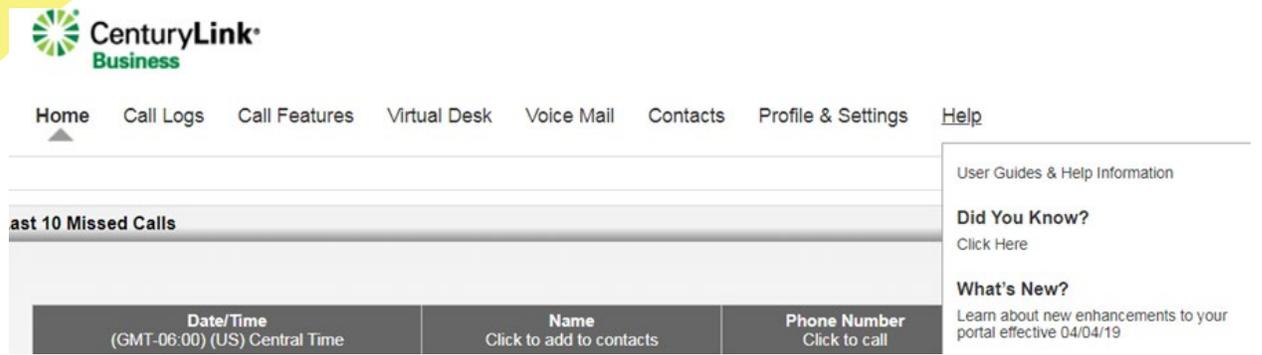
Using the drop down boxes for Weekdays and Weekends, make your selection. You can also modify Weekday and Weekend hours.

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".*



The screenshot shows the CenturyLink Business user portal interface. At the top left is the CenturyLink Business logo. A navigation menu includes Home, Call Logs, Call Features, Virtual Desk, Voice Mail, Contacts, Profile & Settings, and Help. Below the menu is a section for 'Last 10 Missed Calls' with a table header. On the right side, there are three informational links: 'User Guides & Help Information', 'Did You Know? Click Here', and 'What's New? Learn about new enhancements to your portal effective 04/04/19'.

Date/Time (GMT-06:00) (US) Central Time	Name Click to add to contacts	Phone Number Click to call
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The CenturyLink VoIP User Portal will have the most current versions of documentation.