

# LUMEN<sup>®</sup>

## Quick Guide

### *VoIP Portal for Administrators* *ICN's Managed Voice Service*

Agency Account Administrators can modify phone numbers and various functions.

#### How To: Find Administrator VoIP Portal

Browse to: [voip.centurylink.com](http://voip.centurylink.com)

#### How To: Register as a New Administrator User

For account set up or other assistance, contact ICN's Network Operations Center at 800-572-3940 or [ICNServiceDesk@iowa.gov](mailto:ICNServiceDesk@iowa.gov).

#### How To: Login to the Portal

Credentials for the VoIP portal will be sent by email. Look for an email with the subject:


**Account has now been Setup for Managing your CenturyLink Hosted VoIP Service.**

**User ID:** JDoe123456@voip.centurylink.com

**Password:** Temporary password emailed to user

Enter information under the VoIP login box.

#### How To: Search End Users

1. Under: User Administration >> Manage Users
2. Select a Group from the drop down menu.
3. Search for an End User by:
  - First Name
  - Last Name
  - Phone Number
4. A listing of users will appear.
5. Click **edit** associated to the appropriate user. 

#### How To: Navigate the VoIP Administrator Portal

Navigate the portal using these menu options.

##### User Administration

- Create new users.
- Edit existing users.
- Create Custom User Templates.
- Process Bulk Uploads for additions/changes to users.
- Modify multiple users with the "Modify End User Features" tool.

##### Manage Services

- Edit or Modify Group Services.
- Inbound Calling features, Directories.
- Group Settings.

##### Inventory

- Monitor inventory of active and available seats.
- Order additional telephone numbers and seats.
- Monitor add on features such as desktop and mobile softphones
- Monitor/review open and closed orders.

##### Reports

- Run and compile Utilization Reports by telephone number or groups of telephone numbers.
- Run Voice Mail Reports, Portal Usage Reports and Trunk Utilization Reports.
- Call data is stored for 75 days.

##### Profile

- Edit your First Name, Last Name.
- Password used to access the admin portal.
- Email address for portal notifications.

##### Help

Access training tools and documents:

- User guides.
- Quick reference guides.
- Training videos.
- Live chat.

### How To: Change Users Caller ID Display

1. Follow 'Search End Users' instructions.
2. In the **User Settings** tab, modify the following:
  - First Name, Last Name, and/or Email
  - Portal User ID
  - Send Reset Portal Password to the new user
3. Select Save

### How To: Add Business Communicator

1. Follow 'Search End Users' instructions.
2. Under the **Feature Assignment** tab
3. Click the **Manage Business Communicator** button.
4. There are two versions Voice/Video and Collaboration.
5. Click the radio button for the version you want to assign.

Licenses MUST be available to assign to the user.

### How To: Change Users Voice Mail Settings

1. Follow 'Search End Users' instructions.
2. Select the **Voice Mail Settings** tab.
  - Access the **Reset Button**.
  - Note: Not a temporary PIN, user will **not** be prompted to enter a new PIN.
3. **Voice Mail Forwarding:** Emails .wav file attachment.
  - Select from dropdown box:
    - Forward & Delete
    - Forward & Save
    - Disable (default)
  - Enter email address(es) in **Forward to Email Addresses** textbox.
4. Select Save

### How To: Access and Generate Available Reports

**Note:** Administrators do not have access to the Reports tab by default. Contact your ICN Account Consultant to add it to your account.

**Reports:** Utilization Reports | Voice Mail Reports | Portal Usage Reports

#### Utilization Reports

Reports are run in Summary, Bar Chart and Detail format, as well as Call Detail Reports.

1. Select your **Group** from the drop down box.
2. Click '**Get Phone Numbers**' button.
3. The **report type options** include:
  - Hourly | Daily | Weekly | Monthly
  - CDR (Call Detail Records)

#### CDR Instructions

1. Follow above 'Utilization Report' steps.
2. Select **CDR Report** under Report Type.
3. Select a **Start Date/Time** and **End Date/Time**.
4. Drag and drop the Telephone Numbers from the **Available** box to the **Selected** box that you want to include in your report.
5. Click the **View Report** or **Export Report** button to process your report.

#### Voice Mail Reports

Indicates whether voicemail has been configured, and which mailboxes have been set up by the user.

**Reminder:** Callers are unable to leave messages for users that do not set up their voicemail.

#### Portal Usage Reports

Monitor portal access usage by end user. Report can be used to determine usability of the End User portal.

### Tips: Where to Find Additional Support

Under >> Help

- Frequently Asked Questions
- Manuals
- Trainings

### Tips: Find Polycom Handset Training Videos

Browse to: <https://www.lumen.com/help/en-us/voip/equipment/vvx-phones.html>



**Grimes State Office Bldg.**  
400 East 14th Street  
Des Moines, IA 50319

**icn.iowa.gov**  
(800) 572-3940 / [icn.css@iowa.gov](mailto:icn.css@iowa.gov)