CenturyLink®

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

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.

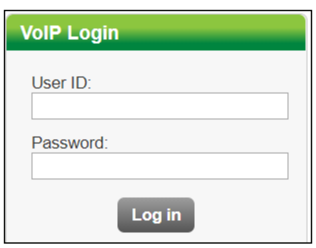
How To: Login to the Portal

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 apper.
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: www.centurylink.com/business/resources/video/polycom-handset-training

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

icn.iowa.gov
(800) 572-3940 / icn.css@iowa.gov