



# HOSTED VOICE PORTAL GUIDE – ADMIN USER

---

# TABLE OF CONTENTS

---

Table of Contents.....	2
Portal Guide – Admin User .....	3
Getting Started.....	3
Logging Into the Glo Fiber Business Online Voice Portal .....	4
First-Time Login.....	4
Future Logins.....	4
The Glo Fiber Business Online Voice Portal .....	6
Users .....	6
Voicemail.....	15
Devices .....	16
Call History .....	17
Resetting Your Portal Password.....	19
Creating a Schedule .....	20
Managing IP Phones.....	24

---

# PORTAL GUIDE – ADMIN USER

---

## GETTING STARTED

Welcome to the Glo Fiber Business Voice Platform!

As part of our services we offer you access to your own online voice management portal (glofiberhostedvoice.user.alianza.com).

It is within this portal that you can control who can contact you, how they will reach you, and even when they will reach you.

This is in addition to the star codes that allow you to control voice features right from your phone.

To obtain your login information, you will need to contact our Customer Service team at 1-866-533-0859 or by dialing 611 from your Glo Fiber Business phone.

## LOGGING INTO THE GLO FIBER BUSINESS ONLINE VOICE PORTAL

To log into the Glo Fiber Business Online Voice Portal, you will need to have your username and password.

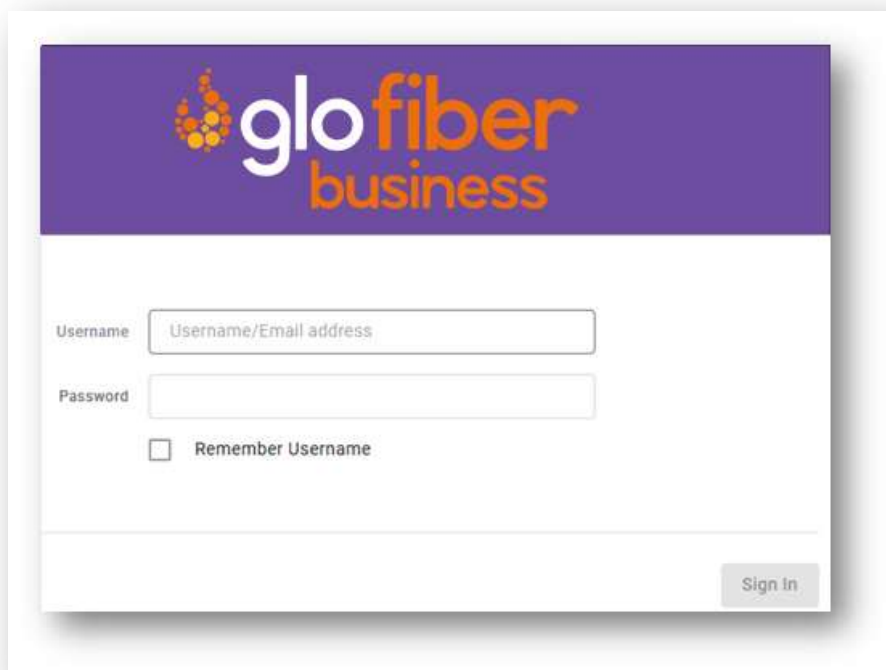
### First-Time Login

- 1) Go to [glofiberhostedvoice.user.alianza.com](http://glofiberhostedvoice.user.alianza.com).
- 2) Enter your username.
- 3) Enter the temporary password.
- 4) Click **[Sign In]**.
  - There is the optional choice to have your username be remembered.
- 5) When prompted, create a new password.
  - Your password must have:
    - At least 8 characters
    - A lowercase letter
    - An uppercase letter
    - A number
    - No parts of your username

### Future Logins

- 1) Got to [glofiberhostedvoice.user.alianza.com](http://glofiberhostedvoice.user.alianza.com).
- 2) Enter your username.
- 3) Enter the password you created.
- 4) Click **[Sign In]**.

*Note: For information on changing your password, see [Resetting Your Portal Password](#).*



The screenshot shows the login interface for the Glo Fiber Business Online Voice Portal. At the top, there is a purple header with the 'glo fiber business' logo. Below the header, there are two input fields: 'Username' with a placeholder 'Username/Email address' and 'Password'. Below the password field is a checkbox labeled 'Remember Username'. At the bottom right of the form area, there is a 'Sign In' button.



**i** You must change your password.

New Password

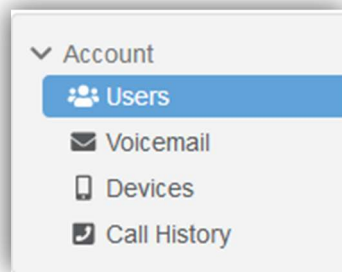
Confirm Password

Your password has expired and must be changed. Your password must contain 2 of the following: special character, number, upper case letter, or lower case letter

Confirm

# THE GLO FIBER BUSINESS ONLINE VOICE PORTAL

Within the Glo Fiber Business Online Voice Portal, there are 4 sections: [Users](#), [Voicemail](#), [Devices](#), and [Call History](#).

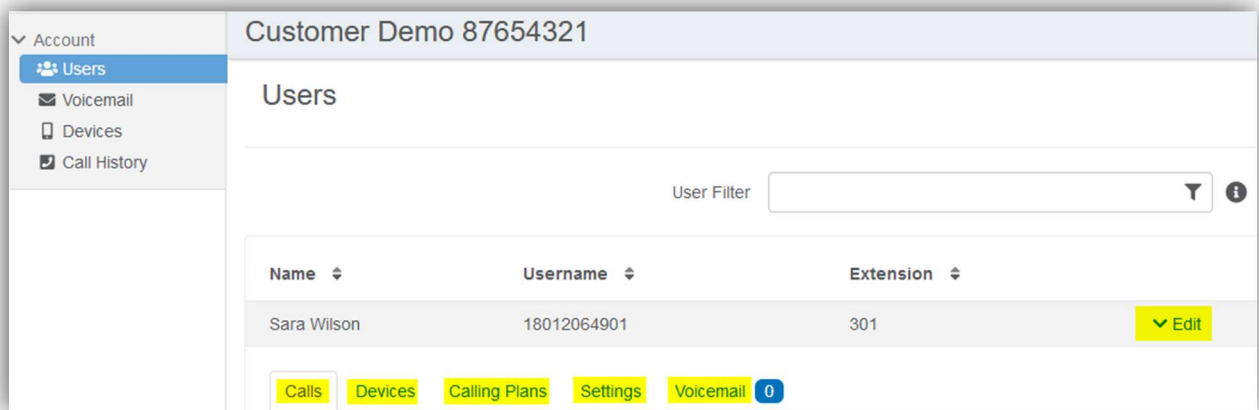


## Users

All users on your account will be listed here and this is where you will control how calls are received by each user. To edit these settings for a specific user, you will need to select Edit next to the user in your list of users.

Under each user, there are 5 sub-sections to organize the permissions/features:

1. [Calls](#)
2. [Devices](#)
3. [Calling Plans](#)
4. [Settings](#)
5. [Voicemail](#)



## Calls

This is the sub-section to see which phone numbers are directed to this user and to control how incoming calls to this user will be handled via [call screening](#) and [call handling](#).

Sara Wilson 18012064901 301

Calls Devices Calling Plans Settings Voicemail 0

**Phone Numbers**

Routed to User 1 (801) 206-4901

**Call Screening**

Screening Forward Number

This is the destination Number used when Forward is selected as a Call Screening setting.

Anonymous Caller

Toll-free Caller

All Other Callers

**Call Handling**

## Phone Numbers

All phone numbers pointing to this user will appear here. When these numbers are called, they will follow the call handling/screening options that you have setup.

## Call Screening

You can control how calls from anonymous numbers, toll-free numbers, and other callers (including specific phone numbers) are handled by our system.

*Note: To add custom callers (specific phone numbers) to screen, use the **[+Add Caller]** button. If there are more than 2 custom callers, they can be hidden.*

*Actions Include:*

- **Allow**
  - Call will ring through and follow the call handling settings setup.
- **Allow with Priority Ring**
  - There is the standard ring and then 7 other ring patterns to choose from.
- **Block**
  - Caller will hear a busy tone.
- **Block with Message**
  - Before the call is disconnected, the caller will hear a message play: “The number you have dialed is not accepting calls at this time. Please try again later.”.
- **Forward**

- If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the Screening Forward Number field.
- **Voicemail**
  - Caller will be sent to your voicemail.

**Call Screening** + Add Caller

Screening Forward Number

This is the destination Number used when Forward is selected as a Call Screening setting.

Anonymous Caller

Toll-free Caller

All Other Callers

---

Custom Caller(s)

<input type="text" value="12125551234"/>	<input type="text" value="Allow with Priority Ring"/>	✕
Priority Ring	<input type="text" value="Priority Ring 3"/>	
<input type="text" value="17175551324"/>	<input type="text" value="Forward"/>	✕
<input type="text" value="18015551234"/>	<input type="text" value="Voicemail"/>	✕

hide extra callers

## Call Handling

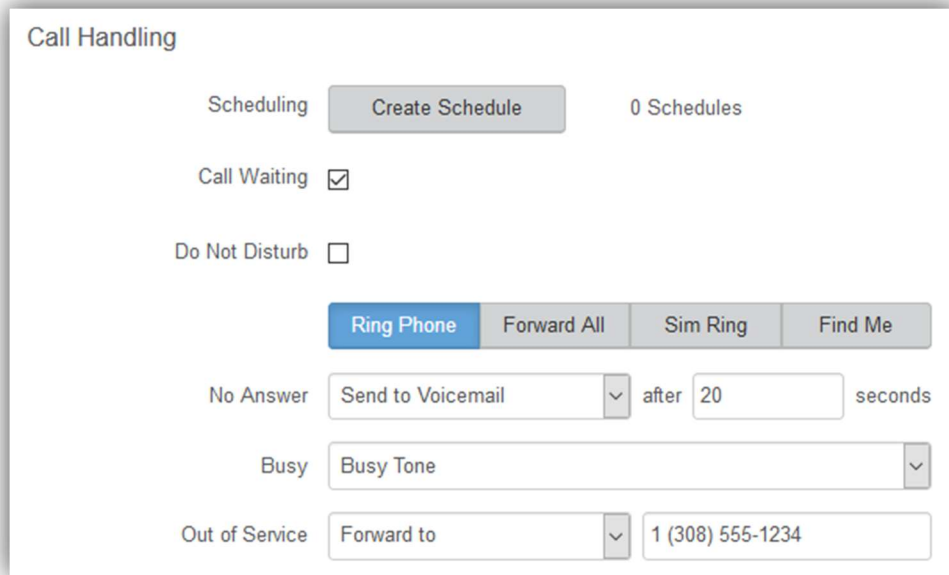
Within this section a schedule can be created and other actions setup for when you get a call. If the call is not answered; the call can be sent to voicemail, forwarded to another number, or given a busy tone.

*Actions Include:*

- **Scheduling**
  - Create one or more schedules to dictate different behaviors based on the date/time the call comes in.
  - See [Creating a Schedule](#) for more information on creating these.
- **Call Waiting**
  - Checking this box will allow a second call to ring through while you are already on the phone.
- **Do Not Disturb**
  - Checking this box will stop the phone from ringing and follow the call flow set for when a call is not answered (usually directing it to voicemail).
- **Ring Phone**
  - This will ring the phone associated with the account.
  - There are 3 ways the call could not be answered:
    - The call is unanswered after a set number of seconds.



- The device is busy (already in use and Call Waiting is not enabled) so couldn't take the call.
- The device is out of service (device lost power and is not showing as an active device).



Call Handling

Scheduling  0 Schedules

Call Waiting

Do Not Disturb

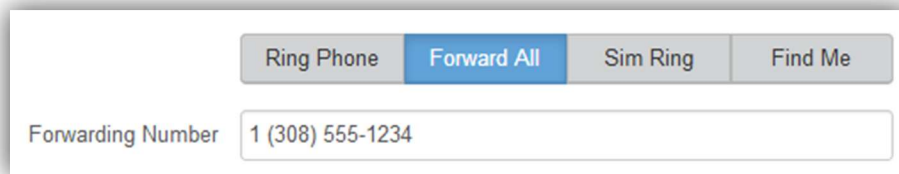
No Answer  after  seconds

Busy

Out of Service

- **Forward All**

- Allows you to choose an alternate phone number to which all calls will be sent.



Forwarding Number

- **Sim Ring**

- Simultaneous Ring will ring all numbers added to the list. The first phone number to pick up will take the call.

*Note: Use **[+Add Number]** to add more phone numbers.*

- A time limit can be given for how long the numbers receive the call or the call can ring forever.
  - If a time limit is given, the No Answer options to choose from are Busy Tone, Forward to, and Send to Voicemail.

- **Find Me**

- Find Me Follow Me will ring each destination sequentially.
- If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).
- The order for the different destinations can be changed using the carrots (highlighted in yellow below).

*Note: Use [+Add Destination] to add more destinations (up to 4 total destinations).*

### Devices

Within this section you will see the devices that have been assigned to this user.

- All devices assigned to the user will appear in the **Device Lines** sub-section.

Sara Wilson 18012064901 301 Edit

[Calls](#)
[Devices](#)
[Calling Plans](#)
[Settings](#)
[Voicemail](#) **0**

### Device Lines

Device Type	MAC Address	Line Number	
Arris TM502G	bbccceedd1234	1	▼ Edit

### Referenced Devices

Device Type	MAC Address	Line Number	Device Owner
VWX400	aabbccdee22	2	Tyler Wilson

- If the device is an IP phone, there are additional features available: BLF/Presence, Call Park, Paging, Speed Dial, and Shared Line (see [Managing IP Phones](#)).
  - If the user's line is being shared with another user, it will show under the Referenced Devices area.
- If you click on **Edit** next to the device, you will be able to see additional technical details about the device.
  - All device changes outside of the IP phone line assignment features (BLF/Presence, Call Park, Paging, Speed Dial, and Shared Line) will need to be managed by our customer service team.

Sara Wilson 18012064901 301 [Edit](#)

[Calls](#) **Devices** [Calling Plans](#) [Settings](#) [Voicemail](#) **0**

**Device Lines**

Device Type	MAC Address	Line Number	
Arris TM502G	bbcceedd1234	1	<a href="#">Edit</a>

**Device Info**

Device Type Arris TM502G

MAC Address bbcceedd1234

Registration Status No **x**

Provisioning Logs [Logs](#)

**Device Line Info**

Line Number 1

Line Name

911 Callback Number 18012064901

Registration Status No **x**

[Advanced Line Settings](#)

Fax Enabled  This line is connected to a fax machine

Incoming faxes answered by the voicemail box are always allowed. Enabling fax here changes the device configuration to enable fax settings. These settings will negatively affect voice call quality.

### Calling Plans

This section will show you the calling plan(s) that have been assigned to the user. The calling plan(s) will dictate where that user is allowed to call.

*Note: For changes to permitted calling areas, please contact Customer Service.*

Sara Wilson	18012064901	301	▼ Edit
<a href="#">Calls</a>	<a href="#">Devices</a>	<a href="#">Calling Plans</a>	<a href="#">Settings</a>
			<a href="#">Voicemail</a> <span>0</span>
<b>Calling Plans</b>			
<b>Calling Plan</b>	<b>Total Minutes</b>	<b>Minutes Used</b>	
US48 Unlimited Residential	Unlimited	0	▼ Edit

### Settings

The Settings section under a user grants access to the user’s information and settings, including the outbound caller ID number for that user, the time zone used by the system, and the language used in the voicemail menu.

- When the PIN is reset, it is reset to the default: 1234.
  - This will have to be changed on the phone before remote access to your voicemail will be permitted.
- If no caller ID number is chosen, the call will be sent out as Anonymous and could be blocked by the called party’s phone system.
  - If no caller ID is wanted, choose an outbound caller ID number and uncheck the Caller ID Enabled box.
  - The caller ID will then be shown as BLOCKED.
- The two roles are Standard and Admin and **cannot** be changed.
- English and French are the two language options for the voicemail menu.

Sara Wilson 18012064901 301 ▼ Edit

[Calls](#)
[Devices](#)
[Calling Plans](#)
[Settings](#)
[Voicemail 0](#)

### User Information

Username 18012064901

Name

Extension Number 301

Reset PIN [Reset PIN](#)

### Caller ID

Caller ID Number

Caller ID Name (CNAM) Company

Caller ID Enabled

### User Settings

Time Zone

End User Role ADMIN

Language

## Voicemail

A user's voicemail section shows you the voicemail box they have setup along with granting you access to the voicemail features: voicemail to email and visual voicemail.

### Voicemail Box Settings

Messages left on the user's voicemail box can be sent as an MP3 file to one or more email addresses.

You have the option to keep the voicemail in the voicemail box:

- Allows the user to choose to listen to the message on their phone or via an MP3 file.
- If a copy is kept in the voicemail box, the message waiting indicator on the user's phone will stay on until the voicemail is listened to from the phone or saved/deleted from the visual voicemail box.

**Voicemail Box Settings**

Forward Voicemail to Email  Forward voicemail messages

Keep a copy in voicemail box












Enter email addresses, separated by commas

### Visual Voicemail

Shows a timestamp for messages left within the voicemail box, what number left the message, how long the call was, and the status of the message (New or Saved).

- Messages can be sorted by Time/Date, Length, and Status.
- To listen to the message from here you must download it using the download icon.
- All, multiple, or individual voicemails can be selected to delete at one time.
- To delete, check the box next to the voicemail message and click the trashcan icon.
- To save a message, click on the letter icon.
- When you hover your mouse over an icon, the icon's function will show.

**Visual Voicemail**

Time/Date ↕	Originating Number	Length ↕	Status ↕	 
Jul 21, 2018 2:35 PM	1 (509) [REDACTED]	1 second	New	  
Oct 31, 2017 1:46 PM	1 (801) [REDACTED]	35 seconds	New	  
Jan 11, 2017 12:19 PM	1 (509) [REDACTED]	10 seconds	New	  

### Voicemail

This section of the Glo Fiber Business Online Voice Portal will enable you to manage the voicemail boxes and associated settings for all users on the account.

- Select the voicemail box to manage and then edit the same features presented [above](#).

Account

- Users
- Voicemail**
- Devices
- Call History

Customer Demo 87654321

### Voicemail Boxes

Voicemail Filter  Y i

Name	Owners	Voicemails (New/Total)	
Tyler Wilson	Tyler Wilson	1/1	<span>▼ Edit</span>
Sara Wilson	Sara Wilson	0/0	<span>▼ Edit</span>
Peter Martinez	Peter Martinez	0/0	<span>▼ Edit</span>

Account

- Users
- Voicemail**
- Devices
- Call History

Customer Demo 87654321

### Voicemail Boxes

Voicemail Filter  Y i

Name	Owners	Voicemails (New/Total)	
Tyler Wilson	Tyler Wilson	1/1	<span>▼ Edit</span>

**Voicemail Box Settings**

Forward Voicemail to Email  Forward voicemail messages

Keep a copy in voicemail box

**Visual Voicemail**

Time/Date	Originating Number	Length	Status	
Jun 6, 2017 10:47 AM	1 (801) 561-0187	12 seconds	New	<span>📄</span> <span>📧</span> <span>📧</span>

## Devices

This section allows you to manage all the devices on the account without having to go to the specific user.

*Note: For more information on devices, see the [Devices](#) sub-section under the [Users](#) section.*



Customer Demo 87654321

Devices + Add Device

Device Filter

MAC Address	Device Type	Owners	
aabbccdde22	Polycom VVX 400/410	Tyler Wilson	<span>▼ Edit</span>
bccceedd1234	Arris TM502G	Shared by 2	<span>▼ Edit</span>

Customer Demo 87654321

Devices + Add Device

Device Filter

MAC Address	Device Type	Owners	
aabbccdde22	Polycom VVX 400/410	Tyler Wilson	<span>▼ Edit</span>

**Device Info**

MAC Address aabbccdde22

Device Type Polycom VVX 400/410

Configuration Status No ✖ ▼ Details

Swap Device ↻ Swap

▼ Bulk Line Configuration

**Line Configuration**

Line Number	Type	Assignment	
1	Device Line		<span>▼ Edit</span>
2	Shared Line	Sara Wilson	<span>▼ Edit</span>

## Call History

The Call History menu will display all call records. View call records for the current month or search for a specific date range, type of call, and/or specific inbound call flags. This allows you to see the pattern of the calls: What calls are being missed, how many are sent to voicemail, etc. Once the parameters are set, results will be displayed below and can be downloaded into a CSV.

*Note: **[Reset Filter]** will remove any parameters set and display ALL calls again.*

Customer Demo 87654321

Account

- Users
- Voicemail
- Devices
- Call History**

Hide Filter Controls

**Date**

between 2018-11-14

and 2018-12-14

**Call Types**

Inbound

Outbound

**Inbound Call Flags** All None

Answered

Busy

Forwarded

Missed

Sent to VM

Reset Filter

Download CSV

Date	From	To
------	------	----

- All calls will be presented in chronological order with the most recent call at the top of the list.
- Use the **Details** link next to the number to access the **block** button and additional information about the call: Time and Length, the Originating number and its location, & the Terminating number and its location.

Date	From	To
12/6/2018 3:14 PM MST 8 seconds	1 (801) [REDACTED] SALT LAKE CITY, UT	1 (801) [REDACTED] SALT LAKE CITY, UT
11/26/2018 4:14 PM MST 8 seconds	1 (801) [REDACTED] PROVO-OREM, UT	1 (801) [REDACTED] PROVO-OREM, UT
11/16/2018 10:56 AM MST 11 seconds	1 (385) [REDACTED] OGDEN-CLEARFIELD, UT	1 (801) [REDACTED] SALT LAKE CITY, UT

- Use the **block** button to quickly add a specific number to a user's blocked caller's list in the Screening Calls section.
  - After clicking **[Block]**, choose which user's call screening this number will be added to.

12/6/2018 3:14 PM MST  
8 seconds

1 (801) [REDACTED]  
SALT LAKE CITY, UT

1 (801) [REDACTED]  
SALT LAKE CITY, UT

Block 1 (801) [REDACTED] [Block](#)

**Time and Length**

Start Time 12/06/2018 3:14:43 PM MST  
Connected Time 12/06/2018 3:14:43 PM MST  
End Time 12/06/2018 3:14:52 PM MST  
Actual Length 8 seconds

**Origination**

Number 1 (801) [REDACTED]  
Location SALT LAKE CITY, UT

**Termination**

Number 1 (801) [REDACTED]  
Location SALT LAKE CITY, UT

Select Screening Location

Location User - Sara Wilson (18012064901) ▼

[Dismiss](#) [Confirm](#)

## Resetting Your Portal Password

If you ever need to reset your portal password, the steps are simple.

- 1) **Click your name** in the top-right area of the screen.
- 2) Click **[Change Password]**.

glo fiber business

John Martinez

[Sign Out](#)

[Change Password](#)

- 3) Enter your **current password** in the field provided.
- 4) Enter your **new password** in the field provided.
- 5) **Confirm your new password** in the field provided.
  - Your password must be at least 6 characters in length and contain 2 of the following:

- A special character
- A number
- An upper-case letter
- A lower-case letter

6) Click **[Confirm]**.

Changing Password for 8014206491

Password

New Password

Confirm Password

Password must be at least 8 characters, have a lowercase letter, an uppercase letter, a number, and no parts of your username.

## Creating a Schedule

Within the scheduler, the call handling options will be the same as what's in the main call handling section: Ring Phone, Forward All, Sim Ring, and Find Me (see [Call Handling](#) for information on those features).

*Note: The main call handling options will take effect OUTSIDE of the scheduled hours.*

- 1) Navigate to **Call Handling**.
- 2) Click **[Create Schedule]**.
  - If there are already schedules on the account, the button will read **Manage Schedule**.

Call Handling

Scheduling Create Schedule 0 Schedules

Call Waiting

Do Not Disturb

Ring Phone
Forward All
Sim Ring
Find Me

No Answer  after  seconds

Busy

Out of Service  1 (308) 555-1234

- 3) In the newly opened scheduling window, click **[+Add Schedule]**.

The screenshot shows a window titled "Scheduling". In the top right corner, there is a yellow button labeled "+ Add Schedule". Below this is a table with two columns: "Name" and "Type". The table is currently empty, with the text "No items" centered below it. At the bottom right of the window, there are two buttons: "Dismiss" and "Save".

- 4) Enter a **Schedule Name** for the new schedule.
- 5) Choose whether this will be specific dates ("Custom") or recurring (Weekly").
- 6) Fill in the **dates and times**.
  - The start time cannot be later than the end time.
  - If not using 24-hr time, include "am" and "pm" after the time.
  - For weekly recurring schedules, you do NOT have to provide times for all days – just the days of the week you want this call handling to take effect.
- 7) Choose the **call handling** to happen DURING the specified times.
  - In the **custom schedule** example below, any call received during the specific time being set will be forwarded to 19085551234.
- 8) Click **[Confirm]** to save the schedule.
- 9) Click **[Save]** to exit out of the scheduler window.

## Scheduling

+ Add Schedule

Name	Type
^ v	Weekly <span>^ Edit</span>
Schedule Name	<input type="text"/>
	<input type="button" value="Custom"/> <input checked="" type="button" value="Weekly"/>
Sun	Start Time <input type="text"/> End Time <input type="text"/>
Mon	Start Time <input type="text"/> End Time <input type="text"/>
Tue	Start Time <input type="text"/> End Time <input type="text"/>
Wed	Start Time <input type="text"/> End Time <input type="text"/>
Thu	Start Time <input type="text"/> End Time <input type="text"/>
Fri	Start Time <input type="text"/> End Time <input type="text"/>
Sat	Start Time <input type="text"/> End Time <input type="text"/>

**Call Handling**

Call Waiting

Do Not Disturb

No Answer  after  seconds

Busy

Out of Service

### Custom Schedule Example

+ Add Schedule

Name	Type
^ v	Custom <span style="float: right;">^ Edit</span>
Schedule Name	<input type="text"/>
	<span>Custom</span> <span>Weekly</span> <span>+ Add a Day</span>
Date	<input type="text" value="2018-12-10"/>
Start Time	<input type="text"/> End Time <input type="text"/>
<b>Call Handling</b>	
Call Waiting	<input checked="" type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>
	<span>Ring Phone</span> <span>Forward All</span> <span>Sim Ring</span> <span>Find Me</span>
Forwarding Number	<input type="text" value="1 (908) 555-1234"/>
<span>Delete</span>	<span>Cancel</span> <span>Confirm</span>

## Managing IP Phones

Within our voice platform there are 7 features supported on IP phones that can be managed within the voice portal: [Device Line](#), [Call Park](#), [Paging Group](#), [Presence](#), [Shared Line](#), [Speed Dial](#), & Deactivated.

*Note: The default state for all lines after line 1 is Deactivated (the default for line 1 is to be your main device line). To change a device line from the default of Deactivated to another option, select the **Edit** option on the device line. The device line types are available from the **Type** drop down.*

The screenshot shows the 'Line Configuration' interface. At the top, there is a table with three columns: 'Line Number', 'Type', and 'Assignment'. Line 1 is a 'Device Line' and Line 2 is a 'Shared Line' assigned to 'Sara Wilson'. Below the table is the 'Device Line Info' section for Line Number 2. It has a 'Type' dropdown menu currently set to 'Shared Line'. A dropdown menu is open, showing options: 'Call Park', 'Deactivated', 'Device Line', 'Paging Group', 'Presence/BLF', 'Shared Line' (highlighted in blue), and 'Speed Dial'. There are 'Deactivate' and 'Save' buttons at the bottom.

Line Number	Type	Assignment
1	Device Line	
2	Shared Line	Sara Wilson

Device Line Info

Line Number 2

Type: Shared Line

Assignment: [Dropdown Menu]

Deactivate [Save]

### Call Park

Parking Spots can be created on an account and then assigned to a line on the device. This allows you to take an active call and put the caller in a designated parking spot at the press of a button. The call can then be picked up on any phone that has the parking spot set up in their line configuration by picking up the phone and pressing the assigned "Call Park" button.

*Note: Contact our Customer Service team to enable parking spots.*

#### Assigning a Parking Spot

- 1) In the Device Line Info section, choose "Call Park" as the **Type**.
- 2) For the Assignment field, choose from dropdown list of parking spots.
- 3) Click [**Save**].



Line Configuration

Line Number	Type	Assignment	
1	Device Line		▼ Edit
2	Shared Line	Sara Wilson	▼ Edit
3	Presence/BLF	Sara Wilson	▼ Edit
4	Speed Dial	18885554321	▼ Edit
5	Speed Dial	19085551234	▼ Edit
6	Call Park	Parking Spot 1	▼ Edit

Device Line Info

Line Number 6

Type Call Park

Assignment Parking Spot 1

Parking Spot 1

Deactivate Cancel Save

### Device Line

Selecting a Device Line adds an additional line assigned to the owner of the device. This line functions as a new device line for the user. The device line is a traditional line, able to place calls with the outbound caller ID of the user as well as receive or pick up calls sent to the user.

#### Adding Another Device Line

- 1) In the Device Line Info section, choose “**Device Line**” as the **Type**.
- 2) Click [**Save**].

### Line Configuration

Line Number	Type	Assignment	
1	Device Line		▼ Edit
2	Shared Line	Sara Wilson	▼ Edit
3	Presence/BLF	Sara Wilson	▼ Edit
4	Speed Dial	18885554321	▼ Edit
5	Device Line		▼ Edit

#### Device Line Info

Line Number 5

Type

911 Callback Number

Registration Status No ✖

[Advanced Line Settings](#)

Fax Enabled  This line is connected to a fax machine

Incoming faxes answered by the voicemail box are always allowed. Enabling fax here changes the device configuration to enable fax settings. These settings will negatively affect voice call quality.

Deactivate Cancel Save

### Paging Group

Paging groups are used to make one-way announcements to one or more devices. By assigning users to a Paging Group, all of the users assigned to that group can be contacted at once via their device's speaker, just by pressing the paging group set up in the line configuration of the device.

*Note: Contact our Customer Service team to create paging groups.*

#### Assigning a Paging Group

- 1) In the Device Line Info section, choose "**Paging Group**" as the **Type**.
- 2) For the **Assignment** field, choose from dropdown list of paging groups.
- 3) Click [**Save**].

## Line Configuration

Line Number	Type	Assignment	
1	Device Line		▼ Edit
2	Shared Line	Sara Wilson	▼ Edit
3	Presence/BLF	Sara Wilson	▼ Edit
4	Speed Dial	18885554321	▼ Edit
5	Device Line		▼ Edit
6	Call Park	Parking Spot 1	▼ Edit
7	Paging Group	Everyone	▼ Edit

### Device Line Info

Line Number 7

Type Paging Group

Assignment Everyone

Everyone

Deactivate

Cancel

Save

### Presence/BLF

This feature will let you add other users to extra lines on your phone, so you'll know when they are on a call, have a call coming in, or are free. Lines assigned to presence will also enable Speed Dialing between users.

#### Assigning Presence/BLF

- 1) In the Device Line Info section, choose "**Presence/BLF**" as the **Type**.
- 2) For the **Assignment** field, choose from dropdown list of users.
- 3) Click [**Save**].

Line Configuration

Line Number	Type	Assignment	
1	Device Line		▼ Edit
2	Shared Line	Sara Wilson	▼ Edit
3	Presence/BLF	Sara Wilson	▼ Edit

Device Line Info

Line Number 3

Type Presence/BLF

Assignment Sara Wilson

Peter Martinez

Sara Wilson

will also enable Speed Dialing between users.

Deactivate Cancel Save

### Shared Line

A shared line allows the user to select another user on the account and to receive and place calls as that user from their IP Phone. For inbound calls, the selected line rings when the user it's assigned to receives a call and the user can answer that ringing call on their IP Phone. For outbound calls, placing a call from the shared line utilizes the outbound caller ID as the shared user. Dialing a \* code (for forwarding calls, accessing voicemail, etc.) while on the shared line also affects the assigned user.

#### Assigning a Shared Line

- 1) In the Device Line Info section, choose "**Shared Line**" as the **Type**.
- 2) For the **Assignment** field, choose from dropdown list of users.
- 3) Click **[Save]**.

### Line Configuration

Line Number	Type	Assignment	
1	Device Line		▼ Edit
2	Shared Line	Sara Wilson	▼ Edit

#### Device Line Info

Line Number 2

Type Shared Line

Assignment Sara Wilson

Deactivate Cancel Save

*Note: For users that have been assigned as a shared line on another device, that device will show in the Referenced Devices section of their Devices section.*

- In Images A & B below, we have an example of the user, Tyler Wilson, having a shared line setup on his Polycom VVX400 phone with Sara Wilson.
  - In [Image A](#) we see under Sara’s Device section that the VVX400 phone belonging to Tyler Wilson is shown in the Referenced Devices area. Her extension has been set up as a shared line on Tyler’s second line.
  - In [Image B](#) we see in Tyler’s Devices section, that Line 2 of his Polycom VVX 400 has been configured as a Shared Line with Sara.

Image A

Sara Wilson 18012064901 301 ▼ Edit

Calls **Devices** Calling Plans Settings Voicemail 0

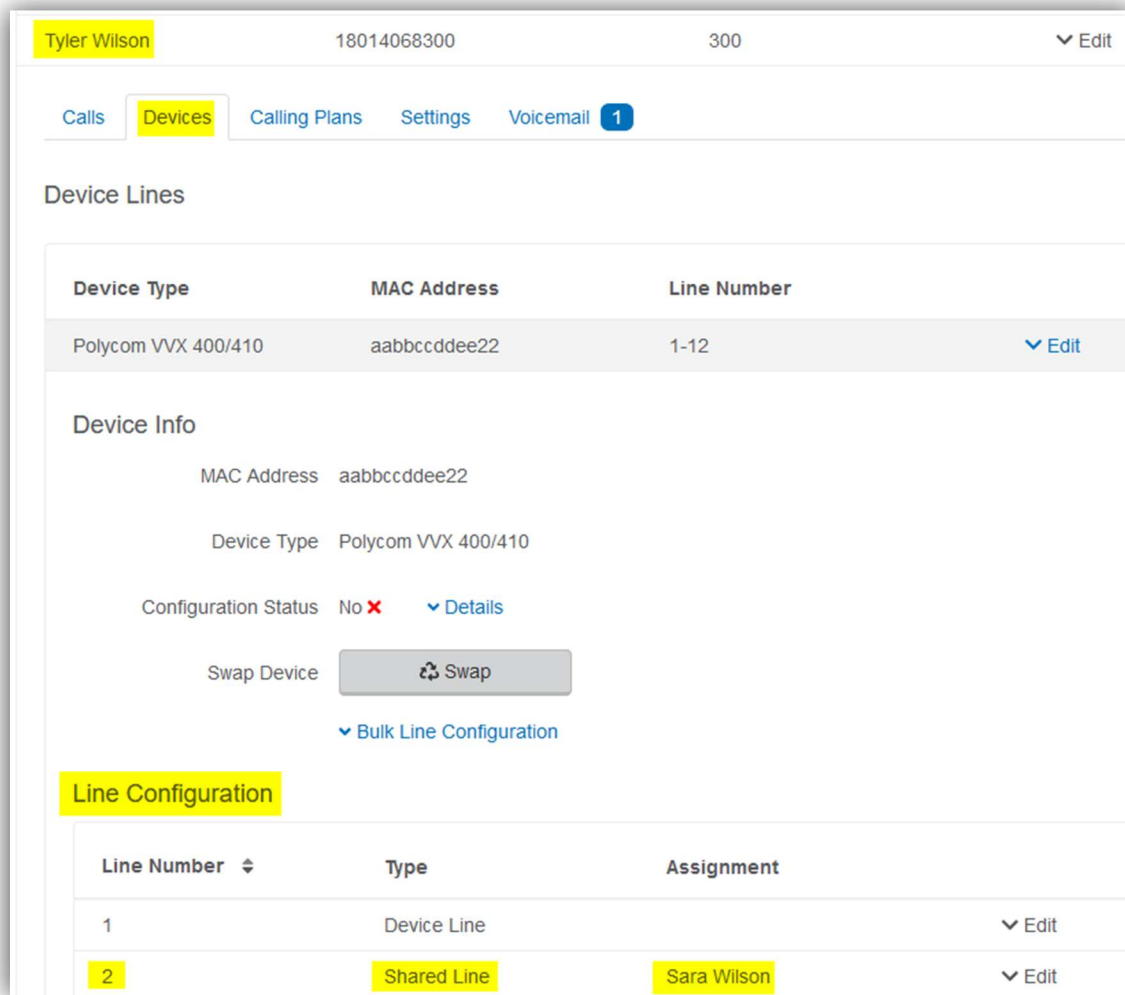
#### Device Lines

Device Type	MAC Address	Line Number	
Arris TM502G	bbcceedd1234	1	▼ Edit

#### Referenced Devices

Device Type	MAC Address	Line Number	Device Owner
VVX400	aabbccdde22	2	Tyler Wilson

Image B



### Speed Dial

The speed dial type allows you to configure quick one-touch dialing from your IP phone. Speed dial buttons can be configured to [dial other users](#) on your account or [custom speed dials](#).

#### Assigning a Speed Dial

This will allow you to dial other users on your account at the touch of a button.

- 1) In the Device Line Info section, choose “**Speed Dial**” as the **Type**.
- 2) For the **Assignment** field, choose a user on the account from dropdown list of users.
- 3) Click [**Save**].

#### Assigning a Custom Speed Dial

This will allow you to speed dial other phone numbers.

- 1) In the Device Line Info section, choose “**Speed Dial**” as the **Type**.
- 2) For the **Assignment** field, choose “**Custom Speed Dial**”.
- 3) Enter the speed dial number in the **Speed Dial** field.
- 4) Choose what should show on your phone for that line in the **Speed Dial Display Name** field.
- 5) Click [**Save**].

### Line Configuration

Line Number ↕	Type	Assignment	
1	Device Line		▼ Edit
2	Shared Line	Sara Wilson	▼ Edit
3	Presence/BLF	Sara Wilson	▼ Edit
4	Speed Dial	Sara Wilson	▼ Edit
5	Speed Dial	19085551234	▼ Edit

#### Device Line Info

Line Number 5

Type: Speed Dial

Assignment: -- Custom Speed Dial --

Speed Dial: 19085551234

Speed Dial Display Name: Line 5

### Bulk Line Configuration

If you need to configure the lines for multiple IP Phones on the account, you can utilize the Import/Export functionality of the IP Phone Provisioning in the Device Info section (Click the “**Bulk Line Configuration**” link to access the feature).

Utilizing this feature, you can make minimal changes to a CSV file while making a unique configuration for each user’s device and then uploading those changes for a quick setup.

Tyler Wilson 18014068300 300 Edit

[Calls](#)
Devices
[Calling Plans](#)
[Settings](#)
[Voicemail](#) 1

### Device Lines

Device Type	MAC Address	Line Number	
Polycom VVX 400/410	aabbccdde22	1-12	<span>Edit</span>

### Device Info

MAC Address aabbccdde22

Device Type Polycom VVX 400/410

Configuration Status No ✘ Details

Swap Device Swap

^ Bulk Line Configuration

Export Current Configuration Device Lines Export

Import New Configuration Click here Import

Expected header row of LINE\_NUMBER, LINE\_TYPE, REFERENCE, REFERENCE\_NAME

### Import File Format

The import file for IP Phone setup requires specific headers and must be a Comma Separated Value (CSV) file to be accepted.

**Table 1** will include the required headers and field values.

Table 1 – Import Values

IP Phone Import File Format	
Header Row Name	Field Values
LINE_NUMBER	Numeric Line Number. The import does not accept line numbers that don't exist on the device.
LINE_TYPE	Should be set to 1 of 8 values: <ol style="list-style-type: none"> <li>1) <b>Line</b> – Device line assigned to the owner of the IP Phone. Line 1 <u>must</u> be a Line Type of "Line"</li> <li>2) <b>ReferencedUser</b> – Shared line with another user on the account</li> <li>3) <b>PresenceBlfUser</b> – Assignment of the device line to monitor the state of another user on the same account</li> <li>4) <b>SpeedDialUser</b> – Assignment of the device line to another user on the account as a speed dial</li> </ol>



	<ul style="list-style-type: none"> <li>5) <b>SpeedDialTn</b> – Assignment of the device line to an external number, or * code.</li> <li>6) <b>CallParkingSpot</b> – Assignment of the device line to a parking spot</li> <li>7) <b>SipPaging</b> - Assignment of the device line to a paging group</li> <li>8) Blank – Device Line is Deactivated</li> </ul>
REFERENCE	The 3 to 6-digit extension of other users on the account or the speed dial phone number
REFERENCE_NAME	This field displays in the Export but is not required for the import. The field shows the user/object that owns the REFERENCE

### Example Import File

LINE_NUMBER	LINE_TYPE	REFERENCE	REFERENCE_NAME
1	Line		
2	ReferencedUser	4000	Gary Summers
3	SpeedDialUser	4000	Gary Summers
4	PresenceBlfUser	8888	Doug Manager
5	SpeedDialTn	18014403529	Higgins Mobile
6	CallParkingSpot	103	Parking Spot 4

### Sidecar Provisioning

Sidecars, also called Expansion Modules, are also available on the platform. To enable a sidecar, an IP Phone must first be added. Once an IP Phone has been added, the options for sidecar provisioning are visible under the Line Configuration section.

You can select from the available sidecar types as well as the number of sidecars. These sidecar types will only display options that are compatible with the IP Phone that is being managed. After selecting the number of sidecars, select **[Save]** and the sidecar lines will appear for editing.

*Note: Sidecar lines can be setup individually like the lines on the IP phone or via the Bulk Sidecar Setup option.*

## Line Configuration

Line Number ⇅	Type	Assignment	
1	Device Line		▼ Edit
2	Shared Line	Sara Wilson	▼ Edit
3	Presence/BLF	Sara Wilson	▼ Edit
4	Speed Dial	Sara Wilson	▼ Edit
5	Speed Dial	19085551234	▼ Edit
6	Call Park	Parking Spot 1	▼ Edit
7	Paging Group	Everyone	▼ Edit
8	Deactivated		▼ Edit
9	Deactivated		▼ Edit
10	Deactivated		▼ Edit
11	Deactivated		▼ Edit
12	Deactivated		▼ Edit

## Sidecar

Sidecar Type: Polycom VVX Expansion Module

Number Of Sidecars: Polycom VVX Color Expansion Module, Polycom VVX Expansion Module

## Bulk Sidecar Setup

There are three bulk sidecar setup options which allow you to setup speed dial assignments: Alphabetically, by Extension Number, or Custom.

*Note: The bulk options are limited to only add the number of users to available lines on the sidecars. Also, any bulk setup will overwrite current sidecar configurations.*

- 1) **Alphabetically** will add all possible users ordered by last name.
- 2) **By Extension** will add all possible users ordered by extension number.
- 3) **Custom** will allow you to choose specific users as sidecar lines in a single operation.

**Sidecar**

Sidecar Type: Polycom VVX Expansion Module

Number Of Sidecars: 1

^ Bulk Sidecar Setup

Sidecar Line Setup: [Dropdown]

Line Number: [Dropdown]

Sidecar 1 - Page 1 Line 1

Alphabetically  
By Extension  
Custom  
Deactivated

Custom Sidecar Setup

**Sidecar**

Sidecar Type: Polycom VVX Expansion Module

Number Of Sidecars: 1

^ Bulk Sidecar Setup

Sidecar Line Setup: Custom

Bulk Sidecar Setup will overwrite the current Sidecar setup.

Unassigned Users: Peter Martinez, Sara Wilson

Assigned Users: [Empty]

^ Adds all users to the Assigned Users list

>> Adds only the selected user from the Unassigned Users list

> Removes the selected user from the Assigned Users list

< Removes all users from the Assigned Users list

<<