

TouchTone Quick Start Guide: Admin Features

Adding/Editing Administrators, Departments, Users and Extensions/Phones

As an Administrator, you have the ability to edit settings for all of the user accounts in your group (if you are an administrator of a department, you will only be able to edit user settings for your department). This includes:

- Changing admin passwords
- Adding and editing administrators
- Adding and editing departments
- Assigning a user to a department
- Changing an assigned name of an extension or phone

Changing Admin Passwords

To change your Admin password:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. Click on **Change Password**.

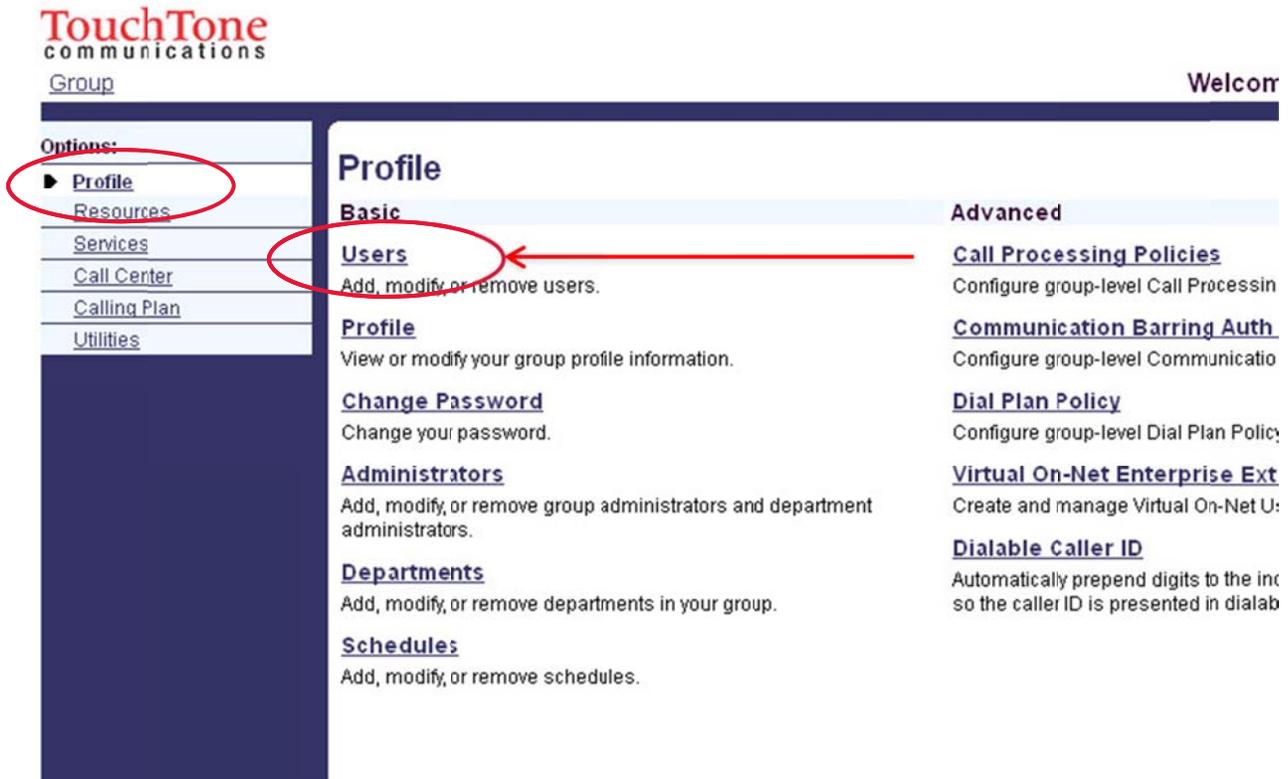


3. Type in your current password, then the new password twice.
4. Hit **Apply** or **OK** to save changes.

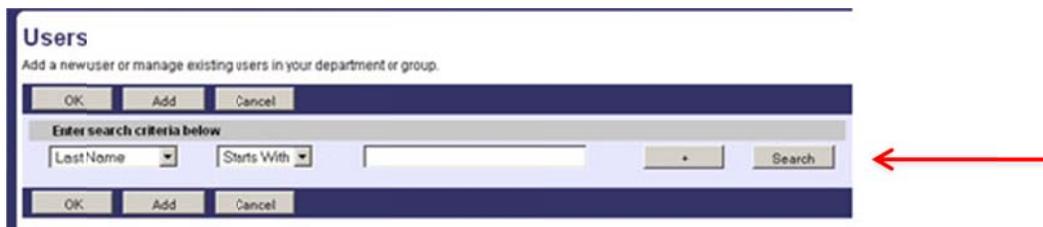
Resetting Web Portal and Voicemail Passwords

To change the name assigned to a phone, including their calling line ID:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the Group level click **Users**.



3. **Click the Search button** to populate all Users in your Group, or search by specific criteria (last name, first name, phone number, email address, or trunk group).



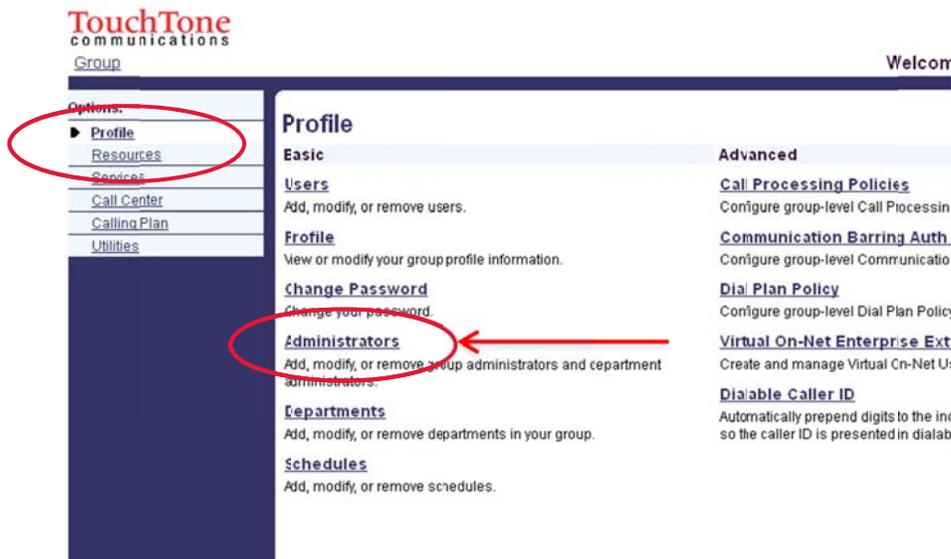
4. Choose the user you wish to edit by **clicking on their name**, or click the **edit** button next to their name.
5. Click **Passwords**.
 - a. To reset the user's **web portal password**:
 - Select **Set Web Access Password**, type in the new password, and select **Apply** or **OK**.
 - b. To reset the user's **voicemail portal password** (standard voicemail access):
 - Select **Set Portal Password**, type in the new password, and select **Apply** or **OK**.

Adding/Editing Administrators

As an Administrator, you are able to add and edit Administrator Accounts, as well as issue special privileges. There is no limit to the amount of administrators you can have. You can manage these settings through your Web Portal.

To add administrators:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the Group level, click **Administrators**.



3. **To add an administrator**, click on the **Add**.
4. **To edit an administrator**, click on the administrator's name.
5. To add or edit an administrator, you will need to populate the following:
 - **Administrator ID:** Used for the newly created administrator to login into the portal.
 - **Name:** First and last name
 - **Password:** Current and new password
 - **Administrator Type:** Either Group or Department access. You can specify which department you wish to assign the administrator to.
6. Click **OK** to save the changes.

Adding/Editing Departments

You can create departments within the Portal to help organize your company and how it functions. For example, you can assign different music on hold for each department, or to limit the scope of extensions and name dialing in the Auto Attendant.

To create a department:

1. Log into the Business VoIP Web Portal using your admin credentials.

2. At the group level, click **Departments**.
3. Click **Add** to create a department. To edit an already configured department, click on the Department name.
4. Type in the **Department Name** and use the dropdown if you wish to have it be a subsidiary of another department.
5. Click **OK**.

Assigning a User to a Department

To assign a user to a department:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the Group level click **Users**.
3. **Click the Search button** to populate all Users in your Group, **or search by specific criteria** (last name, first name, phone number, email address, or trunk group).
4. Choose the user you wish to edit by clicking on their name, or the **Edit** button next to their name.
5. Click **Profile**.
6. Click on the **Department** drop down menu and **select the department** you wish to assign the user to.
7. Click **OK** or **Apply**.

Changing an Assigned Name of an Extension or Phone

As an administrator, you can control the names assigned to each of your VoIP phones. The names assigned to each phone will display as the assigned caller ID when placing internal phone calls.

To change or update a name assignment:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the Group Level click **Users**.
3. **Click the Search button** to populate all Users in your Group, **or search by specific criteria** (last name, first name, phone number, email address, or trunk group).
4. **Choose the user** you wish to edit by clicking on their name, or click on the **edit** button next to their name.
5. Click **Profile**.
6. **Enter in the last and first name** of the new employee. Repeat entries in the **Calling Line ID Last Name** and **Calling Line ID First Name**.
7. Click **OK** or **Apply**.