



Updating Internal Caller ID from the Admin Portal

Log into the Admin portal



Business Group Admin Portal

Executive

Groups

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. Call Pickup Groups allow lines to answer each other's calls.

Hunt Groups (MLHGs) Call Pickup Groups

All Lines

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

Users Attendants Group Access Phones

Services

To configure and manage further business services on your lines, select an option below.

Departments Short Codes Account Codes Extensions

Call Logs Music on Hold Misc. Settings

In the “Users” tab under the “All Lines” header. Locate the name of the person for whom you would like to update the internal caller ID (you can search for the name/number/label in the “Search for..” field):



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Users in Department: View All

Move selected to: --Select Department-- Move

Telephone Number	Ext.	Name	Department	Actions
(617) 249 9932		Lauren	Carolyn's Lcoat...	Actions
(617) 249 9933		Lauren Customer Training HPBX Group Admin	Carolyn's Lcoat...	Actions
(617) 249 9937		Lauren New Employee Customer Training HP...	store 1234	Actions



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Click **“Actions”**:

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Users in Department: View All

Move selected to: --Select Department-- Move

Telephone Number	Ext.	Name	Department
(617) 249 9932		Lauren	Caroly
(617) 249 9933		Lauren Customer Training HPBX Group Admin	Caroly
(617) 249 9937		Lauren New Employee Customer Training HP...	store

- View individual settings
- Edit personal details
- Reset line
- Unlock account

The click **“View Individual Settings”** A second window will pop up:

Business Group Admin Portal

Lauren

Home Messages and Calls Contacts Make Call Lauren

Phone Status

Available for Calls

Incoming calls will: Ring your Account Phone Open Call Manager

Your Services

- Call Settings
- Message Settings
- Notifications
- Reminders
- Account Codes

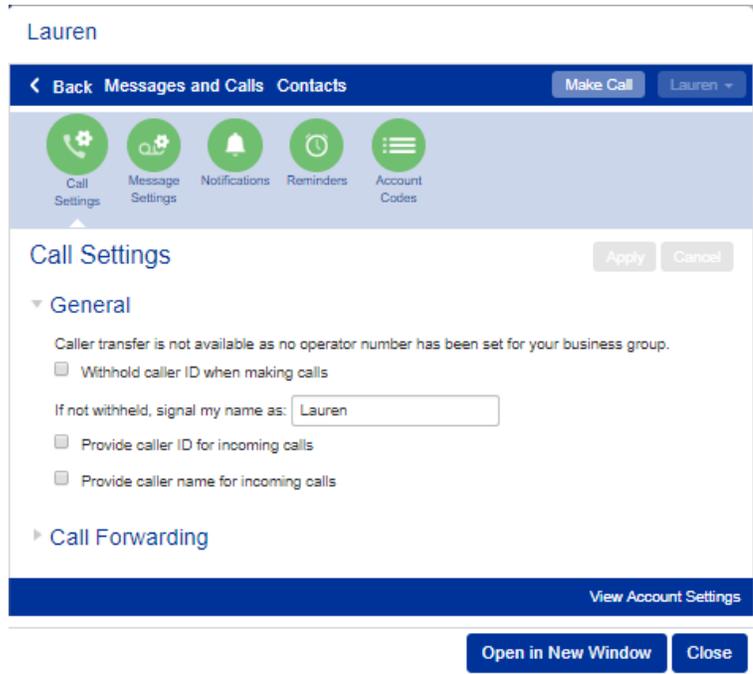
View Account Settings

Open in New Window Close



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Click **“Call Settings”** under the **“Your Services”** header.



Under **“General”**, in the field that reads **“If not withheld, signal my name as:”** type the name you would like to use.

When you are satisfied, click **“Apply”**

