



## **VoiceStream PBX**

My Account - Home (My Numbers) QRG

**OVERVIEW .....3**

**MY PROFILE..... ERROR! BOOKMARK NOT DEFINED.**

*Login to My Account .....3*

*To modify Site Information .....3*

**TO MODIFY MAIN CONTACT INFORMATION: .....4**

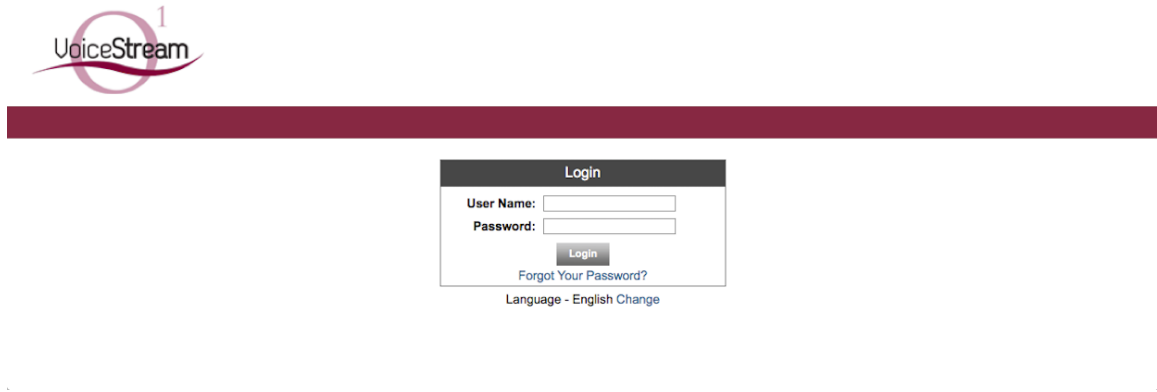
*To modify Login Information: .....5*

## Overview

The Home section of My Account enables you to manage the following information related to your account:

- View available and assigned telephone numbers
- Change Main Number for a site
- Change Directory Listing
- Upgrade/downgrade telephone number types

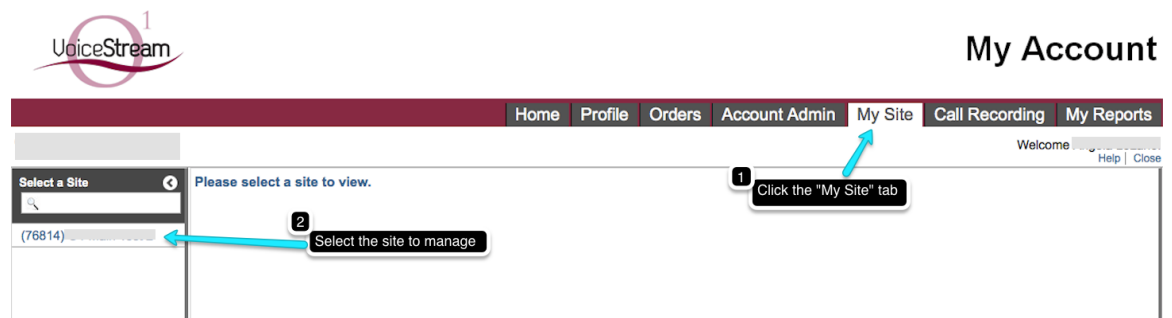
## Login to My Account



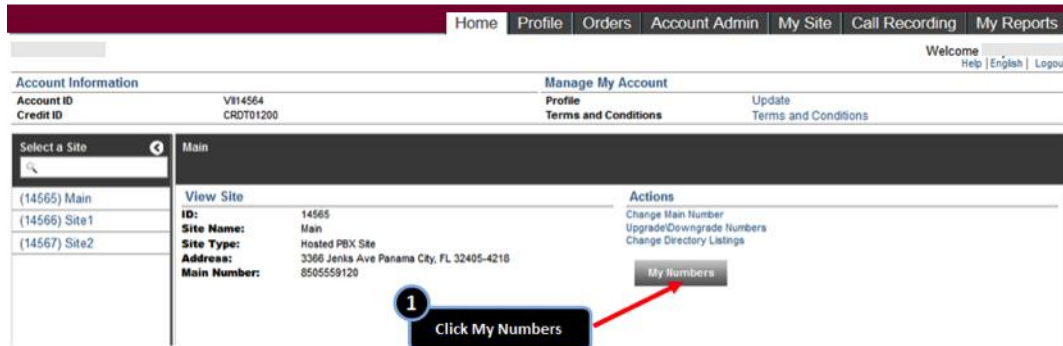
1. Open an Internet browser and go to the My Account portal.
2. Enter username and password.
3. Click the Login button.

## To view My Numbers

1. Select a Site.



2. Click the My Numbers button



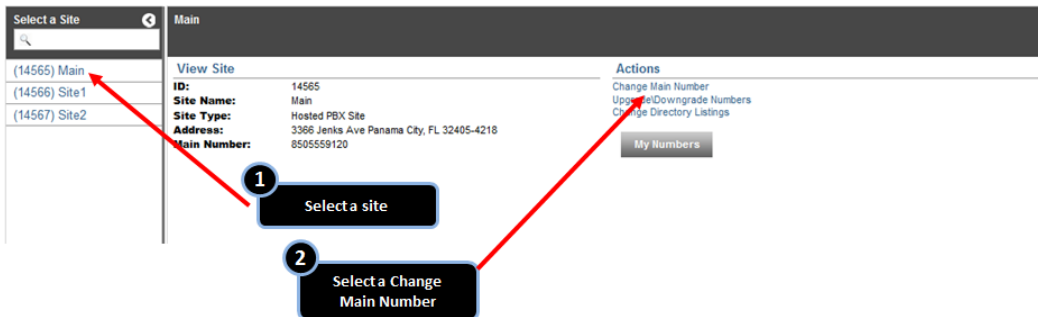
3. All phone numbers associated with the site are displayed.

The screenshot shows the 'View Site' page for site ID 14565. It displays site details: ID: 14565, Site Name: Main, Site Type: Hosted PBX Site, Address: 3366 Jenks Ave Panama City, FL 32405-4218, and Main Number: 8505559120. Below the details is a table of phone numbers associated with the site. The table has columns for Tel, Phone Type, Station Type, First Name, Last Name, Address, and Call Recording. A 'My Numbers' button is visible above the table.

Tel	Phone Type	Station Type	First Name	Last Name	Address	Call Recording
8505559120	Main Number	Auto Attendant	.	8505559120	Same as Site Address	N
8505551230	2-Way Number	Office Line	Flower	POTS	Same as Site Address	N
8505551231	2-Way Number	None	.	8505551231	Same as Site Address	N
8505551232	2-Way Number	None	.	8505551232	Same as Site Address	N
8505551233	2-Way Number	None	.	8505551233	Same as Site Address	N
8505551234	2-Way Number	Office Line	Pepper	POTS	Same as Site Address	N
8505558101	2-Way Number	Call Center DNIS	.	8505558101	Same as Site Address	N
8505559121	2-Way Number	Voice Portal	.	8505559121	Same as Site Address	N
8505559122	2-Way Number	Call Queue	EHG	9122	Same as Site Address	N
8505559123	2-Way Number	Group Paging	GP	8505559123	Same as Site Address	N
8505559124	2-Way Number	Group Paging	GP	8505559124	Same as Site Address	N
8505559125	2-Way Number	Meet-Me Bridge	.	8505559125	Same as Site Address	N
8505559126	2-Way Number	None	.	8505559126	Same as Site Address	N
8505559127	2-Way Number	Hosted Square Key 4 Lines	.	8505559127	Same as Site Address	N
8505559128	2-Way Number	None	.	8505559128	Same as Site Address	N
8505559129	2-Way Number	Executive Station	.	8505559129	Same as Site Address	N
8505559130	2-Way Number	Call Center	EHG	9130	Same as Site Address	N
8505559131	2-Way Number	Executive Station	cbanner	8505559131	Same as Site Address	N

### To change your main account number for a site:

1. Select a Site, Click the Change Main Number Link.



2. Select the number you wish to assign as your new main number. Select when this assignment should take place; choose either the "As soon as possible" option or enter a specific date. Click the Continue button.

Change Main Number

Current Main Number:  
8505559120 (Auto Attendant)

Please select your new main number

Phone Number	Phone Type	Station Type
<input type="radio"/> 8505551230	2-Way Number	Office Line
<input type="radio"/> 8505551231	2-Way Number	None
<input type="radio"/> 8505551232	2-Way Number	None
<input type="radio"/> 8505551233	2-Way Number	None
<input type="radio"/> 8505551234	2-Way Number	Office Line
<input type="radio"/> 8505559122	2-Way Number	Call Queue
<input type="radio"/> 8505559126	2-Way Number	None
<input type="radio"/> 8505559128	2-Way Number	None
<input type="radio"/> 8505559129	2-Way Number	Executive Station
<input type="radio"/> 8505559131	2-Way Number	Executive Station
<input type="radio"/> 8505559132	2-Way Number	Executive Station
<input type="radio"/> 8505559133	2-Way Number	None
<input type="radio"/> 8505559134	2-Way Number	Executive Station
<input type="radio"/> 8505559135	2-Way Number	Executive Station
<input type="radio"/> 8505559136	2-Way Number	None
<input type="radio"/> 8505559137	2-Way Number	None
<input type="radio"/> 8505559138	2-Way Number	Executive Station
<input type="radio"/> 8505559139	2-Way Number	Executive Station
<input type="radio"/> 8505559141	2-Way Number	Call Queue
<input type="radio"/> 8505559142	2-Way Number	Executive Station
<input type="radio"/> 8505559143	2-Way Number	Common Plus Station
<input type="radio"/> 8505559144	2-Way Number	Analog Station
<input type="radio"/> 8505559145	2-Way Number	None
<input type="radio"/> 8505559146	2-Way Number	Executive Station
<input type="radio"/> 8505559147	2-Way Number	Executive Station
<input type="radio"/> 8505559148	2-Way Number	None
<input type="radio"/> 8505559149	2-Way Number	None
<input type="radio"/> 8505559150	2-Way Number	Executive Station
<input type="radio"/> 8505559151	2-Way Number	None
<input type="radio"/> 8505559152	2-Way Number	Executive Station
<input type="radio"/> 8505559153	2-Way Number	None
<input type="radio"/> 8505559154	2-Way Number	None

Suggested Service Activation Date Option

As soon as possible OR

Cancel Continue

3. Review the change order details, then click the Submit Order button. (Or, click Cancel to start over.)
  - a. You will receive an e-mail notifying you when the change order is in process and when it is complete.

Change Order Review

Order Information	Shipping Information
<p>Customer: Eruption Audio</p> <p>Site Name: Main</p> <p>Agreement/Approval Date: Apr 18, 2014 12:29:19 PM</p> <p>Date: 5/24/14</p> <p>Status: Not Yet Ordered</p> <p>Service Activation Date: Not scheduled.</p>	<p>There is no shipping information associated with this order.</p>

Services	Quantity
<p>Product Name</p> <p>Change Main Number (co-001)</p>	1

Cancel Submit Order

### Submit a change order to upgrade or downgrade numbers:

Your account's phone numbers fall into one of two categories:

- Two-Way Number: associated with phones at your office location
- Two-Way Remote: associated with phones located outside of your office location (distinct E911 Address)

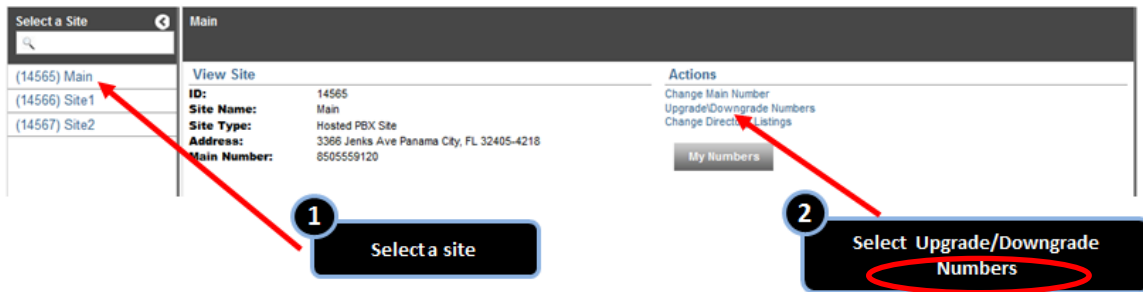
These numbers can be upgraded (i.e., converted from a two-way number to a two-way remote number) or downgraded (i.e., vice versa) at the administrator's discretion.

For example, if a user is currently assigned a Two-Way Number and using their phone only at their office location, but wish to take the phone to use at another location this would require an upgrade from a Two-Way Number to a Two-Way Remote. Conversely, if a user is assigned a Two-Way Remote number and currently using their phone remotely, but wish to use the phone only from their office location this would require a downgrade from a Two-Way Remote to a Two-Way Number.

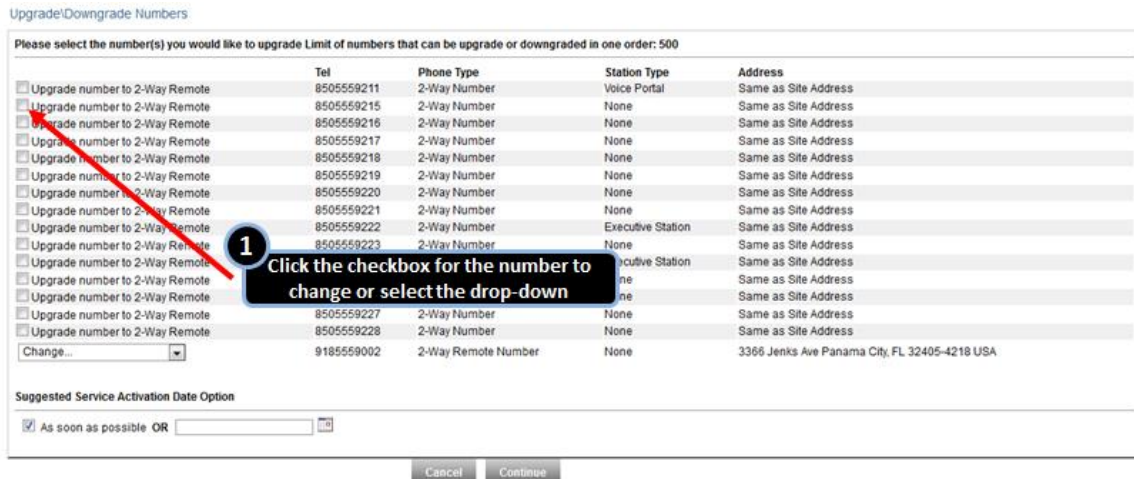
**Important** note about Two-Way Remote numbers:

If you wish to move a Virtual Communications Express IP phone to a new location, you must submit a change order prior to the move. If you do not submit such a change of location order or move an IP phone outside Verizon’s E-911 service area, the service may be suspended until you inform Verizon of the change or move the phone back within Verizon’s E-911 service area.

1. Select the site to be modified and click the Upgrade/Downgrade Numbers link.



2. Select the number to upgrade or downgrade.



3. Select “Upgrade number to 2-Way” or “Upgrade number to 2-Way Remote”

Change...	2408958057	2-Way Remote Number	HQ Station	105 Eagles Nest Ct Cary, NC 27513-4919 USA
Change...	3019445657	2-Way Remote Number	HQ Station	105 Eagles Nest Ct Cary, NC 27513-4919 USA
Change...	2408958057	2-Way Remote Number	HQ Station	105 Eagles Nest Ct Cary, NC 27513-4919 USA

**Suggested Service Activation Date Option**

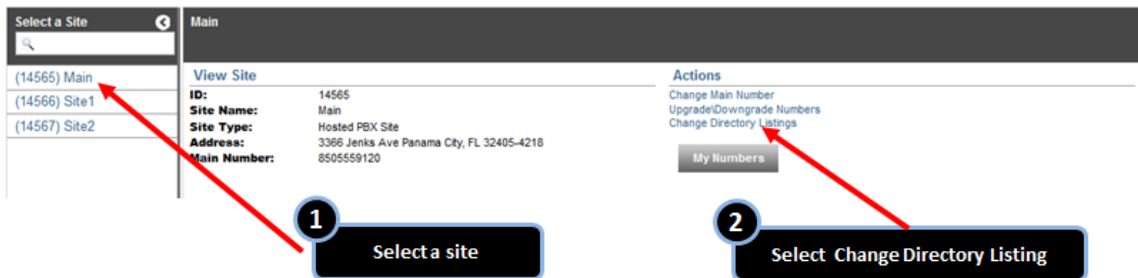
As soon as possible OR

4. Select when this assignment should take place.
  - a. Choose either the “As soon as possible” or enter a specific date.
5. Click the Submit Order button.

### Submit a change order to add a new directory listing information:

Directory Listings include a company name and directory category (e.g., restaurant, automobile dealer, physician, etc.). As an administrator, you can create specific directory listing information to each number associated with a site, and modify that information as desired. These directory listings will be published in print directories as well as online directories.

1. Click on the site to be modified, click the Change Directory Listings link.



2. To assign directory listing information to a number, click the Add DL link associated with that number.

Change Directory Listings

Please select the Directory Listing(s) you would like to change

Directory Listing / Directory Category	Tel	Phone Type	Station Type	Address
Add DL	8505559210	Main Number	Call Center DNIS	Same as Site Address
Add DL	8505559211	2-Way Number	Voice Portal	Same as Site Address
Add DL	8505559212	2-Way Number	Meet-Me Bridge	Same as Site Address
Add DL	8505559213	2-Way Number	Call Center	Same as Site Address
Add DL	8505559214	2-Way Number	Call Center	Same as Site Address
Add DL	8505559215	2-Way Number	None	Same as Site Address
Add DL	8505559216	2-Way Number	None	Same as Site Address
Add DL	8505559217	2-Way Number	None	Same as Site Address
Add DL	8505559218	2-Way Number	None	Same as Site Address
Add DL	8505559219	2-Way Number	None	Same as Site Address
Add DL	8505559220	2-Way Number	None	Same as Site Address
Add DL	8505559221	2-Way Number	None	Same as Site Address
Add DL	8505559222	2-Way Number	Executive Station	Same as Site Address
Add DL			None	Same as Site Address
Add DL			Executive Station	Same as Site Address
Add DL	8505559225	2-Way Number	None	Same as Site Address
Add DL	8505559226	2-Way Number	None	Same as Site Address
Add DL	8505559227	2-Way Number	None	Same as Site Address
Add DL	8505559228	2-Way Number	None	Same as Site Address

**1** Click Add DL for the number

3. Assign Directory Listing information.
  - You can assign the directory listing information that already exists for the site, choose to keep then umber unlisted, or create new directory listing information for the number.
    - a. To continue using the pre-populated directory listing site information, click the option next to the name/category of your site.
    - b. To keep the number unlisted, click the option Do Not List/Do Not List.
    - c. To create a new directory listing, click the Create New Directory Listing link.

Change Directory Listings

Please select the Directory Listing(s) you would like to change

Directory Listing / Directory Category	Tel	Phone Type	Station Type	Address
	8505559210	Main Number	Call Center DNIS	Same as Site Address

Assign Directory Listing/h2>

Select Directory Listing:

Directory Listing / Directory Category: Eruption Audio/ Audio

Address:

Assign:

- d. Enter the company name to associate with this number.
- e. Enter the directory category to associate with this number.
- f. Click the Save button.

Add Directory Listing

Directory Listing: (Customer)

Directory Category: (Restaurant, Automobile Dealer, Physician, etc...)

4. Select when this assignment should take place.
  - a. Choose either the "As soon as possible" option or enter a specific activation date.
5. Click the Continue button.

3019445752	2-Way Number	Group Paging	Same as Site Address
3019442585	2-Way Number	Call Center	Same as Site Address
3019442584	2-Way Number	Call Center	Same as Site Address
3019440502	2-Way Number	Hunt Group	Same as Site Address
3019440503	2-Way Number	Call Queue	Same as Site Address
3019445745	2-Way Number	Hunt Group	Same as Site Address
3019445751	2-Way Number	Call Queue	Same as Site Address

Suggested Service Activation Date Option

As soon as possible OR