



AT&T IP Flexible Reach Department Administrator Guide



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Get Started

Click the links below to find overviews and step-by-step instructions for how to manage your department, users, and more.

Topic	Description
Log In	Learn how to log in and get started with AT&T IP Flexible Reach Customer Portal administrator tools.
What a Department Administrator Can Do	Get an overview of the abilities and permissions a Department Administrator has when using the Customer Portal.
About Premier	Learn about Premier, which provides search tools and links directly to the Customer Portal.
Use Premier	Learn how to use Premier along with the Customer Portal.
Use the Customer Portal	Get an overview of the Customer Portal homepage and the tools available to you there.
Search and Listing Overview	Learn how to use the search tools in the Customer Portal, and discover where to find pertinent downloadable lists.
Frequently Asked Questions	Get answers to frequently asked questions about using the Customer Portal.
Glossary	Get definitions of terms used in Premier and the Customer Portal.
Support Resources	Learn about the various ways you can get support with using the Customer Portal.
Print This Documentation	Learn how to print a single help topic or this entire Guide.



Log In

[Log In the First Time](#)

[Log In to Premier](#)

[Access the Customer Portal](#)

[Recover Your Premier Username or Password](#)

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you'll find the tools you need for managing your department's users and features on the IP Flexible Reach Customer Portal.

First-Time Login

To access the Customer Portal, you must first log in to Premier. When an administrator in your organization creates a Premier account for you, you'll receive an email with a link to complete your registration.

To activate a Premier account created for you

1. Open the registration email.
2. Click **validate your email address**, or copy and paste the login URL into your browser. The Premier registration page appears.
3. Do one of the following:
 - a. If you don't already have a AT&T Business login or want to create a separate login for the Customer Portal, see [Separate AT&T Business login](#).
 - b. If you want to link your Customer Portal to an existing AT&T Business login, continue to step 4.
4. On the Choose an option screen, select **Yes, link to an existing username** and then click **Continue**.
5. Log into Premier with the username and password you want to link the new account to.
6. In the **Wireless number** field, enter the wireless number you'd like associated with your profile. It will be used for authentication purposes.
Note: This should not be your AT&T IP Flexible Reach number.
7. Review the Terms and Conditions, and then check the box next to **I have read and agree to the AT&T Terms and Conditions**.
8. If you'd like the browser to be a trusted browser, check the box next to **Remember this device (optional)**.



9. Click **Continue**.
10. Click **OK**.

You'll get an email from AT&T confirming your registration is complete.

Separate AT&T Business login

1. If you see the Choose an option screen, select **No, create a new username** and then click **Continue**, otherwise go to step 3.
2. In the **Username** field, enter a username for this login and then click **Continue**. **Note:** AT&T recommends using an email address as the username.
3. Fill out the following fields:
 - In the **Password** field, enter your new password.
 - In the **First name** field, enter your first name.
 - In the **Last name** field, enter your last name.
 - In the **Wireless number** field, enter the wireless number you'd like associated with your profile. It will be used for authentication purposes.
Note: This should not be your AT&T IP Flexible Reach number.
 - In the **Street address** field, enter your address.
 - In the **City, State,** and **Zip Code** fields, enter your city, state, and Zip Code.
4. Review the Terms and Conditions, and then check the box next to **I have read and agree to the AT&T Terms and Conditions**.
5. If you'd like the browser to be a trusted browser, check the box next to **Remember this device (optional)**.
6. Click **Continue**.
7. Click **OK**.

You'll get an email from AT&T confirming your registration is complete.

Log In to Premier and Access the Customer Portal

After you've logged in to your Premier account the first time, you can access the Customer Portal. To access the Customer Portal, you must always first log in to Premier.

To log in to Premier

1. To use Premier, first [log in](#).
2. Enter your username and password.
3. Click **Log In**. The Premier home page appears.



Note: If you have multiple usernames associated with the account you logged into you'll see a list of them. Select the username you want log in as. You can also edit the information for or delete a username.

If you have an AT&T BusinessDirect® account, you can bypass the Premier login using your BusinessDirect credentials if you've been provisioned for the Manage Enhanced IP Flex Features BusinessDirect application. For more information, contact your AT&T account representative.

To access the Customer Portal

In the AT&T IP Flexible Reach Quick Links tile on the Premier home page, click View AT&T IP Flexible Reach Customer Portal home. The Customer Portal appears.

Recover Your Premier Username or Password

To recover a forgotten username or password

1. Go to the [Premier Log In](#) page.
2. To recover your username, click **username** in Forgot your username or password? Follow the instructions to recover your username.
3. To recover your password, click **password** in Forgot your username or password? Follow the instructions to reset your password.



What a Department Administrator Can Do

[Manage Users](#)

[Manage Departments](#)

[Manage Schedules](#)

[Manage Account Codes](#)

[Manage Authorization Codes](#)

[Manage Dial Restrictions](#)

[Generate and View Reports](#)

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage many aspects of your department.

Manage Users

You can manage only users within your department.

You can manage user access to the Customer Portal and many aspects of how a user interacts with the Customer Portal. These topics provide details:

[Search for and View Users](#)

[Manage Access to the Customer Portal](#)

[Edit User Profiles](#)

[View Call Logs](#)

[Manage Inbound Call Features](#)

[Manage Outbound Call Features](#)

[Manage User Schedules](#)

[Manage Users in Bulk](#)

Manage Departments

You can manage various aspects of your department, as well as the users within your department. These topics provide details:

[About Departments](#)



[Department Page](#)

[Download a List of Department Users](#)

[View and Manage Department Users](#)

[Manage Users in Bulk](#)

Manage Schedules

You can create, manage, and delete schedules and events at the individual department user level. This topic provides details:

[Manage User Schedules](#)

Manage Account Codes

Account codes help you track specific calls associated with certain accounts. You can assign and unassign account code status for specific users in your department. These topics provide details:

[About Account Codes](#)

[Assign and Unassign Account Code Status to Users in Your Department](#)

Manage Authorization Codes

Users required to use authorization codes must enter an authorization code when making a call (except for emergency or repair calls) outside the group they belong to. You can require authorization codes for specific call types for your department or for an individual user. These topics provide details:

[About Authorization Codes](#)

[Manage Authorization Code Status for Users](#)

[Download a List of Authorization Codes](#)

Manage Dial Restrictions

You can manage custom dial restrictions for individual users in your department. These topics provide details:

[About Dial Restrictions](#)

[Manage Custom Dial Restrictions for Users](#)



Generate and View Reports

You can generate, view, download, and delete reports that detail various aspects of inventory and service usage. These topics provide details:

[About Reports](#)

[Create a New Report](#)



About Premier

Here's brief overview of the AT&T Premier platform and how it relates to the AT&T IP Flexible Reach Customer Portal.

AT&T Premier is the AT&T business Web portal. To use the AT&T IP Flexible Reach Customer Portal, you must first log in to Premier. You must have a Premier account.

An administrator creates a Premier account for you, and you'll receive an email telling you that a Premier login has been created for you. You'll receive a second email containing your temporary password. For detailed instructions on activating your Premier account, see [Log In](#).

The Premier homepage has links and features to help you manage your department. To learn about the features available to you through Premier, see [Use Premier](#).



Use Premier

[Premier Homepage](#)

[Navigation](#)

[AT&T IP Flexible Reach Quick Links](#)

[Manage Users](#)

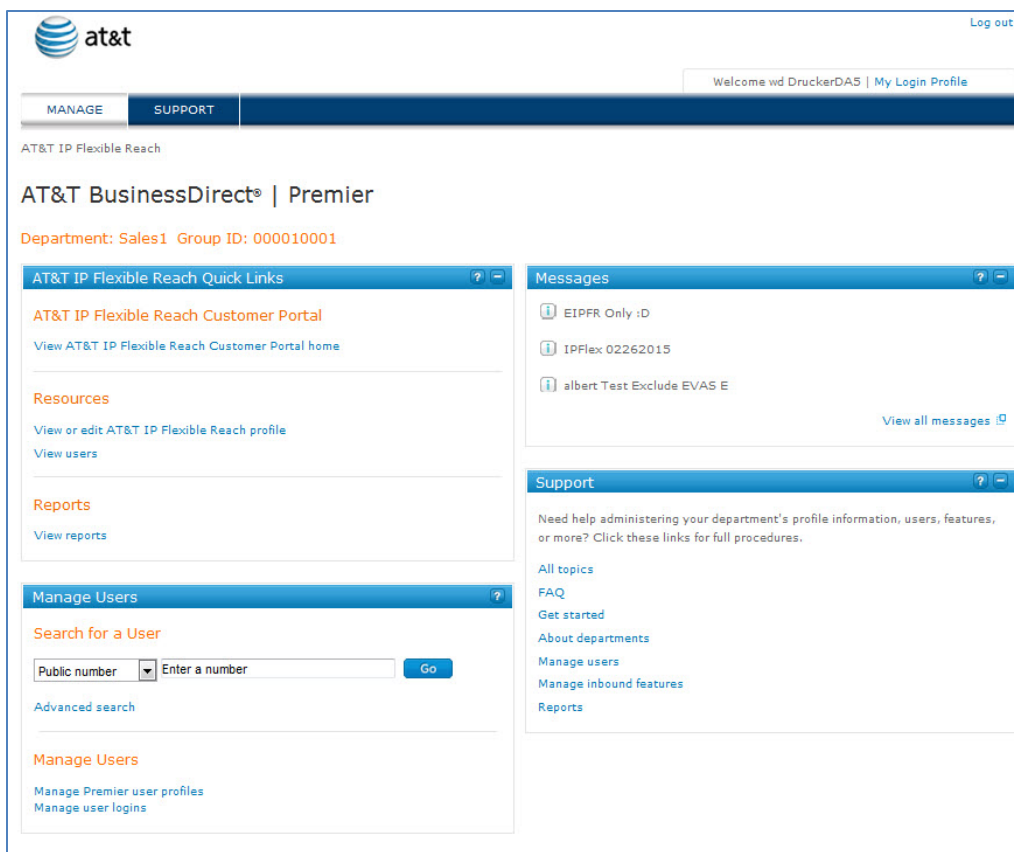
[Messages](#)

[Support](#)

To reach the AT&T IP Flexible Reach Customer Portal and other features, Department Administrators must first log in to AT&T Premier. The Premier homepage has many links and features to help you manage your department.

Premier Homepage

To use Premier, [log in](#). When you log in, the Premier homepage appears.



Navigation

From the Premier homepage, you can quickly access the Customer Portal, manage your department, view messages, and get support information.

At the top of the page you'll see **MANAGE** and **SUPPORT**. You can access the Customer Portal by clicking links on the **MANAGE** view of the Premier homepage.

Note: The Premier homepage opens in **MANAGE** view.

- To view a list of help topics to get you started and help you perform tasks, click **SUPPORT**.
- To view and edit your login profile, click **My Login Profile** at the upper-right of the page.
- To exit Premier, click **Log out** at the upper-right of the page.



AT&T IP Flexible Reach Quick Links

The **AT&T IP Flexible Reach Quick Links** tile gives you direct access to the Customer Portal, where you can view your department profile and view and manage the users in your department

Under AT&T IP Flexible Reach Customer Portal

- To go directly to the Customer Portal, click **View AT&T IP Flexible Reach Customer Portal home**.

Under Resources

- To see the profile of the department you manage, click **View or edit AT&T IP Flexible Reach profile**.
- To see and edit the users you manage, click **View users**. The Customer Portal User List page appears.

Manage Users

From the **Manage Users** tile, you can search for users, and view and manage user features, call logs, and profiles.

Note: You can manage users from only your own group.

To search for a user

1. Under **Search for a User**, select how you want to search—by a user's public number or extension.
2. In the search box, enter your search criteria.
3. Click **Go**. Your results appear below **Search Results**.

For more search options, click **Advanced search**.

To view results

The results of your search appear below **Search Results**, and show the user's first and last name, public number, extension, and group name and group ID.

- To view and edit the user's calling features, click **Features**.
- To view the user's logged calls, click **Call Logs**.
- *To view and edit the user's profile, click **Profile**.*



Messages

The **Messages** tile links you to your messages.

Note: The **Messages** tile appears only if you have messages waiting for you.

To view messages

Messages appear at the right of the Information icon .

- Your most recent messages appear.
- To see all your messages, click **View all messages**.

Support

The links in the **Support** tile take you to various sections in this help system.

- [Frequently asked questions](#)
- [Get started](#)
- [About departments](#)
- [Manage users](#)
- [Manage inbound features](#)
- [Reports](#)



Use the AT&T IP Flexible Reach Customer Portal

[Customer Portal](#)

[Navigation](#)

[Department](#)

[Directory Number Search](#)

[Quick Links](#)

AT&T IP Flexible Reach is a trunking service that delivers an integrated access solution for the following environments:

- Time Division Multiplexing Private Branch Exchanges (TDM PBX)
- Internet Protocol Private Branch (IP PBX)
- Key analog systems

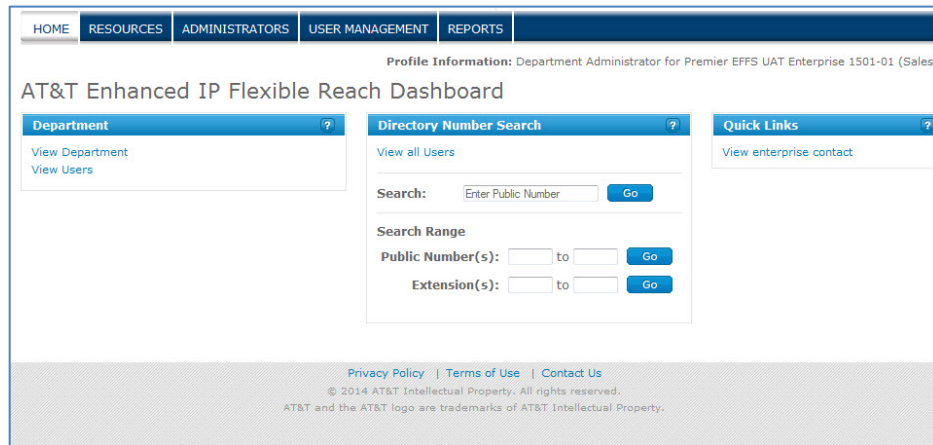
IP Flexible Reach can operate with the session initiation protocol (SIP), supporting inbound and outbound calling across the AT&T Internet Protocol (IP) network. It takes advantage of the AT&T Global Multiprotocol Label Switching (MPLS) network to provide local, nationwide, and international long distance reach for U.S. sites.

AT&T provides Enhanced IP Flexible Reach Department Administrators with a portal for managing functions and features.

Customer Portal

The Customer Portal is the central place from where you can manage your department, users, and more.

To access the Customer Portal, first [log in](#) to Premier.



Navigation

To go to a specific page where you can manage resources, administrators, or users, click a tab on the menu bar at the top of the Customer Portal.

- To view group information and to manage your group, click **RESOURCES**. The Group page appears.
- To search for and view administrators, click **ADMINISTRATORS**. The Administrators page appears.
- To search for and manage users, click **USER MANAGEMENT**. The Users page appears.
- To go to the Premier homepage, click **Premier Home** at the upper-right of the page.
- To get help from an Enterprise Administrator, click **Contact Us**, which takes you to the Enterprise Contacts page.
- To get support, click **Support**, which takes you to the Administrative Portal Help page.
- To get back to the Customer Portal, click **HOME**.

Department

Use the **Department** tile on the Customer Portal to view and manage your department.

- To view information about your department, click **View Department**.

Directory Number Search



Use the **Directory Number Search** tile on the Customer Portal to search for a specific public number, a range of public numbers, or a range of extensions.

To search for a specific number

1. In the Search box under **Directory Number Search**, enter a public number.
2. Click **Go**. The results appear on the User page.

To search for a range of public numbers

1. In the search boxes under **Search Range** in the **Directory Number Search** tile, enter a range of public numbers.
2. Click **Go**. The results appear on the User List page.

To search for a range of extensions

1. In the search boxes under **Search Range** in the **Directory Number Search** tile, enter a range of extensions.
2. Click **Go**. The results appear on the User List page.

To view all numbers

- At the top of the Directory Number Search tile, click View all Numbers. The main Users page appears.

Quick Links

Use the **Quick Links** tile to see your enterprise contact.

To use Quick Links

- At the upper-right of the page under **Quick Links**, click **View enterprise contact**.



Search and Listing Overview

[Search Tools in the Customer Portal](#)

[Search from the Customer Portal Homepage](#)

[Search from the Premier Homepage](#)

[Lists You Can Download](#)

You'll find search tools throughout the AT&T IP Flexible Reach Customer Portal. Use them to find users, other administrators, and more. You can also conduct some searches from the Premier homepage.

Using the Customer Portal, you can download lists of helpful data, such as a list of all the users in your particular group or a list of all the account codes assigned to your group.

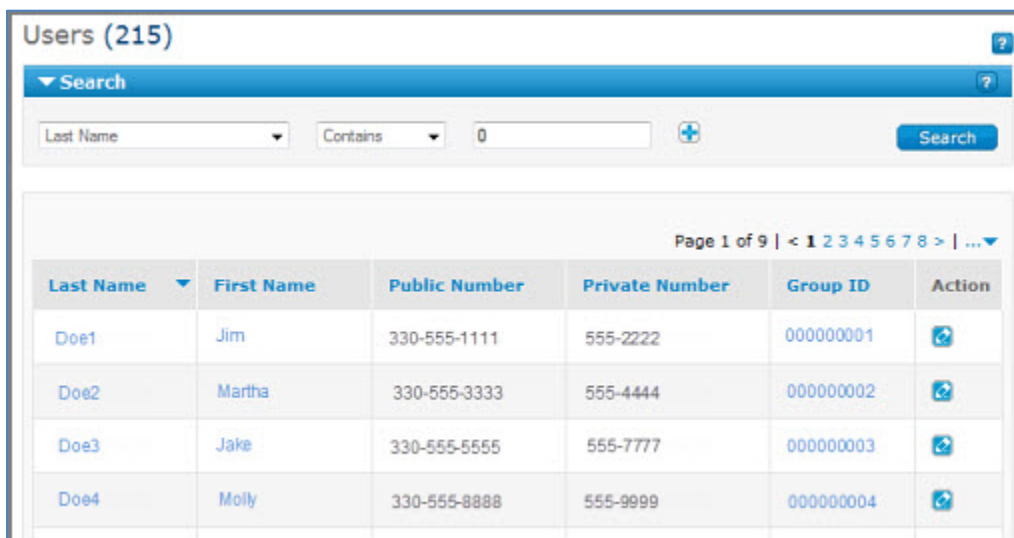
Search Tools in the Customer Portal

You'll find three kinds of search tools throughout the Customer Portal: standard search tools, single field search tools, and search range tools.

Standard Search Tools

Standard search tools appear on most list pages throughout the Customer Portal (for example, the [Users List page](#)). If a search tool isn't open, click the Search arrow

 **Search**. The tool opens.

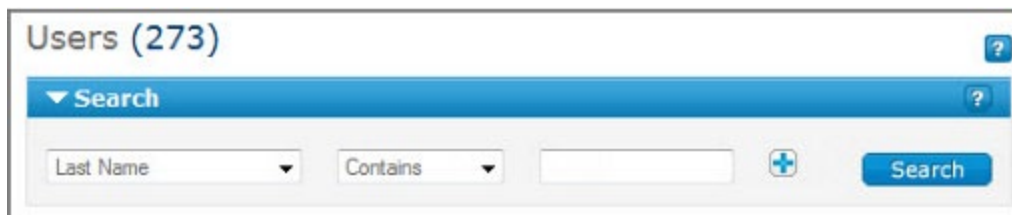


The screenshot shows a search interface for 'Users (215)'. At the top, there is a search bar with a dropdown menu set to 'Last Name', a search operator dropdown set to 'Contains', and a search input field containing '0'. A 'Search' button is located to the right of the input field. Below the search bar, there is a table with the following columns: Last Name, First Name, Public Number, Private Number, Group ID, and Action. The table contains four rows of user data. The page number 'Page 1 of 9' and navigation controls are visible below the table.

Last Name	First Name	Public Number	Private Number	Group ID	Action
Doe1	Jim	330-555-1111	555-2222	000000001	
Doe2	Martha	330-555-3333	555-4444	000000002	
Doe3	Jake	330-555-5555	555-7777	000000003	
Doe4	Molly	330-555-8888	555-9999	000000004	





The standard search tool has three fields or drop-down lists.





- The left drop-down list contains a search option, such as **Last Name**, **First Name**, or **Public Number**.
- The middle drop-down list consists of search modifiers, such as **Starts With**, **Contains**, or **Equal To**.
- The field or drop-down list at the right is for your search term.

Notice the plus sign (+) or minus sign (-) to the right of each search row.

- To add rows, click the plus sign .
- To remove rows, click the minus sign .

To use the standard search tool

These are general instructions for using the Customer Portal search tools. The specifics vary between pages.

1. From the left drop-down list, select a search term.
 2. From the middle drop-down list, select a search modifier.
 3. In the search field at the right, enter a search value, or select a search value from the drop-down list as appropriate.
 4. Click **Search**. The search results are displayed. The search result set can contain up to 1,000 records. If there are more than 1,000 records in the search results, refine your search to narrow the results.
- To add search criteria, click the plus sign .
 - To remove search criteria, click the minus sign .

The search results are displayed. The search result set can contain up to 1,000 records. If there are more than 1,000 records in the search results, refine your search to narrow the results.



Where to Find Standard Search Tools

You can find standard search tools on the following Customer Portal pages:

[Users List pages](#)

[Administrator List page](#)

[Schedule List pages](#)

Single Field Search Tools

Use single field search tools when you know the exact information you're searching for, such as a specific phone number or a user's name.

Search:

To use the single field search tool

1. In the **Search** field, enter a value.
2. Click **Go**.

Search from the Customer Portal Homepage

Use the **Directory Number Search** tile on the Customer Portal Homepage to view all telephone numbers, or to search for a specific public number, a range of public numbers, or a range of public numbers by extension.

To search for a specific public number

1. In the **Directory Number Search** tile, enter a public number in the search box.
2. Click **Go**. Results appear on the [Users List page](#).

To search for a range of public numbers

1. In the **Directory Number Search** tile, enter a public number in the left search box.
2. In the search box at the right, enter a second public number.
3. Click **Go**. Results appear on the [Users List page](#).

To search for a range of extensions

1. In the left search box of the **Directory Number Search** tile, enter an extension.



2. In the search box at the right, enter a second extension that specifies the end of the search range.
3. Click **Go**. Results appear on the User List page.

Search from the Premier Homepage

You can search for users from the Premier homepage.

To search for users

1. Log in to Premier.
2. In the **Manage Users** tile, select **Public number** or **Extension** from the left drop-down list.
3. In the field at the right, enter a public number or an extension.
4. Click **Go**.

To open the [Users List page](#) in the Customer Portal, click **Advanced search**.

Lists You Can Download

Within the Customer Portal, you'll find downloadable lists of helpful data. The lists are downloaded as CSV (comma-separated values) files, a type of spreadsheet.

To download a list

1. Click the link for the list you want. A File Download window opens.
2. Click **Save**. The file is downloaded to your default directory (or you can specify a different location).

Downloadable list details

These are the link names for downloadable lists, along with a description of each list and where to find the download link.

- **Download Authorization Codes List.**
A list of authorization codes for your group. On the **Outbound Features** tab of a user's Details page, click **Dial Restrictions**. The link is on the Dial Restrictions page.



- **Download Department Users List.**
A list of all the users in your department. Click **RESOURCES**, then click **Department**. The link is on the **Department Users** tab.
- **Download Public Number Ranges List.**
A list of public number ranges available in your department. Click **RESOURCES**, then click **Department**. The link is on the **Public Number Ranges** tab.



Frequently Asked Questions

[Questions About Getting Started](#)

[User Management Questions](#)

[Department Management Questions](#)

[Schedule Questions](#)

[Account Code Questions](#)

[Authorization Code Questions](#)

[Dial Restriction Questions](#)

[Reports Questions](#)

[General Questions](#)

[Basic Information About the Customer Portal](#)

Here you'll find the answers to commonly asked questions about using the AT&T IP Flexible Reach Customer Portal.

Questions About Getting Started

Here are the answers to some basic questions about using the Customer Portal.

What is AT&T IP Flexible Reach?

AT&T IP Flexible Reach is a trunking service that delivers an integrated access solution for the following environments:

- Time division multiplexing private branch exchanges (PBXs)
- Internet protocol private branch exchanges (IP PBXs)
- Key analog systems

IP Flexible Reach can operate with the Session Initiation Protocol (SIP), supporting inbound and outbound calling across the AT&T IP network. It takes advantage of the AT&T Global Multiprotocol Label Switching (MPLS) network to provide local, nationwide, and international long distance reach for U.S. sites.

To make management of functions and features easy, AT&T provides Enhanced IP Flexible Reach customers with a portal (the AT&T IP Flexible Reach Customer Portal).

For more information, see [Use the AT&T IP Flexible Reach Customer Portal](#).



Can I skip the Premier homepage and go straight to the Customer Portal?

No. To reach the Customer Portal, you must first log in to Premier. Then use the links and features on the Premier homepage to help manage your department.

(You can also go directly to the Customer Portal by clicking **View AT&T IP Flexible Reach Customer Portal.**)

In the **MANAGE** view, you'll find Quick Links that enable you to:

- View or edit your AT&T IP Flexible Reach Customer Portal profile.
- View users.
- View Reports.

For more information, see [Use Premier](#).

Can I print this help documentation?

Yes. You can print a single help topic, or print this entire Guide.

For more information, see [Print This Documentation](#).

User Management Questions

Why is the User Management page blank when there are users in the Customer Portal?

If there are more than 1,000 users in the enterprise you have to use the search function to narrow the list of users.

For more information, see [Manage User Access to the Customer Portal](#).

Can I give individual users access to Customer Portal tools?

Yes. As a Department Administrator, you can grant and revoke permissions that allow users to manage some of their own features.

For more information, see [Manage User Access to the Customer Portal](#).

What elements of a user's identity can I manage through the Customer Portal?

The user's identity consists of the user's name, public phone number, private phone number, time zone, and email address. You can use the Customer Portal to edit the user's name and time zone.



To manage user profiles, open the Customer Portal. Click the **USER MANAGEMENT** tab, and then click the name of the user you want to manage.

For more information, see [Edit User Profiles](#).

The user's ID appears in generic form in the Customer Portal. Can I change that?

Yes. The generic **First Last name** (for example, **User, 7775201332**) that appears on the **Profile** tab of the Customer Portal is generated by the system when the phone number is provisioned. As a Department Administrator, you can change the generic name by editing the user's profile.

A user may contact you requesting such a change. See [Edit User Profiles](#) for instructions on changing a user's name in the Customer Portal. Note that changing a user's name in the Customer Portal does not change how the user's name appears in Premier.

Users can edit their own names in Premier, but not on the **Profile** tab in the Customer Portal. Only administrators can edit the name on the **Profile** tab.

When users edit their names in Premier, the edited name appears in the Customer Portal's **Welcome** banner but not on the **Profile** tab.

For more information, see [Edit User Profiles](#).

Do I have to manage call features one user at a time?

You can manage features using the Bulk Management tool within your particular department, up to 1,000 users at a time.

For more information, see [Manage Users in Bulk](#).

What if I want to manage bulk features for more than 1,000 users at a time?

You can manage features in bulk for users within your department, up to 1,000 users at a time. If your department has more than 1,000 users, you will need to upload separate spreadsheets for each grouping of 1,000 users thereafter.

For more information, see [Manage Users in Bulk](#).

Can I track staff performance through call logs?

Yes. As a Department Administrator for the Customer Portal, you can view logged calls for individual users in your groups. This information can help you track staff



performance and plan shifts in resources. Users can also view details for their own call logs.

For more information, see [View Call Logs](#).

Can I manage inbound call features for a user?

Yes. You can grant or deny a user access to inbound call features such as Call Rejection and Call Forwarding. You can also manage selective criteria within a call feature to set the behavior of the feature for that user.

For more information, see [Manage Inbound Call Features](#).

Can I manage dial restrictions for a user?

Yes. Using dial restrictions, you can block or allow certain types of call, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls. You can manage dial restrictions at an individual user level and at the group level.

For more information, see [Manage Outbound Call Features](#).

Can I manage a user's schedules?

Yes. As a Department Administrator for the Customer Portal, you can create, edit, and delete schedules for users.

For more information, see [Manage User Schedules](#).

Can I manage a user's Calling Line ID?

Yes. As a Department Administrator for the Customer Portal, you can manage a user's Calling Line ID from a user's **Profile** tab.

For more information, see [Edit User Profiles](#).

Department Management Questions

Can I download a list of users for my department?

Yes. From your Department page, you can download a list of the department's users.

For more information, see [Download the Department Users List](#).



Can I manage dial restrictions for my whole department?

No. You can manage authorization codes, account codes, and dial restrictions at a user level, but not at a department level. Using dial restrictions, you can block or allow certain types of call, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls.

For more information, see [About Dial Restrictions](#).

Is it possible to change my department's name?

No. You can view your department's name from the Department page, but not edit it.

For more information, see [Department Page](#).

Can I manage schedules for my entire department?

No. As a Department Administrator, you can manage schedules at the user level, but not at the department level.

For more information, see [Manage User Schedules](#).

What is a FAC (feature access code) and how does it work?

A feature access code (FAC code) is the key sequence you press on a phone to perform a function. For example, if "Anonymous Call Rejection Activation" is set to *77, you press *77 on the phone to activate that feature. Feature access codes are also called star (*) codes and pound (#) codes.

Schedule Questions

Can I create schedules at any level?

No, there are no department level schedules, but department users can use enterprise and group schedules.

For more information, see [Manage User Schedules](#).

Can I edit or delete any schedule?

You can edit or delete schedules for users in your department.

For more information, see [Manage User Schedules](#).



What is the difference between a Holiday schedule and a Time schedule?

A Holiday schedule is generally used only for holidays. A Time schedule is used for scheduling all other types of events.

Can I create, edit, and delete events within an existing schedule?

Yes. You can manage events within any user schedule in your department.

For more information, see [Manage User Schedules](#).

What happens if I create a schedule without an event?

You can create a schedule with no events. The schedule will appear in the user's Schedules list, but the user will receive no notifications until you add one or more events.

Account Code Questions

What are account codes used for?

Account codes help you track the calls users make outside your department. As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can use account codes to track certain calls associated with specific accounts.

For more information, see [About Account Codes](#).

What is the difference between mandatory and optional account codes?

Users assigned to the Mandatory Account Code service must enter an account code when making all calls outside their group.

Users assigned to the Optional Account Code service can enter an optional account code when making a call outside their group, but it's not required.

For more information, see [About Account Codes](#).

Are my department's users assigned to account code status by default?

No. You can assign your department's users to account code status individually.

For more information, see [Assign or Unassign Account Code Status to Users](#).



Can I edit the account codes for my department?

No. You can't edit account codes. You can change the account code status for users in your department, but not edit the codes themselves.

For more information, see [About Account Codes](#).

Can I download a list of account codes?

No. Account codes are defined at the group level and are not available to you.

For more information, see [About Account Codes](#).

Can I download a list of account code users?

No. You must go to the user details page to see a user's account code status.

For more information, see [About Account Codes](#).

Can I use account codes and authorization codes at the same time?

Yes, you can assign a user to both authorization and account codes. Note that authorization codes always take precedence over account codes. Authorization codes are permission-based; they authorize the user to place calls to certain types of phone numbers, such as international or toll-free numbers, that would otherwise not be allowed. Account codes are used to track the calls placed by the user in association with a particular account. If a call requires an authorization code, and the user is assigned to the mandatory account code service, the user must enter both an authorization code and an account code when placing a call. If the user is assigned to the optional account code service, just the authorization code is required.

For more information, see:

- [About Account Codes](#)
- [About Authorization Codes](#)

Authorization Code Questions

What are authorization codes used for?

Authorization codes are for outbound call management. If authorization codes have been provisioned for your group, you can require individual users in your department to enter an authorization code when making calls (except for emergency or repair calls) outside the group.

For more information, see [About Authorization Codes](#).



Are my group's users assigned to authorization codes by default?

Yes. If authorization codes have been provisioned for your group, the group users must use the authorization codes.

For more information, see [About Authorization Codes](#).

Can I edit the authorization codes for my department?

No. You can't edit authorization codes. You can change the authorization code status for users in your department, but not edit the codes themselves.

For more information, see [Manage Authorization Code Status for Users](#).

Can I download a list of authorization codes?

Yes. You can download a list of authorization codes for your group from the **Outbound Features** tab of a user in your department.

For more information, see [Download a List of Authorization Codes](#).

Can I use authorization codes and account codes at the same time?

Yes, you can assign a user to both authorization and account codes. Note that authorization codes always take precedence over account codes. Authorization codes are permission-based; they authorize the user to place calls to certain types of phone numbers, such as international or toll-free numbers, that would otherwise not be allowed.

Account codes are used to track the calls placed by the user in association with a particular account. If a call requires an authorization code, and the user is assigned to the mandatory account code service, the user must enter both an authorization code and an account code when placing a call. If the user is assigned to the optional account code service, just the authorization code is required.

For more information, see:

- [About Account Codes](#)
- [About Authorization Codes](#)

Dial Restriction Questions

What are dial restrictions, and how do they work?

Dial restrictions are restrictions that you can put on your department's outgoing calls. You can also set custom dial restrictions for individuals.



Using dial restrictions, you can block or allow certain types of call, such as international or toll-free numbers. You can also use dial restrictions to require an authorization code for certain types of outgoing calls.

For more information, see [About Dial Restrictions](#).

Can I set and edit dial restrictions for my department?

No. You can't edit dial restriction at the department level. You can change the dial restrictions for users in your department, but not for your entire department.

For more information, see [About Dial Restrictions](#).

Are users assigned to group dial restrictions by default?

No. As a Department Administrator, you can assign users to group dial restrictions.

For more information, see [Manage Custom User Dial Restrictions](#).

Can I set dial restrictions for individual users?

Yes. You can view and edit individual user dial restrictions from the **Outbound Features** tab of a user in your department.

For more information, see [Manage Custom User Dial Restrictions](#).

Reports Questions

What kind of reports can I generate?

You can generate two types of reports: Inventory reports and Service Usage reports. You can generate various types of reports under each category.

- Inventory reports give you details about user and department settings.
- Service Usage reports give you details about usage of features such as account codes and call transfer/forward.

For more information, see [About Reports](#).


I generated a report, but I don't see it anywhere. Why not?

After you've generated a report, the completed report is shown on the **Department Reports** tab on the Reports page in the Customer Portal. If your report isn't shown there, check this tab again later.

For more information, see [About Reports](#).




Can I download the reports I generate?

Yes. After you've generated a report, the completed report is shown on the **Department Reports** tab on the Reports page. Click the **Download** icon  next to the report you want to download.

For more information, see [Download or Delete a Report](#).

Can I delete a report when I'm done with it?

After you've generated a report, the completed report is shown on the **Department Reports** tab on the Reports page in the Customer Portal. When you're done with a report, you can delete it by clicking the Delete icon  next to the report you want to remove.

For more information, see [Download or Delete a Report](#).

General Questions

What is a CSV file?

A comma-separated values (CSV) file is a type of spreadsheet. When you download a list or template from the Customer Portal, it is downloaded as a .csv file. You can edit a CSV file in Excel® or another spreadsheet editor.

I have a problem, and the solution isn't covered in the Customer Portal help documentation. Where can I go for support?

In addition to reading and printing help topics, you can get help and support from a Customer Portal contact. In the Customer Portal, click **View enterprise contacts** to get information about how to request help via email or phone.

You can also search for another Department Administrator, Group Administrator, or an Enterprise Administrator to contact.

We also provide fee-based training about using the Customer Portal. For details, contact your AT&T sales representative.

For more information, see:

- [Support Resources](#)
- [Search for and View an Administrator](#)
- [View Contacts](#)



Basic Information About the Customer Portal

The following help topics provide you with basic information about using the Customer Portal.

- [Log In](#)
- [What a Department Administrator Can Do](#)
- [About Premier](#)
- [Use Premier](#)
- [Use the Customer Portal](#)
- [Search and Listing Overview](#)
- [Glossary](#)
- [Support Resources](#)
- [Print this Documentation](#)



Glossary

account code

A feature that enables you to track specific calls associated with certain accounts. As a Department Administrator, you assign [account code status](#) to users.

There are two kinds of account code status: [mandatory](#) and [optional](#).

anonymous call rejection

The Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID attached.

authorization code

A feature that enables you to manage call restrictions for outbound calls. Enterprise and Group Administrators create [authorization codes](#) and require them for different types of a group's outgoing calls. If required, users must enter an authorization code when making a call (except for emergency or repair calls) outside their group.

bulk management tool

The bulk management tool enables administrators to assign options or features to multiple users within a group, up to 1,000 users at a time.

call acceptance

The Call Acceptance feature enables a user to define criteria that permit certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.

call forwarding – always

The Call Forwarding – Always feature enables a user to redirect all incoming calls to another phone number.

call forwarding – busy

The Call Forwarding – Busy feature enables a user to redirect calls to another number when an incoming call encounters a busy condition.



call forwarding – no answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another number when an incoming call isn't answered within a specified number of rings.

call forwarding – not reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls are redirected when the user's Flexible Reach telephone number is unreachable.

call forwarding – selective

The Call Forwarding – Selective feature enables a user to define criteria that redirect certain incoming calls to another number.

call rejection

The Call Rejection feature enables a user to define criteria that reject certain incoming calls.

calling line ID

The Calling Line ID setting allows you to customize the number that will appear on a call recipient's caller ID when the user makes an outbound call. Use this feature to mask a user's public number with your company's customer support number when the user calls your customers.

CSV file

A comma-separated values file, which stores table data in plain-text form, allowing for easy handling in any text-editing program. You open CSV files in spreadsheets. Files that you download from the Customer Portal, such as a department users list, are downloaded as CSV files.

department

A department is a subdivision of a group or enterprise to which users can be assigned. An **Enterprise Department** can include any user in the enterprise. A **Group Department** can include users from a single group.



Department Administrator

The administrator class that ranks third in the AT&T IP Flexible Reach administrator hierarchy. Department Administrators manage users within a group department. Enterprise Administrators manage departments that span more than one group.

dial plan type

Group profile setting that represents the AT&T service plan purchased. Possible settings are **Public Only**, **Private Only**, or **Public & Private**.

dial restriction

A limit that Enterprise and Group Administrators can impose to manage a group's outgoing calls. You can set custom [dial restrictions](#) for individuals.

enterprise

The complete AT&T IP Flexible Reach setup, including all users, groups, and departments.

enterprise administrator

The administrator class at the top of the AT&T IP Flexible Reach administrator hierarchy. Enterprise Administrators manage group trunk groups, trunk call routing schemes, Group Administrators, Department Administrators, and users.

enterprise contact

A [person you can contact](#) for advice and assistance with the Customer Portal and your department.

enterprise ID

A 10-digit number that identifies an AT&T IP Flexible Reach enterprise.

FAC (feature access code)

The key sequence a user presses on a phone to perform a function. For example, if the Anonymous Call Rejection Activation feature is set to *77, users press ***77** to activate that feature on their phones. FACs are also called star (*) or pound (#) codes.



group administrator

The administrator class that ranks second in the AT&T IP Flexible Reach administrator hierarchy. Group Administrators manage departments, group trunk groups and users.

group ID

The number that represents a particular group. You can look up groups by name or ID.

group name

The name of a particular group. You can look up groups by name or ID.

inbound call features

Call features that enable users to manage calls they receive in various ways. For example, the Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID. The Call Forwarding features enable a user to automatically forward calls to a different number.

As part of managing user access to the AT&T IP Flexible Reach Customer Portal, you assign users rights to use individual [inbound call features](#).

initial event

An event in a [schedule](#) of any level that acts as the template for any recurrences of that event. An initial event can occur only once, or you can set it to recur on a daily, weekly, monthly, or yearly interval.

intercept announcement

Intercept Announcement plays an announcement when the user receives a call. When this setting is turned on, the call is intercepted and the specified messages are played to the caller. These announcements can also provide call routing options.

location code

A code number for a private branch exchange (PBX). The location code plus the user extension form the private phone number.

mandatory account code status

Users with [Mandatory Account Code](#) status are prompted to enter a required account code when making a call (except for emergency and repair calls) outside the group. See [Optional Account Code Status](#).



max DID policing

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

multiprotocol label switching (MPLS)

A technology that speeds up and simplifies data transmission in high-performance telecommunications networks. Multiprotocol Label Switching (MPLS) works by substituting short path labels for long network addresses as it moves data along a string of network nodes. MPLS can be used with any networking protocol, and it supports T1/E1, ATM, Frame Relay, and DSL, among other technologies.

optional account code status

Users with the [Optional Account Code](#) status can enter an account code when making a call outside the group, but it isn't required. See [Mandatory Account Code](#).

outbound call features

Features that affect the way an outgoing call is placed. Account codes, authorization codes, and dial restrictions are all [outbound call features](#).

PBX

Private branch exchange (PBX), a subscriber-owned telecommunications exchange (private telephone switchboard) that usually includes access to the public switched telephone network. It provides on-premises dialing service and may provide connections to local and trunked communications networks.

Premier

The one-stop, customizable online site where business customers, large and small, can learn about, purchase, monitor, and manage wireless, Voice over IP, and related products and services. To administer the AT&T IP Flexible Reach Customer Portal, you must first [log in](#) to [Premier](#).

private number

A phone number to be used within an enterprise. It routes the call from the private branch exchange (PBX) to the individual user. Commonly called an extension.



public number

A phone number dialed from outside the enterprise that routes the call to a private branch exchange (PBX). Commonly called a phone number.

recurring event

Any event in a schedule that's repeated. You can set recurring events to recur on a daily, weekly, monthly, or yearly interval.

redirecting party

The phone number that directs an incoming call to a different number.

schedules

Schedules consist of one or more events. For example, a single holiday schedule might contain events for holidays such as Thanksgiving and the 4th of July.

The events that are added to a schedule determine when specific features are applied to a user's incoming calls. The features that can be controlled through schedules are **Call Acceptance**, **Call Rejection**, **Call Forwarding – Selective**, **Sequential Ring**, and **Simultaneous Ring**.

selective criteria

Settings within an [inbound call feature](#) that you can use to customize the way that the feature works. As an Enterprise Administrator, you can set selective criteria for a user, or you can allow users to set selective criteria for themselves.

sequential ring

The Sequential Ring feature enables a user to define a “find-me” list of phone numbers that are alerted sequentially when incoming calls match a user's specified criteria. (If the user can't be reached at the first number, the service tries the second number. If the user can't be reached at the second number, the service tries the third number, and so on.)

simultaneous ring

The Simultaneous Ring feature enables a user to have up to 10 phone numbers ring simultaneously when calls are received on the user's IP Flexible Reach phone number. The first phone to be answered is connected.



tile

A section of a webpage that contains links or information about a particular function or action.

user portal access

The User Portal Access setting allows you to request portal access for a user in your department. When you request portal access for a user, an email is sent to the email address of that user so they can set up their portal account. You can also revoke access for users in your group.



Support Resources

[Quick Help Icons](#)

[Information Icons](#)

[Enterprise Contacts](#)

[Other Administrators](#)


[Help System Site Maps](#)

[Printable User Guides](#)


[Fee-based Training](#)

In addition to this help system, there are a number of other places you can find help with using the Customer Portal.

Quick Help Icons

When you're using the Customer Portal, click any Quick Help icon  for an explanation of what's on the page, and how it works.

Information Icons

When you're using the Customer Portal, hover your cursor over any Information icon  for a definition or explanation.

Enterprise Contacts

Other contacts in your enterprise may be able to assist you.

To find enterprise contacts

1. Click **Resources** in the main Customer Portal navigation bar.
2. Click **Enterprise** in the lower navigation bar.

Other Administrators

Other administrators may be able to assist you.



To find other administrators

1. Click **Administrators** in the main Customer Portal navigation bar. The Administrator List page opens.
2. Search or browse for administrators.
3. Click an administrator's first or last name to see that person's contact information.

Help System Site Maps

For easier navigation through this help system, you can go directly to the system site maps.

- [Department Administrator help system site map](#)
- [End User help system site map](#)

Printable User Guides

You can print this entire help system as a PDF file. You can also print the End User help system.

- [End User Guide](#)

Fee-based Training

We also provide fee-based training about using the Customer Portal. For details, contact your AT&T sales representative.



Print This Documentation

You can print this AT&T IP Flexible Reach documentation. Print a single help topic, or print all the topics as a single PDF file.

To print a single help topic

1. Open a help topic.
2. At the top of the help page, click **Printer Friendly Version**. A printer-friendly version of the document opens.
3. At the top of the printer-friendly page, click **Print**. A Print window opens.
4. From the Print window, adjust the print settings.
5. At the bottom of the Print window, click **Print**.

To print this Guide

The Department Administrator Guide is a PDF document that contains all the content of the Department Administrator online help topics.

To open the document, you must have PDF-reading software, such as Adobe® Reader 9 (or later), Nitro Reader, or Foxit® Reader, installed.

- Follow your PDF-reading software's commands for printing the document.



Manage Users

Click the links below to learn how to manage the users in your group. Manage user profiles, call features, schedules, and more.

Topic	Description
About Users	Learn about users and about their relationship to departments.
Users List Page	Get an overview of the main Users list page and how it works.
User Details Page	Get an overview of a user details page and how it works.
Search for and View Users	Learn how to search and browse for specific users.
Manage User Access to the Customer Portal	Find out how to manage individual customer access to the AT&T IP Flexible Reach Customer Portal.
Edit User Profiles	Learn how to edit a user's profile information.
View Call Logs	Learn how to see users' call logs.
Manage Mobile Client	Learn how to enable mobile client access for users.
Manage Inbound Call Features	Get an overview of user inbound call features and how they work.
Manage Outbound Call Features	Get an overview of user outbound features, account codes, and dial restrictions, and learn how they work.
Manage User Schedules	Learn how to create and manage schedules and events for users.
Manage Users in Bulk	Learn how to manage features for multiple users at one time.



About Users

Overview

Manage Users

Users and the Customer Portal

Overview

Enterprises with AT&T Enhanced IP Flexible Reach are composed of groups, and a group can be divided into smaller units called departments. Users can belong to one department only.

A group department is identified by its group's Group ID number and the department name. A group department is administered by a Department Administrator. Some departments contain users from different groups. In that case, the department is considered an Enterprise Department and is administered by an Enterprise Administrator.

As a Department Administrator, you can manage users only within your specific department. Enterprise Administrators can manage all users within the entire enterprise. Group Administrators can manage users only within their specific group.

A user's identity and initial access to the AT&T IP Flexible Reach Customer Portal is created by your organization's system administrator. The user's identity consists of the user's name, public phone number, private phone number, and email address.

Manage Users

You can manage a number of account aspects for users within your department.

What Department Administrators can do	Description	Support topic
Manage user access to the Customer Portal	Assign and unassign (revoke) permissions that allow users to use individual features and tools.	Manage Access to the Customer Portal



What Department Administrators can do	Description	Support topic
Edit user profiles	Edit some aspects of a user's profile information, including the user's name and time zone.	Edit User Profiles
View call logs	View and sort a user's last 1,000 logged calls.	View Call Logs
Manage inbound call features	Assign specific permissions that enable users to manage their own inbound call features, such as call forwarding, call acceptance, and call rejection.	About Inbound Call Features
Manage calling codes and outbound call features	Manage authorization codes, account codes, and outbound call restrictions for users in your department.	Manage Outbound Call Features
Manage user schedules	Manage events and schedules at the individual user level for users in your department.	About Schedules
Manage users in bulk	Manage features for many users in your department at one time, in bulk.	Manage Users in Bulk



Users and the Customer Portal

Using the Customer Portal, users can manage many aspects of their accounts. Remember that users in your department look to you, as a Department Administrator, for assistance. Using the Customer Portal, users can perform these tasks:

- View and edit their personal profile
- Manage their assigned inbound call features
- View their call logs
- View their outbound call features
- View group and enterprise schedules, and create individual schedules for themselves
- View and search for other users in their department
- View administrators and enterprise contacts



Users List Page

Page Overview

Search and Browse for Users

Page Overview

In the AT&T IP Flexible Reach Customer Portal, the Users List page presents a searchable list of all the users in your department. From the Users List page, you can search for, browse for, view, and edit user information.

Users (20) ?

Search ?

Last Name Contains + Search

Page 1 of 1 | 1 | ...

Last Name	First Name	Public Number	Private Number	Group ID	Action
Doe	Jane	330-555-0001	21-3305550001	000010001	
Doe	John	330-555-0002	21-3305550002	000010001	
Doe	Mary	330-555-0002	21-3305550003	000010001	

You can do a variety of things from the Users List page:


- To find an individual user, use the Search tool.
- To browse, scroll and page through the list.
- To sort the list by last name, first name, public number, private number, or Group ID, click the corresponding column header.
- To view a user's information, click the user's first or last name.
- To jump to the user's group, click the user's Group ID.
- To edit a user's profile information, under **Action**, click the **Edit** icon




Search and Browse for Users

You can also search and browse for individual users. To view the [User Details page](#), click a user's first or last name.

To search or browse for users

1. If the Search tool isn't open, click the arrow  to open it.
2. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, **Extension**, or **Group ID**.
3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field at the right, enter a search term.
5. Click **Search**.

To browse for users, scroll and page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.



User Details Page

[Overview](#)

[Inbound Features Tab](#)

[Outbound Features Tab](#)

[Call Logs Tab](#)

[Profile Tab](#)

[Schedules Tab](#)

Overview

From a User Details page, you can manage that user's inbound and outbound call features, call logs, profile, and schedules. You can manage only users who belong to your department.

To access a User Details page

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Search or browse for users, and then click a user's first or last name. The User Details page appears.

Inbound Features Tab

From the **Inbound Features** tab, you can view and edit the user's inbound call features. You can make a call feature available (or unavailable) for the user, and you can edit the call feature's selective criteria.

For more information, see [About Inbound Call Features](#).

Outbound Features Tab

From the **Outbound Features** tab, you can view and edit the user's account codes and dial restrictions.

For more information, see:

- [About Account Codes](#)



- [About Dial Restrictions](#)

Mobility Features Tab

From the **Mobility Features** tab, you can edit the user's mobile client status. Set this status as **Enabled** to allow the user to access the mobile client from their mobile device.

For more information, see [Manage Mobile Client](#).

Call Logs Tab

From the **Call Logs** tab, you can view a user's last 1,000 logged calls. You can browse through the call list and sort the calls by **Type**, **Date**, **Time**, **From/To**, and **Phone Number**.

For more information, see [View Call Logs](#).

Profile Tab

From the **Profile** tab, you can view and edit the user's profile information. This is also where you can grant and revoke access to the Customer Portal.

For more information, see:

- [Edit User Profiles](#)
- [Manage User Access to the Customer Portal](#)

Schedules Tab



From the **Schedules** tab, you can search and browse for schedules, and you can view, edit, create, and delete schedules and events for the user.



Search for and View Users

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can search for users in your department and view their information. To view a user's information, click the user's first or last name.

To search or browse for users

1. On any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. If the Search tool isn't open, click the arrow  **Search** to open it.
3. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, **Extension**, or **Group ID**.
4. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
5. In the field at the right, enter a search term, and then click **Search**.
6. To view a user's information, click the user's first or last name. The [User Details page](#) appears.
7. To browse for users, scroll and page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.



Manage User Access to the Customer Portal

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can grant (and revoke) access to the Customer Portal on a user-by-user basis within your department.

To grant user access

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The [Users List page](#) appears.
2. Locate the user you want to grant access. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
3. Click the user's name. The [User Details page](#) appears.
4. Click the **Profile** tab. The user's profile shows a list of settings, including **User Portal Access**.
5. To the right of **User Portal Access**, click **Submit Request**. A Submit Request window opens.
6. Enter the user's email address, and then click **Save**. The Submit Request window closes. The system sends the user email with instructions for how to register for access to the Customer Portal.

To revoke user access

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The [Users List page](#) appears.
2. Locate the user whose access you want to revoke. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
3. Click the user's name. The [User Details page](#) appears.
4. Click the **Profile** tab. The user's profile shows a list of settings, including **User Portal Access**.
5. To the right of **User Portal Access**, click **Remove Access**.
6. A Remove Access confirmation window opens. To remove the user's access, click **OK**. To leave the user with access, click **Cancel**.



7. If you clicked **OK**, the Profile view refreshes. The user can no longer access the Customer Portal.



Edit User Profiles

A user's profile consists of the user's name, public phone number, private phone number, calling line ID, time zone, trunk call routing assignment, group, portal access, and email address.

As a Department Administrator, use the Customer Portal to edit the users' profiles within your department.

Calling line ID is the phone number that's displayed on the called party's phone when a user places a call. The default is the user's public number. You can customize calling line ID by specifying a different number (up to 40 digits). For example, you may want the calling line ID to be for a sales office or reception desk.

Note: For emergency calls, the calling line ID will always be the user's public number.

To edit a user's profile information




1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
3. Click the user's first or last name. The [User Details page](#) appears.
4. Click the **Profile** tab. The Profile view appears.
5. Click **Edit**. The Edit view of the user's profile appears. You can edit the user's last name, first name, calling line ID, and time zone.
6. Enter changes, and then click **Save**.



View Call Logs

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can view logged calls for individual users in your department. This information can help managers track staff performance and plan shifts in resources. Users can also view details for their own call logs.

To view user call logs

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Locate the user whose call log you want to view. (You can search, scroll or page through the user list, or click a number to jump to a specific page.)
3. Click the user's name. The [User Details page](#) appears.
4. Click the **Call Logs** tab. The Call Logs page appears and shows the user's last 1,000 calls. By default, the calls are sorted by date and time. You can also sort by call type and use date and time as secondary sort parameters.
5. Icons in the **Type** column show whether the call was a received call , missed call , or dialed call .



Manage Mobile Client

With AT&T IP Flexible Reach mobile client application, users can use their mobile device to make and receive phone calls with their IP Flexible Reach business identity. You must allow users to access the mobile client on the user's mobility tab in the IP Flex customer portal or they won't be able to log in to it.

Note: If the user doesn't have AT&T IP Flexible Reach Customer Portal access, you need to submit a User Portal Access request so they can edit their mobile client telephone number and mobile client password.

Allow access to the mobile client

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the menu bar. The [Users List page](#) appears.
2. Locate the user whose profile you want to edit. (You can search, scroll or page through the list, or click a number to jump to a specific page.)
3. Click the user's first or last name. The [User Details page](#) appears.
4. Click the **Mobility Features** tab. The Mobility Features view appears.
5. Click **Edit**. The Edit view of the user's mobility feature page appears.
6. Do one of the following:
 - a. To allow the user to access the mobile client, select **Enable** to the right of Mobile Client Status.
 - b. To not allow the user to access the mobile client, select **Disable** to the right of Mobile Client Status.
7. Click **Save**.



Manage Inbound Call Features

Grant a User Access to Features

Set Individual Features

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can grant your department's users access to individual inbound call features such as Call Rejection and Call Forwarding. You can also manage selective criteria within a call feature to set the behavior of the feature.

Note: If enabled, the Intercept Announcement feature overrides all other active features and selective criteria.

Grant a User Access to Features

You can grant a user in your department access to features from the **Inbound Features** tab of the User Details page.

To assign a user access to specific features

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The Users List page appears.
2. Click a user's name. The User page appears with the **Inbound Features** tab selected.
3. To assign a feature to the user, click **Edit**. The **Available for User** column becomes active.
4. For each feature that you want to assign to this user, in the **Available for User** column, select **Yes**. To revoke access to a feature, select **No**.
5. When you've completed your selections, click **Save**. A message confirms the change.

Set Individual Features

You can set the behavior of most individual features for each user. These topics provide specific instructions on how to set each feature:

- [Anonymous Call Rejection](#)
- [Call Acceptance](#)



- Call Forwarding – Always
- Call Forwarding – Busy
- Call Forwarding – No Answer
- Call Forwarding – Not Reachable
- Call Forwarding – Selective
- Call Rejection
- Intercept Announcement
- Max DID Policing
- Sequential Ring
- Simultaneous Ring

To learn more about inbound call features, see [About Inbound Call Features](#).



Manage Outbound Call Features

[Edit Account Code Status](#)

[Edit Dial Restrictions](#)

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage outbound call features, including account codes and dial restrictions, for the users in your department.

To see and edit a user's outbound call features, go to a [User Details page](#) and click the **Outbound Features** tab.

(To open a User Details page, from the [Users List page](#) or from search results, click any user's first or last name.)

Edit Account Code Status

Account codes are assigned at the group level. However, you can edit an individual user's account code status.

For more information, see [About Account Codes](#).

To edit a user's account code status

1. Open a [User Details page](#), and then click the **Outbound Call Features** tab.
2. Click **Account Codes**. The user's Account Codes view opens.
3. Click **Edit**.
4. To change account code status, select **Not Required**, **Mandatory**, or **Optional**.
5. Click **Save**.

Edit Dial Restrictions

Dial restrictions are assigned at the group level. However, you can customize dial restrictions for an individual department user.

For more information, see [About Dial Restrictions](#) and [About Authorization Codes](#).

To edit a user's dial restrictions

1. Open the [User Details page](#), and then click the **Outbound Features** tab.
2. Click **Dial Restrictions**. The user's Dial Restrictions view opens.



3. Click **Edit**.
4. For Use Dial Restrictions, select **Group** or **Custom User**.
 - If **Use Dial Restrictions** is set to **Group**, you can only view the dial restrictions that this user is assigned to at a group level. (You can't edit these options)
 - If **Use Dial Restrictions** is set to **Custom User**, you can edit custom restrictions for this user.
5. If you selected **Group**, click **Save**. If you selected **Custom User**, edit dial restrictions for this user, and then save your changes.
6. To edit all custom user restrictions for this user at once, from the **Select All Custom User Restrictions** drop-down list, select restrictions. (To edit dial restrictions for this user one at a time, skip to step 7).
 - To allow the user to use all the restricted outbound call features listed, select **Allow**.
 - To block the user from using all the restricted outbound call features listed, select **Block**.
 - To use the group-level authorization code requirements for all restricted outbound call features listed, select **Authorization Code Required**.
7. To edit dial restrictions for this user one at a time, from the **Custom User Restrictions** drop-down list, select a dial restriction.
 - To allow the user to use a restricted outbound call feature, select **Allow**.
 - To block the user from using a restricted outbound call feature, select **Block**.
 - To require the user to enter an authorization code when using a restricted outbound call feature, select **Authorization Code Required**.
8. When you've finished editing dial restrictions, click **Save**.



Manage User Schedules

Overview

[Create a Schedule for a User](#)

[Add an Event to a User's New Schedule](#)

[Manage a User's Schedules and Events](#)

Overview

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage schedules for individual users in your department.

A schedule provides time and date parameters for other features. A schedule consists of one or more events, each with a time, date, and recurrence option. Events determine when specific features are applied to a user's incoming calls.

The features that can be controlled through schedules are **Call Acceptance**, **Call Rejection**, **Call Forwarding – Selective**, **Sequential Ring**, and **Simultaneous Ring**.

You can create, edit, and delete user schedules, as well as add, edit, and delete events to an existing schedule.

Create a Schedule for a User

You can create a schedule for an individual user.

Users can create, edit, and delete their own individual schedules.

To create a schedule for an individual user

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Click the name of the user you want to work with. The [User Details page](#) appears.
3. Click the **Schedules** tab. The Schedules page appears.
4. Click **Create Schedule**. The Create Schedule page appears.
5. Enter a name for the schedule.



6. For the schedule type, select **Holiday** or **Time**. (The **Time** type is used for all schedules other than **Holiday** schedules.)
7. Click **Create**. The Schedule Details page for the new schedule appears.



Note: After you've created a schedule, you must add one or more events to it.

Add an Event to a User's New Schedule

A schedule must contain one or more events. The Initial Event is the template for Recurring Events.

To add an event to a user's new schedule

When you first create a new schedule, the Schedule Details page appears.

1. To the right of the schedule name, under **Actions**, click the Edit icon . The Schedule Details page opens in Edit mode.
2. Click  **Add Event**. The Add Event page appears.
3. Under **Initial Event Details**, enter the event name.
4. Enter a start date and an end date for the event.
5. Enter a start time and an end time for the event.
6. If you want the event to occur more than once, under **Event Recurrence**, select whether you want the event to recur daily, weekly, monthly, or yearly.

Note: If this is a one-time event, don't set **Event Recurrence**.

7. If this event recurs, select the recurrence details, and then select a recurrence end date (if appropriate).

Note: If the event will continue on a daily, weekly, monthly, or yearly interval, don't set **Recurrence End**.



8. Click **Add**. The Event Details page appears.
9. To add more events to this schedule, under **Add Event**, follow steps 3–8.

Manage a User's Schedules and Events




You can edit or delete a user's schedules. You can also add, edit, and delete events within a user's schedule.



To manage a user's schedules

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Click the name of the user you want to work with. The [User Details page](#) appears.
3. Click the **Schedules** tab. The Schedule List page appears.
4. Locate the schedule you want to edit.
 - To edit a schedule, under **Actions**, click the **Edit** icon .
 - To delete a schedule, under **Actions**, click the **Delete** icon .

To manage a user's scheduled events

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. Click the name of the user you want to work with. The [User Details page](#) appears.
3. Click the **Schedules** tab. The Schedule List page appears.
4. Locate the schedule that contains events you want to edit, and then click the schedule name. The Schedule Details page appears.
5. Scroll down to the **Events** tile.
 - To create a new event, click  **Add Event**.
 - To edit an event, under **Actions**, click the **Edit** icon .
 - To delete an event, under **Actions**, click the **Delete** icon .



Manage Users in Bulk

Overview

[Edit a Feature Using the Bulk Management Tool](#)

[Find Your Department Name and Group Name and ID](#)

[Download the Department's Users List](#)

[Manage Inbound Call Features](#)

[Manage User Access](#)

[Manage User Names](#)

[Manage Calling Line ID](#)

[Manage Max DID Policing](#)

[Manage Mobile Client](#)

[Manage Errors](#)

Overview

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage the features available to your department's users all together, in bulk, for up to 1,000 users at a time. (You can manage the calling line ID feature for up to 60,000 users at a time. Be sure to perform such a large transaction during off-peak hours.)

If you have only a few users to manage, edit the users' features individually. The Bulk Management tool works best when you're managing more than a dozen users at one time.

To manage features for multiple users in your department at one time, download the feature template from the Bulk Management tool, complete the template, and then upload it into the system.

You can also manage other aspects of your department in bulk, such as account and authorization codes, and user access.

Edit a Feature Using the Bulk Management Tool

This is the general process you use to edit most features for more than one user at a time.





To edit a feature in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select the feature you want to manage.
3. Next, download the feature template. To the right of **Download Template**, click the link.
4. When the File Download window opens, save the template by clicking **Save**. The template is downloaded as a comma-separated values (CSV) file, which is a type of spreadsheet. The file will be downloaded to your default directory, or you can choose a different location.
5. Edit the template.

Template Editing Tips:

- Before submitting the spreadsheet, delete the template example row.
- The public number or extension is required. The extension can also be considered the private number.
- The Group ID must be the same for every entry in the file.
- Like the template you downloaded, the file you upload must be a CSV file.
- Be careful with cell formatting. For any cells that contain or may contain data with leading zeroes (for example, group ID and extension), enclose the data in double quotation marks (for example, "000xxx"), or change the cell format to Text before you enter the data.
- [Download the department users list](#) so that you can copy user names and paste them into the template.
- You can add a maximum of 1,000 users in the same department to a single file (60,000 for calling line ID).
- The uploaded file must have at least one valid row of user data (in addition to the header row).
- Any fields you leave blank maintain the current values for those fields; the values won't be updated.
- When you're done, save the file as a CSV file. (Don't change the file type.)



6. Upload the edited template by clicking **Upload Template**. Your default folder opens. Browse for and select the file you just edited. The file appears in the **Upload** field.
7. Process the changes by clicking **Run**. The results appear in the **Result Log**.

Find Your Department Name and Group Name and ID

To manage features for the users in your department, you must first know the group ID and name and department name.

To see your department's profile

- From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Group** immediately below. Your group's name and ID are listed.

Download the Department Users List

The easiest way to manage your department's users in bulk is to download the department's Department Users list, and then copy and paste the contents of the downloaded list into a bulk management template.

Note: Remember, you can manage features in bulk for up to 1,000 users within your department at a time. If your department has more than 1,000 users, you must divide the department and submit separate CSV files. (Exception: up to 60,000 users for calling line ID.)


Create the Department Users list

1. From any page in the Customer Portal, click **RESOURCES**, and then click **Department** immediately below. The Department Page appears.
2. Click the **Department Users** tab. The Users view appears.
3. Above the **Search** button, click **Download Department Users List**. The following message is displayed at the top of the screen: "Your request is being processed, but may not be immediately available. See the "**Department Reports**" page for status and to download the report when available."

For more information about downloading the report, see **Download the report**.



Download the report

1. From any page in the Customer Portal, click **REPORTS**. The Department Reports view of the Reports page appears.
 - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.
 - **Completed Reports** shows a list of your completed reports that you can view and download.
2. Under **Actions**, click the Download icon . A File Download window opens.
3. Click **Save**. The report is saved to your default directory, or you can specify a different location.




Manage Inbound Call Features

You can manage inbound call features for up to 1,000 users at a time within your group.

To edit an inbound call feature in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select one of these inbound call features:
 - Anonymous Call Rejection
 - Call Acceptance
 - Call Forwarding Always
 - Call Forwarding Busy
 - Call Forwarding No Answer
 - Call Forwarding Not Reachable
 - Call Rejection
 - Manage Intercept Announcement
 - Sequential Ring
 - Simultaneous Ring
3. At the right of **Download Template**, click the feature file name, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit the inbound calling features. You can copy and paste users' public numbers and extensions from the department users list. (See [Download the Department Users List](#), above.)
6. Select whether the inbound call feature is available and active for users. Under **Available** and **Active**, enter **Y** for yes or **N** for no.
7. Fill out the rest of the information on the spreadsheet. Note that not all spreadsheets are filled out in the same way.
8. Save the file as a CSV file.




9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
10. Click **Run**. The template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage User Access

You can manage user access to the Customer Portal for up to 1,000 users at a time.

To manage user access in bulk


1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select **Manage User Access**.
3. At the right of **Download Template**, click **Manage_User_Access.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit user access settings. You can copy and paste users' public numbers, extensions, and names from the department users list. (See [Download the Department Users List](#), above.)
6. Set whether the Customer Portal is available for each user. Under **Available**, enter **Y** for yes and **N** for no.
7. Save the file.
8. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
9. Click **Run**. The Manage User Access template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage User Names

The system generates the generic **First Last name** (for example, **User, 7775201332**) that appears on the user's **Profile** tab when the phone number is provisioned. As a Department Administrator, you can change the generic name by editing the user's profile. Or, you can use the **Manage User Names** template to manage up to 1,000 user names in your department at a time.



To manage user names in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select **Manage User Names**.
3. At the right of **Download Template**, click **Manage_User_Names.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit user names. You can copy and paste users' public numbers, extensions, last names, and first names from the department users list. (See [Download the Department Users List](#), above.)
6. Save the file.
7. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
8. Click **Run**. The Manage User Names template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage Calling Line ID

You can manage calling line IDs for up to 60,000 users at a time.

To manage calling line ID in bulk

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management** immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select **Calling Line ID**.
3. At the right of **Download Template**, click **Calling_Line_ID.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit user numbers. You can copy and paste users' public numbers and extensions from the department users list. (See [Download the Department Users List](#), above.)



6. For each number, specify whether to use the calling line ID or the user's public number or extension. In the **Use Configurable CLID** column, enter **Y** (yes) to use the calling line ID; to use the user's public number or extension, enter **N** (no).
7. If the **Use Configurable CLID** column is set to **Y**, enter a number in the **Calling Line ID** column. If it's set to **N**, leave **Calling Line ID** blank.

Note: You can enter only one calling line ID, up to 15 digits, per user. Do not enter extensions. Public numbers must be 10 digits without a leading 1. Add the prefix 011 for international numbers and enclose the whole number in quotation marks (for example, "0113305551111").

8. Save the file.
9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
10. Click **Run**. The Calling Line ID template is processed. Results appear under **Result Log**. To view the file, click the Report icon.

Manage Max DID Policing


You can edit Max DID Policing settings for up to 1,000 users at a time within a department.

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

To manage Max DID Policing settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list on the Bulk Management page, select **Max DID Policing**.
3. At the right of **Download Template**, click **Max_DID_Policing.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit public numbers and extensions (used to identify the user). You can copy and paste users' public numbers and extensions from the department users list. (See [Download the Department Users List](#), above.)



6. Select whether customer settings are in place for each user. Under **Active**, enter **Y** for yes or **N** for no.
7. Under **Maximum Concurrent Calls**, enter the maximum number of allowed concurrent calls for each user. The number entered should be between 1 and 500.
8. Save the file.
9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
10. Click **Run**. The Max DID Policing template is processed. Results appear under **Result Log**. To view the file, click the Report icon .


Enable Mobile Client

You can enable the mobile client for 1,000 users at a time.


To manage mobile client settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar, and then click **Bulk Management**, immediately below. The Bulk Management page appears.
2. From the **Select Option** drop-down list, select **Mobile Client**.
3. At the right of **Download Template**, click **Mobile_Client.csv**, and then save the file.
4. Open the saved file and enter the group ID number.
5. Edit public numbers and extensions (used to identify users). You can copy and paste users' public numbers and extensions from the group users list. (See [Download the Group Users List](#), above.)
6. Select whether the mobile client is active for each user. Under **Active**, enter **Y** for yes or **N** for no.
7. Select whether each user can receive inbound calls. Under **Enable Inbounds Calls**, enter **Y** for yes or **N** for no. For each user that can receive inbound calls, under **Mobile Client Telephone Number**, enter the user's mobile client telephone number.
8. Save the file.



9. Click **Upload Template**. Browse for and select the file you just edited. The file name appears in the **Upload Template** field.
10. Click **Run**. The Mobile Client template is processed. Results appear under **Result Log**. To view the file, click the Report icon .

Manage Errors

If the uploaded template contains any errors, you'll see **Processed with Errors** in the **Status** column of the **Result Log** area. For details, click the Report icon .

- If the template was used for editing user information, the results file shows one row with status for each user.
- All rows in the spreadsheet are submitted independently (for example, if there's an error in row 1, row 2 is still submitted).
- An error could be as simple as a required cell left blank. Resolve any errors and resubmit the spreadsheet. Or, you can copy rows with errors into another spreadsheet, delete the row from the original spreadsheet, and then rerun the new spreadsheet. You don't need to rerun successful user rows.
- If there's some overarching problem that prevents the spreadsheet from being processed, no result file appears and you'll see an error message that takes you back to the Bulk Management page and the **Run** button. If this occurs, find and correct the error, and then rerun the entire spreadsheet.



Manage Users: Manage Inbound User Call Features

Click the links below to learn about inbound call features and how you can manage them. You also get step-by-step instructions on how to set inbound call feature availability for users and how to edit selective criteria.

Topic	Description
About Inbound Call Features	Learn about inbound call features: what they are, how they work, and how you can manage them.
Anonymous Call Rejection	Learn how to set Anonymous Call Rejection.
Call Acceptance	Learn how to set Call Acceptance.
Call Forwarding - Always	Learn how to set Call Forwarding – Always.
Call Forwarding - Busy	Learn how to set Call Forwarding – Busy.
Call Forwarding – No Answer	Learn how to set Call Forwarding – No Answer.
Call Forwarding – Not Reachable	Learn how to set Call Forwarding – Not Reachable.
Call Forwarding – Selective	Learn how to set Call Forwarding – Selective.
Call Rejection	Learn how to set Call Rejection.
Intercept Announcement	Learn how to set Intercept Announcement
Max DID Policing	Learn how to set Max DID Policing.
Sequential Ring	Learn how to set Sequential Ring.
Simultaneous Ring	Learn how to set Simultaneous Ring.



About Inbound Call Features

[Overview](#)

[Grant a User Access to Inbound Call Features](#)

[About Selective Criteria](#)

[Inbound Call Feature Precedence](#)

Overview

Inbound call features enable users to manage calls they receive in various ways. For example, using Anonymous Call Rejection, a user can reject calls that don't have caller ID. Call Forwarding features enable a user to automatically forward calls to a different number.

For some features you specify selective criteria that help define when and how the features are activated.

You specify selective criteria rules that evaluate an incoming call to determine whether and how to use a feature. Using selective criteria rules in these features is optional. If you don't define any selective criteria rules, the feature will apply for every call.

As part of managing department user access to the AT&T IP Flexible Reach Customer Portal, you grant users rights to use individual inbound call features, and customize many features.

This section outlines the inbound call features and explains what they do.

Anonymous Call Rejection

The Anonymous Call Rejection feature enables a user to reject calls that don't have caller ID attached. If the caller doesn't identify themselves, the user can reject the call. When this feature is activated, Anonymous Call Rejection instantly rejects all anonymous calls, preventing the caller from even leaving a message. This feature also appears as a sub-option in the Call Acceptance, Call Rejection, Sequential Ring, and Simultaneous Ring features.

Anonymous Call Rejection doesn't have selective criteria.

For more information, see [Anonymous Call Rejection](#).



Call Acceptance

The Call Acceptance feature enables a user to define criteria that permit certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.

Call acceptance has selective criteria.

For more information, see [Call Acceptance](#).

Call Forwarding – Always

The Call Forwarding – Always feature enables a user to redirect all incoming calls to another phone number.

Call Forwarding – Always doesn't have selective criteria.

For more information, see [Call Forwarding – Always](#).

Call Forwarding – Busy

The Call Forwarding – Busy feature enables a user to redirect calls to another number when an incoming call encounters a busy condition. The line is considered to be busy when there are too many active calls coming through at once, or when Call Acceptance or Call Rejection is in use.

Call Forwarding – Busy doesn't have selective criteria.

For more information, see [Call Forwarding – Busy](#).

Call Forwarding – No Answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another number when an incoming call isn't answered within a specified number of rings. You (the administrator) or the user must specify the forwarding number and the number of rings before forwarding.

Call Forwarding – No Answer doesn't have selective criteria.

For more information, see [Call Forwarding – No Answer](#).

Call Forwarding – Not Reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls are redirected when the user's IP Flexible Reach telephone number is unreachable.

Call Forwarding – Not Reachable doesn't have selective criteria.



For more information, see [Call Forwarding – Not Reachable](#).

Call Forwarding – Selective

The Call Forwarding – Selective feature enables a user to define criteria that redirect certain incoming calls to another number. If an incoming call meets specified criteria, the call is redirected to the specified number.

Call Forwarding – Selective has selective criteria.

For more information, see [Call Forwarding – Selective](#).

Call Rejection

The Call Rejection feature enables a user to define criteria that reject certain incoming calls. If an incoming call meets specified criteria, the call is blocked and the caller is informed that the user doesn't want to receive the call.

Call Rejection has selective criteria.

For more information, see [Call Rejection](#).

Intercept Announcement

With the Intercept Announcement feature, an incoming caller hears a recorded announcement instead of being connected to the called number. The announcement can be standard or custom. Announcements can be active at the enterprise or group level, or for individual users' numbers.

If enabled, Intercept Announcement overrides all other active features and selective criteria.

For more information, see [Intercept Announcement](#).

Max DID Policing

The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

Max DID Policing doesn't have selective criteria.

For more information, see [Max DID Policing](#).

Sequential Ring

The Sequential Ring feature enables users to define a "find-me" list of phone numbers that are alerted sequentially when incoming calls match a user's specified criteria. (If the user can't be reached at the first number, the service rings the second number. If the



user can't be reached at the second number, the service rings the third number, and so on.) While the service searches for the user, the caller hears a greeting, followed by periodic announcements.

Sequential Ring has selective criteria.

Note: A user can't use Sequential Ring and Simultaneous Ring at the same time. If both features are set to **Active**, Sequential Ring takes precedence.

For more information, see [Sequential Ring](#).

Simultaneous Ring

The Simultaneous Ring feature enables users to have up to 10 phone numbers ring simultaneously when calls are received on the user's IP Flexible Reach phone number. The first phone to be answered is connected.

Simultaneous Ring has selective criteria.

Note: A user can't use Simultaneous Ring and Sequential Ring at the same time. If both features are set to **Active**, Sequential Ring takes precedence.

For more information, see [Simultaneous Ring](#).

Grant a User Access to Inbound Call Features

You can grant a user in your department access to any or all inbound call features.

- Go to the [User Details page](#) and click the **Features** tab.
- To enable access, in the feature's **Available for User** column, select **Yes**.
- To block access, in the feature's **Available for User** column, select **No**.

To grant a user access to individual features

This overview shows you how to assign access to inbound call features. For instructions on how to assign a specific feature and set its selective criteria, see the help topic for that particular feature.

1. From any page in the Customer Portal, click **USER MANAGEMENT**. The [Users List page](#) appears.
2. Click a user's name. The [User Details page](#) appears, with the **Inbound Features** tab selected (or click the **Inbound Features** tab).
3. Click **Edit**. The **Available for User** column opens in edit mode.



4. For each feature that you want grant access to this user, under **Available for User**, select **Yes**.
5. At the bottom of the page, click **Save**. A message confirms the change.

Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

About Selective Criteria

Selective criteria are rules that control the behavior of an inbound call feature. You can customize some features using selective criteria. Selective criteria vary from one call feature to another, but you follow the same procedure to set them.


Note: The following inbound call features have simple settings and no selective criteria:

- Anonymous Call Rejection
- Call Forwarding – Always
- Call Forwarding – Busy
- Call Forwarding – No Answer
- Call Forwarding – Not Reachable
- Max DID Policing


Note: If the Intercept Announcement feature is active, it overrides all selective criteria rules.

To set selective criteria

This procedure gives you an overview of how to set selective criteria for inbound call features. For instructions on setting specific selective criteria, see the help topic for the particular inbound call feature.

1. From any page in the Customer Portal, in the main menu bar, click **USER MANAGEMENT**. The [Users List page](#) appears.
2. Click a user's name. The [User Details page](#) appears.
3. On the **Inbound Features** tab of the User Details page, click the name of a feature. The feature's Settings page appears.
4. To the upper-right of the **For calls matching** section, click  **Add Criteria**. The Add Criteria page appears.
5. Complete the Add Criteria page.



6. When you've finished setting criteria, click **Add**. A success message appears, along with the new criteria.
7. To create an exception to the rule you've just created, click the Back to <feature name> link to go back to the feature's Settings page.
8. In the **Regardless of above settings...** section, click  **Add Criteria** and create your exception.

Inbound Call Feature Precedence

One feature's settings might override those of another feature, even if both are set and **Active**.

Intercept Announcement always unconditionally overrides other features, even if those features are active.

Call Forwarding - Always redirects all incoming calls and takes precedence over most other Call Forwarding features.

Exceptions:

- Call Forwarding – Selective takes precedence for incoming calls that match the defined selective criteria.
- Intercept Announcement overrides all other active features.

In most cases, defining selective criteria for a feature like Call Rejection or Call Acceptance gives precedence to that feature for any calls that match the defined criteria.



Manage Inbound User Call Features— Anonymous Call Rejection

The Anonymous Call Rejection feature enables users to reject calls without caller ID. When this feature is activated, all anonymous calls are instantly rejected, preventing the caller from even leaving a message.

Anonymous Call Rejection also appears as a sub-option of the Call Acceptance, Call Rejection, Sequential Ring, and Simultaneous Ring features.


Note: If Anonymous Call Rejection is active, it takes precedence over other feature settings for anonymous calls. (If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).)

To set Anonymous Call Rejection

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound Call Features](#).

Caution: If you remove then restore a user's access to a feature, all settings created through the edit process will be lost.

4. In the **Action** column, to the right of **Anonymous Call Rejection**, click the Edit icon . The Edit Anonymous Call Rejection page appears.
5. To turn the feature on, select **Yes**. To turn it off, select **No**.
6. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Acceptance

[Add or Edit Call Acceptance Criteria](#)

[Set Call Acceptance](#)

With the Call Acceptance feature, a user can define criteria that enable certain incoming calls to ring through. All other calls are blocked, and the caller is informed that the user doesn't want to receive the call.

Add or Edit Call Acceptance Criteria

In some cases, users must to set up selective criteria before you assign a feature. With Call Acceptance, users must add selective criteria before it can be used. After criteria has been added, the feature can be edited at any time.

Only active criteria are evaluated as part of the call acceptance settings. (Inactive criteria aren't evaluated.) Active criteria are evaluated in the order listed (alphabetical by description), and call rejection is applied based on criteria matches.


Note: If enabled, the Intercept Announcement feature takes precedence over all selective criteria. For details, see [Intercept Announcement](#).

To add Call Acceptance selective criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.


For instructions on how to set availability, see [About Inbound Call Features](#).

Caution: If you remove then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

4. Click **Call Acceptance**. The Call Acceptance page appears.
5. To add new criteria, click  **Add Criteria** at the upper-right of the **Call Acceptance** section. The Add Call Acceptance Criteria page appears.





Note: To edit an existing item, under **Actions**, click the Edit icon . The Edit Call Acceptance Criteria page appears.

6. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active** if you want this criteria to be considered. To use this feature, at least one criteria must be active. To set up criteria to be used later, set the status to **Inactive**.
7. To the right of **Current Schedule**, select one of these options:
 - To use the default schedule (Every Day All Day), select **Default Schedule**.
 - To choose a custom schedule, select **Custom Schedule**, and then click **Select Schedule**. The Select Schedule window appears.
 - Search or browse for the schedule you want. To select a schedule, under **Action**, click the Action icon .
8. Set **Accept Call(s) from**. Select one of these options:
 - **Accept calls from Any Phone Number**—The system accepts a call from anyone.
 - **Accept Calls from the Following Phone Numbers**—The system accepts calls only from the specified numbers.

To specify a phone number, select one or any combination of these settings:

- Any Anonymous Number
- Any Unavailable Number
- Specific Number(s)

If you selected **Specific Number(s)**, in the **Phone Number** field, enter a phone number.

- To enter the first number, click  Add a Number.
- To add each subsequent number, click  **Add a Number** again.

You can add up to 12 numbers, each up to 20 digits long. No phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers must start with **+** or **011**.

Extensions aren't allowed, and you can't block numbers from within your enterprise.

Wildcard characters are allowed:




- Use an asterisk (*) to match any sequence of digits and is used only at the end of a number. It can't be used to replace the entire number. For example, **732*** or **8***.
 - Use a question mark (?) to match any single digit anywhere within a specific number entry. It can even replace the first digit of the number. For example, **?52*** or **73232049??**.
9. When you've finished adding numbers, click **Add**. A message confirms the change.

You can now edit the criteria you've just created, or add more criteria.

To edit selective criteria

You can create exceptions to the rules you've created.


1. At the upper-right of the **Regardless of above settings never accept calls matching** section, click  **Add Criteria**. The Add Call Acceptance Criteria page appears.
2. Repeat steps 5 and 6 from the add selective criteria procedure above.

Note: If you enter the same number in **Accept Calls Matching** and **Regardless of above settings never accept calls matching**, the **Accept Calls Matching** setting takes precedence and calls from that number are accepted.


Set Call Acceptance

After you've added selective criteria, set the Call Acceptance feature for the user.

To set Call Acceptance

1. On the **Inbound Features** tab of the [User Details page](#), under **Action**, click the Edit icon . The Call Acceptance page appears.
2. In the **Accept** calls matching section, under **Active**, check the checkbox for the setting you want.

Note: Checkboxes are available only when the page is in Edit mode.

3. In the **Regardless of above settings never accept calls matching** section, check the checkbox for the setting you want. (Optional)
4. To edit a setting, under **Actions**, click the Edit icon .
5. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - Always

The Call Forwarding – Always feature enables users to redirect all incoming calls to another phone number.

Call Forwarding - Always redirects all incoming calls, and it takes precedence over most other Call Forwarding features. The only exception is Call Forwarding - Selective, which takes precedence for incoming calls that match that feature's selective criteria.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).

Forwarded callers are treated according to the forward-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

Set the Feature


Follow the steps below.

To set Call Forwarding – Always

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the Inbound **Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound Call Features](#).

Caution: If you remove then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of **Call Forwarding – Always**, under **Action**, click the Edit icon . The Edit Call Forwarding Always page appears.
5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Always Status**.
6. In the **Forward Calls to** field, enter the number to which calls will be forwarded.



Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Always Status**.

The **Forward Calls to** number must be a phone number that's accessible based on this user's [outgoing dialing restrictions](#).

7. If you want the user to be alerted when a call is forwarded, check **Play ring reminder when a call is forwarded**. (Ring reminders ring the forward-to phone once whenever a call is forwarded.)
8. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - Busy

The Call Forwarding – Busy feature enables a user to redirect an incoming call to another number when it encounters a busy condition. The line is considered to be busy when too many active calls come through at once or when Call Acceptance or Call Rejection is in use.

Call Forwarding - Busy settings are superseded by Call Forwarding – Selective Call Acceptance and Call Rejection (if their selective criteria are set).

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).


Forwarded callers are treated according to the forward-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

To set Call Forwarding – Busy

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Features](#).

Caution: If you revoke then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of **Call Forwarding – Busy**, under **Action**, click the Edit icon . The Edit Call Forwarding Busy page appears.
5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Busy Status**.
6. In the **Forward Calls to** field, enter the number to which calls will be forwarded.

Note: Before you can enter a phone number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Busy Status**.



7. The **Forward Calls to** number must be a phone number that's accessible based on this user's [outgoing dialing restrictions](#).
8. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - No Answer

The Call Forwarding – No Answer feature enables a user to redirect calls to another phone number when an incoming call isn't answered within a specified number of rings. (Each ring cycle lasts 6 seconds.) You must specify the forward-to number and the number of rings before forwarding.

Call Forwarding - No Answer settings are superseded by these features (if they're enabled): Call Forwarding - Selective, Call Acceptance, and Call Rejection.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).

If Call Forwarding - Not Reachable is set for this user, and the Call Forwarding - Not Reachable timer expires before the specified number of rings for Call Forward - No Answer have played, then the Call Forward - Not Reachable settings are applied.


Forwarded callers are treated according to the forward-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the first phone number.

To set Call Forwarding – No Answer

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound Call Features](#).

Caution: If you revoke then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of right of **Call Forwarding – No Answer**, under **Action**, click the Edit icon . The Edit Call Forwarding No Answer page appears.
5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding No Answer Status**.
6. In the **Forward Calls to** field, enter the number where calls will be forwarded.



Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** next to **Call Forwarding No Answer Status**.

7. The **Forward Calls to** number must be a phone number that's accessible based on this user's [outbound dialing restrictions](#).
8. Select the number of times the phone will ring before the call is forwarded.
9. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - Not Reachable

The Call Forwarding – Not Reachable feature enables a user to set an alternate phone number (for example, a wireless number) where calls will be redirected when the user's AT&T IP Flexible Reach phone number is unreachable.

These features take precedence over Call Forwarding - Not Reachable (if they're active): Simultaneous Ring, Sequential Ring, Call Forwarding - Selective Call Acceptance, and Call Rejection.

Call Forwarding - Not Reachable is also invoked if:

- The Call Forwarding - Not Reachable timer expires before the specified number of rings for Call Forward - No Answer have played.
- A caller routed to Simultaneous Ring presses # to skip the search sequence.

Forwarded calls are treated according to the forward-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the phone number originally called.


Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).

To set Call Forwarding – Not Reachable

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound Call Features](#).

Caution: If you revoke then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of **Call Forwarding – Not Reachable**, under **Action**, click the Edit icon . The Edit Call Forwarding Not Reachable page appears.
5. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Not Reachable Status**.



6. In the **Forward Calls to** field, enter the number where calls will be forwarded.

Note: Before you can enter a number in the **Forward Calls to** field, you must select **Enable** to the right of **Call Forwarding Not Reachable Status**.

The **Forward Calls to** number must be a phone number that's accessible based on this user's [outgoing dial restrictions](#).

7. Click **Save**. A message confirms the change.



Manage Inbound User Call Features—Call Forwarding - Selective

[Add or Edit Call Forwarding - Selective Criteria](#)

[Set Call Forwarding - Selective](#)

The Call Forwarding – Selective feature enables the user to define criteria that cause certain incoming calls to be redirected to another phone number. If an incoming call meets the specified criteria, the call is redirected to the specified number.

Forwarded calls are treated according to the **Forward Calls to** phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forwarded phone number, not for the phone number originally called.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features and selective criteria. For details, see [Intercept Announcement](#).

Add or Edit Call Forwarding - Selective Criteria


You must set criteria before you can set up Call Forwarding – Selective, and you must set a Call Forwarding number before you can set criteria.

To add or edit Call Forwarding – Selective criteria

Prepare to add criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name to open the [User Details page](#).
3. On the **Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.
For instructions on how to set availability, see [About Inbound User Call Features](#).



Caution: If you revoke then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

4. At the right of **Call Forwarding – Selective**, click the Edit icon  in the **Action** column. The Call Forwarding Selective page appears.
5. Set the Call Forwarding Selection Status value to Enable.





6. In the **Default call forward to** field, enter the number where calls will be forwarded.
7. Check **Play ring reminder when a call is forwarded** (Optional). (Ring reminders cause the forward-to phone to ring once whenever a call is forwarded.)
8. At the bottom of the page, click **Save**.

Add (or edit) criteria

1. To add new criteria, click  **Add Criteria** at the upper-right of the **Forward Calls Matching** section. The Add Call Forwarding Selective Criteria page appears.
Note: To edit an existing item, click the Edit icon  in the **Actions** column. The Edit Call Forwarding Selective Criteria page appears.
2. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.
3. Set **Forward Call(s) from**. Select one of these choices:
 - **Forward calls from Any Phone Number**—Calls from anyone will be forwarded.
 - **Forward Calls from the Following Phone Numbers**—Specifies whose calls are forwarded. You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number**, **Any Unavailable Number**, **Specific Number(s)**.

With **Specific Number(s)**, enter a phone number in the **Phone Number** field.

- To enter the first phone number, click  **Add a Number** and enter the number.
- To add each subsequent number, click  **Add a Number** again.
- You can add up to 12 phone numbers. Numbers can be up to 20 digits long, and no phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers entries are allowed and must start with **+** or **011**.


You can't block numbers from within your enterprise from reaching this user

Extensions aren't allowed.

Wildcard characters are allowed:



- An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number entry and can't be used to replace the entire number. For example, **732*** or **8***.
 - A question mark (?) matches any single digit anywhere within a specific number entry. It can even replace the first digit of the number. For example, **?52*** or **73232049??**.
4. When you've finished adding numbers, click **Add**. A message confirms the change.
 5. Edit the criteria you've just created, or add more criteria. At the top of the page, click **Go back to Call Forwarding – Selective**.


To create exceptions to the rules you've created, at the upper-right of the **Regardless of above settings never forward calls matching** section, click  **Add Criteria**. The **Add Call Forwarding - Selective Criteria** page appears. Repeat steps 2 and 3.

Note: If you enter the same number in **Forward Calls Matching** and **Regardless of above settings never forward calls matching**, the **Forward Calls Matching** setting takes precedence and calls from that number will be forwarded.

Set Call Forwarding - Selective

After you've set **Call Forwarding – Selective** criteria, you're ready to set the feature.

To set **Call Forwarding – Selective**

1. On the **Features** tab of the **User Details** page, in the **Action** column, click the **Edit** icon  at the right of **Call Forwarding – Selective**. (Or, if you've just finished adding or editing criteria, at the top of the page click **Go back to Call Forwarding – Selective**.) The **Edit Call Forwarding Selective** page appears.
2. In the **Forward Calls Matching** section, under **Active**, verify that at least one checkbox is checked next to the criteria you want to be considered.

Note: Checkboxes are available only when the page is in Edit mode.

3. In the **Regardless of above settings never forward calls matching** section, under **Active**, check the checkbox next to the setting you want. (Optional)
4. Click **Save**. A message confirms the change, and the user can now use the feature.



Manage Inbound User Call Features—Call Rejection

[Add or Edit Call Rejection Criteria](#)

[Set Call Rejection](#)

The Call Rejection feature enables users to define criteria that reject certain incoming calls. If an incoming call meets the specified criteria, the call is blocked, and the caller is informed that the user doesn't want to receive the call.

Note: If enabled, the Intercept Announcement feature takes precedence over all other active features. For details, see [Intercept Announcement](#).

Add or Edit Call Rejection Criteria


Before Call Rejection can be used, users must add rejection criteria.


To add or edit Call Rejection criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the **Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Call Features](#).

Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.


4. On the User Details page, click **Call Rejection**. The Call Rejection page appears.
5. To add new criteria, click  **Add Criteria**. The Add Call Rejection Criteria page appears.

Note: To edit an existing item, under **Actions**, click the Edit icon . The Edit Call Rejection Criteria page appears.

6. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active** if you want this criteria to be considered. At least one criteria must be active in order to use the feature. To set up criteria to be used at some other time, set the status to **Inactive**.





7. To the right of **Current Schedule**, select one of these options:
 - To use the default schedule (Every Day All Day), select **Default Schedule**.
 - To choose a custom schedule, select **Custom Schedule**, and then click **Select Schedule**. The Select Schedule window appears.

Search or browse for the schedule you want. To select the schedule, under **Action**, click the Action icon .

8. Set **Reject Call(s) from**. Select one of these options:
 - **Reject calls from Any Phone Number**—Calls from any number will be rejected.
 - **Reject Calls from the Following Phone Numbers**—Calls from specific numbers will be rejected.

You can specify a phone number by selecting one or a combination of **Any Anonymous Number**, **Any Unavailable Number**, or **Specific Number(s)**.

If you select **Specific Number(s)**, enter a phone number in the **Phone Number** field.

- To enter the first number, click  **Add a Number**.
- To add each subsequent number, click  **Add a Number** again.

You can add up to 12 numbers to reject.

Numbers can be up to 20 digits long, and no phone number format validation is enforced. You must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers entries are allowed and must start with + or **011**.

You can't block numbers from within your enterprise.

Extensions aren't allowed.


Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits and can be used only at the end of a number entry. It can't be used to replace the entire number. For example, **732*** or **8***.
- A question mark (?) matches any single digit anywhere within a specific number entry. It can even replace the first digit of the number. For example, **?52*** or **73232049??**.

9. When you've finished adding numbers, click **Add**. A message confirms the change.



You can now edit the criteria you've just created, or add more criteria.


To create exceptions to the rules you've created, click  Add Criteria at the upper-right of the Regardless of above settings never reject calls matching section. The Add Call Rejection Criteria page appears. Repeat steps 3 through 5.

Note: If you enter the same number in Reject Calls Matching and Regardless of above settings never reject calls matching, the Reject Calls Matching setting takes precedence and calls from that number will be rejected.


Set Call Rejection

After you've set Call Rejection criteria, you're ready to set the feature.

To set Call Rejection

1. On the **Features** tab of the User Details page, to the right of **Call Rejection**, under **Action**, click the Edit icon . The Edit Call Rejection page appears.
2. In the **Reject Calls Matching** section, under **Active**, verify that at least one box is checked next to the criteria you want to be considered.

Note: Checkboxes are available only when the page is in Edit mode.

3. In the **Regardless of above settings never reject calls matching** section, check the box next to the setting you want. (Optional)
4. To edit a setting, under **Actions**, click the Edit icon .
5. Click **Save**. A message confirms the change.



Manage Inbound User Call Features— Intercept Announcement

Overview

Use Intercept Announcement

Edit a User's Intercept Announcement Settings

Overview

The Intercept Announcement feature plays a message when a user receives a call. When this setting is turned on, the call is intercepted and the specified messages are played to the caller. Use these announcements to provide call routing options along with other useful information.

Use Intercept Announcement

Intercept Announcement gives enterprises the ability to give callers useful information. The default announcement informs callers that the number they've called is out of service. Intercept Announcement can also give callers the user's new phone number and enable users to press **0** to be transferred to a new number that you determine. As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can also record and upload custom announcements.

Note: When Intercept Announcement is turned on, users in the group cannot make outbound calls. Emergency calls and calls to other users in this enterprise are still allowed.

Edit a User's Intercept Announcement Settings

You can edit the intercept announcement settings for any user in your department.

Note: When the settings are changed for a group, the settings are changed for every group user who doesn't have custom intercept announcement settings. User-level settings override group-level settings.



To edit a user's intercept announcement settings

1. From any page in the Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [User List page](#) appears.
2. Click a user's name. The [User Details page](#) appears.
3. Click the **Inbound Features** tab. The Inbound Features List view of the User Details page appears.
4. Click **Intercept Announcement**. The Intercept Announcement page appears.
5. Click **Edit**. The page appears in Edit mode.
6. At the right of **Intercept Announcement Status**, click **Enable** to turn the feature on. To turn the feature off, click **Disable(Use Group Intercept Settings)**.
7. To the right of Announcement Type, select Default or Custom.
 - To play a default announcement that says the number has been disconnected, select **Default**.
 - To play a custom recorded announcement, select **Custom**. To upload a new custom announcement, click **Upload New**.
8. Select more options.
 - To play an additional announcement that provides callers with an alternate phone number, to the right of **Announcement Options**, select **Play new phone number** and enter the new phone number in the text box.
 - To play an announcement that prompts callers to press **0** if they want to be transferred, to the right of **Announcement Options**, select **Transfer on '0' to phone number**. In the text box, enter the phone number where the call will be transferred.
9. To save your edits, click **Save**. To discard your changes, click **Cancel**. To return to the main Settings page, at the top of the Profile view page, click **Back to all Settings**.



Manage Inbound User Call Features—Max DID Policing


The Max DID Policing feature enables the organization to limit the number of concurrent calls that come in to a specific phone number.

To set Max DID Policing

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Features](#).

Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process will be lost.

4. To the right of **Max DID Policing**, under **Action**, click the Edit icon . The Max DID Policing page appears.
5. To apply Max DID Policing, to the right of **Max DID Policing Status**, select **Enable**. To disable Max DID Policing, select **Disable**.
6. In the **Maximum Concurrent Calls for User** field, enter a number between 1 and 500.
7. Click **Save**. A message confirms the change.



Manage Inbound User Call Features— Sequential Ring

Add or Edit Sequential Ring Criteria

Set Sequential Ring

The Sequential Ring feature enables a user to define a "find-me" list of phone numbers that ring sequentially when incoming calls match specified criteria. (For example, if the user can't be reached at the first number, the service tries the second number. If the user can't be reached at the second number, the service tries the third number, and so on.) The caller hears a greeting, followed by periodic announcements.

Users can set Sequential Ring to ring up to five numbers in a specified order.

Note: A user can't use Sequential Ring and Simultaneous Ring at the same time. If both features are set to **Enabled**, Sequential Ring takes precedence. (If enabled, the Intercept Announcement feature takes precedence over all other active features and selective criteria. For details, see [Intercept Announcement](#).)

Add or Edit Sequential Ring Criteria


With Sequential Ring, you must add criteria before the feature can be used.

To add or edit Sequential Ring criteria



1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. The [Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the **Inbound Features** tab of the User Details page, in the **Available for User** column, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Call Features](#).

Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.



4. Click **Sequential Ring**. The Sequential Ring page appears.
 - To add new criteria, click  **Add Criteria**. The Add Sequential Ring Criteria page appears.



- To edit an existing item, to the right of **Sequential Ring**, under **Actions**, click the Edit icon . The Edit Sequential Ring Criteria page appears.
5. In the **Description** field, change or enter the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.
 6. To the right of **Current Schedule**, select one of these options:
 - To use the default schedule (Every Day All Day), select **Default Schedule**.
 - To choose a custom schedule, select **Custom Schedule**, and then click **Select Schedule**. The Select Schedule window appears.
 - Search or browse for the schedule you want. To select the schedule, under **Action**, click the Action icon .
 7. Set **Ring on call(s) from**. Select one of these two choices:
 - **Any Phone Number**—Calls from anyone ring. If there's no answer, the call is forwarded to the next number in the specified sequence.
 - **Following Phone Numbers**—Specifies which calls ring and are forwarded through the specified sequence.

You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number**, **Any Unavailable Number**, **Specific Number(s)**.

If you select **Specific Number(s)**, enter a number in the **Phone Number** field.

- To enter the first number, click  **Add a Number**.
- To add each subsequent number, click  **Add a Number** again.

You can add up to 12 numbers.

Numbers can be up to 20 digits long, and no phone number format validation is enforced. For public numbers in the North American Numbering Plan, you must enter 10 digits without domestic prefix or country code.

International numbers entries are allowed and must start with **+** or **011**.

You can't block numbers from within your enterprise.

Extensions aren't allowed.


Wildcard characters are allowed:

- An asterisk (*) matches any sequence of digits. You can use an asterisk only at the end of a number entry. For example, **732*** or **8***.



- A question mark (?) matches any single digit anywhere within a specific number entry. It can even replace the first digit of the number. For example, **?52*** or **73232049??**.
8. When you've finished adding numbers, click **Add**. A message confirms the change.

You can now edit the criteria you've just created, or you can add more criteria.

To create exceptions to the rules you've created, click  **Add Criteria** at the upper-right of the Regardless of above settings use Sequential Ring for calls matching section. The Add Call Acceptance Criteria page appears. Repeat steps 5 and 6.



Note: If you've entered the same phone number in **For Calls Matching** and Regardless of above settings never use Sequential Ring for calls matching, the For Calls Matching setting takes precedence, and calls from that number will be forwarded through your sequence.




Set Sequential Ring

After you've set Sequential Ring criteria, you're ready to set the feature.

To set Sequential Ring

1. On the **Inbound Features** tab of the [User Details page](#), under **Actions**, click the Edit icon . The Edit Sequential Ring page appears.
2. To allow the user to access the feature, at the right of **Sequential Ring Status**, select **Enable**.
3. Scroll down to the **For calls matching** section. Under **Active**, make sure that at least one criteria is selected.
4. After you've selected criteria, specify how you want the system to respond. Select from the following settings:
 - Ring my number first
 - If you selected **Ring my number first**, at the right of **Ring my number <x> times**, select a value from the drop-down list.
 - Select whether you want to continue the search process if the base location is busy or unavailable.
 - Allow callers to interrupt the sequence ring by pressing #.
5. To add new phone numbers, under **Add Numbers to be called sequentially**, click  **Add a number**, and then:
 - Enter a new phone number.
 - Select the number of times the phone will ring before sending the call to the next number in the sequence.

Note: To prevent voicemail from picking up a call in the sequence, set the number of rings appropriately. For example, if voicemail is set to pick up a call after 3 rings, set **Number of Rings** to 2 so voicemail won't pick up.

6. In the **Answer confirmation required** column, specify whether users must confirm when they answer.
 - **Yes** means that a person must answer the phone to end the call forwarding sequence.
 - **No** means voicemail can answer and end the sequence.
7. To add more numbers, click  **Add a number** again.



Note: To add numbers, you must be in Edit mode.

8. In the Regardless of above settings never use Sequential Ring for calls matching section, under **Active**, check the checkbox next to the setting you want.
(Optional)

Note: Checkboxes are available only when the page is in Edit mode.

9. Click **Save**. A message confirms the change.

Note: In cases where the same number is entered in **For Calls Matching** and **Regardless of above settings never use Sequential Ring for calls matching**, the **For Calls Matching** setting takes precedence and calls from that number will be forwarded.



Manage Inbound User Call Features— Simultaneous Ring

Add or Edit Simultaneous Ring Criteria

Set Simultaneous Ring

The Simultaneous Ring feature enables a user to set up to 10 phone numbers to ring simultaneously when any calls are received on the AT&T IP Flexible Reach phone number. The first phone to be answered is connected.

Note: A user can't use Simultaneous Ring and Sequential Ring at the same time. If both features are set to Enabled, Sequential Ring takes precedence. (If enabled, the Intercept Announcement feature takes precedence over all other active features and criteria. For details, see [Intercept Announcement](#).)

Add or Edit Simultaneous Ring Criteria


With Simultaneous Ring, users must add criteria before the feature can be used.


To add or edit Simultaneous Ring criteria

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **USER MANAGEMENT** in the main menu bar. [The Users List page](#) appears.
2. From the Users List page, click a user's name. The [User Details page](#) appears.
3. On the **Inbound Features** tab of the User Details page, make sure that the feature availability is set to **Yes**.

For instructions on how to set availability, see [About Inbound User Call Features](#).

Caution: If you revoke and then restore a user's access to a feature, all settings created through the edit process, including saved criteria, will be lost.

4. Click **Simultaneous Ring**. The Simultaneous Ring page appears.
5. To add new criteria, click  **Add Criteria**. The Add Simultaneous Ring Criteria page appears.

Note: To edit an existing item, to the right of **Simultaneous Ring**, under **Actions**, click the Edit icon . The Edit Simultaneous Ring Criteria page appears.



6. In the **Description** field, enter or edit the criteria name, and then set **Status** to **Active**. To use the feature, at least one criteria must be active. To set up criteria to be used at some other time, set the status to **Inactive**.
7. To the right of **Current Schedule**, select one of these options:
 - To use the default schedule (Every Day All Day), select **Default Schedule**.
 - To choose a custom schedule, select **Custom Schedule**, and then click **Select Schedule**. The Select Schedule window appears.
 - Search or browse for the schedule you want. To select a schedule, under **Action**, click the Select icon .
8. Set **Ring on call(s) from**. Select one of these two choices:
 - **Any Phone Number**—Specifies that calls from any number will ring the specified phone numbers simultaneously.
 - **Following Phone Numbers**—Specifies which calls will ring the specified phone numbers simultaneously.

You can specify a phone number by selecting one or more of these settings: **Any Anonymous Number**, **Any Unavailable Number**, **Specific Number(s)**.

If you select **Specific Number(s)**, enter a number in the **Phone Number** field.

- To enter the first number, click **Add a Number**.
 - To add each subsequent number, click **Add a Number** again.
9. Add the phone numbers to ring simultaneously, and select an **Answer confirmation required** setting. If **Answer confirmation required** is **Yes**, the user at that phone number will be prompted to enter a single-digit code to accept each Simultaneous Ring call.

You can add up to 10 numbers.

Numbers can be up to 20 digits long in any format, but you must enter public numbers in the North American Numbering Plan as 10 digits without domestic prefix or country code.

International numbers entries are allowed, and must start with **+** or **011**.

You can't block numbers from within your enterprise.

Extensions aren't allowed.


Wildcard characters are allowed:



- An asterisk (*) matches any sequence of digits. An asterisk can be used only at the end of a number entry, it can't be used to replace the entire number. For example, **732*** or **8***.
- A question mark (?) matches any single digit anywhere within a Specific Number entry. It can even replace the first digit of the number. For example, **?52*** or **73232049??**.

10. When you've finished adding numbers, click **Add**. A message confirms the change.

You can now edit the criteria you've just created, or add more criteria.


To create exceptions to the rules you've created, click  **Add Criteria** at the upper-right of the **Regardless of above settings never use Simultaneous Ring for calls matching** section. The Add Call Acceptance Criteria page appears. Repeat steps 5 and 6.

Note: If you've entered the same phone number in **For Calls Matching** and **Regardless of above settings never use Simultaneous Ring for calls matching**, the **For Calls Matching** setting takes precedence, and calls from that number will be accepted.

Set Simultaneous Ring

After you've set Simultaneous Ring criteria, you're ready to set the feature.

To set Simultaneous Ring

1. On the **Features** tab of the individual User page, under **Action**, click the Edit icon . The Simultaneous Ring page appears.
2. In the **For Calls Matching** section, under **Active**, verify that at least one checkbox is checked next to the criteria that you want.
3. In the **Add Numbers to be called simultaneously** section, under **Answer confirmation required**, specify whether users must confirm when they answer.
 - **Yes** means that a person must answer the phone to end simultaneous ringing.
 - **No** means voicemail can answer and end the simultaneous ringing.
4. In the **Regardless of above settings never use Simultaneous Ring for calls matching** section, under **Active**, check the checkbox next to the setting you want. (Optional)
5. Click **Save**. A message confirms the change.



Note: Checkboxes are available only when the page is in Edit mode.



Department Management

Click the links below to learn how to manage your department, department users, and more.

Topic	Description
About Departments	Learn about departments and their functions.
Department Page	Learn about the Department page, and what you can do from there.
Download the Department Users List	Learn how to download a list of all the users in your department.
View and Manage Department Users	Learn what a Department Administrator can do with department users.



About Departments

Managing your department is an important part of your job as a Department Administrator for the AT&T IP Flexible Reach Customer Portal.

You can assign users to your department, which is a subdivision of a group or enterprise. An Enterprise Department can include any user in the enterprise. A Group Department can include only users from a single group. Only Enterprise Administrators can administer enterprise departments.

A department has:

- A unique department name.
- A set of users assigned to the department.
- A set of public phone number ranges.

You can:

- Download a list of all the users in your department.
- Download a list of all the department public phone number ranges.
- Manage individual users in your department.



Department Page

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can use the Department page to view your department's profile, access user information, and view public number ranges.

A department profile contains:

- Department name
- Department type
- Group name
- Group ID

You can't edit your department's profile.

To access the Department page and view the department profile

Do one of these things:

- From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Department page appears with the **Profile** tab displayed.
- From the [Customer Portal homepage](#), click **View Department**. The Department page appears with the **Profile** tab displayed.





To access the department Users list

- On the Department page, click the **Department Users** tab. For more information, see [View and Manage Department Users](#).

To access the department's public number ranges

- On the Department page, click the **Public Number Ranges** tab. For more information, see [View Public Number Ranges](#).



Download the Department User List


You can download a list of your department's users.

Create the department's user list

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar. The Department page appears.
2. Click the **Department Users** tab. The department Users List page appears.
3. Above the **Search** button, click **Download Department Users List**. The following message is displayed at the top of the screen: "Your request is being processed, but may not be immediately available. See the "**Department Reports**" page for status and to download the report when available."

For more information about downloading the report, see **Download the report**.

Download the report

1. From any page in the Customer Portal, click **REPORTS**. The Department Reports view of the Reports page appears.
 - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.
 - **Completed Reports** shows a list of your completed reports that you can view and download.
2. Under **Actions**, click the Download icon . A File Download window opens.
3. Click **Save**. The report is saved to your default directory, or you can specify a different location.



View and Manage Department Users

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage the users of your department individually or in bulk.

For more information, see [About Users](#).

To find a department user

To find a particular department user, you can search for the user by first name, last name, public number, or extension. Search from the [Users List page](#) or from the **Department Users** tab of your [Department page](#).

For more information, see [Search for and View Users](#).

To download the list of users for your department

You can download a spreadsheet containing the names and ID numbers of all the users in your department.

For more information, see [Download the Department Users List](#).

To manage your department's users in bulk

You can manage the following features for your department's users all together, in bulk:

- Inbound call features
- Calling line ID
- User access
- User names

For more information, see [Manage Users in Bulk](#).



Public Number Ranges

Click the links below to find step-by-step instructions for how to view, search for, and download public number ranges.

Topic	Description
View and Search for Public Number Ranges	Learn how to view and search for your public number ranges.
Download a List of Public Number Ranges	Learn how to download a list of your public number ranges.



View and Search for Public Number Ranges

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can view and search for public number ranges. With the public number range lists, you can quickly see which public numbers correspond to which users in your department.

You can also download a list of the public number ranges in your department.


To view the list of public number ranges for your department

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department**, immediately below. The [Department Details page](#) appears.
2. Click the **Public Number Ranges** tab. The Public Number Ranges view of the [Department Details page](#) appears.

From the Public Number Ranges view, you can expand the public number ranges to see all the numbers in that range and access the user associated with each public number.


3. In the **Actions** column, click **Show Details**. The full list of numbers in the public number range appears.
4. When the public number range is expanded, view details by clicking the number. The [User Details page](#) appears.

To search the list of public number ranges for your department

1. Go to the Public Number Ranges view of the Department Details page.
2. If the Search tool isn't open, click the arrow to open it  **Search**.

Notice that the left drop-down list is automatically set to **Public Number**.

3. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.
4. In the field at the right, enter a number between 1 and 10 digits long.
5. Click **Search**.

To browse for public number ranges, scroll or page through the list. To jump to a particular page, click the Down arrow  at the right of the page numbers.



Download a List of Public Number Ranges

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can download a list of public number ranges available in your department. The file that's created provides the following information for each public number range:

- The first and last number in the range.
- The total number of public numbers in the range.

You can download the list as a comma-separated values (CSV) file.


Create a list of public number ranges your department

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar, and then click **Department** immediately below. The Department Details page appears.
2. Click the **Public Number Ranges** tab. The Public Number Ranges view of the Department Details page appears.
3. Click **Download Department Public Number Ranges List**. The following message is displayed at the top of the screen: "Your request is being processed, but may not be immediately available. See the "**Department Reports**" page for status and to download the report when available."

For more information about downloading the report, see **Download the report**.

Note: If this department has no associated users, this link will be unavailable.

Download the report

1. From any page in the Customer Portal, click **REPORTS**. The Department Reports view of the Reports page appears.
 - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.
 - **Completed Reports** shows a list of your completed reports that you can view and download.
2. Under **Actions**, click the Download icon . A File Download window opens.
3. Click **Save**. The report is saved to your default directory, or you can specify a different location.



Administrators

Click the links below to learn about AT&T IP Flexible Reach administrators, what they do, and how to find and view their details.

Topic	Description
About Administrators	Learn about AT&T IP Flexible Reach Customer Portal Enterprise, Group, and Department Administrators and their duties.
Administrator List Page	Learn about the Administrator List page and how to use it.
Search for and View Administrators	Discover how to find an administrator.



About Administrators

The AT&T IP Flexible Reach Customer Portal has three types of administrators: Enterprise Administrators, Group Administrators, and Department Administrators.

There are two types of departments: group departments and enterprise departments. All users within a group department belong to the same group. An enterprise department can have users from more than one group. A user can belong to only one department. Department Administrators administer group departments. Only Enterprise Administrators can administer enterprise departments.

Department Administrators

Department Administrators can manage many aspects of the department they're responsible for, including:

- Users
- Reports,
- Call features.

For more information, see [What a Department Administrator Can Do](#).

In addition to carrying out their management tasks, Department Administrators may be contacted by users in their department for assistance with the Customer Portal.

Group Administrators

Group Administrators can manage only aspects of the group they're responsible for. Like Department Administrators, Group Administrators may be contacted by users for assistance with the Customer Portal.

Enterprise Administrators

Enterprise Administrators can manage many aspects of their enterprise, or many aspects of their enterprise department.

Like Department Administrators and Group Administrators, Enterprise Administrators may be contacted by users for assistance with the Customer Portal.



Administrator List Page

Page Overview

Search and Browse for Administrators

The Administrator List page provides a searchable list of all the Department, Group and Enterprise Administrators in your enterprise. From the Administrator List page, you can search for, browse for, and view administrators.

Page Overview

To open the Administrator List page

- From any page in the AT&T IP Flexible Reach Customer Portal, click **ADMINISTRATORS** in the main menu bar.



Administrators (130) ?

Search ?

Type Equal To All Types + Search

Page 1 of 6 | < 1 2 3 4 5 6 > | ...

Type	Last Name	First Name	Group Name	Department Name
Department	users	1000	Middletown ...	1000 users group ...
Group	Usrs	1000	211	All
Department	dept	123	All	` 123
Group	212	204	Middletown ...	All
Department	tele	211	211	Telephony
Group	dept	214	All	All
Group	ad	299	C (0002042...	All
Group	cd	ab	211	All
Enterprise	xyz	abc	All	All
Enterprise	RESERVED-Help ...	Admin (Enterpr...	All	All

From the Administrator List page, you can do a variety of things:


- To find a particular administrator, use the Search tool.
- To browse, scroll or page through the list.
- To sort the list by **Type**, **Last Name**, **First Name**, **Group Name**, or Department Name, click the column headers.
- To view an administrator's details, click the administrator's first or last name.


Search and Browse for Administrators

You can search and browse for specific administrators. To view an administrator's information, click the administrator's first or last name.



To search or browse for administrators

1. If the Search tool isn't open, click the arrow  to open it.
2. From the left drop-down list, select **Type, Last Name, First Name, Group Name, or Department name**.
3. From the middle drop-down list, select **Contains, Starts With, or Equal To**.
4. In the field at the right, enter a search term.
If you selected **Type** from the left drop-down list, select **All Types, Enterprise, Group, or Department**.
5. Click **Search**. Search results appear.


To browse for administrators, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



Search For and View Administrators


You can search for and view details for Enterprise, Group, and Department Administrators. To view an administrator's details, click the person's name.

To search or browse for administrators

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **ADMINISTRATORS** in the main menu bar. The [Administrators List page](#) appears.
2. If the Search tool isn't open, click the arrow  **Search** to open it.
3. From the left drop-down list, select **Type, Last Name, First Name, Group Name, or Department Name**.
4. From the middle drop-down list, select **Contains, Starts With, or Equal To**.
5. In the search field at the right, enter a search term.

If you selected **Type** from the left drop-down list, select **All Types, Enterprise, Group or Department**.

6. Click **Search**. Search results appear.

To browse for administrators, scroll or page through the list. To jump to a particular page, click the Down arrow  to the right of the page numbers.



Contacts

Click the links below to learn about enterprise contacts.

Topic	Description
About Contacts	Learn about enterprise contacts and what they do.
View Contacts	Find out how to view enterprise contacts.



About Contacts

Enterprise contacts are people who act as resources for the users in your enterprise.

Users and administrators can contact enterprise contacts for assistance. Depending on the contact's role, that person may be able to offer assistance with using the AT&T IP Flexible Reach Customer Portal or with information about your enterprise.

You can view a contact's:

- Name
- Phone number
- E-mail address
- Wireless number
- Role (in the enterprise)



View Contacts

Users and administrators can contact enterprise contacts for assistance. Depending on the contact's role, that person may be able to offer assistance with using the AT&T IP Flexible Reach Customer Portal or with information about your enterprise.

To view enterprise contacts

From any page in the Customer Portal, do one of these things:

- In the **Quick Links** tile, click **View enterprise contact**. The Enterprise Contact page appears.
- Click **RESOURCES** in the main menu bar, and then click **Enterprise** immediately below. The Enterprise Contact page appears.



Account Codes

Click the links below to learn about account codes, how they work, and how you can use them.

Topic	Description
About Account Codes	Learn about account codes and how they work.
Assign or Unassign Account Code Status to Users	Learn how to assign or unassign mandatory or optional account code status to users.



About Account Codes

Account codes help you track the calls users make outside your group. As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can use account codes to track certain calls associated with specific accounts. Enterprise and Group Administrators create account codes. You can assign an account code status to your department's individual users.

IP Flexible Reach has two kinds of account codes: mandatory and optional.

- Users assigned to the Mandatory Account Code service must enter an account code when making all calls outside their group.
- Users assigned to the Optional Account Code service can enter an account code when making a call outside their group, but it's not required.

When you assign an account code status to users, be sure to tell the users which account codes they must use for which phone numbers. To be validated, the account code only has to meet the group's account code length requirement; it doesn't have to match any of the codes provisioned for the group.

Account codes aren't required for call transfers and forwards. Users assigned to the Mandatory Account Code service can transfer and forward calls without being prompted to enter an account code (including when using advanced forwarding options such as Simultaneous Ring and Sequential Ring).

Note: To view account code data, run the [Account Code Summary Report](#).



Assign or Unassign Account Code Status to Users

[View a User's Current Account Code Status](#)

[Change a User's Account Code Status](#)

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can assign and unassign your group's account code status (mandatory or optional) to individual users in your department. Users then enter an account code when making a call outside their group. You can view and edit account code status from the individual's User page. For information about account code status, see [About Account Codes](#).

View a User's Current Account Code Status

You can quickly find out whether a particular user is assigned your group's mandatory or optional account code status.

To view a user's current account code status

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Department page appears.
2. Click **Department Users**. The Users List page appears.
3. Click the user's name. The [User Details page](#) appears.
4. Click the **Outbound Features** tab. The user's account code status appears:
 - **Not Required**—The user isn't currently assigned to use account codes.
 - **Mandatory**—The user must enter an account code when making calls outside the group.
 - **Optional**—The user can enter an account code when making calls outside the group, but it isn't required.

If you assign an account code status to users, inform the users which account codes they must use for which phone numbers. To be validated, the account code only has to meet the group's account code length requirement; it doesn't have to match any of the codes provisioned for the group.


Note: To view account code data, run the [Account Code Summary Report](#).



Change a User's Account Code Status

You can change a user's current account code status.

To change a user's account code status

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Department page appears.
2. Click **Department Users**. The User List page appears.
3. Click the user's name. The [User Details page](#) appears.
4. Click the **Outbound Features** tab. The Outbound Features view of the individual User page appears, with the account code status displayed.
5. To the right of **Account Codes**, under **Action**, click the Edit icon . The Edit Account Codes page appears.
6. To the right of **Account Code Status**, do one of these things:
 - To exempt this department user from using account codes, click **Not Required**.
 - To require this user to use the group's account codes on all calls, click **Mandatory**.
 - To allow this user to use the group's account codes optionally, click **Optional**.
7. Click Save.



Authorization Codes

Click the links below to learn about authorization codes and how they work.

Topic	Description
About Authorization Codes	Learn about authorization codes and how they work.
Manage Authorization Code Status for Users	Learn how to manage authorization code status for individual users.
Download a List of Authorization Codes	Learn how to download a list of authorization codes for a particular group.



About Authorization Codes

Authorization codes can help you manage outbound calling. If authorization codes are provisioned for your group, you can require individual users in your department to enter an authorization code when making calls (except for emergency or repair calls) outside the group.

When making an outside call, the system prompts the user to enter the authorization code followed by the pound sign (#). (The authorization code must come from the list of codes provisioned for the group.) If the code entered is valid, the user hears a confirmation announcement and the call proceeds. The system captures the valid authorization code entered by the user in the accounting information (Call Detail Record) generated for that call.

Enterprise and Group Administrators create and manage authorization codes. As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can assign authorization code status to your department's users, but you can't edit the codes. To view a list of the group's authorization codes, use the Download Authorization Codes List feature.

Note: To view your department's authorization code activity, run the [Authorization Code Summary Report](#).



Manage Authorization Code Status for Users

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage the authorization code status for individual users in your department. You can allow or block certain types of outgoing calls or require the user to enter an authorization code when making calls. (To be valid, the authorization code must come from the list of codes provisioned for the group.) See [About Authorization Codes](#) and [About Dial Restrictions](#).

To view and edit a user's authorization code status, you must first access the user's Dial Restrictions page.

Note: To view authorization code call data, run the [Authorization Code Summary Report](#).

To view and edit a user's authorization code status

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Department page appears.
2. Click **Department Users**. The Users List page appears.
3. Click the user's name. The User Details page appears.
4. Click the Outbound Features tab.
5. Click **Dial Restrictions**. The user's Dial Restrictions page appears.
6. Click **Edit**. The Edit Dial Restrictions page appears.
7. To the right of **Use Dial Restrictions**, select one of these options:
 - **Group**—The group restrictions for each call type appear. The user has the authorization and dial restriction status assigned to the group. Click **Save**.
 - **Custom User**—The outbound calls options appear. Continue with To set outbound calls options, below.

To set outbound calls options

1. On the user Edit Dial Restrictions page, to the right of **Use Dial Restrictions**, select **Custom User**. The outbound calls options appear.
2. Select one of these options:



- **Block All**—The user can't make any outside calls.
 - **Require Authorization Code on All**—The user must enter an authorization code on all outbound calls.
 - **Customize Dial Restrictions by Call Type**—the custom dial restrictions settings appear.
 - If you want all call types to have the same dial restriction status, in the **Set All Custom User restrictions to** drop-down list, select **Allow**, **Block**, or **Authorization Code Required**.
 - To set the status of an individual call type, under **Custom User Restrictions**, select **Allow**, **Block**, or **Authorization Code Required**.
3. When you're finished setting outbound call options, click **Save**.



Download a List of Authorization Codes


You can download a list of authorization codes for your group.

Create a list of authorization codes

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **RESOURCES** in the main menu bar. The Department page appears.
2. Click **Department Users**. The Users List page appears.
3. Click the user's name. The User Details page appears.
4. Click the Outbound Features tab.
5. Click **Dial Restrictions**. The user's Dial Restrictions page appears.
6. Click **Download Authorization Codes List**. The following message is displayed at the top of the screen: "Your request is being processed, but may not be immediately available. See the "**Department Reports**" page for status and to download the report when available."

For more information about downloading the report, see **Download the report**.

Download the report

1. From any page in the Customer Portal, click **REPORTS**. The Department Reports view of the Reports page appears.
 - **Pending Reports** shows a list of any reports that you've created that aren't yet fully compiled.
Note: To view completed reports, Click **Refresh** to see an updated list of completed reports.
 - **Completed Reports** shows a list of your completed reports that you can view and download.
2. Under **Actions**, click the Download icon . A File Download window opens.
3. Click **Save**. The report is saved to your default directory, or you can specify a different location.



Dial Restrictions

Click the links below to learn about dial restrictions and how they work.

Topic	Description
About Dial Restrictions	Learn about dial restrictions and how they work.
Manage Custom Dial Restriction for Users	Learn how to customize dial restrictions for individual users.



About Dial Restrictions

Dial restrictions are limits you can put on your department's outgoing calls. You can set custom dial restrictions for individuals within your department.

Using dial restrictions, you can block users from making certain types of calls, such as calls to international or toll-free numbers. You can also use dial restrictions to require users to enter an authorization code for certain types of outgoing calls.

You can use dial restrictions with these types of calls:

- Intra-enterprise
- Domestic
- Toll-free
- International
- Operator assisted
- Directory Assistance

You can view and edit individual user dial restriction status from the **Outbound Features** tab of a [User Details page](#).



Manage Custom Dial Restrictions for Users

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can manage custom dial restrictions for individual users in your department. You can allow or block certain types of outgoing calls or require entering an authorization code when making calls. (To be valid, the authorization code must be from the list of codes provisioned for the group.) See [About Authorization Codes](#) and [About Dial Restrictions](#).

To view and edit a user's dial restrictions

1. From any page in the Customer Portal, click **RESOURCES** in the main menu bar. The Department page appears.
2. Click **Department Users**. The Users List page appears.
3. Click the user's name. The User Details page appears.
4. Click the Outbound Features tab.
5. Click **Dial Restrictions**. The user's Dial Restrictions page appears.
6. Click **Edit**. The Edit Dial Restrictions page appears.
7. To the right of **Use Dial Restrictions**, select one of these options:
 - **Group**—The group restrictions for each call type appear. The user has the authorization and dial restriction status assigned to the group. Click **Save**.
 - **Custom User**—The outbound calls options appear. Continue with To set outbound calls options, below.

To set outbound calls options

1. On the user Edit Dial Restrictions page, to the right of **Use Dial Restrictions**, select **Custom User**. The outbound calls options appear.
2. Select one of these options:
 - **Block All**—The user can't make any outside calls.
 - **Require Authorization Code on All**—The user must enter an authorization code on all outbound calls.
 - **Customize Dial Restrictions by Call Type**—the custom dial restrictions settings appear.



3. If you want all call types to have the same dial restriction status, in the **Set All Custom User restrictions to** drop-down list, select **Allow**, **Block**, or **Authorization Code Required**.
 - To set the status of an individual call type, under **Custom User Restrictions**, select **Allow**, **Block**, or **Authorization Code Required**.
4. When you're finished setting outbound call options, click **Save**.



Reports

Click the links below to learn about reports and how they work, and how to generate, download, and delete reports.

Topic	Description
About Reports	Learn about reports and how they work.
Create a New Report	Get general instructions on how to create and generate a new report.
Create a User Inventory Report	Learn how to create and generate a User Inventory Report.
Create a Group Inventory Report	Learn how to create and generate a Group Inventory Report.
Create a Feature Configuration Report	Learn how to create and generate a Feature Configuration Report.
Create an Account Code Summary Report	Learn how to create and generate an Account Code Summary Report.
Create an Authorization Code Summary Report	Learn how to create and generate an Authorization Code Summary Report.
Create a Call Transfer/Forward Report	Learn how to create and generate a Call Transfer/Forward Report.
Create an Inbound Call Detail Report	Learn how to create and generate an Inbound Call Detail Report.
Create an Outbound Call Detail Report	Learn how to create and generate an Outbound Call Detail Report.
Download or Delete a Report	Learn how to download or delete a report you've generated.



About Reports

[Overview](#)

[Inventory Reports](#)

[Service Usage Reports](#)

Overview

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can generate reports that provide data about various aspects of usage in your department.

- Inventory reports give you details about user and department settings.
- Service usage reports give you usage details about features such as account codes and call transferring and forwarding.

To create reports, you start on the Reports page.

To open the Reports page

- From any page in the Customer Portal, click **REPORTS** in the main menu bar. The Department Reports view of the Reports page, with reports, appears.

For more information, see [Create a New Report](#).

- If your enterprise has more than 200 groups or 1,000 phone numbers, reports are available for 35 days.
- If your enterprise has fewer than 200 groups or 1,000 phone numbers, reports are available for 2 days.

The following list shows the report types available:

Inventory reports

- User Inventory
- Group Inventory
- Feature Configuration

Service usage reports

- Account Code Summary
- Authorization Code Summary



- Call Transfer/Forward
- Inbound Call Detail
- Outbound Call Detail

Inventory Reports

Inventory reports provide details about your department.

User Inventory Report

A User Inventory Report summarizes the settings for each assigned user, including:

- User public telephone number (if applicable).
- Private number (if applicable).
- User first and last name.
- Group name and ID.
- Department name.
- Group private phone number.
- Trunk call routing assignment name.
- User dial restrictions: **Group** or **Custom**.
- User Premier access: **Eligible** or **Ineligible**.
- Max DID Policing status and value.
- Inbound call features. The report shows only features that are enabled or disabled (made available) for each user.
- Outbound dial plan settings.

Group Inventory Report

A Group Inventory Report provides details about your group, including:

- Group name.
- Group ID.
- Private branch exchange phone number (PBX TN).
- Number of users in the group.
- Number of group trunk groups associated with the group.
- Default trunk call routing associated with the group.



Feature Configuration Report

A Feature Configuration Report indicates each department number's inbound and outbound feature status (enabled or disabled):

- Group name.
- Group ID.
- PBX number.
- Group intercept announcement
- Max DID policing status.
- Call forwarding always status.
- Call forwarding no answer status.
- Call forwarding busy status.
- Call forwarding selective status.
- Call forwarding not reachable status.
- Call acceptance status.
- Call rejection status.
- Simultaneous ringing status.
- Sequential ringing status.
- Anonymous call rejection status.
- Account codes status.
- Dial plan restriction status.

Service Usage Reports

Service Usage Reports provide information about your department.

Account Code Summary Report

An Account Code Summary Report provides a list of account codes, plus it gives the total number of hours, minutes, and seconds for calls that used each account code during the specified report period and for other input filters you set.

The Account Code Summary Report includes:

- Account codes used.
- Location ID of users dialing the account codes.
- Corresponding duration of usage during the report interval.



Authorization Code Summary Report

An Authorization Code Summary Report provides a list of authorization codes, plus it gives the total number of hours, minutes, and seconds for calls that used each authorization code during the specified report period and for other input filters you set.

The Authorization Code Summary Report includes:

- Authorization codes used.
- Location ID of users dialing the authorization codes.
- Corresponding duration of usage during the report interval.

Call Transfer/Forward Report

A Call Transfer/Forward Report summarizes calls transferred and forwarded during the specified report period and for other input filters you set, including:

- Calls transferred/forwarded to your department. The redirecting party: all numbers or a single public number range or extension range.
- The transfer/forward destination.

Inbound Call Detail Report

An Inbound Call Detail Report summarizes inbound calls received during the specified report period and for other input filters you set, including:

- Inbound calls received by users or the group.
- Inbound calls to users' phone numbers.

Outbound Call Detail Report

An Outbound Call Detail report summarizes outbound calls made from your department during the specified report period and for other input filters you set, including:

- Outbound calls originating from phone numbers.
- Outbound call destination.



Create a New Report

As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can create reports on various aspects of your department.

The general instructions here show you how to create a new report. For instructions on how to create a particular type of report, see [To create a new report by report type](#), below.

To create a report (general instructions)

1. From any page in the Customer Portal, click **REPORTS** in the main menu bar. The Department Reports view of the Reports page appears.
2. Click New Reports.
3. Click the name of the type of report you want to create.
4. Select the information you want to include in the type of report you've chosen.
5. Click **Generate Report**. After the report is created, you can access it in the Department Reports view of the Reports page.
 - If your enterprise has fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise has more than 200 groups or 1,000 phone numbers, the report is available for 35 days.

To create a new report by report type

To go to the Create topic for a report type, click a report name.

- [User Inventory Report](#)
- [Group Inventory Report](#)
- [Feature Configuration Report](#)
- [Account Code Summary Report](#)
- [Authorization Code Summary Report](#)
- [Call Transfer/Forward Report](#)
- [Inbound Call Detail Report](#)
- [Outbound Call Detail Report](#)



Create a User Inventory Report

A User Inventory Report summarizes the settings for each assigned user in your department. Your department is preselected.

To create a User Inventory Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Department Reports view of the Reports page appears.
2. Click New Reports.
3. Click **User Inventory Report**. The User Inventory Report page appears.
4. To the right of Phone Number, select All numbers, Single public number/range, or Single extension/range.

- If you selected Single public number/range, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

Note: You must enter a value in the left field. The field on the right is optional.

- If you entered Single extension/range, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

Note: You must enter a value in the left field. The field on the right is optional.

5. Click **Generate Report**. After the report is created, you can access it in the Department Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



Create a Group Inventory Report

A Group Inventory Report provides details about your group. Your group and department are preselected.

To create a Group Inventory Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Department Reports view of the Report page appears.
2. Click **Group Inventory Report**. The Group Inventory Report page appears.
3. Click **Generate Report**. After the report is created, you can access it in the Department Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



Create a Feature Configuration Report

A Feature Configuration Report indicates the status of each inbound and outbound call feature for phone numbers or extensions in your department. Your department is preselected. The status can be **Y** (enabled) or **N** (disabled). The user's dial plan restrictions are specified. You select the numbers to include: all numbers, a single public number, a range of public numbers, a single extension, or a range of extensions. You can download and save the results as a comma-separated values (CSV) file.

To create a Feature Configuration Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Department Reports view of the Reports page appears.
2. Click New Reports.
3. Click **Feature Configuration Report**. The Feature Configuration Report page appears, with your department preselected.
4. To the right of **Phone Number**, select one of the following filters:
 - All numbers.
 - **Single public number/range**. You can enter a single number in the left number field, or enter a range of numbers using the left and right number fields.

Note: You must enter a value in the left number field. The number field on the right is optional.
 - **Single extension/range**. You can enter a single extension in the left number field, or enter a range of extensions using the left and right number fields.


Note: You must enter a value in the left number field. The number field on the right is optional.
5. Click **Generate Report**. After the report is created, you can access it in the Department Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



Create an Account Code Summary Report

An Account Code Summary Report provides a list of your department's account codes, plus it gives the total number of hours, minutes, and seconds for calls that used each account code during the specified report period and for other input filters you set. Your department is preselected.

To create an Account Code Summary Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Department Reports view of the Reports page appears.
 2. Click New Reports.
 3. Click **Account Code Summary Report**. The Account Code Summary Report page appears.
 4. To the right of **Summary Period**, select a date or date range and a time zone.
 - You can enter a single date in the left date field, or enter a date range in the two date fields.
Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons .
- Note:** You must enter a date in the left field. The date field to the right is optional.
- From the drop-down list below the date fields, select a time zone.
5. To the right of **Account Codes**, select **All account codes** or enter a single account code in the field provided.
 6. Click **Generate Report**. After the report is created, you can access it in the Department Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.




Create an Authorization Code Summary Report

An Authorization Code Summary Report provides a list of your department's authorization codes, plus it gives the total number of hours, minutes, and seconds for calls that used each authorization code during the specified report period and for other input filters you set. Your department is preselected.

To create an Authorization Code Summary Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Department Reports view of the Reports page appears.
2. Click New Reports.
3. Click **Authorization Code Summary Report**. The Authorization Code Summary Report page appears.
4. To the right of **Summary Period**, select a date or date range and a time zone.
 - You can enter a single date in the left date field, or enter a date range in the two date fields.

Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons .

Note: You must enter a date in the left date field. The date field to the right is optional.

- From the drop-down list below the date fields, select a time zone.
5. To the right of **Authorization Codes**, select **All Authorization Codes**, or select **Single Authorization Code** and enter a single authorization code in the field provided.
 6. Click **Generate Report**. After the report is created, you can access it from the Department Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



- To save the report as a CSV file, click **Download Report (CSV)**. In the dialog box that appears, click **Save**, and then save the file to a folder on your computer.




Create a Call Transfer/Forward Report

A Call Transfer/Forward Report summarizes your department's calls transferred and forwarded during the specified report period and for other input filters you set. Your department is preselected.

To create a Call Transfer/Forward Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report](#).) The Department Reports view of the Reports page appears.
2. Click **New Reports**.
3. Click **Call Transfer/Forward Report**. The Call Transfer/Forward Report page appears.
4. To the right of **Calls Transferred/Forwarded**, select a date or date range and a time zone.
 - You can enter a single date in the left date field, or enter a date range in the two date fields.

Enter the dates in MM/DD/YYYY format, or select dates by using the Calendar icons .

Note: You must enter a date in the left date field. The date field to the right is optional.

- From the dropdown list below the date fields, select a time zone.
5. To the right of **Redirecting Party**, select **All numbers**, **Single public number/range**, or **Single extension/range**.
 - If you selected Single public number/range, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

Note: You must enter a value in the left field. The field to the right is optional.

- If you entered Single extension/range, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

Note: You must enter a value in the left field. The field at the right is optional.

6. To the right of **Transfer/Forward Destination**, select **All Destinations**.




7. Click **Generate Report**. After the report is created, you can access it in the Department Reports view of the Reports page.
 - If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



Create an Inbound Call Detail Report

An Inbound Call Detail Report summarizes your department's inbound calls during the specified report period and for other input filters you set. Your department is preselected.

To create an Inbound Call Details Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report.](#)) The Department Reports view of the Reports page appears.
2. Click **New Reports**.
3. Click **Inbound Call Detail Report**. The Inbound Call Details Report page appears.
4. To the right of **Calls Received**, select a date or date range and a time zone.
 - Enter a single date in the left date field, or enter a date range in the two date fields.
Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons .

Note: You must enter a date in the left date field. The date field on the right is optional.

- From the drop-down list below date fields, select a time zone.
5. To the right of **Calls received for**, select **Users** or **Group**. If you selected **Group**, your group and department are preselected.
 6. If you selected **Users**, to the right of Users phone number, select All numbers, Single public number/range, or Single extension/range.

- If you selected Single public number/range, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

Note: You must enter a value in the left field. The field on the right is optional.

- If you selected **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

Note: You must enter a value in the left field. The field on the right is optional.

7. Optionally, select **Include Call Transfer/forward information in the report**.
8. Click **Generate Report**. After the report is created, you can access it in the Department Reports view of the Reports page.




- If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
- If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



Create an Outbound Call Detail Report

An Outbound Call Detail Report summarizes your department's outbound calls made during the specified report period and for other input filters you set. Your department is preselected.

To create an Outbound Call Details Report

1. From any page in the AT&T IP Flexible Reach Customer Portal, click **REPORTS** in the main menu bar. (See [Create a New Report.](#)) The Department Reports view of the Reports page appears.
2. Click **New Reports**.
3. Click **Outbound Call Detail Report**. The Outbound Call Detail Report page appears.
4. To the right of **Calls Made**, select a date or date range and a time zone.
 - You can enter a single date in the left date field, or enter a date range in the two date fields. Enter the dates in MM/DD/YYYY format, or select dates using the Calendar icons .

Note: You must enter a value in the left date field. The date field on the right is optional.

- From the drop-down list below the date fields, select a time zone.
5. To the right of **Phone number**, select **All numbers**, **Single public number/range**, or **Single extension/range**.
 - If you selected **Single public number/range**, enter a specific number in the field to the left, or enter a range of numbers in the two fields.

Note: You must enter a value in the left field. The field on the right is optional.

- If you entered **Single extension/range**, enter a specific extension in the field to the left, or enter a range of extensions in the two fields.

Note: You must enter a value in the left field. The field on the right is optional.

6. To the right of **Call Destination**, select the call destination data you want included in your report:
 - All calls
 - Within enterprise (includes initiator's group and department)



- Domestic calls (not within enterprise): If you select **Domestic Calls**, you have the option of selecting **Specify number range**. If you select **Specify number range**, enter 10-digit domestic numbers in both the **From** and **To** fields.
 - International calls: If you select **International Calls**, you have the option of selecting **Specify number range**. If you select **Specify number range**, enter full length numbers for the particular country, including 011 and the Country Code, in both the **From** and **To** fields.
 - Operator/operator assisted calls
 - Information calls
 - N11 (not including 911)
7. Click **Generate Report**. After the report is created, you can access it in the Department Reports view of the Reports page.
- If your enterprise contains fewer than 200 groups or 1,000 phone numbers, the report is available for 2 days.
 - If your enterprise contains more than 200 groups or 1,000 phone numbers, the report is available for 35 days.



Download or Delete a Report

[Download a Report](#)

[Delete a Report](#)


As a Department Administrator for the AT&T IP Flexible Reach Customer Portal, you can download and delete reports you've generated.

Download a Report

If your enterprise has fewer than 200 groups or 1,000 phone numbers, a report remains available for 2 days.

If your enterprise has more than 200 groups or 1,000 phone numbers, a report remains available for 35 days.

To download a report

1. From any page in the Customer Portal, click **REPORTS**. The Department Reports view of the Reports page appears.
 - **Pending Reports** shows a list of any reports that you've created that aren't yet fully generated. To view completed reports, check the **Department Reports** tab later.
 - **Completed Reports**, shows a list of your completed reports that you can view and download.
2. Under **Actions**, click the Download icon . A File Download window opens.
3. Click **Save**. The report is saved to your default directory, or you can specify a different location.


Delete a Report

You can delete a completed report.

To delete a report

1. From any page in the Customer Portal, click **REPORTS**. The Department Reports view of the Reports page appears.
2. Under **Completed Reports**, find the report you want to delete.



3. Under **Actions**, click the Delete icon  next to the report you want to delete. The page refreshes, and a message confirms that your report is deleted.

[End of Document]