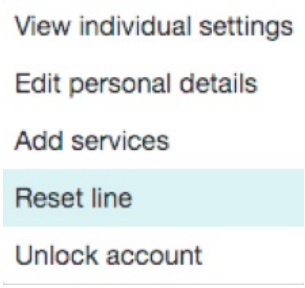
Resetting a Business Group Line

You can use a reset line option on a Business Group line if you need to allocate this line to a different subscriber. Resetting the line removes all the current data associated with the line, including any call lists.

To reset the line:

- Expand the **Actions** drop-down alongside the line.
- Select *Reset line*



This will launch a pop-up where you should:

- enter the name of the new subscriber
- choose whether to use the account name as the local calling name (this is ticked by default)
- choose whether to remove the line from all the groups which the previous subscriber belonged to (this is ticked by default).

Click **Apply**.

You will then see a confirmation pop-up warning you that resetting the line will lose all the data for the line and cannot be undone.

Click **Confirm** to reset the line, or **Cancel** to leave the line unchanged.

If you click **Confirm**, you will then see a New User Details pop-up showing the new account name, directory number and all the PINs/passwords, which will have been set to randomly generated numeric or alphanumeric sequences.

You can copy and paste this information into an email to send to the new line user.

The new Pod account created for this new subscriber will not yet be initialised and the subscriber will be prompted to set a new CommPortal password and record an initial voicemail greeting the first time they log in.

Revision #1
★ Created Thu, Feb 17, 2022 11:38 AM by Admin
Updated Thu, Feb 17, 2022 12:07 PM by Admin