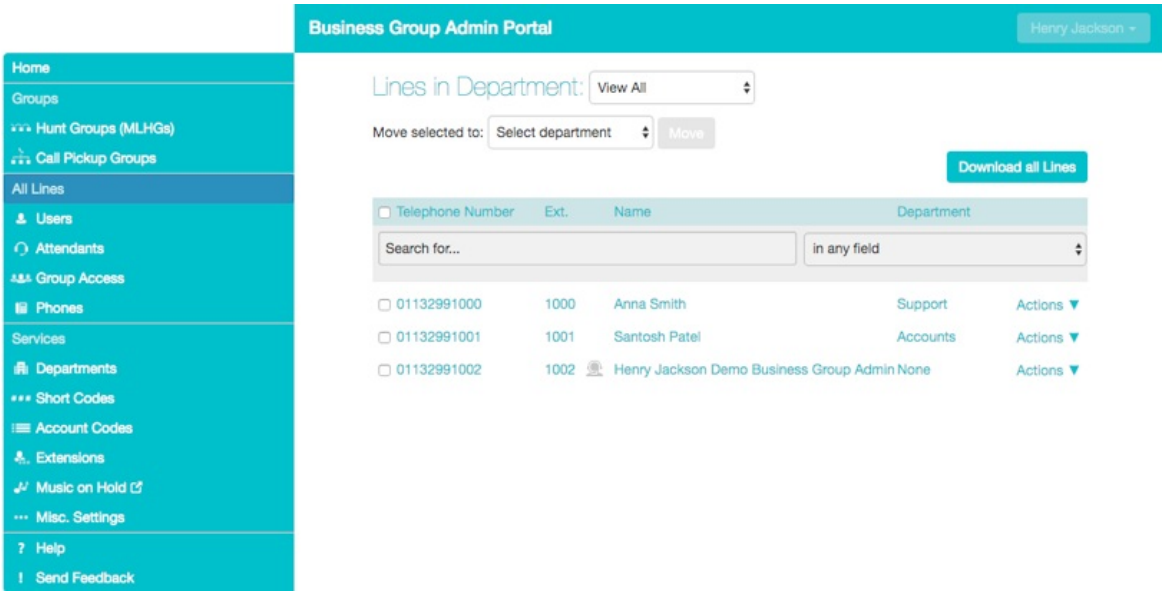
Managing Subscribers

This covers how to manage subscribers within your Business Group including logging on to their End User CommPortal to manage their settings.

- Managing lines with BG Admin
- Working with your Business Group Lines
- Resetting a Business Group Line
- Moving lines between departments
- Logging into a user's account

Managing lines with BG Admin

To manage the lines in your Department, click on the**All Lines** option on the left-hand sidebar.



This menu shows all the lines within the department(s) of which you are an administrator.

Business Groups with more than 10,000 lines

Business Groups can support up to a maximum of 40,000 lines. Any Business Group that has more than 10,000 lines will be configured slightly differently as follows.

- If you are a BG Admin in a Business Group that is configured to support more than 10,000 lines, you should note the following:
- All lines must be in a specific Department. You will see a warning if there are any lines that are in the root Department, and will be prompted to move them to a sub-Department.
- If you are an administrator of the root Department for this Business Group, you will not see a list of all lines but will be prompted to select a Department (which could be the root Department).
- If you are an administrator for the entire Business Group, you will see all lines within the Business Group.

Working with your Business Group Lines

If you manage multiple departments or have any sub-departments in your department, you can select the department or sub-department using a drop-down list at the top of the page. This drop-down also includes a search box, which may be useful if you have a large number of departments in your Business Group. As you type a term in the search box, you will possible matches and you can then select the Department you want.

When **View All** is selected, the screen includes a Department column so that you can see where a particular line is located.

The **Download all Lines** button on the top right of the screen enables you to download a .csv file giving the name, DN and department of each line, ordered by the department to which the lines belong if you have more than one department.

The **Actions** drop-down on the far right of each line has some or all of the following options, depending on the type of line. Each option opens a pop-up where you can view or carry out configuration.

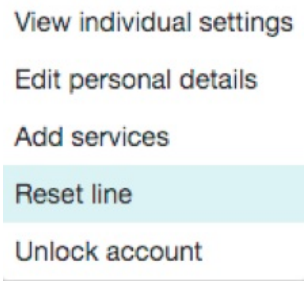
- View individual settings or view line settings to view configuration for the selected line
- View group settings for this line (if the Line is a member of a Group, for example a Hunt Group)
- Edit personal details, for example renaming the line
- Add services to the line
- Reset the line.
- Unlock the account.

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.

Moving lines between departments

To move lines between departments, follow these steps:

1. Select the line using the checkbox to the left of the line
2. Select the department you wish to move the line to using the drop-down list at the top of the page.
3. Click on the Move button

Logging into a user's account

To log on as a regular user, follow these steps:

1. Expand the **Actions** drop-down to the right of the line, and select *View individual settings*.
2. This will launch the regular CommPortal interface for that line in a new browser window.

For more details on modifying settings on behalf of an individual user see here