Voice Admin - My Cloud Services Portal

SIGN IN

To access the Admin Tools area within the My Cloud Services Portal: Go to https://portal.momentumtelecom.com to enter your separate Administrator account Username and Password credentials to Sign In and follow any MFA protocol setup or data entry steps presented to you. *Note: Upon initial log in, the system requires all account holders to acknowledge Terms and Conditions.*

ADMIN TOOLS MENU

The Admin Tools Menu on the left side of the page offers permission-based access to at least some of the following sections. **Note**: Only those sections and tools the organization needs and the Admin is authorized to view will display.

- » Dashboard The site Home page displays account activity, and offers filtered quick access links to Admin Tools sections.
- » Locations & Groups Access to manage Department or Service level settings organized by Locations or Groups.
- » Services & Users Access to review and manage individual User level services and settings.
- » Trunking | IP Trunking | Enterprise Trunking General SIP or customized trunk information and setting administration.
- » Enterprise Settings Enterprise level feature and services management.
- » Contact Center Manage queues, schedules, assignments and the setup for any Contact Center(s) on the account.
- » *Billing Restricted Access. Authorized Admin access to account billing history and payment management tools.
- » *Microsoft Teams Restricted/Limited Access. O365 / MS Teams Admin access to manage hosted voice access for users.
- » *Call Recording Limited Access Licensed only. Manage voice settings and Call Recording portal access permissions.
- » *Webex Webex Customers Only. Search/Review activation process status data for Webex licenses on the account.
- » *Support Tickets Restricted Access. View and (where fully authorized) submit minor tickets to Momentum's Retail Support.
- » *Devices Provider-Level Only. Manage devices currently in NEPS inventory and their user assignments.
- » *Service Changes Provider-Level Only. Advanced billing impacting single-process service and order management tools.
- » *Circuits Beta Data Only Review list of active circuits/NIDs on the account. Permission-based access to additional tools.
- » *Manage MFA Beta Review user MFA activation status and Reset MFA to assist users with MFA-related portal access issues.

ADMIN DASHBOARD

The Home page for Administrators.

The Admin Dashboard provides at-a-glance views of *Live* and historical account activity <u>AND</u> direct quick-access links from each card section to filtered views of your administrator-level tools, services, and features. Now you can track what's going on within your Enterprise account and access any area or service your org wants you to manage from one web page - *fast*.

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	Favorite Services				Quick View	Manage	Call Activity	Cult Dente
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1000		lajor no. Naja 1812/2	n Al Tichela					

View Invoice

ADMIN DASHBOARD FEATURES

The Dashboard section cards offer LIVE and historical data along with easy access to common administration tools. All Dashboard features and menu items require sufficient authorization or permission to view and use.

GAINESVILLE, GA 30501

Account No : 987654321

Activity History

AA Tree (4706321472) a minute ago

Exec DID (4706321468) 17 hours ago Basic Metered Vmail (4706321535) 2 days ag

Smart Number (4703770105) 2 days ago

Voicemail Only TN (6782939529) 5 days age E911 DID (6783674584) 6 days ago

Premium Queue (4703770093) 7 days ago DID DID (4705093297) 8 days ago

Favorite Services

Q

* Basic Me

+ Smart Numb

* AA Tre

+ Exec Loc 2

Exec Loc 2 (2056661018) 2 days ago

Basic Metered (4706321482) a few seconds age

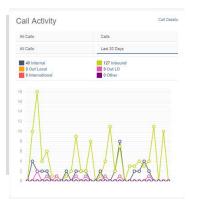
Dialln Feature (4706321488) a few seconds ago

Best Company, Inc

Account Profile - Review current account information. Billing Admins can see the latest invoice, pay the current bill, and access the Billing history. Admins without Billing access permissions will only see the Profile information in this section.

Links to: Billing

Call Activity - A quick graphical view of call data, with tools to filter the view, useful 'mouse-over' details within the graph display, and access to open and filter your call logs for reporting.



Devices - Current counts for registered, unassigned, and provisioned devices in Momentum inventory, and the ability to filter by **Location**, check registration status, and access device assignments.

Links to: Services & Users

Devices	Check Registration Status
All Locations	
Registered	
Unregistered	Manage
Provisioned	Manage

Quick View	
Locations & Groups	Manage
10	
Services & Users	Manage
308	manage
Devices	
24	

Executive Seat w

4706321482

1482

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	01554323	QA Test	Minor	-	New	CST CST	- 5	
	01553712	head	Mean		New	00242 09.10AM	5	
						CST	Al Televis	
	01552796	1651+	Minor	10	Open	06/05/2 10:30 AM CST	5	. Ver
	01433984	· Ind.A.	Meor	**	New	06062 07.03.4M CST		

Total Due: \$6,043.54 Current Balance: \$15668.71 Due Date: 3/31/2018

Activity History - Shows recent Administrator-level activities and provides quick access links to review the account or service shown in the list.

Links to: Direct links to Dashboard of the accounts or services listed here.

Favorite Services - Locate accounts to set as favorites ★ for constant quick Dashboard access.

Links to: The Services & Users page and to the selected User's Dashboard for account management.

Quick View - Total number of Locations & Groups, Services & Users, and Devices. Information is based on the Admin's access permissions.

Links to: Filtered views of Locations & Groups and Services & Users

Support Tickets & Starred

Tickets - These two optional dashboard cards only display to authorized Admins and offer quick views of useful support ticket information, and access to the Support Tickets section.

LOCATIONS & GROUPS

Review and manage settings for the Users and Groups that are assigned to Locations.

The Locations page provides a searchable table listing of the Locations currently configured on the account. Authorized Admins may use the Section Search to locate specific terms within the table, use the column headers to sort the list alphanumerically, and access the following areas for each Location listed on the page:

- Location ID, Services, and Users Click on the number displayed for a Location in these columns to open the related list within the **Services & Users** page.
- Links to review and manage the Emergency Call Notification Email and See 911 Address List for each location.
- Edit icon (r) (far right column) opens the Group Settings dialog for the selected Location.

H Bashboard ¢ CE38atlans Groups	Name	Location ID	Services	Users	SVC Street	SVC City	SVC State	Emergency Call Notification Email	E911	
p ·· Lecations ·······										Edit
5, Services & Users	Hosted IP PBX	3100001951-01	<u>81</u>	73	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	\bigcirc
	SIP Trunking	3100001951-02	22	21	880 Montelair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
Trunking -										
, Enterprise Settings	Hosted IP PBX 2	3100001951-03	8	<u>6</u>	880 Montelair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	
9 Contact Center	Service Office	3100001951-04	3	2	880 Montclair RD	BIRMINGHAM	AL	william.powel@momentumtelecom.com	See 911 Address List	\checkmark
IP Trunking	Brandon Ent SIP Trunk Test	3100001951-05	ō	<u>0</u>	880 Montclair RD	BIRMINGHAM	AL	william.poweil@momentumtelecom.com	See 911 Address List	
Service Changes	IPTrunking test location	3100001951-08	48	28	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 011 Address List	\checkmark
	IP Trunking Test2	3100001951-07	54	35	880 Montclair RD	BIRMINGHAM	AL	william.powell@momentumtelecom.com	See 911 Address List	\checkmark
	location gama	3100001951-08	4	2	880 Montclair RD	BIRMINGHAM	AL	william.powel@momentumtelecom.com	See 911 Address List	

SERVICES & USERS

Review and manage feature settings for individual users and services on the account.

Services & Users displays a searchable and sortable list of the user accounts currently defined on the account. The information is provided in a simple table format, and includes the Service Type, Name (First,Last), Service ID, Ext (Extension), MAC (Address), Location, Department and Number Assignment for each user, where defined. Links in the columns take users directly to the related area of the site where editing or review of filtered data may be performed. Admins may also select specific listings to display as Favorites \star on the Dashboard for quick access to accounts that they manage frequently.

MOMENTUM							(Q			i	Hi, Jan
	Se	rvices & User	S 65						٩		
maxee.										Check Registrat	ion Status
Dashboard	*	Service Type	First Name	† Last Name	Service ID	Extension	MAC	Location	Dept	Assigned To	
Locations Services & Users	*	Anywhere Feature Control	anywhere	control	7627289257	9257		Call Center		anywhere control	-
Devices	*	DID	DID	DID	7827289287	9287		SIP Trunking		DID DID	
Trunking Enterprise Settings	*	Basic Metered Seat with Voicemail w/ DID	Basic	M Vmail	7827289253	9253	a54054135ede	Call Center		Basic M Vmail	
Contact Center	*	Auto Attendant Tree	AA	Tree	7627289263	9203		Call Center		AA Tree	
Biling	*	Premium Call Center Agent						Location 3			
Service Changes	*	Auto Attendant Unlimited	Standard	AA	7827289255	9255		Call Center		Standard AA	
	*	Collaborate Bridge	Collab	Bridge	7627289262	9202		Call Center		Collab Bridge	
	*	Premium Contact Center Queue with TN Unlimited	Premium	cc	7627289259	9259		Call Center		Premium CC	
	*	Audio Conferencing	Audio	Conf	7827289281	9261		Call Center		Audio Conf	
	*	DID	DID	DID	7827289288	9200		SIP Trunking		DID DID	
	*	DID	DID	DID	7827289290	9290		SIP Trunking		DID DID	
	*	DID	DID	DID	7827289273	9273		SIP Trunking		DID DID	
	*	DID	DID	DID	7627289267	9267		SIP Trunking		DID DID	
	*	DID	DID	DID	7627289268	9258		SIP Trunking		DID DID	
	*	DID	DID	DID	7627289265	9265		SIP Trunking		DID DID	
port ning		DID	DD	DID	7627289271	9271		SIP Trunking		DID DID	-

ENTERPRISE SETTINGS

Manage the Enterprise (global) level settings and features.

The **Enterprise Settings** menu option opens the *Enterprise* (global) level default feature settings for review and edit. These may include the Global Enterprise Services settings (Departments, Directory, and Time Schedules), and the Global Contact Center settings (Agents, Unavailable Codes, Disposition Codes and Routing Policies).

• View/Edit The drop down arrow > next to an item opens the Edit Settings view.

		Q	i Hi,	
MOMENTUM				
Admin Tools	FQDN Setup			
	Enterprise			
	Enterprise Services			View/Edit
	Departments			►
	Emergency Call Notification Email			►
	Enterprise Directory			►
A Enterprise Settings	Time Schedules			►
	Contact Center			
	Global Contact Center Settings			View/Edit
	Agent Default Settings			►
	Agent Unavailable Codes			►
	Call Disposition Codes			►
	Contact Center Routing Policies			►

CONTACT CENTER

Contact Center management tools for activation, setup, and feature configurations.

The **Contact Center** page provides authorized Admins with full access to manage their Contact Center feature configurations and overall settings. This section shows the current Status, Name, Type, Phone Number, and Ext(ension) within a searchable list. Each Contact Center listing offers access to **Edit** its default setup and **Configure** individual feature settings.

lmin Tools	Contact Center Lo			_
III Dashboard	Location	Location Name	View	_
Locations	310000028-01	Louie's Famous Chicken	Edit	
□⊐ Services & Users	310000028-09	Test2	Edit	
C Devices			0	
Trunking				
க் Enterprise Settings				
Contact Center				
🖃 Billing				



Restricted Access. Authorized Admins may review and manage account billing information and payments.

The **Billing** page displays current account and balance history information (at the Enterprise or - where enabled - at the Location level, with easy access to the tools that allow Admins to review and manage statements, edit the billing payment method information, setup routine monthly payment schedules, and even immediately pay the current bill when necessary. Billing tools include:

	i Hi, Jan -
MOMENTUM	
Admin Tools Billing	
Customer Profile	
Name Test Account	
Account Number Payment 310000028-01 Due Upon Receipt	
Billing Address 607 W Main ST SAVANAM, MO 64485	
Bills	
Current Bill: \$344.58 Past Dec: \$0.00 Amount Duce: \$344.59 Due Dute: \$244.59 Due Dute: \$244.59 Recent Activity Recent Activity	
Payment of \$0.01 on 7/6/2017 6:33:14 AM Statement #56821 in the amount of (\$1,146.08) on 12/12018 12:00:0 Payment of \$0.01 on 7/6/2017 6:23:16 AM Statement #56824 in the amount of \$153:161 the 12:00:00 A Statement #56821 in the amount of \$151:10 to 17:02:017 6:28:16 AM Statement #56821 in the amount of \$151:10 to 17:02:017 12:00:00 A Statement #56921 in the amount of \$151:10 to 17:02:02:00 A Statement #56921 in the amount of \$151:10 to 17:02:02:00 A	M
Current Billing Method	
Due Upon Receipt	
Statements	
Vew Statement editect = G	

TRUNKING

Access for IT Admins to review and manage basic SIP Trunking settings.

The Trunking page allows authorized Admins to review current SIP Trunk settings for the account. The page prominently displays a sortable and searchable table listing the trunk group(s) with Location Name and ID, Trunk Group ID, Pilot DID, Enterprise Call Path, Location Call Path, and Service Number.

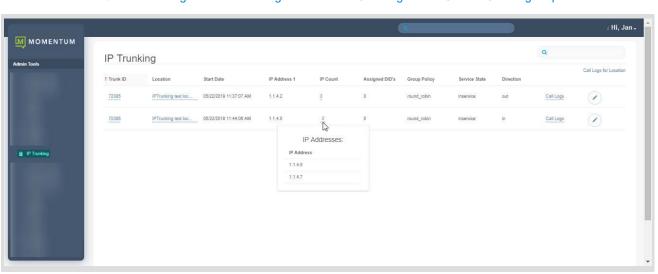
- Location ID Links directly to the Services & Users page to review or modify individual assignments.
- Pilot DID Provides a color code health indicator (Red = Issue) and links directly to the Services dashboard.
- Edit The Edit icon 🕢 opens the Group Settings page for administration of the SIP Trunk defaults.

MOMENTUM	Trunking 4						٩	
fools	Location	Location ID	Trunk Group ID	Pilot DID	Enterprise CP	Location CP	Services Numbers	Edit
	location 2	310000028-02	2057219606TRUNK	2057219806	7	2	1	
	Sip Trunk Location	310000028-05	2057219823TRUNK	2057219823	7	3	3	
>	Hilaire's House of Chicken Soup	310000028-03	2057300916TRUNK	2057300918	7	1	D	
	Sip Trunk Location	310000028-08	2057300979TRUNK	2057300979	7	i.	0	

IP TRUNKING

Advanced Access for IT Admins. Review and manage specialized IP Trunking information and settings.

For those organizations using **IP Trunking**, this page displays current and historical IP Trunking information, with easy access to the tools that allow authorized Administrators to manage IP Trunking location settings and create call log reports. IP Trunking tools include:



View/Edit Trunking Location Settings • View Call Logs • Create Call Log Reports

ENTERPRISE TRUNKING

Advanced Access for IT Admins. Review and manage Enterprise SIP Trunking settings for the account.

The **Enterprise Trunking** page provides access to the tools that allow specially trained and authorized Admins to manage and maintain specialized Enterprise trunk group settings.

View/Edit Trunk Group Settings • Manage DID Associations • Manage Routing/Priority/Weight

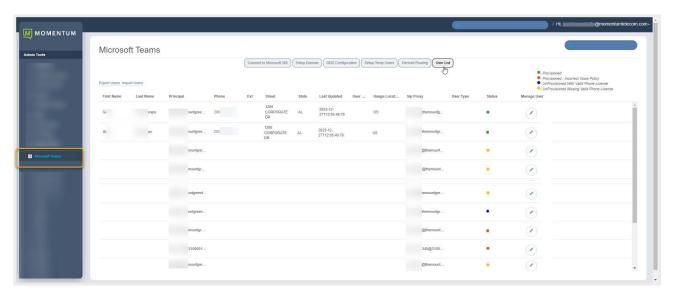
	шкіну	2100017914-MSTeams			Manage Associa
		2100017914-MS1eams			
Max # of Reroute Attempts (r	Max 10):	10			
Max # of Reroute Attempts w	thin a Priority (max 10):	10			
Route Exhaustion Action		O None			
		Forward to Phone			
se Trunking		Forward to Phone 8635551212			
se Trunking	ner holwen 1 and 65516				
			Weight	Manage Trunk	
* Trunk Group Wright must be an Inte * Trunk Group Wright must be an Inte	ger between 1 and 10	8635551212	Weight	Manage Trunk	
se Trunking ** Trunk Group Weight must be an Inte ** Trunk Group Priority must be an Inte Trunk Group	ger between 1 and 10 Available / Assigned	8835551212 Priority		Manage Trunk	

MICROSOFT TEAMS

Restricted Access for O365/MS Teams Administrators Only.

This section only displays for those organizations with integrated **MS Teams**, and offers specially authorized and trained Teams Administrators access to a simplified deployment wizard. Post-deployment, the wizard tabs offer readonly views. The User List and Resource Accounts tabs offer basic tools for MS Teams TN/Direct Routing setting management from this portal. *MS Teams setting and user administration tasks should be managed by an O365/MS Teams Admin with sufficient permissions via the organization's O365 / Teams Admin portal.* The available Microsoft Teams section tools (Post-Deployment) include:

MS Teams Connector Deployment Info • User TN / Derived Routing Assignment Access



CALL RECORDING

Access to review and manage Call Recording license holder settings and site access.

This section only displays in Admin Tools for those organizations with Call Recording licenses in place, and offers access to manage voice and 3rd party portal access settings for license holders.

м					6	
Call Recording					(*	
Amin Castinuary	Group	Role	Recording	Tenenation	Edit	
Starty Stateg - pseudolograg	2100834618-61	User - Advancest	AUXINTS	25 Conven		
Sprip String - Device State	31008401641	User-Advanced	A(0075	M) Garantes	0	
Section of	3103034(16-01	User - Basic	AUNITS	INC. Chigospeen	\odot	
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States	3100004616-01	User - Basic	AU/0075	25 Mgayette.		
Startin Folding - Dat Torticolog	2103034035-01	Uyee - Banit	ALV0015	205 TOPposts		

View License Holders • Manage Call Recording Voice Settings • Manage Call Recording Site Access

WEBEX

Limited Access section for accounts with Webex application licenses.

The Webex section displays only if Webex licenses have been purchased for users on the account and should be viewed only by authorized Administrators. The Webex page provides a searchable list of the Webex users currently licensed on the account and their current activation process status.

Search Table Contents • Filter by Activation Status • Sort Columns • Refresh Status for Updates • Directory Sync

Location Webex License Service Type Serv	Webex Review progress of We		All	v						Last Synced Date: Wed Sep 1- 0400 (Eastern Daylight Time) In queue to be processed	2022 15:40:26 GMT- Ex
42021 regression standard Basic Metered Seat 20 11 1013 contact center Test cctest@mggo us Provisioned Refrest 4/2021 regression standard Basic Seat 20 76 9877 James Hetfield Pending Email Input Refrest SipT Tunking basic Simart Number 21 23 5523 Smart Number smo@mglgo us Pending Email Validation Refrest	Location	Webex License	† Service Type	Service	ID	Ext	First Name	Last Name	Email		
Active Active <td>All 🗸</td> <td></td> <td></td> <td>All</td> <td>~</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	All 🗸			All	~						
test sannaard casic seat 2 10 90/1 James reinined Penning Ernai Ngu Refrest SilP Trunking basic Seat vith 2 2 23 5523 Smart Number sanna@mdgo us Penning Ernai Validation Patheet	4/2021 regression test	standard		20	11	1013	contact center'	Tesť	cctest@mglgo.us	Provisioned	Refresh Status
SIP Trunking basic Seat with 2(23 5523 Smart Number smno@mglgo.us Pending Email Validation Refrest		standard	Basic Seat	20	76	9877	James	Hetfield		Pending Email Input	Refresh Status
wisseußer	SIP Trunking	basic		20	23	5523	Smart	Number	smno@mglgo.us	Pending Email Validation	Refresh Status
SiP Trunking basic Seat with 20 84 7684 DID Number2 Pending Email Input Refrest Messenger	SIP Trunking	basic	Seat with	20	84	7684	DID	Number2		Pending Email Input	Refresh Status

***SUPPORT TICKETS**

Limited Access / Advanced Permissions required section.

The Support Tickets section displays only if the Admin has been granted permission to view it. Additional permissions required in order to be authorized to also submit minor tickets to Momentum Retail Support.

For immediate assistance please CALL Customer Care 888.538.3960 (freferencing a submitted licket, have your licket # ready) Support Tickets 5	
Support Tickets 5	
Support Tickets 5	
*Lat influenzy at open toase & trainer stoad within bar 7 days	Enter New Ticks
* Ticket Status Subject Contact Priority Opened Closed Escalated Category Contact Method	
All v All v All v All v All v ClearFilter	
New TEST-DD NOT Minor 10.55 AM to Other	
D1 New OATest-Do not Minor 10.19.AM no Other Email	
the left OATester Minor 10.42 AM no Mobility Email	
TEST - DO NOT	
CLOSE - Voice ticket 09 13 AM	
tri Dpen subinition without Minor 09:13 AM no Other finite and the other finite and the other finite and the other finite and the other	

*MANAGE MFA

BETA Select Areas. Data shown in this section is permission-based.

The Manage MFA section offers access to a searchable and sortable list view of the user and admin portal access accounts along with a **Reset MFA** tool that lets the Admin disconnect an account's current MFA protocol thus allowing the account holder to sign into the portal without using MFA (if MFA is Optional) OR setup a new MFA protocol again during the next sign in attempt (if MFA is Mandatory). The data in this page is populated as account holders set up their MFA protocols during sign in or via their account profile.

Note: Only the Portal Account Holder can set up the Multi-Factor Authentication protocol they'll use to log into their account.

MOMENTUM								-	/ HL,
	Ma	ina	ge MF	AUsers					CA.
dmin Tools	4 User	r ID	Azure Use	er Name	Ema	sil	Verification Method	Last Reset	Manage User
	41	38	prodr	gmomentumtele	st	§momentumtelecom.com		2023-11-09	Reset MFA
	21	97	2056	ymim.us	jar	eny@momentumteleco	арр	2024-02-14	(Reset MFA)
	11	40	4706:	ymbri, us	dz	ri@gomomentu		2023-10-23	Reset MFA
	11	38	4703	symfim, us	ve	etty@momentu		2023-10-23	Reset MFA
	12	37	1657:	030643_VMR@	ja	mentumteleco	sms	2023-05-26	(Reset MFA)
	11	22	4706:	ymim.us	st	untelecom.com		2023-10-23	Reset MFA
	11		4705:	ymtm, us	st	umtelecom.com	sms	2024-02-14	(Reset MFA)
lonage MFA									

*Circuits

BETA Data/Managed Network Customers ONLY.

The **Circuits** page displays a list of circuits that are currently in inventory and active with the Service Provider. If Monitored service was purchased, status indicators display red (down) or green (up).

					i Hi, michael
MOMENTUM	Circuits List				
min Tools					
	Circuit ID	Circuit Name	Speed (Mbps)	Location	Status
	NP20012_ATL_GA	ISFL2	500 / 500	NP2 9506]	
∿ Circuits	R02874	USSD3	100 / 100	R02	
	R02928	USLEB	500 / 500	R02	
	R03016	USVA1	100 / 100	R00	
	P20032_BOS_MA	USPLN	1000 / 1000	P20	•
	R00928	USHI2	20 / 20	R00	
	R00997	USBEN	50 / 50	R00	
	R01205	USRI3	100 / 100	R01	
	R02043	USCSP	150 / 150	R02 4	
	R01624	USBOH	500 / 500	R01	
	R01734	USASH	200 / 200	R01	
	R01867	USMEM	1000 / 1000	R01/an training and an an an and an an an and an an an and an	

*DEVICES

Restricted. Service Provider Level. Support Impacting. Advanced additional training required prior to access. Review and manage devices in NEPS inventory, along with their settings and assignments.

The Devices section offers access to a searchable view of All, Assigned, and Unassigned Devices for management, with the ability to Export a detailed device listing report, and add new devices to inventory, and manage FQDN and VLAN assignments for Locations on the account. The device management tools provided here make it easy to Add new devices to inventory, Configure, Swap and Assign listed devices, Remove device assignments, Delete devices from inventory, and review the historical activity of actions performed on each device within the Portal.

									_	(HL			
Devices 2	3								9			Add D	evice
												Check Registrati	on Stat
All Devices Asso	med Unassigned Group FGI	ON Settings	Group VLAN Settings									Export	Device
MAC	Make Model	ACQ Code	Assigned To	Location	FQDN	TN Count	Video Enabled	Date Added	History				
1CAE7F4E6CD6	FAX_AudioCodec_MP_202	Owned		Hosted IP PBX	NA	0	No	00/21/2010 12:10 PM	۲	Configure	Remove	Ede	Σí
110033aa33aa	BW Polycom 331	Owned	Gopi Yeleswaraapu(20550004	Hosted IP PBX	10.0.20. 1	1	No	05/29/2019 02:54 PM	(2)	Configure	Unassign		
003309887765	BW Polycom Business Media VVX 400/401/410/411	Owned		Hosted IP PBX	NA	0	No	03/19/2019 01:08 PM	۲	Configure	Remove	Edit	2
114433221144	FAX_AudioCodec_MP_202	Owned		Service Office	NIA	0	No	03/14/2010 03:22 AM	۲	Configure	Remove	Edt	5
382048054892	BW Polycom 335	Owned		Hosted IP PBX	NIA	0	No	02/28/2010 01:25 PM	۲	Configure	Remove	Ede	2
376676673832	BW Polycom 335	Owned		Hosted IP PBX	NA	0	No	02/28/2019 01:25 PM	۲	Configure	Remove	Ede	5
342962782369	BW Polycom 335	Owned		Hosted IP PBX	NIA	0	No	02/28/2019 01:25 PM	۲	Configure	Remove	Edit	2
334411115487	BW Polycom Business Media VVX 800 Paper Label Sidecar	Owned		SIP Trunking	NA	0.	No	62/27/2019 11:20 PM	۲	Configure	Remova	Edit	5
908877554433	BW Polycom SoundStation IP 5000,6000,7000	Owned		Service Office	NIA	0	No	02/27/2019 10:47 PM	۲	Configure	Remove	Edt	5
334422112211	FAX_AudioCodec_MP_202	Owned		Hosted IP PBX	NIA	0	No	02/27/2010 10:45 PM	۲	Configure	Remove	Edt	
113344221122	BW Polycom 331	Owned		Hosted IP PBX 2	NIA	0	No	02/27/2010 10:41 PM	۲	Configure	Remove	Edit	
112211331144	FAX_AudioCodec_MP_202	Owned		Hosted IP PBX	NIA	0	No	02/27/2010 10:34 PM	۲	Configure	Remove	Edit	
375927503215	BW Polycom Business Media VVX 201	Owned		SIP Trunking	NIA	o	No	02/22/2019 05:41 AM	(9)	Configure	Remove	Edt	
759382762932	BW Polycom Business Media VVX 400(401)410/411	Owned		SIP Trunking	NA	0	No	02/22/2019 05:41 AM		Continue	Remove	Edit	

***SERVICE CHANGES**

Restricted. Service Provider Level. Support Impacting. Advanced additional training required prior to access. Manage simple orders and minor changes to services for the account.

The **Service Changes** page displays current account service orders, with easy access to the tools that allow specially trained Admins to Move, Add, and Change account services and review order status information.

OMENTUM						٩				i Hi
	Service C	hanges						Add Service	Manage User	Add-On
ools		Locations							View All Servic	se Chang
	Open Requests	Seat Type Caller ID [CNA]	4] Block Extension Lir	e Type Listing Virtual Termi	nating Number					
	Order	Account	MACD Type	Created Date	Created By	Modified Date	Modified By	Status		
		All 🔻	All 🔻					All 🔻	Clear Filters	
	286683	310000028-12	ADD_SERVICES	03/20/2019	rfetters	03/20/2019	rfetters	OPEN		
	286681	3100000028-12	ADD_SERVICES	03/20/2019	trizzoarter	03/20/2019	trizzoarter	OPEN		
Service Changes	286680	310000028-12	ADD_SERVICES	03/20/2019	vwhitsett	03/20/2019	vwhitsett	OPEN		
	286676	310000028-01	ADD_SERVICES	03/20/2019	Cloud Services Portal	03/20/2019	Cloud Services Portal	PROCESSING	View Terminate	
	286606	310000028-01	ADD_LOCATION	03/19/2019	jdewoody	03/19/2019	jdewoody	PROCESSING		
	286120	310000028-08	DISC_LOCATION	03/18/2019	matt.warren	03/18/2019	matt.warren	OPEN		
	285235	310000028-01	ADD_SERVICES	03/13/2019	Cloud Services Portal	03/13/2019	Cloud Services Portal	OPEN	Edit Delete	
	284802	310000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete	
	284801	310000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete	
	284800	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete	
	284799	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete	
	284798	310000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete	
	284781	3100000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete	
	284777	310000028-01	ADD_SERVICES	03/11/2019	Cloud Services Portal	03/11/2019	Cloud Services Portal	OPEN	Edit Delete	