

CALNET: IP Flexible Reach: Group Administrator participant guide

Version 1.0



Covered topics

- What is AT&T IP Flexible Reach?
- Logging into Premier for IP Flexible Reach
- IP Flexible Reach Group Administrator screen
- IP Enhanced IP Flexible Reach dashboard
 - Resources
 - Administrators
 - User management
 - Reports
- Additional support
- Questions and answers



What is AT&T IP Flexible Reach?

- AT&T IP Flexible Reach is an integrated access, converged solution designed to deliver outbound, inbound, local and long distance calling over AT&T's Internet Protocol (IP) and Virtual Private Network (VPN) services.
- AT&T IP Flexible Reach can also be referred to as a Session Initiation Protocol (SIP) trunking solution. It is deployed in situations where customers own their own premise's telephony (analog phones, key system, TDM PBX, or IP PBX) equipment. IP Flexible Reach with Managed Internet Service (MIS) or Private Network Transport (PNT) is only available with AT&T Managed Router Services (MRS). IP Flexible Reach on AT&T VPN is available with both AVPN Transport and Managed AVPN.



Logging in to Premier for IP Flexible Reach

Log in to Premier

Username

Password

 [Show](#)

Remember my username

Log in

Forgot your [username](#) or [password](#)?

Don't have a username or password? [Register now](#)



- The User Portal web address: <https://www.wireless.att.com/premiercare>.
- Enter **Username** and **Password**.
- Select **Log in**.



IP Flexible Reach Group Administrator screen

The screenshot shows the AT&T IP Flexible Reach Group Administrator interface. At the top left is the AT&T logo. In the top right corner, there is a 'Log out' link (1) and a 'Calnet Customer | My Profile' link (2). Below the logo is a navigation bar with 'MANAGE' and 'SUPPORT' tabs. The main content area displays 'AT&T Premier' and 'Group: West Coast - 000123456'. There are three main sections: 'AT&T IP Flexible Reach Quick Links' (3), 'Messages' (8), and 'Support' (9). The 'Quick Links' section includes links for 'AT&T IP Flexible Reach Customer Portal' (3), 'Resources' (4), 'Features' (5), 'Reports' (6), and 'Manage Users' (7). The 'Messages' section contains information about Tropical Storm Barry, planned maintenance, and downtime notifications. The 'Support' section provides help for administering trunk call routing, groups, and users, with links to the customer portal, search, and about pages. A 'Quick Help' link (10) is also present.

1. Log out
2. My Login Profile
3. Customer Portal
4. Resources
5. Features
6. Reports
7. Manage Users
8. Messages
9. Support
10. Quick Help



Modifying your profile information

MANAGE SUPPORT

My Profile

Contact Information

Name [Edit](#)
Calnet Group

Contact Phone Numbers [Edit](#)
Primary Number: 5552221234
Alternate Number: 5552225678

Contact Email Address [Edit](#)
calnettraining@att.com

Postal Address [Edit](#)
1234 Calnet Training St
Sacramento, CA 95821

Profile Information

Username
calnetgroup

Password [Edit](#)

User IDs

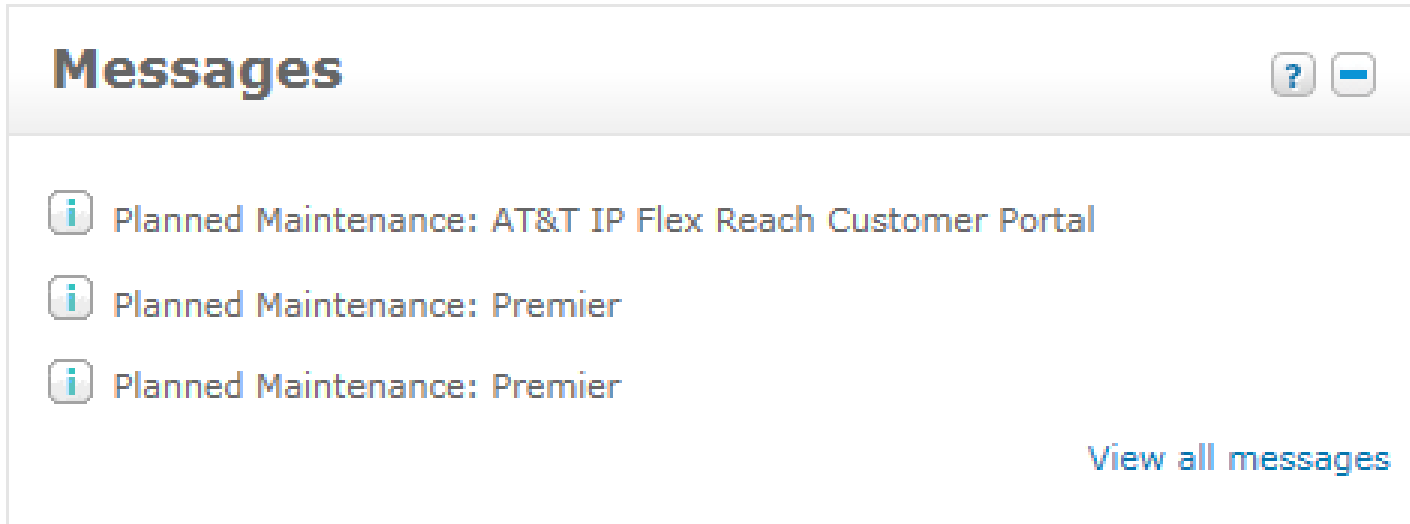
cgrouptcm | Company Administrator - IP Flex



[Manage user IDs](#)




- Select the corresponding Edit icon to modify your profile information.



Viewing the Messages section



Messages  

-  Planned Maintenance: AT&T IP Flex Reach Customer Portal
-  Planned Maintenance: Premier
-  Planned Maintenance: Premier

[View all messages](#)

- The Messages section will display any planned maintenance or other important information regarding the status of your IP Flex service.



Accessing Quick Help

AT&T IP Flexible Reach Quick Links

Quick Help: Quickly access the tools you need to view your Group ID and Name lists, group and phone number directory, and manage features for individuals and in bulk.

Note: All of these links open a new window.

AT&T IP Flexible Reach Customer Portal
[View AT&T IP Flexible Reach Customer Portal home](#)

Resources
[View groups](#)
[View group trunk groups](#)
[View users](#)

Features
[Select features](#)

Downloads
[Download Group Name and Group ID lists](#)

Reports
[View reports](#)

- Quick help on a selected section can be accessed by clicking the **question mark**.



Accessing the Enhanced IP Flexible Reach dashboard

The screenshot displays the AT&T IP Flexible Reach dashboard. At the top, there are two tabs: 'MANAGE' and 'SUPPORT'. Below the tabs, the user is identified as 'AT&T Premier' with the group 'West Coast - 000123456'. The dashboard is divided into several sections:

- AT&T IP Flexible Reach Quick Links:** Contains a note that all links open in a new window. The primary link is 'View AT&T IP Flexible Reach Customer Portal home', which is highlighted with a red box. Other links include 'Resources' (View or edit AT&T IP Flexible Reach profile, View group trunk groups, View users, Feature Access Codes), 'Features' (Select features), and 'Reports' (View reports).
- Messages:** Lists three messages: 'Tropical Storm Barry: Disaster recovery resources and links', 'Planned Maintenance: AT&T Premier', and 'AT&T IP Flexible Reach Customer Portal Downtime Notification'. A 'View all messages' link is at the bottom.
- Support:** Provides help for administering trunk call routing, groups, and users. It includes links for 'Use AT&T IP Flexible Reach Customer Portal', 'Use AT&T IP Flexible Reach Customer Portal Search', 'About Groups', 'About Group Trunk Groups', and 'About Users'.
- Manage Users:** Features a search bar for users with a dropdown for 'Public number' and a 'Go' button. It also includes links for 'Manage User Logins', 'View and manage users', and 'Manage Premier user profiles'.

- To access the Enhanced IP Flexible Reach dashboard, select the **View AT&T IP Flexible Reach Customer Portal home** link.



Enhanced IP Flexible Reach dashboard



Profile Information: Group Administrator

AT&T Enhanced IP Flexible Reach Dashboard

1 **Group**

Group Name: West Coast - 000123456

[View Group](#)

[View Users](#)

[View all Group Trunk Groups](#)

2 **Department Search**

[View all Group Departments](#)

Search

3 **Directory Number Search**

[View all Users](#)

Search

Search Range

Public Number(s): to

Extension(s): to

4 **Quick Links**

[View enterprise contact](#)

[Download Department list](#)

1. Group
2. Department Search
3. Directory Number Search
4. Quick Links



Resources tab – Group – Profile

The screenshot shows the 'Resources' tab selected in the top navigation bar. Below it, the 'Group' sub-tab is highlighted and circled in red with the number 1. The main content area displays the 'Group: West Coast - 000123456' profile. The 'Profile' sub-tab is selected, and the 'Edit' button is circled in red with the number 2. The profile details are as follows:

Group Name:	West Coast
Group ID:	000123456
Group Address:	1234 Calnet Blvd Sacramento, CA 95821
Group Time Zone:	Pacific Time
Default Trunk Call Routing:	EntTrunkGrp000123456
Dial Plan Type:	Public Only
Group PBX TN:	555-555-1212
Group Code:	7

1. Display the Group profile by clicking the Group tab.
2. To change the group name, click **Edit**.



Resources tab – Group – Group Trunk Group

Group: West Coast - 000123456


Profile **Group Trunk Group** Group Users Schedules FAC Codes Public Number Ranges Settings

Group Trunk Group (1) ?

▼ Search ?

Group Trunk Group Name Contains **1** Search

Page 1 of 1 | 1 | ...▼

Group Trunk Group Name	Action
000123456GRPTRUNK01 2	 3

Page 1 of 1 | 1 | ...▼

1. To search for a specific group trunk group, use the Search tool.
2. To view details, click a Group Trunk Group Name.
3. To edit the group trunk group, click the edit icon.



Resources tab – Group – Group Users

Group: West Coast - 000123456

Profile | Group Trunk Group | **Group Users** | Schedules | FAC Codes | Public Number Ranges | Settings

User(s) (3) ?

▼ Search ?

Last Name Contains **1**

[Download Group Users List](#)

2 Page 1 of 1 | 1 | ...

Last Name	First Name	Public Number	Private Number	Department Name	Action
5558010010	User	555-801-0010	7-8010010	Sales	<input type="button" value="Edit"/> 3
5558010011	User	555-801-0011	7-8010011	Sales	<input type="button" value="Edit"/>
5558010012	User	555-801-0012	7-8010012	Sales	<input type="button" value="Edit"/>

Page 1 of 1 | 1 | ...

1. To search for a specific user, use the Search tool.
2. To view a specific user, click the user's first or last name.
3. To edit a user features, click the edit icon.



Resources tab – Group – Schedules

Group: West Coast - 000123456

Profile | Group Trunk Group | Group Users | **Schedules** | FAC Codes | Public Number Ranges | Settings

Schedules (3) ?

1 Create Schedule

▼ Search ?

Schedule Name ▼ Contains ▼ + **2** Search

3 Page 1 of 1 | 1 | ...▼

Schedule Name ▼	Type	Level	Action
ABC Bus Hrs	Time	Enterprise	
After hours	Time	Enterprise	4
Away Hours	Time	Enterprise	

Page 1 of 1 | 1 | ...▼

1. To create a new schedule, click **Create Schedule**.
2. To search for a specific schedule, use the Search tool.
3. To view a specific schedule, click the Schedule Name.
4. Use the Action icons to edit or delete a specific schedule.



Resources tab – Group – FAC Codes

Group: West Coast - 000123456

Profile Group Trunk Group Group Users Schedules **FAC Codes** Public Number Ranges Settings

FAC Codes ?

1 Download FAC Codes

2 Edit

Feature Access Code Name	Main	Alternate
Anonymous Call Rejection Activation	*77	*233
Anonymous Call Rejection Deactivation	*331	*333
Anonymous Call Rejection Interrogation	*52*	--
Call Forwarding Always Activation	*72	--
Call Forwarding Always Deactivation	*73	*340
Call Forwarding Always Interrogation	*21*	--

A feature access code (FAC) is the key sequence a user enters on the phone to enable or disable a feature.

1. To download a list of the FAC codes, click **Download FAC codes**.
2. To update any FAC code's Main or Alternate value, click **Edit**.

Note: Each code must have unique Main and Alternate values.



Resources tab – Group – Public Number Ranges

Group: West Coast - 000123456

Profile Group Trunk Group Group Users Schedules FAC Codes **Public Number Ranges** Settings




Group Public Number Ranges (3) ?

[Download Group Public Number Ranges List](#)

▼ Search ?

Public Number Contains **Search**

Page 1 of 1 | 1 | ...

Public Number Ranges	Department Name	Action
555-801-0010 (1)	Sales	
555-801-0011 (1)	Sales	
555-801-0012 thru 555-801-0015 (4)	Sales	

Page 1 of 1 | 1 | ...

1. To download the list of public number ranges for this group, click **Download Group Public Number Ranges List**.
2. To search for a specific public number range, use the Search tool.
3. To view an expanded list of telephone numbers, click the View Details icon.



Resources tab – Group – Settings

Group: West Coast - 000123456

Profile | Group Trunk Group | Group Users | Schedules | FAC Codes | Public Number Ranges | **Settings**

Settings ?

Account Codes

[Manage Account Codes](#)
Code Length: 6
2 Account Codes provisioned for this group

[Manage Mandatory Account Codes User List](#)
[Manage Optional Account Codes User List](#)

Dial Restrictions

[Manage Group Dial Restrictions](#)
[Assigned Group Dial Restrictions User List](#)
List of users assigned to Group Dial Restrictions

[Manage Custom User Dial Restrictions](#)
Modify custom user Dial Restrictions for group Users

[Manage Authorization Codes](#)
1 Authorization Codes provisioned for this group

Intercept Announcement

Status: Disabled
Announcement: Default


[Manage Intercept Announcement](#)

- To manage account codes, dial restrictions, authorization codes, and intercept announcement settings for this group, click the appropriate link.



Resources tab – Group Trunk Group

The screenshot shows a web application interface for managing Group Trunk Groups. At the top, there is a navigation bar with tabs: HOME, RESOURCES, ADMINISTRATORS, USER MANAGEMENT, and REPORTS. Below this is a breadcrumb trail: Group > **Group Trunk Group** > Department > Enterprise. A red circle with the number 1 is placed over the 'Group Trunk Group' tab. Below the breadcrumb is the title 'Group Trunk Group (1)' with a help icon. A search bar is located below the title, with a dropdown menu set to 'Group Trunk Group Name', a search type dropdown set to 'Contains', an empty search input field, and a 'Search' button. A red circle with the number 2 is placed over the 'Search' button. Below the search bar is a table with the following data:

Group Trunk Group Name	Group ID	Action
000123456GRPTRUNK01	000123456	

A red circle with the number 3 is placed over the 'Group Trunk Group Name' cell, and a red circle with the number 4 is placed over the edit icon. The table is on page 1 of 1. A red circle with the number 1 is also placed over the 'Group Trunk Group Name' column header.

1. List the group trunk group for this group by clicking the Group Trunk Group tab.
2. To find a specific group trunk group, use the Search tool.
3. To view the group trunk group's details, click the Group Trunk Group Name.
4. To edit a group trunk group, click the edit icon.



Resources tab – Group Trunk Group Name – Profile

Group Trunk Group: 000123456GRPTRUNK01

1 Profile Associated Trunk Call Routing

Profile

2 Edit

Group Trunk Group Name: 000123456GRPTRUNK01
Group: West Coast - 000123456

Maximum Concurrent Calls: 6 ⓘ
Incoming Concurrent Calls: 6
Outgoing Concurrent Calls: 6

Trunk Burst: false ⓘ
Unreachable Destination: none ⓘ
Unreachable Destination Timer: 12 seconds ⓘ
Forward Always Action: none ⓘ
PAI Screening: False ⓘ

1. Select the Profile tab to display the current group trunk group settings.
2. Click **Edit** to modify the group trunk group settings.

Note: PAI Screening is for Enterprise Administrators Only.



Resources tab – Group Trunk Group Name – Associated Trunk Call Routing

Group Trunk Group: 000123456GRPTRUNK01

Profile Associated Trunk Call Routing **1**

Trunk Call Routing (1) ?

▼ Search ?

Trunk Call Routing Name ▼ Contains ▼ + **2** Search

Page 1 of 1 | 1 | ...▼

Trunk Call Routing Name ▼	Routing Algorithm
EntTrunkGrp000123456	Linear

Page 1 of 1 | 1 | ...▼

1. Select Associated Trunk Call Routing to view the trunk call routing scheme that is used by the selected group trunk group.
2. To search for a specific group trunk group, use the Search tool.

Note: Only Enterprise Administrators have permissions to update Trunk Call Routings.



Resources tab – Department

The screenshot shows the Department management interface. At the top, there is a navigation bar with tabs: HOME, RESOURCES, ADMINISTRATORS, USER MANAGEMENT, and REPORTS. Below this is a sub-navigation bar with tabs: Group, Group Trunk Group, Department, and Enterprise. The 'Department' tab is selected and circled with a red '1'. Below the navigation is the heading 'Department (2)' with a help icon circled with a red '2'. To the right of the heading are two buttons: 'Create Department' (circled with a red '2') and 'Download Department List' (circled with a red '3'). Below the buttons is a search bar with a dropdown menu for 'Department Type', a dropdown for 'Equal To', and a dropdown for 'All', with a 'Search' button. Below the search bar is a table with columns: Department Type, Department Name, Group Name, Group ID, and Action. The table contains two rows: one for 'Sales' and one for 'Pharmacy'. The 'Department Name' column is circled with a red '4', the 'Group Name' column is circled with a red '5', and the 'Action' column for the 'Sales' row is circled with a red '6'. The page number 'Page 1 of 1 | 1 | ...' is visible at the bottom right of the table.

1. List all departments for this enterprise by clicking the Department tab.
2. To create a new Department, click **Create Department**.
3. To download a comma-separated values (CSV) list of all departments in the enterprise, click **Download Department List**.
4. To view the Department profile page, click the Department Name.
5. To view the group profile page, click the Group Name or Group ID.
6. Use the Action icons to edit or delete a specific department.



Resources tab – Department – Profile

Department: Sales

Delete

1

Profile

Department Users

Public Number Ranges

Profile



Edit

2

Department Name: Sales
Department Type: Group
Group Name: West Coast
Group ID: 000123456

1. To delete the department, click **Delete**.
2. To change the department name, click **Edit**.



Resources tab – Department – Department Users

Department: Sales

Profile | **Department Users** | Public Number Ranges

Users (1) ?

2 Download Department Users List

3 Search

Assign User(s) | Unassign User(s)

5

Last Name	First Name	Public Number	Private Number	Action
5558010010	User	555-801-0010	7-8010010	6

Page 1 of 1 | 1 | ...

1. To remove users from this department, click **Delete**.
2. To download a listing all users, click **Download Department Users List**.
3. To search for specific users, use the Search tool.
4. To assign or remove users to this department, click **Assign User(s)** or **Unassign User(s)**.
5. To view a specific user, click the user's first or last name.
6. To change a user's profile, click the edit icon.



Resources tab – Department – Public Number Ranges

Department: Sales [Delete](#)


[Profile](#) [Department Users](#) [Public Number Ranges](#)

Department Public Number Ranges (1) ?

[Download Department Public Number Ranges List](#)

Search ?

Public Number Contains [Search](#)

Public Number Ranges	Action
555-801-0010 (1)	

Page 1 of 1 | 1 | ...

1. To remove public number ranges from this department, click **Delete**.
2. To download a listing all public number ranges in the department, click **Download Department Public Number Ranges List**.
3. To search for specific public number range, use the Search tool.
4. To view an expanded list of phone numbers linked to user profiles, click the View Details icon.



Resources tab – Enterprise



Enterprise: Calnet - 100012345

Enterprise Contact

Enterprise Contact

Enterprise Name: Calnet
Enterprise ID: 1000123456
Support Email: calnettraining@att.com

Name:	Jane Doe	Name:	CPE Vendor
Number:	555-555-1234	Number:	555-555-4567
Email Address:	janedoe@att.com	Email Address:	CPEVendor@email.com
Wireless Number:	<i>Not Specified</i>	Wireless Number:	<i>Not Specified</i>
Role:		Role:	

- View the profiles of people in your enterprise who are designated as AT&T IP Flexible Reach support contacts by clicking the Enterprise tab.

Note: Only Enterprise Administrators have permissions to update Enterprise contacts.



Administrators tab

The screenshot shows the 'Administrators' tab selected in a navigation menu. Below the menu is the title 'Administrators (2)' with a help icon. A search bar is present with three dropdown menus: 'Type', 'Equal To', and 'All Types', followed by a plus icon and a 'Search' button. Below the search bar is a table with columns: 'Type', 'Last Name', 'First Name', 'Group Name', and 'Department Name'. The table contains two rows of data. A red circle with the number '1' is around the 'ADMINISTRATORS' tab. A red circle with the number '2' is around the 'Search' button. A red circle with the number '3' is around the 'Type' column header in the table.

HOME RESOURCES **ADMINISTRATORS** USER MANAGEMENT REPORTS

Administrators (2) ?

▼ Search ?

Type Equal To All Types + Search

Page 1 of 1 | 1 | ...▼

Type ▼	Last Name	First Name	Group Name	Department Name
Department	Doe	Jane	West Coast	Sales
Enterprise	Smith	Fred	All	All

1. View the administrators for your enterprise by clicking the Administrators tab.
2. To search for specific administrators, use the Search tool.
3. To view an administrator's details, click the administrator's first or last name.



User Management tab – Users

The screenshot displays the 'User Management' interface. At the top, a navigation bar includes tabs for 'HOME', 'RESOURCES', 'ADMINISTRATORS', 'USER MANAGEMENT', and 'REPORTS'. The 'USER MANAGEMENT' tab is selected and circled with a red '1'. Below this, a sub-menu shows 'Users' and 'Bulk Management'. The main content area is titled 'Users (3)' with a help icon. A search bar is present with a dropdown menu set to 'Last Name', a search type dropdown set to 'Contains', an input field, a plus icon, and a 'Search' button circled with a red '2'. Below the search bar is a table of users. The table has columns for 'Last Name', 'First Name', 'Public Number', 'Private Number', 'Group ID', and 'Action'. The first row is circled with a red '3'. The 'Action' column for the second row contains an edit icon circled with a red '4'. The page number 'Page 1 of 1 | 1 | ...' is visible in the top right of the table area.













Last Name	First Name	Public Number	Private Number	Group ID	Action
5558010010	User	555-801-0010	7-8010010	000123456	
5558010011	User	555-801-0011	7-8010011	000123456	
5558010012	User	555-801-0012	7-8010012	000123456	

1. View the users for your group by clicking the User Management tab.
2. To search for a specific user, use the Search tool.
3. To view a user's details, click the user's first or last name.
4. To edit a user's profile and the assigned features, click the edit icon.



User Management tab – Users – Inbound Features

User: 5558010010, User

Feature	Status	Available to user	Action
Anonymous Call Rejection	Disabled	Yes	
Call Acceptance	Disabled	Yes	
Call Forwarding - Always	Disabled	Yes	
Call Forwarding - Busy	Disabled	Yes	
Call Forwarding - No Answer	Disabled	Yes	
Call Forwarding - Not Reachable	Disabled	Yes	
Call Forwarding - Selective	Disabled	Yes	
Call Rejection	Disabled	Yes	
Intercept Announcement	Disabled	Yes	
Max DID Policing	Disabled	Yes	
Sequential Ring	Disabled	Yes	
Simultaneous Ring	Disabled	Yes	

1. To edit which features are available to users, click **Edit**.
 - By default, Status is set to Disabled.
 - By default, Available to user is set to Yes.
2. To edit a user's inbound features, click the edit icon.





User Management tab – Users – Outbound Features

User: 5558010010, User

Inbound Features **Outbound Features** Mobility Features Call Logs Profile Schedules

Outbound Features ?

Feature	Status	Action
Account Codes	Not Required	
Dial Restrictions	Group	

1. To view the user's account code status, click **Account Codes**.
2. To view the user's dial restrictions, click **Dial Restrictions**.
3. To edit the user's Account Codes or Dial Restrictions status, click the edit icon.



User Management tab – Users – Mobility Features

User: 5558010010, User

Inbound Features Outbound Features **Mobility Features** Call Logs Profile Schedules

Mobility Features ?

i Before this user can make or receive calls with the IP Flexible Reach Mobile Client:

1. Mobile Client must be enabled using the Edit operation on this page (if available).
2. **Mobile Client Inbound Calls** must be enabled in the [User Profile](#).
3. The user's **Mobile Client Telephone Number** must be added to the [User Profile](#).
4. The user must have portal access so they can reset their initial password and retrieve their Mobile Client credentials.

Mobile Client Status: Enabled Edit

- To give a user access to the Mobile Client, click **Edit**.



User Management tab – Users – Call Logs

User: 5558010010, User

Inbound Features Outbound Features Mobility Features **Call Logs** Profile Schedules

Call Logs

Last updated: 04/19/2018, 8:43 PM [Refresh Calls](#)

Show:

- All Call Types
- Dialed Calls
- Missed Calls
- Deflected Calls
- Received Calls

Page 1 of 3 | < 1 2 3 > | ...

Type	Date	Time	From/To	Phone Number
	02/20/2018	11:45 AM	UNASSIGNED	555-555-1234
	02/09/2018	3:13 PM	UNASSIGNED	555-555-1234
	02/09/2018	3:13 PM	UNASSIGNED	555-555-1234
	02/09/2018	3:13 PM	UNASSIGNED	555-555-1234
	02/01/2018	2:32 PM	Unavailable	555-555-1234

1. Call logs display the user's last 1,000 logged calls. To update listing, click **Refresh Calls**.
2. To filter your view of the calls, select a filter from the Show drop-down list.
3. To sort calls, click the column headings.

Note: You can not manually delete or edit calls from the log. When the maximum of 1,000 calls is reached, the oldest calls are automatically deleted.



User Management tab – Users – Profile

User: 5558010010, User

Inbound Features | Outbound Features | Mobility Features | Call Logs | **Profile** | Schedules

Profile

1 [Edit](#)

Last Name: 5558010010
First Name: User
Public Number: 555-801-0010
Private Number: 7-8010010
Calling Line ID: User's Public Number
Email Address: calnet@att.com
Time Zone: (GMT-05:00) US Central Time
Trunk Call Routing: CiscoTCR
Group: West Coast - 000123456
Department: Sales
User Portal Access: Not Configured - [Submit Request](#) **2**
Mobile Client Application Credentials: ⓘ
User Id: Calnetraining
Password: *****
Mobile Client Telephone Number: Not Specified
Mobile Client Inbound Calls: Disabled

1. To edit the user's first name, last name, or time zone, click **Edit**.
2. To permit this user Customer Portal access, click **Submit Request**.



User Management tab – Users – Schedules

User: 5558010010, User

Inbound Features Outbound Features Mobility Features Call Logs Profile **Schedules**

Schedules (3)

1 Create Schedule

▼ Search

Schedule Name Contains [] + 2 Search

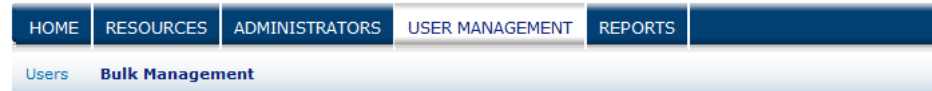
3 Page 1 of 1 | 1 | ...

Schedule Name	Type	Level	Action
ABC Bus Hrs	Time	Enterprise	4 []
ABC NBus Hrs	Time	Enterprise	[]
Call Forwarding	Time	Enterprise	[]

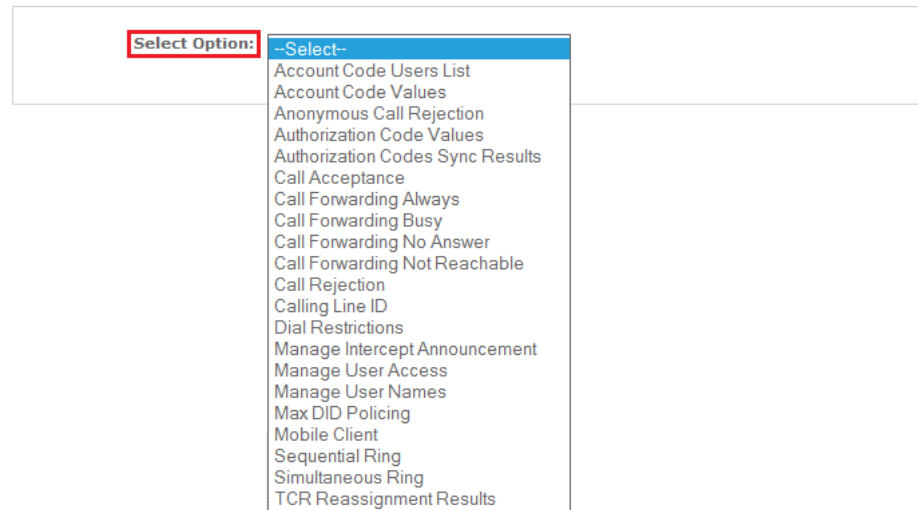
1. To create a new schedule, click **Create Schedule**.
2. To search for specific schedules, use the Search tool.
3. To view a schedule, click the Schedule Name.
4. Use the Actions icons to edit or delete a specific schedule.



User Management tab – Bulk Management



Bulk Management ?



- From the Select Option list, choose the feature you want to assign to multiple users within a group.



User Management tab – Bulk Management – continued

HOME RESOURCES ADMINISTRATORS USER MANAGEMENT REPORTS

Users Bulk Management

Bulk Management

Select Option: Simultaneous Ring

1 Download Template: [Simultaneous_Ring.csv](#)

2 Upload: [Upload template](#)

3 Result Log [Refresh Log](#)

No entries found.

1. Download the associated template file, fill in all required information, and identify the affected users by public number and/or extension.
2. Upon completion, upload the file and click **Run**.
3. The results appear in the Result Log.

Note: The feature assignment process replaces or overwrites any existing settings for all designated users.



Reports tab

HOME RESOURCES ADMINISTRATORS USER MANAGEMENT **REPORTS**

1

Reports

Group Reports **New Reports**

New Reports

Inventory

- User Inventory Report
- Group Inventory Report
- Group Trunk Group Inventory Report
- Feature Configuration Report

2

Service Usage

- Account Code Summary Report
- Authorization Code Summary Report
- Call Transfer/Forward Report
- Inbound Call Detail Report
- Outbound Call Detail Report

1. To access new reports, select the Reports tab.
2. Select a link to run the selected report.

Note: Reports are run in real-time only and can not be scheduled in advance.



Support

MANAGE SUPPORT

Support

Online help provides detailed information and step-by-step procedures. To view topics within a category, click + (plus sign). To view all categories, click **Expand all**.

[Collapse all](#) | [Expand all](#)

Getting Started

These topics provide information about using Premier and the IP Flexible Reach Customer Portal, and they show procedures for viewing contacts and administrators. **Note:** All of these links open a new window.

- [Use Customer Portal](#)
- [Use Customer Portal Search](#)
- [View Enterprise Contacts](#)
- [Glossary](#)
- [Frequently Asked Questions](#)

Group Management

These topics provide detailed procedures for managing your group, group trunk group, users, and features. **Note:** All of these links open a new window.

- [Manage Group Trunk Group Profiles](#)
- [Manage User Profiles](#)
- [Manage User Access to Customer Portal](#)
- [Manage User Features](#)
- [Manage Bulk Features](#)

1. Access the support page by selecting the Support tab.
2. Access a specific help topic by selecting the associated link.



Support – continued

Group Administrator Support Topics

Get Started

- Log In
- What You Can Do
- About Premier
- Use Premier
- Use the Customer Portal
- Search and Listing
- What's New
- FAQ
- Glossary
- Support Resources
- Print

Manage Users

- About Users
- Manage Premier User Profiles
- Edit User Profiles
- Users List Page
- User Details Page
- Search for Users
- Manage Access
- View Call Logs
- Manage Mobile Client
- Manage Inbound Features
- Manage Outbound Features
- Manage User Schedules
- Manage Users in Bulk

Manage Inbound Call Features

- About Inbound Features
- 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

Administrators

- About Administrators
- Administrator List Page
- View Administrators

Group Management

- About Groups
- Intercept Announcement
- Group Page
- Edit a Group Name
- Download Group Users
- View a Group Trunk Group
- Manage Group Users
- Manage Group Schedules
- FAC Codes
- Manage Group Settings
- Manage Users in Bulk

Account Codes

- About Account Codes
- View Account Codes
- Edit Account Codes
- Manage Account Codes
- Download Account Codes
- Manage User Account Code Status
- Download Account Codes Users

Authorization Codes

- About Authorization codes
- Find Authorization Codes
- Manage Authorization Codes
- Download Authorization Codes
- Sync Authorization Codes

Dial Restrictions

- About Dial Restrictions
- Edit Dial Restrictions
- View Dial Restriction Users
- Download Dial Restriction Users
- Assign Users to Dial Restrictions
- Custom Dial Restrictions

Reports

- About Reports
- Create a New Report
- Download or Delete a Report
- User Inventory Report
- Group Inventory Report
- Group Trunk Group Report
- Feature Configuration Report
- Account Code Report
- Authorization Code Report
- Call Transfer/Forward Report
- Inbound Call Report
- Outbound Call Report

Department Management

- About Departments
- Create a Department
- Manage a Department

Public Number Ranges

- View Public Number Ranges
- Download Public Number Ranges

Trunk Call Routing

- About Trunk Call Routing
- View Trunk Call Routing Schemes

Group Trunk Groups

- About Group Trunk Groups
- Group Trunk Group Details
- Group Trunk Group Profile

Manage Contacts

- About Contacts
- View Contacts

Schedules

- About Schedules
- Schedule List Pages
- Schedule Details Page
- View Schedules
- Create a Schedule
- Edit a Schedule
- Delete a Schedule
- Manage Events
- Create an Event

Group Admin Help

- ▶ Group Admin FAQ
- ▶ Glossary
- ▶ Group Admin Guide

Department Admin Help

- ▶ Department Admin FAQ
- ▶ Glossary
- ▶ Department Admin Guide

End User Help

- ▶ User FAQ
- ▶ Glossary
- ▶ User Guide

Mobile Client Guides

- ▶ Android
- ▶ iOS

- The Group Administrator support page provides links to detailed instructions and PDF files for the comprehensive guides and quick reference guides.



Additional support

- Support helpdesk
 - 855.890.5615
- AT&T CALNET Training
 - <http://www.attcalnettraining.com>
 - CalnetTraining@att.com
- Please complete our survey.



Questions and answers



