



AT&T IP Flexible Reach User Guide



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Get Started

Click the links below to find overviews, step-by-step instructions, and more to get you started with the AT&T IP Flexible Reach Customer Portal.

Topic	Description
Log In	Learn how to log in and get started.
What a User Can Do in the Customer Portal	Get an overview of how you can manage your own account in the Customer Portal.
About Premier	Learn about the Premier service.
Use Premier	Learn how to use Premier along with the Customer Portal.
Use the AT&T IP Flexible Reach Customer Portal	Get an overview of the Customer Portal homepage and the tools available to you there.
Search Overview	Learn how to use the Search tools in the Customer Portal.
Support Resources	Learn how to get support when you need it.
Glossary	Find explanations of terms used in Premier and in the Customer Portal.
Frequently Asked Questions	Find the answers to frequently asked questions about using the Customer Portal.
Support Resources	Get an overview of the various ways you can get help using the Customer Portal.
Print This Documentation	Learn how to print a single help topic or all the help topics as a single PDF file.



Log In

[Register](#)

[Log In to Premier](#)

[Access the Customer Portal](#)

[Recover Your Premier Username or Password](#)

[Why Was I Assigned Two or More Premier Logins?](#)

As a user of the AT&T IP Flexible Reach Customer Portal, you'll find the tools you need there to manage your account online. To access the Customer Portal, you must first log in to Premier.

Register

An administrator in your organization may create a Premier account for you. If that occurs, you'll get an email letting you know that a Premier login has been created for you. This email contains a registration link.

To activate your Premier account

1. Open the registration email, and click the **Continue Premier registration** link. A page appears, giving you the opportunity to register as a new customer, or to associate this registration with an existing account.
2. Select **New customer** or **Premier account holder**.

Note: The only type of Premier ID that can be associated with an IP Flexible Reach Customer Portal user is a Customer Portal administrator ID. Wireless IDs or other Premier IDs will not work.

3. Click **Continue**.

If you selected the New customer path

1. A page with a registration form appears. Enter the requested profile and address information, and then click **Continue**.
2. The Terms and Conditions page appears. Accept the terms, and then click **Continue**.
3. A confirmation page appears. You may now log in to Premier. Click the link to go to the Premier login page.

Note: If the confirmation page doesn't appear right away, you'll receive a confirmation email containing the link to the Premier homepage.

If you selected the Premier account holder path

1. The Returning Users page appears. Enter your username and password.
2. Click **Complete Registration**.
3. A confirmation page appears. You are now logged in to Premier. Click the link to go to the Premier homepage.

Note: If the confirmation page doesn't appear right away, you'll receive a confirmation email containing the link to the Premier homepage.



Log In to Premier

To access the Customer Portal, you must always first log in to Premier.

To log in to Premier

1. Open the Premier homepage.
2. Enter your username and password.
3. Click **Log In**. The Premier homepage appears.

Note: To recover a password, Premier now requires answers to two Secret Questions. If you entered only one Secret Question/Secret Answer when you originally registered with Premier, set up a second Secret Question/Secret Answer in your Premier profile now.

When you click **Log In**, the Update My Login Profile page appears. In the **Setup Second Security Question** window that opens, enter an additional Secret Question and Secret Answer, and then click **Continue**. (To proceed to the Premier homepage without updating your profile, click **Not Now**. You can log in three times and select **Not Now** before you must set up your second Secret Question/Secret Answer.)

If Two-Step Login is turned on, all users in your enterprise must enter their username and password and then answer one of their secret questions in order to log in to Premier.

Access the Customer Portal

After you've logged in to Premier, you can access the Customer Portal.

To access the Customer Portal

- In the AT&T IP Flexible Reach Quick Links tile of the Premier homepage, 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. To recover your information, go to the Premier Log In page.
2. To recover your username, under **Login Help**, click **Forgot your username?** And follow the instructions to recover your username.
3. To recover your password, under **Login Help**, click **Forgot your password?** and follow the instructions to reset your password.

Why Was I Assigned Two or More Premier Logins?

You may have been assigned two or more Premier logins if you manage features for more than one person.

Important: Premier does not allow a user to be logged in to Premier in the same browser with more than one username at a time. Within a browser, you must sign out of one Premier ID before signing in to another. If you want to be signed in to multiple Premier IDs at one time, you must use different browsers (not windows or tabs). For example, you would need to use Internet Explorer and Chrome.



What a User Can Do in the Customer Portal

[Manage Your Account](#)

[Manage Your Inbound Call Features](#)

[Use Schedules](#)

[Find Administrators and Contacts](#)

With the AT&T IP Flexible Reach Portal, you can manage various aspects of your account and how it works. You can edit your user profile, customize your assigned inbound call features, create your own schedules, and more.

Manage Your Account

You can view and edit your user profile, view your outbound call features and call logs, and more. These topics provide details:

- [View and Edit Your Profile](#)
- [View Your Outbound Call Features](#)
- [View Your Call Logs](#)
- [Search for and View Other Users](#)
- [Manage Your Inbound Call Features](#)

Manage Your Inbound Call Features

You can customize how your assigned inbound call features, such as Call Rejection and Call Forwarding, work. This topic provides details:

- [About Inbound Call Features](#)

Use Schedules

You can view enterprise- and group-level schedules, and view, edit, and create your own schedules and events at the user level. These topics provide details:

- [About Schedules and Events](#)
- [Search for and View Schedules](#)
- [Create a Schedule](#)
- [Edit a Schedule](#)
- [Delete a Schedule](#)

Find Administrators and Contacts

When you have questions, you can find Enterprise Administrators, Group Administrators, and enterprise contacts, who can provide assistance. These topics provide details:

- [Find and View Administrators](#)
- [View Enterprise Contacts](#)



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



Use Premier

[Premier User Homepage](#)

[Navigation](#)

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

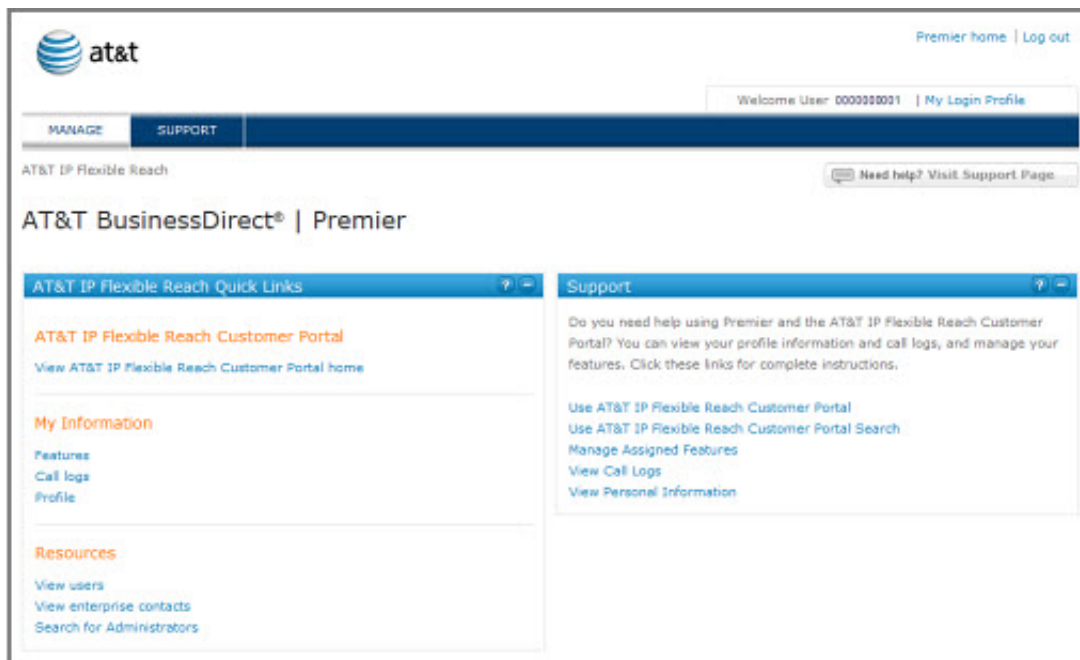
[Messages](#)

[Support](#)

To access the AT&T IP Flexible Reach Customer Portal and use IP Flexible Reach enhanced features, you must first log in to AT&T Premier.

Premier User Homepage

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



Navigation

From the Premier homepage, you can access quick links to the Customer Portal, view administrator details and get contact information, and view your assigned features, call logs, and personal information.





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

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

- To get help and support information, click **SUPPORT**.
- To view and edit your login profile, click **My Login Profile** at the upper-right of the page.
- To return to the Premier homepage if you've navigated away, click **Premier Home** at the upper-right of the page, or click **MANAGE**.
- 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 on the Premier homepage gives you direct access to the Customer Portal, where you can view and manage your information, see a directory of other users in your group, view your enterprise contacts, and search for an administrator.

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 **My Information**


- To view and edit your calling features, click **Features**.
- To see your logged calls, click **Call logs**.
- To view and edit your Customer Portal profile, click **Profile**.

Under **Resources**

- To see and sort through a list of other users in your group, click **View users**.
- To see the contacts for your enterprise, click **View enterprise contacts**.
- To search for a specific administrator, click **Search for Administrators**.

Messages

The **Messages** tile links you to your messages. The Messages tile appears only if you have messages waiting for you.

Messages appear at the right of the Information icon .

- To see all your messages, click **View all messages**.

Support

The links in the **Support** tile of the Premier homepage take you to various help topics.

- [Use AT&T IP Flexible Reach](#) (Use the AT&T IP Flexible Reach Customer Portal)
- [Use AT&T IP Flexible Reach Search](#) (Search Overview)
- [Manage Assigned Features](#) (Manage Your Assigned Inbound Call Features)
- [View Call Logs](#) (View Your Call Logs)
- [View Personal Information](#) (View and Edit Your Profile)



Use the AT&T IP Flexible Reach Customer Portal

[Customer Portal](#)

[Navigation](#)

[User Page](#)

[Quick Links](#)

AT&T provides Enhanced IP Flexible Reach users with a portal, where you can manage functions and features for your phone from anywhere you have an internet connection.

Customer Portal

at&t

Welcome User: 0000000001 | Premier Home | Contact Us | Support

HOME RESOURCES ADMINISTRATORS

My Information Directory

Profile Information: End User for "Test" Co.

AT&T Enhanced IP Flexible Reach

User: 0000000001, User

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

Feature	Status	Action
Anonymous Call Rejection	Enabled	
Call Acceptance	Enabled	
Call Forwarding - Always	Disabled	
Call Forwarding - Busy	Enabled	
Call Forwarding - No Answer	Enabled	
Call Forwarding - Not Reachable	Disabled	
Call Forwarding - Selective	Enabled	
Call Rejection	Enabled	
Sequential Ring	Disabled	
Simultaneous Ring	Disabled	

Quick Links

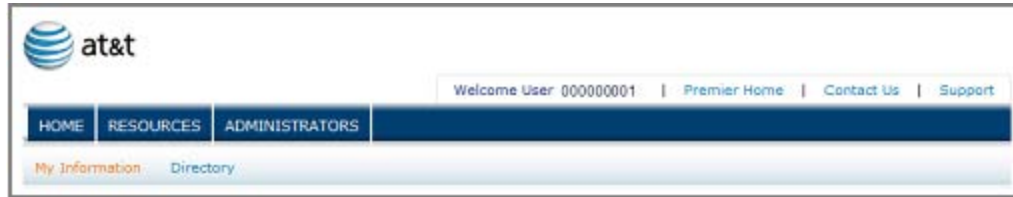
- View enterprise contact
- Manage features
- View call logs

The AT&T IP Flexible Reach Customer Portal is the central place from where you can manage your features, edit your profile information, view your call logs, view your enterprise contacts, and more.

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

Navigation

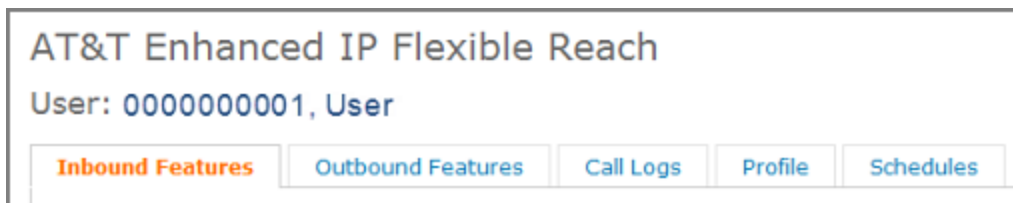
The Customer Portal makes it easy to manage your IP Flexible Reach settings, get more information, or find contacts.



- To see your enterprise contacts (people who can help you with AT&T IP Flexible Reach), click **RESOURCES** in the main menu bar. The Enterprise Contacts page appears. From here you can get the names, email addresses, and phone numbers of your enterprise contacts.
- To search for and view administrators, click **ADMINISTRATORS** in the main menu bar. The Administrators page appears. From here you can search or browse for Enterprise Administrators or Group Administrators, and view their contact information.
- To go to the Premier homepage, click **Premier Home**.
- To get help from an enterprise contact, click **Contact Us** at the upper-right of the page. The Enterprise Contacts page appears, and you can select a contact.
- To get support, click **Support** at the upper-right of the page. The Administrative Portal Help page appears.
- To see and edit your personal information, click **My Information** at the upper-left of the Customer Portal.
- To search or browse a list of other users, click **Directory** at the upper-left of the Customer Portal.
- To get back to the Customer Portal homepage (and your User page) at any time, click **Home**.

User Page

The User page, which you see when you open the Customer Portal, has five tabs: **Inbound Features**, **Outbound Features**, **Call Logs**, **Profile**, and **Schedules**.



- To view or edit your [assigned call features](#), click **Inbound Features**.
- To view your [account codes and dial restrictions](#), click **Outbound Features**.
- To [view your call logs](#), click **Call Logs**. You can also sort the logs by call type.
- To [view or edit your user profile](#), click **Profile**.

Quick Links

Use the **Quick Links** tile to see your enterprise contact information, manage your features, or view call details.



To use Quick Links

At the upper-right of the page, under **Quick Links**:

- To see your enterprise contacts, click **View enterprise contact**.
- To manage your assigned features, click **Manage features**.
- To view your logged calls, click **View call logs**.



Search Overview

[Search for Users](#)

[Search for Schedules](#)

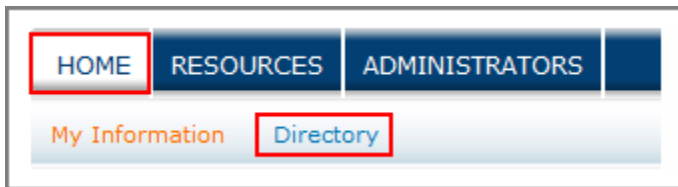
With the AT&T IP Flexible Reach Customer Portal, you can search for other users in your enterprise, and search for schedules.

Search for Users

You can search for other users in your enterprise.

To search for users and phone numbers

1. Open the [Customer Portal](#).
2. Click **HOME** in the main menu bar, then click **Directory**, immediately below.



The Users List page appears.


Users (215)					
Search					
Last Name	Contains	0			Search
Page 1 of 9 < 1 2 3 4 5 6 7 8 > ...					
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	

Here, you can search by last name, first name, public number, extension, or group ID.

3. If the Search tool isn't open, click the arrow **Search** to open it.
4. From the left drop-down list, select **Last Name**, **First Name**, **Public Number**, **Extension**, or **Group ID**.
5. From the middle drop-down list, select **Contains**, **Starts With**, or **Equal To**.



6. In the field to the right, enter a search term.
7. Click **Search**.

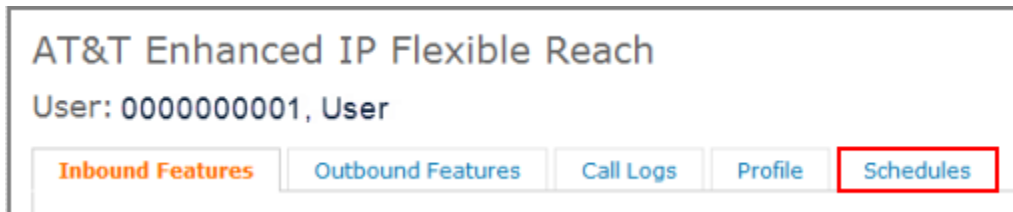
To browse for users, scroll or page through the Users list. To jump to a particular page, click the Down arrow  to the right of the page numbers.

Search for Schedules

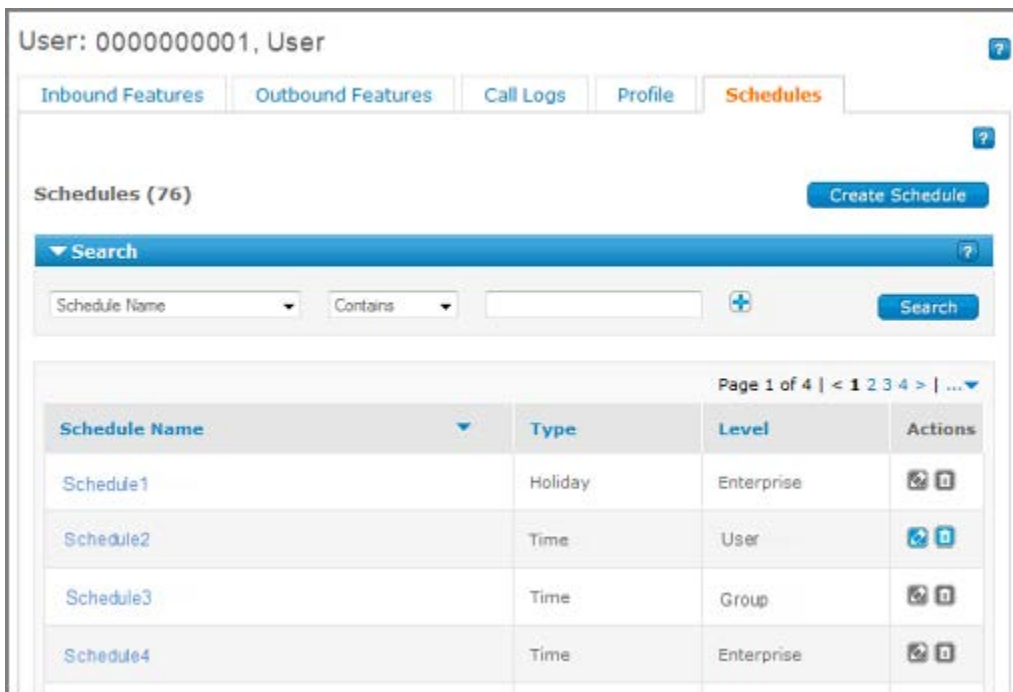
You can search for and view schedules that you're assigned to at the enterprise, group, and user level.

To search for schedules

1. Open the [Customer Portal](#).
2. If the User page isn't open, click **HOME** in the main menu bar.
3. Click the **Schedules** tab.



The Schedules list page appears.




4. If the Search tool isn't open, click the arrow  **Search** to open it.



5. From the left drop-down list, select **Schedule Name** or **Type**.
6. From the middle drop-down list, select **All Schedule Types**, **Starts With**, or **Equal To**.
7. If you selected **Schedule Name** in the left drop-down list, enter a search term in the field at the right.

If you selected **Dial Plan** in the left drop-down list, select **All Schedule Types**, **Holiday**, or **Time** from the drop-down list at the right.

8. Click **Search**.

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



Glossary

account code

Codes that enable administrators to [track outbound calls](#).

Users assigned to the Mandatory Account Code service must enter an account code when making a call outside the group.

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

anonymous call rejection

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

authorization code

Codes used by administrators to [manage outbound calls](#). If your group is provisioned for authorization codes, you must enter the authorization code when making a call (except for emergency or repair calls) outside the group.

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 IP 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 administrators to customize the number that will appear on a call recipient's caller ID when you make an outbound call. For example, this feature can mask your public number with your company's customer support number when you call your customers.

CSV file

Comma-separated values file. These files store table data in plain-text form, allowing for easy handling in any text-editing program. They can be opened in spreadsheets.

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, and Public & Private.

dial restriction

Limit that an administrator can put on a group or individual's [outgoing calls](#).

Dial restrictions can affect these types of calls:

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

enterprise

All users, groups, departments, egroup trunk groups, and trunk call routing schemes, along with telephone lines that make up an AT&T IP Flexible Reach setup.

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 enterprise.

enterprise ID

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

feature access code (FAC)

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

group

A set of users who share certain things in common, most notably the group trunk group at their location. A group has these attributes:

- A unique location dialing code
- A set extension length
- A set of assigned telephone numbers
- A set of users assigned to those telephone numbers
- A unique numeric identifier (group ID) and name (group name)

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 allow you to manage calls you receive in various ways. For example, with Anonymous Call Rejection, you can reject calls that don't have caller ID. With Call Forwarding, you can automatically forward calls to a different number.

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

initial event

An event in a [schedule](#) that acts as the template for any recurrences of that event. An initial event can occur only once, or it can be set 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.



mandatory account code status

If you're assigned to the Mandatory Account Code service, you're prompted to enter an [account code](#) when making a call outside of the group. You must enter the code to place the call.

optional account code status

If you're assigned to the Optional Account Code service, you can enter an [account code](#) when making a call outside the group, but it's not required.

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](#).

Premier

The online site that gives AT&T business customers a range of tools for managing products and services. To use the AT&T IP Flexible Reach Customer Portal, you must first log in to [Premier](#). Your Premier account is set up for you by an administrator.

private number

A phone number used within an enterprise. Commonly called an extension.

public number

A phone number dialed from outside the enterprise.

recurring event

Any recurrences of an initial event in a [schedule](#). Recurring events can be set to recur on a daily, weekly, monthly, or yearly interval.

redirecting party

The phone number that redirects 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

Parameters within an [inbound call feature](#) that can be used to customize the way that feature works.

sequential ring

The Sequential Ring feature enables you 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.



Frequently Asked Questions

[Questions About Getting Started](#)

[Outbound Call Questions](#)

[Schedule Questions](#)

[Support Questions](#)

[General Questions](#)

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

Questions About Getting Started

Questions about getting started with the Customer Portal.

What is AT&T IP Flexible Reach?

AT&T IP Flexible Reach is a trunking service. Trunking services manage large volumes of calls for businesses.

AT&T IP Flexible Reach leverages 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 users with a portal, where you can manage functions and features.

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 AT&T IP Flexible Reach Customer Portal, you must always first log in to Premier.

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

Outbound Call Questions

Questions about making outbound calls with your Customer Portal phone number.

I'm being asked to enter a code while making a call. Why?

Your AT&T IP Flexible Reach Group or Enterprise Administrator has assigned you to authorization codes or account codes. These are codes you enter when making a call outside your group. For more information about the specific codes you're assigned to, contact your Group Administrator.

For more information, see:

- [Find and View Administrators](#)
- [View Your Outbound Call Features](#)

What are account codes used for?

Account codes track specific calls associated with certain accounts.

For more information, see: [View Your Outbound Call Features](#)



What is the difference between mandatory and optional account codes?

If you're assigned to the Mandatory Account Code service, you must enter an account code when making all calls outside your group.

If you're assigned to the Optional Account Code service, you can enter an account code when making a call outside your group, but it's not required.

For more information, see: [View Your Outbound Call Features](#)

What are authorization codes used for?

Authorization codes are used to manage outbound calls. If authorization codes have been provisioned for a group, everyone in the group must enter their authorization code when making a call (except for emergency or repair calls) outside the group.

For more information, see: [View Your Outbound Call Features](#)

How do I know what account or authorization code to use when making a call?

If you're prompted to enter an account or authorization code, but you don't know the code number, contact your Group Administrator.

For more information, see:

- [Find and View Administrators](#)
- [View Your Outbound Call Features](#)

The system blocked my call. Why can't I make this call?

If you're unable to make a certain call, your Enterprise or Group Administrator has likely blocked that type of call type in your outbound dial restrictions.

For more information, see: [View Your Outbound Call Features](#)

What are dial restrictions, and how do they work?

Dial restrictions are limits that Enterprise or Group Administrators can put on a group or individual's outgoing calls.

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

For more information, see: [View Your Outbound Call Features](#)

Schedule Questions

Questions about creating, editing, and deleting schedules.

Can I create my own schedules?

Yes. You can create schedules for yourself, at the user level. You can view schedules at any level.

For more information, see:

- [About Schedules and Events](#)
- [Create a Schedule](#)



Can I edit my schedules?

Yes. You can edit or delete any schedule you've created for yourself.

For more information, see:

- [Edit a Schedule](#)
- [Delete a Schedule](#)

Why can't I edit this schedule?

You can edit only schedules that you've created for yourself. You can view group- and enterprise-level schedules, but you can't edit them.

For more information, see: [About Schedules and Events](#)

What's 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 any other type of event.

For more information, see: [About Schedules and Events](#)

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

Yes. You can manage events within any schedule you've created for yourself.

For more information, see:

- [Create an Event](#)
- [View, Edit, or Delete an Event](#)

Support Questions

Questions about getting help and support with using the Customer Portal.

Can I print this help documentation?

Yes. You can print a single help topic, or you can print the entire help documentation.

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

How do I get personal support?

Enterprise Administrators, Group Administrators, and enterprise contacts can help you with the Customer Portal. To contact them, see:

- [Find and View Administrators](#)
- [View Contacts](#)

How do I find my Group Administrator?

To learn how to find your Group Administrator, see: [Find and View Administrators](#)



General Questions

General questions about using the Customer Portal.

How do I find another user?

You can search for and view other users from the Users List page. From the Customer Portal Homepage, click **Directory**.

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

How do I change my user name?

If you want to change your Customer Portal user name, contact your Group Administrator.

For more information, see:

- [Find and View Administrators](#)
- [View Contacts](#)




Support Resources


[Quick Help Icons](#)
[Information Icons](#)
[Enterprise Contacts](#)
[Administrators](#)
[Help System Site Map](#)
[Printable User Guide](#)
[Fee-Based Training](#)

In addition to this help system, here are some of the other places you can find support with using the AT&T IP Flexible Reach 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

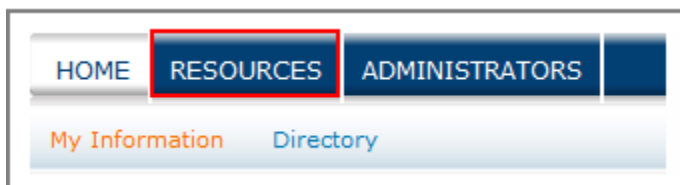
When you're using the Customer Portal, roll your cursor over any Information icon  for a definition or explanation.

Enterprise Contacts

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

To find enterprise contacts

1. Open the Customer Portal.
2. Click **Resources** in the main menu bar.



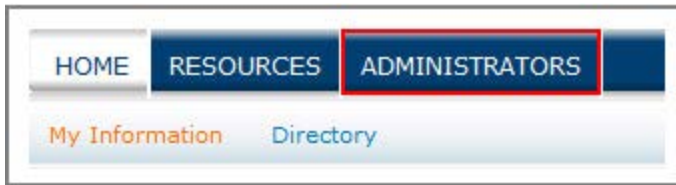
The Enterprise Contact page appears.

Administrators

Group, Department, and Enterprise Administrators may be able to assist you.

To find administrators

1. Open the Customer Portal.
2. Click **Administrators** in the main menu bar.



The Administrator List page opens.

3. [Search or browse](#) for administrators.
4. Click an administrator's first or last name to see that person's contact information.

Help System Site Map

For easy navigation through this help system, you can go directly to the [system site map](#).

Printable User Guide

You can print this entire help system as a PDF file [User Guide](#).

Fee-Based Training

Training on the Customer Portal is available for a fee. For details, contact your AT&T sales representative.



Print This Documentation

You can print this AT&T IP Flexible Reach Customer Portal help documentation.

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 topic appears.
3. At the top of the printer friendly page, click **Print**. A Print window opens.
4. Adjust the print settings, and at the bottom of the Print window, click **Print**.

To print all the help topics

1. Open a help topic.
2. At the right of the page, under **User Guide**, click the **User Guide** link. A File Download window opens.
3. From the File Download window, click **Open**. The PDF file opens.

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

4. From the PDF reader, click **File**, and then select **Print**. A Print window opens.
5. Adjust the print settings, and at the bottom of the Print window, click **Print**.



Manage Your Account

Click the links below to learn how to manage various aspects of your AT&T IP Flexible Reach Customer Portal account.

Topic	Description
View and Edit Your Profile	Learn how to view your user profile and how to edit your time zone.
Manage Your Assigned Inbound Call Features	Learn how to find out if you're assigned to mandatory or optional account codes, and if you have any dial restrictions.
View Your Outbound Call Features	Learn how to view your account codes status and dial restrictions.
View Your Call Logs	Learn how to view a log of your inbound and outbound calls.
Search for and View Other Users	Learn how to search for other users in your enterprise.



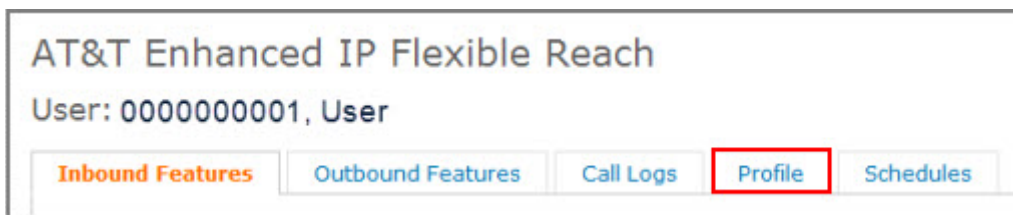
View and Edit Your Profile

You can view your AT&T IP Flexible Reach Customer Portal user profile. You can edit your profile time zone.

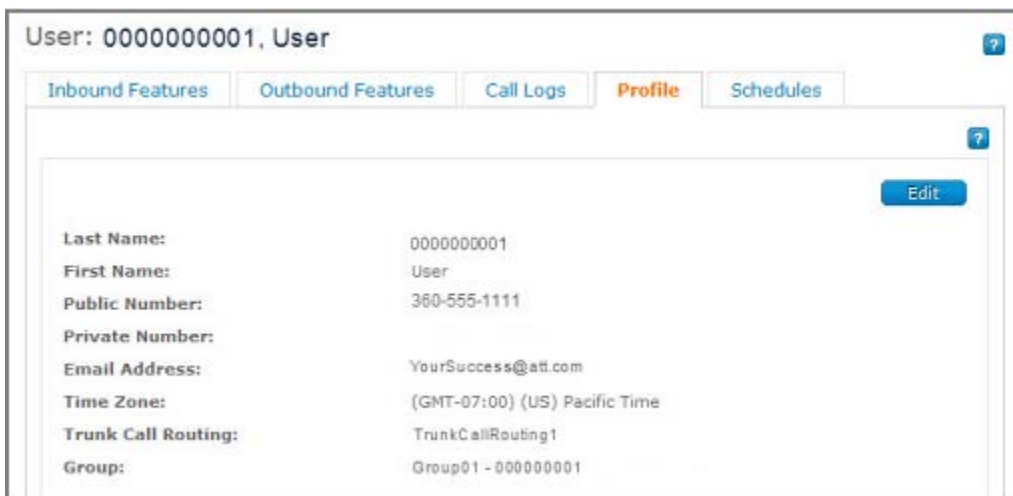
If you want to change your username, [contact an administrator](#).

To view your profile

1. Open the [Customer Portal](#).
2. If the User page isn't open, click **HOME** in the main menu bar to open it.
3. Click the **Profile** tab.



Your profile information appears.



To edit your profile time zone

1. Open the Customer Portal.
2. If the User page isn't open, click **HOME** in the main menu bar to open it.
3. Click the **Profile** tab. Your profile information appears.
4. Click **Edit**. The page changes to Edit mode.
5. From the **Time Zone** drop-down list, select a new time zone.



User: 0000000001, User

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

Last Name: 0000000001
First Name: User
Public Number: 360-555-1111
Private Number:
Email Address: YourSuccess@att.com
Time Zone: (GMT-07:00) (US) Pacific Time
Trunk Call Routing: TrunkCallRouting1
Group: Group01 - 0000000001

6. Click **Save**.



Manage Your Assigned Inbound Call Features

[Find Out Which Features Are Available to You](#)
[Set Individual Features](#)

Your AT&T IP Flexible Reach Group or Enterprise Administrator may grant you access to one or more inbound call features. You can manage aspects of the call features assigned to you.

Find Out Which Features Are Available to You

From the **Inbound Features** tab of the User page, you can find out which features you have permission to access.

To find out which features are available to you

1. Open the AT&T IP Flexible Reach Customer Portal.
2. If the User page isn't open, click **HOME** in the main menu bar to open it.
3. If it's not already open, click the **Inbound Features** tab.
4. Look at the **Status** column. Features listed as **Enabled** are available to you. Features listed as **Disabled** are not available to you.

Feature ▼	Status	Action
Anonymous Call Rejection	Disabled	
Call Acceptance	Enabled	
Call Forwarding - Always	Enabled	
Call Forwarding - Busy	Enabled	
Call Forwarding - No Answer	Disabled	
Call Forwarding - Not Reachable	Disabled	
Call Forwarding - Selective	Disabled	
Call Rejection	Disabled	
Intercept Announcement	Enabled (Group)	
Sequential Ring	Disabled	
Simultaneous Ring	Disabled	



Set Individual Features

You can set the behavior of most individual features assigned to you. For specific instructions for each feature, click the corresponding link:

- [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](#)
- [Sequential Ring](#)
- [Simultaneous Ring](#)

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



View Your Outbound Call Features

[Overview](#)

[View Account Code Status](#)

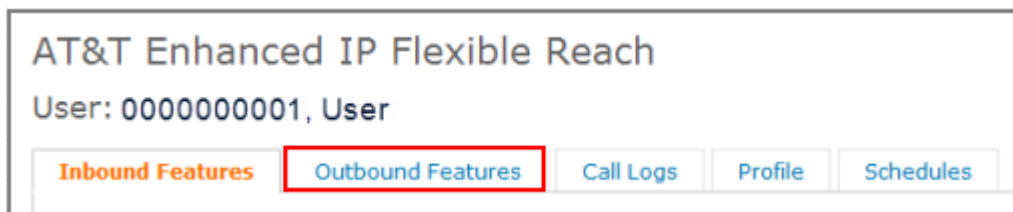
[View Dial Restrictions](#)

Overview

AT&T IP Flexible Reach has three types of outbound call features:

- Account codes, which are used to track calls.
- Authorization codes, which are used to control outbound call activity.
- Dial restrictions, which are used to control outbound call activity.

You can view your assigned outbound call features from the Outbound Features tab of the User page.



Account codes

Administrators use account codes to track calls related to various accounts. IP Flexible Reach has two kinds of account codes: mandatory and optional.

If you've been assigned mandatory account code status, you must enter the account code when making a call.

If you've been assigned to optional account codes, you can enter an account code when making a call, but it's not required. Note that you must also enter a feature access code (FAC) before you enter an optional account code.

Your Group or Enterprise Administrator can provide you with a list of account codes and any required feature access codes.

Authorization codes

Administrators use authorization codes to control access to certain outbound telephone numbers. If you've been assigned to authorization codes, you must enter the authorization code when making a call.

Your Group or Enterprise Administrator can provide you with a list of authorization codes.

Dial Restrictions

Dial restrictions are restrictions that administrators can place on certain types of outgoing calls. A restricted call may be allowed, blocked, or require you to enter an authorization code.



View Account Code Status

Find out if you've been assigned to mandatory or optional account codes.

To view your account code status

1. Open the Customer Portal.
2. If the User page isn't open, click **HOME** in the main menu bar to open it.
3. Click **Outbound Features**. The Outbound Features tab appears.
4. To the right of **Account Codes**, the **Status** column shows your status.
 - If status is **Mandatory**, you must enter an account code when making a call.
 - If status is **Optional**, you can enter an account code when making a call, but it's not required.

Your Group or Enterprise Administrator can provide you with a list of account codes.

For more information, see [Find and View Administrators](#).

View Dial Restrictions

Find out whether you're assigned to group or custom dial restrictions, and see which call types are restricted.

To view your dial restrictions

1. Open the Customer Portal.
2. If the User page isn't open, click **HOME** in the main menu bar to open it.
3. Click **Outbound Features**. The Outbound Features tab appears.
4. To the right of **Dial Restrictions**, the **Status** column shows your status.
 - If status is **Group**, you're assigned to group-level dial restrictions.
 - If status is **Custom**, you're assigned to custom dial restrictions.
5. Click **Dial Restrictions**. The Dial Restrictions view appears.
6. To the right of each call type, the **Group Restrictions** or **User Restrictions** column shows your status.
 - If status is **Allow**, you can make that type of call without restriction.
 - If status is **Block**, you're blocked from making that type of call.
 - If status is **Authorization Code Required**, you must enter an authorization code when making that type of call.

Your Group or Enterprise Administrator can provide you with a list of authorization codes.

For more information, see [Find and View Administrators](#).

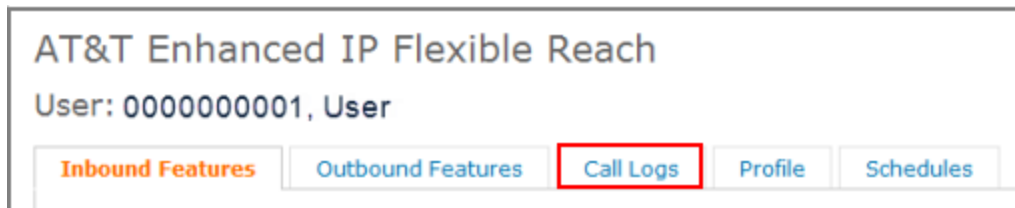


View Your Call Logs

You can view a list of your most recent 1,000 calls (inbound and outbound) from your AT&T IP Flexible Reach phone number.




To view your call logs

1. Open the Customer Portal.
2. If the User page isn't open, click **HOME** in the main menu bar to open it.
3. Click the **Call Logs** tab.



The Call Logs page appears.

The Call Logs page shows your last 1,000 calls. By default, calls are sorted by date and time. You can sort by call type, and then use date and time as the secondary sort parameters.

In the **Type** column, icons show whether the call was a received call , missed call , or dialed call .



Search for and View Other Users

You can search and browse for other users in your enterprise.

To search for users and phone numbers

1. Open the AT&T IP Flexible Reach Customer Portal.
2. Click **HOME** in the main menu bar, then click **Directory**, immediately below. The Users List page appears. Here, you can search by last name, first name, public number, extension, or group ID.

Users (215)

Search

Last Name Contains 0 Search

Page 1 of 9 | < 1 2 3 4 5 6 7 8 > | ...

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	

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

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



Place Calls Using Account Codes

Overview

Use Account Codes

Overview

Administrators use account codes to track calls related to various accounts. For example, a law firm that charges clients for phone time can use account codes to collect the call data needed for accurate billing.

AT&T IP Flexible Reach has two kinds of account code status: mandatory and optional.

- If your status is **mandatory**, for all calls except 911, you're always prompted and must enter an account code when calling outside your organization.
- If your status is **optional**, you can enter a feature access code (***71**) followed by the account code when calling outside your organization, but it's not required.

If your Group or Enterprise Administrator doesn't assign you one of these options, you place all calls without account codes.

Use Account Codes

Your Group or Enterprise Administrator controls your account code setting. You can view but not edit your account code status. Your Group or Enterprise Administrator can provide you with a list of account codes and any required feature access codes.

To view your account code status

1. Open the AT&T IP Flexible Reach Customer Portal.
2. Click **HOME**, and then click **My Information** immediately below.

Your information appears.

3. Click **Outbound Features**.

To the right of **Account Codes**, the **Status** column shows your status.

To place a call when you have mandatory account code status

1. On the phone's keypad, enter the number you want to call.
2. When prompted, enter the access code.

The call connects as usual.

To place a call when you have optional account code status

1. On the phone's keypad, enter ***71**.
2. When prompted, enter the account code.
3. When you receive confirmation and hear the dial tone again, enter the number you want to call.



To enter an account code mid-call

1. During the call, press the **Flash** key or tap the receiver hook, and then enter ***71**.
2. When prompted, enter the account code. This reconnects you to your call.



Manage Your Inbound Call Features

Click the links below to learn about inbound call features and how you can manage them, and for as step-by-step instructions on setting inbound call features and editing 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	View your Intercept Announcement status.
Sequential Ring	Learn how to set Sequential Ring.
Simultaneous Ring	Learn how to set Simultaneous Ring.



About Inbound Call Features

[Find Out Which Features Are Available to You](#)

[Inbound Call Features](#)

[About Selective Criteria](#)

[Inbound Call Feature Precedence](#)

AT&T IP Flexible Reach inbound call features enable you to manage calls you receive in various ways. For example, with Anonymous Call Rejection, you can reject calls that have no caller ID; With Call Forwarding features, you can automatically forward calls to a different number.

Your Group, Department, or Enterprise Administrator can grant you rights to use individual inbound call features. You can customize many features after they're assigned.

Find Out Which Features Are Available to You

Using the **Inbound Features** tab of the User page of the Customer Portal, you can find out which features your administrator has made available to you.

To check feature availability

1. Open the Customer Portal.
2. If the User page is not open, click **HOME** in the main menu bar to open it.
3. If it's not already open, click the **Inbound Features** tab. The Inbound Features page appears.
4. The **Status** column shows feature status.
 - Features available to you are marked **Enabled**.
 - Features not available to you are marked **Disabled**.



Feature ▼	Status	Action
Anonymous Call Rejection	Disabled	
Call Acceptance	Enabled	
Call Forwarding - Always	Enabled	
Call Forwarding - Busy	Enabled	
Call Forwarding - No Answer	Disabled	
Call Forwarding - Not Reachable	Disabled	
Call Forwarding - Selective	Disabled	
Call Rejection	Disabled	
Intercept Announcement	Enabled (Group)	
Sequential Ring	Disabled	
Simultaneous Ring	Disabled	

Inbound Call Features

This section presents a list of the inbound call features and describes what they do. To learn more, click the links to go to that feature's individual topic.

Anonymous Call Rejection

The Anonymous Call Rejection feature enables you to reject calls that don't have caller ID attached. When activated, Anonymous Call Rejection instantly rejects all anonymous calls, preventing the caller from even leaving a message. This feature also appears as a suboption 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 you to define criteria that permit certain incoming calls to ring through. All other calls are blocked, and the caller is informed that you don'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 you 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 you 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 you to redirect calls to another number when an incoming call isn't answered within a specified number of rings. You 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 you to set an alternate phone number (for example, a wireless number) where calls will be redirected when your IP Flexible Reach phone 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 you to define criteria that redirect certain incoming calls to another number. If an incoming call meets the 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 you 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 you don't want to receive the call.

Call Rejection has selective criteria.

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

Intercept Announcement

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. Enterprise,



Group, and Department Administrators control Intercept Announcement. You can view your intercept announcement status but not edit it.

When enabled, Intercept Announcement takes precedence over all other active features.

Intercept Announcement doesn't have selective criteria.

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

Sequential Ring

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

Sequential Ring has selective criteria.

Note: You 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 you to have up to 10 phone numbers ring simultaneously when calls are received on your IP Flexible Reach phone number. The first phone to be answered is connected.

Simultaneous Ring has selective criteria.

Note: You 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](#)

About Selective Criteria

Selective criteria are rules that control the behavior of an inbound call feature. You can use selective criteria to customize some features. 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

To set selective criteria: general instructions

This procedure is an overview of the process for how to set selective criteria for inbound calling features. For instructions on setting specific selective criteria, see the help topic for the associated inbound calling feature.

1. Open the Customer Portal.



2. If the User page is not open, click **HOME** in the main menu bar to open it.
3. Click the **Inbound Features** tab. The feature Settings page appears.
4. To the upper-right of the **...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 may override those of another feature, even if both are set and enabled.

When enabled, Intercept Announcement always takes precedence over all other active features.

Call Forwarding - Always redirects all incoming calls and takes precedence over most other Call Forwarding features. Exception: Call Forwarding - Selective takes precedence for incoming calls that match the defined selective criteria.

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 Call Features—Anonymous Call Rejection

The Anonymous Call Rejection feature enables you 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. Open the Customer Portal.
2. If the User page isn't open, click **HOME** in the main menu bar.
3. If it's not already open, click the **Inbound Features** tab.
4. To the right of **Anonymous Call Rejection**, the **Status** column shows the feature status.
5. If status is **Enabled**, you can use the feature.
6. If status is **Disabled**, you can't use the feature.
7. If the feature is enabled, to the right of **Anonymous Call Rejection**, under **Action**, click the Edit icon . The Edit Anonymous Call Rejection page appears.
8. Select **Yes** or **No** to turn the feature on or off.
9. Click **Save**. A message confirms the change.



Manage Inbound Call Features—Call Acceptance

[Add or Edit Call Acceptance Criteria](#)

[Set Call Acceptance](#)

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

Add or Edit Call Acceptance Criteria

In some cases, you need to set up selective criteria before you assign a feature. Call Acceptance is a feature that needs criteria added before it can be used. After you've added criteria, you can edit it at any time.


Only active selective criteria are evaluated as part of your Call Acceptance settings. (Inactive criteria aren't evaluated.) Active criteria are evaluated in the order listed (alphabetical by description), and call rejection is applied or bypassed based on any match.


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


To add or edit Call Acceptance criteria

1. Open the Customer Portal.
2. If the User page is not open, click **HOME** in the main menu bar.
3. If it's not already open, click the **Inbound Features** tab.
4. To the right of **Call Acceptance**, the **Status** column shows the feature status:
 - If status is **Enabled**, you can use the feature.
 - If status is **Disabled**, you can't use the feature.

If the feature is enabled, click **Call Acceptance**. The Call Acceptance page appears.

5. To add new criteria, at the upper-right of the **Call Acceptance** section, click  **Add Criteria**. 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 opens.
 - Search or browse for the schedule you want. To select the schedule, under **Action**, click the Select icon . That schedule is now selected.



8. Set an **Accept Call(s) from** option:

- 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 more of these settings:

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

If you select **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. Numbers can be up to 20 digits long in any format. 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 you. 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 and can't be used to replace the entire number. For example:
 - 732*
 - 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*
 - 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, 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. Repeat steps 5 and 6.

Set Call Acceptance


After you've added selective criteria, you're ready to set Call Acceptance for use.

To set Call Acceptance

1. On the **Inbound Features** tab of the User page, click the Edit icon in the **Action** column to the right of **Call Acceptance**. The Call Acceptance page appears.
2. Under **Active** in the **Accept calls matching section**, check the box 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 box 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 Call Features—Call Forwarding - Always

The Call Forwarding – Always feature enables you 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 Calls to** phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forward-to phone number, not for the first phone number.

To set Call Forwarding – Always

1. Open the Customer Portal.
2. If the [User page](#) isn't open, click **HOME** in the main menu bar.
3. If it's not already open, click the **Inbound Features** tab.
4. At the right of **Call Forwarding – Always**, the **Status** column shows the feature status.
 - If status is set to **Enabled**, you can use the feature.
 - If status is set to **Disabled**, you can't use the feature.

If the feature is enabled, 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. The **Forward Calls to** number must be a phone number that's accessible based on your [outgoing dialing restrictions](#).

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**.
7. If you want to be alerted that a call is being 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 Call Features—Call Forwarding - Busy

The Call Forwarding – Busy feature enables you 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 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 first phone number.

To set Call Forwarding – Busy

1. Open the Customer Portal.
2. If the User page isn't open, click **HOME** in the main menu bar.
3. To the right of **Call Forwarding – Busy**, the Status column shows the feature status.
 - If status is **Enabled**, you can use the feature.
 - If status is **Disabled**, you can't use the feature.

If the feature is enabled, under **Action**, click the Edit icon . The Edit Call Forwarding Busy page appears.

4. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Busy Status**.
5. In the **Forward Calls to** field, enter the number to which calls will be forwarded. The **Forward Calls to** number must be a phone number that's accessible based on your [outgoing dialing restrictions](#).

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**.

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



Manage Inbound Call Features—Call Forwarding - No Answer

The Call Forwarding – No Answer feature enables you 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 ring 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 forward-to phone number, not for the first phone number.

To set Call Forwarding – No Answer

1. Open the Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. If it's not already open, click the **Inbound Features** tab.
3. To the right of **Call Forwarding – No Answer**, the **Status** column shows the feature status.
 - If status is **Enabled**, you can use the feature.
 - If status is **Disabled**, you can't use the feature.
4. If the feature is enabled, under **Action**, click the Edit icon  to the right of **Call Forwarding – No Answer**. The Edit Call Forwarding No Answer page appears.
5. To turn call forwarding on, select **Yes** next to **Apply Call Forwarding No Answer**.
6. In the **Forward Calls to** field, enter the number to which calls will be forwarded. The **Forward Calls to** number must be a phone number that's accessible based on your [outbound dial restrictions](#).

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

7. Select the number of times the phone will ring before the call is forwarded.
8. Click **Save**. A message confirms the change.



Manage Inbound Call Features—Call Forwarding - Not Reachable

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

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

Call Forwarding - Not Reachable is also invoked if:


- The Call Forwarding - Not Reachable timer expires before the specified number of ring cycles 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 Calls to** phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forward-to 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. Open the Customer Portal. If the User page is not open, click **HOME** in the main menu bar.
2. If it's not already open, click the **Inbound Features** tab.
3. To the right of **Call Forwarding – Not Reachable**, the **Status** column shows feature status.
 - If status is **Enabled**, you can use the feature.
 - If status is **Disabled**, you can't use the feature.

If the feature is enabled, to the right of **Call Forwarding – Not Reachable**, under **Action**, click the Edit icon . The Edit Call Forwarding Not Reachable page appears.

4. To turn call forwarding on, select **Enable** to the right of **Call Forwarding Not Reachable Status**.
5. In the **Forward Calls to** field, enter the number where calls will be forwarded. The **Forward Calls to** number must be a phone number that's accessible based on your [outgoing dial restrictions](#).

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



Manage Inbound Call Features—Call Forwarding - Selective

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

[Set Call Forwarding - Selective](#)

The Call Forwarding – Selective feature enables you 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-to phone number's settings. For example, if the forwarded call isn't answered, callers may be prompted to leave voicemail for the forward-to 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

Before you can set up Call Forwarding – Selective, you must set a call forwarding number, and then set criteria.

To add or edit selective criteria



Prepare to add criteria

1. Open the Customer Portal.
2. If the [User page](#) is not open, click **HOME** in the main Customer Portal navigation bar. If it's not already open, click the **Inbound Features** tab.
3. To the right of **Call Forwarding – Selective**, the **Status** column shows feature status.
 - If status is **Enabled**, you can use the feature.
 - If status is **Disabled**, you can't use the feature.



If the feature is enabled, to the right of Call Forwarding – Selective, under Action, click the Edit icon . The Call Forwarding Selective page appears.

4. Set the **Call Forwarding Selection Status** value to **Enable**.
5. In the **Default call forward to** field, enter the number where calls will be forwarded.
6. 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.)
7. At the bottom of the page, click **Save**.

Add (or edit) criteria

1. To add new criteria, to the upper-right of the **Forward Calls Matching** section, click  **Add Criteria**. The Add Call Forwarding Selective Criteria page appears.
2. To **edit** an existing item, under **Actions**, click the Edit icon . The Edit Call Forwarding Selective page appears.



3. 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**.
4. 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 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 from reaching you.

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. It can't be used to replace the entire number. For example:
 - 732*
 - 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*
 - 73232049??
5. When you've finished adding numbers, click **Add**. A message confirms the change.

You can 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, to 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. Open the Customer Portal.



2. If the User page is not open, click **HOME** in the main Customer Portal navigation bar.
3. On the **Inbound Features** tab of the **User page**, to the right of **Call Forwarding – Selective** under **Action**, click the Edit icon . (Or, if you've just finished adding or editing criteria, click **Go back to Call Forwarding – Selective** at the top of the page.) The Edit Call Forwarding Selective page appears.
4. In the **Forward Calls Matching** section, under **Active**, verify that at least one box is checked next to the criteria you want use.

Note: Checkboxes are available only when the page is in Edit mode.
5. In the **Regardless of above settings never forward calls matching** section, under **Active**, check the box next to the setting you want. (Optional)
6. Click **Save**. A message confirms the change, and you can now use the feature.



Manage Inbound Call Features—Call Rejection

[Add or Edit Call Rejection Criteria](#)

[Set Call Rejection](#)

The Call Rejection feature enables you to define criteria that cause certain incoming calls to be rejected. If an incoming call meets your specified criteria, the call is blocked, and the caller is informed that you don'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, you must add rejection criteria.

To add or edit Call Rejection criteria

1. Open the Customer Portal.
2. If the User page is not open, click **HOME** in the main menu bar. If it's not already open, click the **Inbound Features** tab.
3. To the right of **Call Rejection**, the **Status** column shows feature status.
 - If status is **Enabled**, you can use the feature.
 - If status is **Disabled**, you can't use the feature.



If the feature is enabled, click **Call Rejection**. The Call Rejection page appears.
4. 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.
5. 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**.
6. At 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 Select icon .
7. Set **Reject Call(s) from**. Select one of these options:
 - Reject calls from Any Phone Number—Calls from any number are rejected.
 - Reject Calls from the Following Phone Numbers—Specifies who to reject calls from.

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, 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 from reaching you.


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. It can't be used to replace the entire number. For example:
 - 732*
 - 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*
 - 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 add more criteria.


To create exceptions to the rules you've created, to the upper-right of the **Regardless of above settings never reject calls matching** section, click  **Add Criteria**. The Add Call Rejection Criteria page appears. Repeat steps 4 through 6.

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 **Inbound Features** tab of the User 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 use.

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 Call Features— Intercept Announcement

Overview

Intercept Announcement Status

Overview

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.

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.

There are two possible states for the status of your intercept announcement feature.

- If your status is **Enabled (User)**, calls are intercepted and handled based on the user-level settings.
- If your status is **Enabled (Group)**, calls are intercepted and handled based on the group-level settings.

If this feature is not enabled on your account, calls are handled by the other inbound call features.

Intercept Announcement Status

Your Department, Group, or Enterprise Administrator controls your intercept announcement setting. You can view but not edit your intercept announcement status.

To view your intercept announcement status

1. Open the AT&T IP Flexible Reach Customer Portal.
2. Click **HOME**, and the Inbound Features view of the My Information page appears.
3. Click **Intercept Announcement**, the Intercept Announcement page appears and shows the status of this feature for your account.



Manage Inbound Call Features—Sequential Ring

[Add or Edit Sequential Ring Criteria](#)

[Set Sequential Ring](#)

The Sequential Ring feature enables you to define a "find-me" list of phone numbers that ring sequentially when incoming calls match specified criteria. (For example, if you can't be reached at the first number, the service tries the second number. If you 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.




You can have your incoming calls ring up to five numbers in a specified order.

Note: You 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 you can use the feature.

To add or edit Sequential Ring criteria

1. Open the Customer Portal. If the User page is not open, click **HOME** in the main menu bar. If it's not already open, click the **Inbound Features** tab.
2. To the right of **Sequential Ring**, the **Status** column shows the feature status.
 - If status is **Enabled**, you can use the feature.
 - If status is **Disabled**, you can't use the feature.
3. If the feature is enabled, 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.
4. 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**.
5. 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 opens.
 - Search or browse for the schedule you want. To select the schedule, under **Action**, click the Select icon .
6. Set **Ring on call(s) from**. Select one of these two choices:



- Any Phone Number—Calls from anyone ring, and, 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 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 from reaching you.

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. It can't be used to replace the entire number. For example:
 - 732*
 - 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*
 - 73232049??
7. 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, at the upper-right of the **Regardless of above settings use Sequential Ring for calls matching section**, click **Add Criteria**. The Add Call Acceptance Criteria page appears. Repeat steps 4 and 5.


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 page, to the right of **Sequential Ring**, under **Actions**, click the Edit icon . The Edit Sequential Ring page appears.
2. To the right of **Sequential Ring Status**, select **Enable to turn on the feature**.
3. Scroll down to the **For calls matching** section. Make sure that at least one criteria is selected in the **Active** column.



4. After you've selected the criteria, specify how you want the system to respond. Select from the following settings:
 - 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/unavailable**.
 - Allow callers to interrupt the sequence ring by pressing #.
5. In the **Add Numbers to be called sequentially** section, click  **Add a number** to add new phone numbers.
 - Enter the 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 answer a call after 3 rings, set Number of Rings to 2 so that voicemail won't answer.
 - In the Answer confirmation required column, specify whether people must confirm when they answer.
 - **Yes** means a person must answer the phone to end the call forwarding sequence.
 - **No** means voicemail can answer and end the sequence.
 - To add more numbers, click  **Add a number** again.

Note: You must be in Edit mode to add numbers.
6. In the **Regardless of above settings never use Sequential Ring for calls matching** section, under **Active**, check the box next to the setting you want. (Optional)
Checkboxes are available only when the page is in Edit mode.

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



Manage Inbound Call Features—Simultaneous Ring

Add or Edit Simultaneous Ring Criteria

Set Simultaneous Ring


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


Note: You 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, you must add criteria before you can use the feature.

To add or edit Simultaneous Ring criteria

1. Open the Customer Portal. If the User page is not open, click **HOME** in the main Customer Portal navigation bar.
2. If it's not already open, click the **Inbound Features** tab. The **Status** column shows the feature status.
 - If status is **Enabled**, you can use the feature.
 - If status is **Disabled**, you can't use the feature.
3. If the feature is enabled, click **Simultaneous Ring**. The Simultaneous Ring page appears.
4. To add new criteria, click  **Add Criteria**. The Add Simultaneous Ring Criteria page appears.

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



5. 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**.
6. At 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 opens.
 - 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 the specified phone numbers simultaneously.



- **Following Phone Numbers**—Specifies which calls 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.

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

You can add up to 12 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 from reaching you.


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. It can't be used to replace the entire number. For example:
 - 732*
 - 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*
 - 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 add more criteria.

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

Repeat steps 4 and 5.


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. Open the Customer Portal. If the User page is not open, click **HOME** in the main Customer Portal navigation bar. If it's not already open, click the **Inbound Features** tab.
2. To the right of **Simultaneous Ring**, under **Action**, click the Edit icon . The Simultaneous Ring page appears.
3. To set criteria, in the **For Calls Matching** section, under **Active**, verify that at least one box is checked next to the criteria that you want.
4. In the **Add Numbers to be called simultaneously** section, under **Answer confirmation required**, specify whether the person answering must confirm.
 - **Yes** means a person must answer the phone to end Simultaneous Ring.
 - **No** means voicemail can answer and end Simultaneous Ring.
5. In the **Regardless of above settings never use Simultaneous Ring for calls matching** section, under **Active**, check the box next to the setting you want. (Optional)
6. Click **Save**. A message confirms the change.

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



Using Schedules

Click the links below to learn about schedules and events.

Topic	Description
About Schedules and Events	Learn about schedules and events, and how they work.
Search for and View Schedules	Learn how to search for, browse for, and view schedules.
Create a Schedule	Learn how to create a new enterprise-, group-, or user-level schedule.
Edit a Schedule	Learn how to edit an existing schedule.
Delete a Schedule	Learn how to delete a schedule.
Create an Event	Learn how to create an event in a schedule.
View, Edit, or Delete an Event	Learn how to view, edit, or delete an event in a schedule.



About Schedules and Events

When setting the features **Simultaneous Ring**, **Sequential Ring**, **Call Acceptance**, **Call forwarding – Selective**, and **Call Rejection**, you use schedules with criteria that define how and when these features will be applied to incoming calls. You can save schedules and apply them to other criteria at any time.

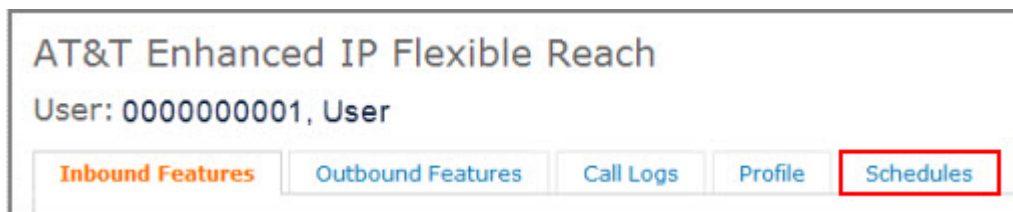
You can view schedules at the enterprise, group, and user levels. Administrators provide the enterprise and group schedules. You can create, edit, and delete schedules only for yourself, at the user level.

A schedule consists of one or more events. Each event has a time, date, and recurrence option. An event can be for a specific time, a single day, or a range of days. An event can occur only once, or it can recur as often as you want it to. You can add, edit, and delete events within your user schedule.

AT&T IP Flexible Reach has two types of schedules: Holiday and Time. A Holiday schedule is generally used only for holidays and other non-working events, such as company picnics or personal vacations. A Time schedule is used for scheduling any other type of event.

For example, a Holiday schedule named Company Holidays might include separate events for each holiday of the year: New Year's Day, Presidents' Day, Memorial Day, 4th of July, Labor Day, and so on. You might also create a user Time schedule named Work Hours that includes the recurring event of your Monday through Friday regular work hours.

To search for, view, and create schedules, use the **Schedules** tab of the User page.




To open the User page, open the AT&T IP Flexible Reach Customer Portal, and then click **HOME** in the main menu bar.




Search For and View Schedules

You can search and browse for schedules at any level, and you can open any schedule to view its details. To view a schedule and its events, click the schedule's name.

To search or browse for schedules

1. Open the AT&T IP Flexible Reach Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. Click the **Schedules** tab. The Schedules List page appears.
3. If the Search tool isn't open, click the arrow  **Search**. The Search tool opens.
4. From the left drop-down list, select **Schedule Name**, **Type**, or **Level**.
5. From the middle drop-down list:
 - If you selected **Schedule Name** from the left drop-down list, select **Contains**, **Starts With**, or **Equal To**.
 - If you selected **Type** from the left drop-down list, **Equal To** is automatically selected.
 - If you selected **Level** from the left drop-down list, **Equal To** is automatically selected.
6. In the field to the right:
 - If you selected **Schedule Name** from the left drop-down list, enter a search term.
 - If you selected **Type** from the left drop-down list, select **All Schedule Types**, **Holiday**, or **Time**.
 - If you selected **Level** from the left drop-down list, select **All Schedule Levels**, **Enterprise**, **Group**, or **User**.
7. Click **Search**.


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



Create a Schedule

You can create schedules for yourself, at the user level, to use with customized criteria in the **Sequential Ring, Simultaneous Ring, Call Acceptance, Call Forwarding – Selective, and Call Rejection** features. No one else can view, edit, or delete your own schedules. For more information about schedules and their uses, see [About Schedules and Events](#).

To create a new user-level schedule

1. Open the AT&T IP Flexible Reach Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. Click the **Schedules** tab. The Schedules List page appears.
3. At the top of the page, click **Create Schedule**. The Create Schedule page appears.
4. Enter a name for your schedule.
5. Next to **Schedule Type**, select **Holiday** or **Time**.
6. Click **Create**. The individual Schedule Details page for this schedule appears.
7. Now add an event. You can add events now or later. To [add events](#), under **Actions**, click the Edit icon .




Edit a Schedule

You can edit the name of a user-level schedule you've created for yourself.

To change a schedule's type (holiday or time) or level (user, group, enterprise), you must re-create the schedule with the new type or level.

You edit the schedule and its events separately. To edit events, see [View, Edit, and Delete Events](#).

To edit a schedule name

1. Open the AT&T IP Flexible Reach Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. Click the **Schedules** tab. The Schedules List page appears.
3. [Search or browse](#) for the schedule you want to edit. You can edit only the schedules you've created for yourself.
4. To the right of the schedule name, under **Actions**, click the Edit icon . The schedule appears.
5. To the right of the **Schedule Name** field, click **Edit**. The field becomes editable.
6. Edit the schedule name.
7. Click **Save**.




Delete a Schedule

You can delete the schedules you've created for yourself at the user level.

Caution: Deleting a schedule removes it permanently. You cannot recover a deleted schedule.

To delete events without deleting the schedule, follow the directions for [View, Edit or Delete Events](#).

To delete a schedule

1. Open the AT&T IP Flexible Reach Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. Click the **Schedules** tab. The Schedules List page appears.
3. [Search or browse](#) for the schedule you want to delete. You can delete only the schedules you've created for yourself.
4. To the right of the schedule name, under **Actions**, click the Delete icon . A Confirm Delete window opens.
5. Click **Yes, Delete**. The schedule is deleted and disappears from the Schedule List page.



Create an Event

[Create an Event for a New Schedule](#)

[Create an Event for an Existing Schedule](#)

[Examples](#)

You can create events for a new schedule you've just created, or you can create new events for an existing schedule. (You can create events for schedules you create for yourself. Administrators create events for organization-level schedules.) Schedules provide the time frame for selective criteria that will be used with the **Sequential Ring**, **Simultaneous Ring**, **Call Acceptance**, **Call Rejection**, and **Call Forwarding – Selective** features.

Every schedule must have one or more events, which define the days and times when the schedule is actively in effect. Each event has its own initial start time and end time, and each event can occur one time or repeat.

Whenever an event's specified time period (and recurrence pattern, if selected) matches the current calendar date and time, the schedule containing this event takes effect and affects all the features to which the schedule has been applied.

Create an Event for a New Schedule




You can create events immediately after creating a new schedule for yourself.

The **Initial Event Details** settings specify the duration of the first complete occurrence of the event.

- Initial start and end dates specify the dates of one complete occurrence.
- Start and end times specify the hours when the event occurs.

Event Recurrence specifies how frequently the **Initial Event Details** are repeated: daily, weekly, monthly, or yearly. You can also specify recurrence intervals, such as every 5 days or every 2 weeks. You can set a recurrence pattern to stop on a specific date, after a set number of occurrences, or not at all.

To create an event for a new schedule

1. If you've just [created a new schedule](#), a message confirms that your schedule was created successfully. Click the schedule name or the Edit icon . The Schedule Details page appears.
2. Click  **Add Event**. The Add Event page appears.
3. Under **Initial Event Details**, enter details for the initial event, which becomes the template for any recurrence of the event:
 - Enter the event name.
 - Enter a start and an end date in MM/DD/YYYY format, or click the Calendar icon  and select dates.
 - Enter a start and an end time.
4. Under **Event Recurrence Details**, set how often the even will recur. From the **Recurrence** list, select **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly**.





5. The recurrence details vary, depending on whether you selected **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly** from the **Recurrence** list. Follow these steps:
 - If you selected **None**, skip to step 7 (click **Add**).
 - If you selected **Daily**:
 - In the **Recurs every (x) days** field, enter a number from 1 through 6. For an event that recurs every day, enter **1**, for an event that recurs every two days, enter **2**, and so on.
 - If you selected **Weekly**:
 - In the **Recurs every (x) week(s) on** field, enter a number.
 - Check **Mon-Fri** or a specific day of the week.
 - If you selected **Monthly**:

In the **Recurs every (x) month(s) on** field, enter a number, and then do one of these things:

 - Select **Day (x) of the month** and enter the day of the month you want.
 - Select **The (number) (weekday) of the month** and, from the lists, select the number and day of the week you want.
 - If you selected **Yearly**:

In the **Recurs every (x) year(s) on** field, enter a number, and then do one of these things:


 - Select **Day (x) of (month)**, enter the day, and then select the month you want.
 - Select **The (number) (weekday) of (month)**, and then, from the lists, select the number, weekday, and month you want.
6. If you selected **Daily**, **Weekly**, **Monthly**, or **Yearly**, decide whether to set an end for the recurrence:
 - To set no end date, leave **Recurrence End** set to **Never**.
 - To set the recurrence to end after a certain number of times, in the **After (x) occurrence(s)** field, enter a number.
 - To set a specific end date, enter the date in MM/DD/YYYY format, or click the Calendar icon  and select a date.
7. Click **Add**.

To create another event in this new schedule, click  **Add Event**, and repeat steps 3 through 7.

Create an Event for an Existing Schedule

You can create events for existing schedules that you've made for yourself.

To create an event for an existing schedule

1. Open the AT&T IP Flexible Reach Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. Click the **Schedules** tab. The Schedules List page appears.
3. Click the name of the schedule you want to work with. The Schedule Details page appears.
4. In the **Events** tile, click  **Add Event**. The Add Event page appears.
5. Under **Initial Event Details**, enter details for the initial event, which becomes the template for any recurrence of the event.
 - Enter the event's name.



- Enter a start and an end date. Enter the dates in MM/DD/YYYY format, or click the Calendar icon and select a date.
 - Enter a start and an end time.
6. Under **Event Recurrence Details**, set how often the event recurs. From the **Recurrence** list, select **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly**.
7. The recurrence details vary, depending on whether you selected **None**, **Daily**, **Weekly**, **Monthly**, or **Yearly** from the **Recurrence** list. Follow these steps:
- If you selected **Daily**:
 - In the **Recurs every (x) days** field, enter a number from 1 through 6. For an event that will recur every day, enter **1**; for an event that will recur every two days, enter **2**, and so on.
 - If you selected **Weekly**:
 - In the **Recurs every (x) week(s) on** field, enter a number.
 - Check **Mon-Fri** or a specific day of the week.
 - If you selected **Monthly**:

In the **Recurs every (x) month(s) on** field, enter a number, and then do one of these things:

 - Select **Day (x) of the month** and enter the day of the month you want.
 - Select **The (number) (weekday) of the month** and, from the lists, select the number and day of the week you want.
 - If you selected **Yearly**:

In the **Recurs every (x) year(s) on** field, enter a number, and then do one of these things:

 - Select **Day (x) of (month)**, enter the day, and then select the month you want.
 - Select **The (number) (weekday) of (month)**, and then, from the lists, select the number, weekday, and month you want.
8. If you selected **Daily**, **Weekly**, **Monthly**, or **Yearly**, now decide whether to set an end for the recurrence.
- To set no end date, leave **Recurrence End** set to **Never**.
 - To set the recurrence to end after a certain number of times, in the **After (x) occurrence(s)** field, enter a number.
 - To select a specific end date, enter the date in MM/DD/YYYY format, or click the Calendar icon and select a date.
9. Click **Add**.

To create another event in this schedule, click **Add Event**, and repeat steps 5 through 9.

Examples

These examples show you how to set typical events:

A one-time holiday (for example, the first day of school)

- **Same** initial start and end date.
- **All day event** checked.
- Recurrence set to **Never**.

**An annual holiday (for example, New Year's Day)**

- **Both** the initial start and end dates set to 1/1/2014.
- **All day event** checked.
- Recurrence set to **Yearly**.

Your work week

- Initial start date is a specific **Monday**.
- Initial end date is the **same Monday**.
- Start time is **8:00 a.m.**, end time is **5:00 p.m.**
- Recurrence pattern is set to **Weekly**.
- Recurs every **1** week. Check **Mon-Fri** and each individual day **Monday, Tuesday, Wednesday, Thursday, and Friday**.
- Recurrence pattern ends **Never**.

Initial Event Details

*Event Name: Work Week

*Start Date: 01/06/2014 End Date: 01/06/2014

☒ All day event

*Start Time: 08:00 AM *End Time: 05:00 PM

Event Recurrence Details

Recurrence: Weekly

* Recurs every 1 week(s) on: ☒ Mon-Fri

☒ Monday

☒ Tuesday

☒ Wednesday

☒ Thursday

☒ Friday

☐ Saturday

☐ Sunday

Recurrence End: ☒ Never

☐ After occurrence(s)

☐



View, Edit, or Delete an Event

[View Events](#)

[Edit an Event](#)

[Delete an Event](#)

You can view the events in any enterprise-, group-, or user-level schedule.

You can edit and delete events only in the schedules you've created for yourself at the user level.

You can also create new events in the schedules you create. For information on adding a new event, see [Create an Event](#).

View Events

You can view the events in any schedule.


To view events

1. Open the AT&T IP Flexible Reach Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. Click the **Schedules** tab. The Schedules List page appears.
3. [Search or browse](#) for the schedule you want to work with. To view schedule details, click the schedule's name.
4. To view event details, in the **Events** tile, click an event's name.

Edit an Event

You edit events in a schedule one at a time.

To edit an event

1. Open the Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. Click the **Schedules** tab. The Schedules List page appears.
3. [Search or browse](#) for the schedule you want to work with. To view schedule details, click the schedule's name.
4. The Schedule Details page appears. Events are listed in the **Events** tile. To the right of the edit you want to edit, under **Actions**, click the Edit icon . The event appears in Edit mode.
5. Edit the initial event, which is the template for all recurring events. You can edit:
 - The event's name.
 - The event's start and end date.

Note: Enter a date or, to the right of the **Start Date** and **End Date** fields, click the calendar icon and select a date.

- Whether you want the event to be an all day event.
- The event's start and end time.




6. Edit how often the event will recur. From the **Recurrence** drop-down list, select **Daily**, **Weekly**, **Monthly**, or **Yearly**.
7. Edit the recurrence and recurrence end details. These options vary depending on whether you've selected **Daily**, **Weekly**, **Monthly**, or **Yearly**.
8. For more information about event recurrence details, see [Create an Event](#).
9. Click **Save**.

Delete an Event

You can delete events from a user-level schedule you have created without deleting the schedule.

Caution: Deleting an event removes it permanently. You cannot recover a deleted event.

To delete an event

1. Open the Customer Portal. If the User page isn't open, click **HOME** in the main menu bar.
2. Click the **Schedules** tab. The Schedules List page appears.
3. [Search or browse](#) for the schedule you want to work with. To view schedule details, click the schedule's name. (You can only delete events in user-level schedules you have created yourself.)
4. The Schedule Details page appears. Events are listed in the **Events** tile. To delete an event, do one of these things:
 - To the right of the event's name, under **Actions**, click the Delete icon .
 - In the **Events** tile, click an event name, and then, at the top of the page, click **Delete**.
 - A Confirm Delete window opens. Click **Yes, Delete**. The event is deleted from this schedule.

Caution: Deleting an event removes it permanently. You cannot recover a deleted event.



Find Administrators and Contacts

Click the links below to learn how to find and view administrators and other enterprise contacts.

Topic	Description
Find and View Administrators	Learn how to find and view Enterprise, Department, and Group Administrators' contact information.
View Contacts	Learn how to find and view enterprise contacts who can help you with questions about AT&T IP Flexible Reach.



Find and View Administrators

[View the Administrators List Page](#)

[Search and Browse for Administrators](#)

[Find Your Group Administrator](#)

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

Enterprise Administrators manage many aspects of the AT&T IP Flexible Reach Customer Portal, including groups, departments, and users. Group Administrators manage aspects of only their own group. Department Administrators manage aspects of only their own department.

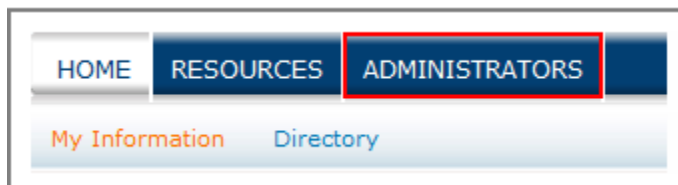
For assistance with the Customer Portal, you can contact your Department Administrator Group Administrator or an Enterprise Administrator. They can help answer questions about account codes, authorization codes, dial restrictions, and more.

View the Administrators List Page

The Administrators List page shows a sortable, searchable list of all the administrators in your enterprise.

To view administrators

1. Open the Customer Portal.
2. Click **ADMINISTRATORS** in the main menu bar.



The Administrators List page appears.

Administrators (136)

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
Group	Doe	Jane	123456789	Sales
Group	Doe	John	12345678	Support





3. To view details and contact information, click an administrator's first or last name.

Search and Browse for Administrators

From the Administrators List page, you can search and browse for specific administrators.

To search and browse for administrators

1. Open the Customer Portal.
2. Click **ADMINISTRATORS** in the main menu bar. The Administrators List page appears.
3. If the Search tool on the Administrators List page is not open, click the arrow.  **Search** to open it.
4. From the left Search drop-down list, select **Type**, **Last Name**, **First Name**, **Group Name**, or **Department Name**.
5. From the middle Search drop-down list, select **Contains**, **Starts With**, or **Equal To**.
6. In the field to the right, select or enter a search term.
If you selected **Type** in the left drop-down list, select **Enterprise**, **Department**, or **Group**.
7. Click **Search**.

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.

Find Your Group Administrator

You can find and contact the administrator for your group. To find your Group Administrator, you must first know your group name.

To find your group name

1. Open the Customer Portal. If the User page isn't already open, click **HOME** in the main menu bar. The User page appears.
2. Click the **Profile** tab.
The Profile view of the User page appears and shows your group name.




User: Doe, Jane

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

[Edit](#)

Last Name: Doe
 First Name: Jane
 Public Number: 3305550001
 Private Number: 234-0001
 Calling Line ID: User's Public Number
 Email Address: janed@myemail.com
 Time Zone: (GMT-08:00) US Pacific Time
 Trunk Call Routing: EntTrunkGro000010001
 Group: C (000204299)_GROUP - 000204299
 Department: Sales

To find your Group Administrator

1. Open the Customer Portal. If the User page isn't already open, click **HOME** in the main menu bar. The User page appears.
2. Click the **Profile** tab. The Profile view of the User page appears, where you can select and copy your group name.
3. At the top of the page, click **ADMINISTRATORS**. The Administrators List page appears.
4. If the Search tool isn't open, click the arrow  to open it.
5. From the left Search drop-down list, select **Group Name**.
6. From the middle Search drop-down list, select **Equal To**.
7. In the search field to the right, paste your group name, and then click **Search**.

To sort your search results by type, click the Type column header. Any Group Administrators displayed in the search results are administrators for your group. To view contact information, click an administrator's first or last name.

Find Your Department Administrator

You can find and contact the administrator for your department. To find your Department Administrator, you must first know your department name.


To find your department name

1. Open the Customer Portal. If the User page isn't already open, click **HOME** in the main menu bar. The User page appears.
2. Click the **Profile** tab.

The Profile view of the User page appears and shows your department name.



To find your Department Administrator

1. Open the Customer Portal. If the User page isn't already open, click **HOME** in the main menu bar. The User page appears.
2. Click the **Profile** tab. The Profile view of the User page appears, where you can select and copy your department name.
3. At the top of the page, click **ADMINISTRATORS**. The Administrators List page appears.
4. If the Search tool isn't open, click the arrow  to open it.
5. From the left Search drop-down list, select **Department Name**.
6. From the middle Search drop-down list, select **Equal To**.
7. In the search field to the right, paste your group name, and then click **Search**.
8. To sort your search results by type, click the **Type** column header.

Any Department Administrators displayed in the search results are administrators for your department. To view contact information, click an administrator's first or last name.

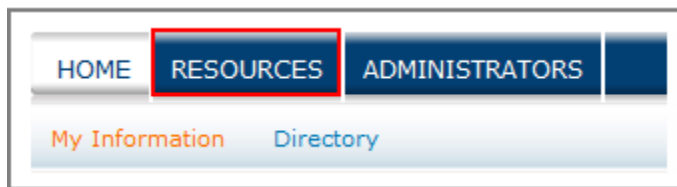


View Contacts

When you have a question about AT&T IP Flexible Reach, you can reach out to enterprise contacts for assistance. Contacts may be able to offer assistance with using the AT&T IP Flexible Reach Customer Portal or provide information about your enterprise.

To view enterprise contacts

1. Open the Customer Portal.
2. Click **RESOURCES** in the main menu bar.



The Enterprise Contact page appears, displaying information for up to three contacts.

Enterprise Contact

Enterprise Name: Test Enterprise

Enterprise ID: 000000001

Support Email: yoursuccess0@att.com

Name: Crystal Doe

Number: 330-555-1111

Email Address: yoursuccess@att.com

Wireless Number: 330-555-2222

Role: Manager

Name: Ace Doe

Number: 330-555-3333

Email Address: yoursuccess2@att.com

Wireless Number: 330-555-4444

Role: Manager

Name: Jack Doe

Number: 330-555-5555

Email Address: yoursuccess3@att.com

Wireless Number: Not Specified

Role: Regional Manager

[End of document]