



My Account - Home (My Numbers) QRG

Document Version 2.0

Revision History

| Date | Version | Description | Author |
|------------|---------|--|----------------|
| 12/06/2013 | 1.0 | Creation | Mike Inmon |
| 05/23/2014 | 2.0 | R15 update – My Numbers tab moved to My Account Home tab | Charles Mather |

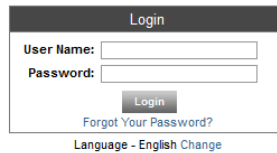
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Overview

The Home section of My Account enables you to manage the following information related to your account:

- View available and assigned telephone numbers
- Change Main Number for a site
- Change Directory Listing
- Upgrade/downgrade telephone number types

Login to My Account



Login

User Name:

Password:

Login

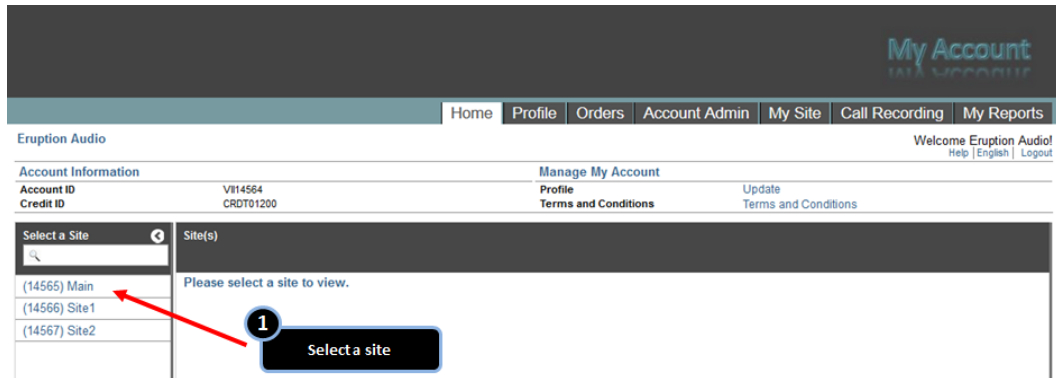
[Forgot Your Password?](#)

[Language - English Change](#)

1. Open an Internet browser and go to the My Account portal. List of [Supported browsers](#).
2. Enter username and password.
3. Click the Login button.

To view My Numbers

1. Select a Site.



My Account

Home Profile Orders Account Admin My Site Call Recording My Reports

Eruption Audio Welcome Eruption Audio
Help | English | Logout

| Account Information | Manage My Account |
|----------------------|--|
| Account ID: VII14564 | Profile: Update |
| Credit ID: CRDT01200 | Terms and Conditions: Terms and Conditions |

Select a Site (14565) Main (14566) Site1 (14567) Site2

Site(s)
Please select a site to view.

1 Select a site

2. Click the My Numbers button

Home Profile Orders Account Admin My Site Call Recording My Reports

Eruption Audio Welcome Eruption Audio
Help | English | Logout

Account Information **Manage My Account**

Account ID: VII4564 Profile Update
 Credit ID: CRDT01200 Terms and Conditions Update Terms and Conditions

Select a Site Main

(14565) Main View Site
 (14566) Site1 ID: 14565
 (14567) Site2 Site Name: Main

View Site **Actions**

ID: 14565 Change Main Number
 Site Name: Main Upgrade/Downgrade Numbers
 Site Type: Hosted PBX Site Change Directory Listings
 Address: 3366 Jenks Ave Panama City, FL 32405-4218
 Main Number: 8505559120 **My Numbers**

1 Click My Numbers

3. All phone numbers associated with the site are displayed.

Main

View Site **Actions**

ID: 14565 Change Main Number
 Site Name: Main Upgrade/Downgrade Numbers
 Site Type: Hosted PBX Site Change Directory Listings
 Address: 3366 Jenks Ave Panama City, FL 32405-4218
 Main Number: 8505559120 **My Numbers**

| Tel | Phone Type | Station Type | First Name | Last Name | Address | Call Recording |
|------------|--------------|---------------------------|------------|------------|----------------------|----------------|
| 8505559120 | Main Number | Auto Attendant | . | 8505559120 | Same as Site Address | N |
| 8505551230 | 2-Way Number | Office Line | Flower | POTS | Same as Site Address | N |
| 8505551231 | 2-Way Number | None | . | 8505551231 | Same as Site Address | N |
| 8505551232 | 2-Way Number | None | . | 8505551232 | Same as Site Address | N |
| 8505551233 | 2-Way Number | None | . | 8505551233 | Same as Site Address | N |
| 8505551234 | 2-Way Number | Office Line | Pepper | POTS | Same as Site Address | N |
| 8505558101 | 2-Way Number | Call Center DNIS | . | 8505558101 | Same as Site Address | N |
| 8505559121 | 2-Way Number | Voice Portal | . | 8505559121 | Same as Site Address | N |
| 8505559122 | 2-Way Number | Call Queue | EHG | 9122 | Same as Site Address | N |
| 8505559123 | 2-Way Number | Group Paging | GP | 8505559123 | Same as Site Address | N |
| 8505559124 | 2-Way Number | Group Paging | GP | 8505559124 | Same as Site Address | N |
| 8505559125 | 2-Way Number | Meet-Me Bridge | . | 8505559125 | Same as Site Address | N |
| 8505559126 | 2-Way Number | None | . | 8505559126 | Same as Site Address | N |
| 8505559127 | 2-Way Number | Hosted Square Key 4 Lines | . | 8505559127 | Same as Site Address | N |
| 8505559128 | 2-Way Number | None | . | 8505559128 | Same as Site Address | N |
| 8505559129 | 2-Way Number | Executive Station | . | 8505559129 | Same as Site Address | N |
| 8505559130 | 2-Way Number | Call Center | EHG | 9130 | Same as Site Address | N |
| 8505559131 | 2-Way Number | Executive Station | cbanner | 8505559131 | Same as Site Address | N |

To change your main account number for a site:

1. Select a Site, Click the Change Main Number Link.

Select a Site Main

(14565) Main View Site
 (14566) Site1 ID: 14565
 (14567) Site2 Site Name: Main

View Site **Actions**

ID: 14565 Change Main Number
 Site Name: Main Upgrade/Downgrade Numbers
 Site Type: Hosted PBX Site Change Directory Listings
 Address: 3366 Jenks Ave Panama City, FL 32405-4218
 Main Number: 8505559120 **My Numbers**

1 Select a site

2 Select a Change Main Number

2. Select the number you wish to assign as your new main number. Select when this assignment should take place; choose either the “As soon as possible” option or enter a specific date. Click the Continue button.

Change Main Number

Current Main Number:
8505559120 (Auto Attendant)

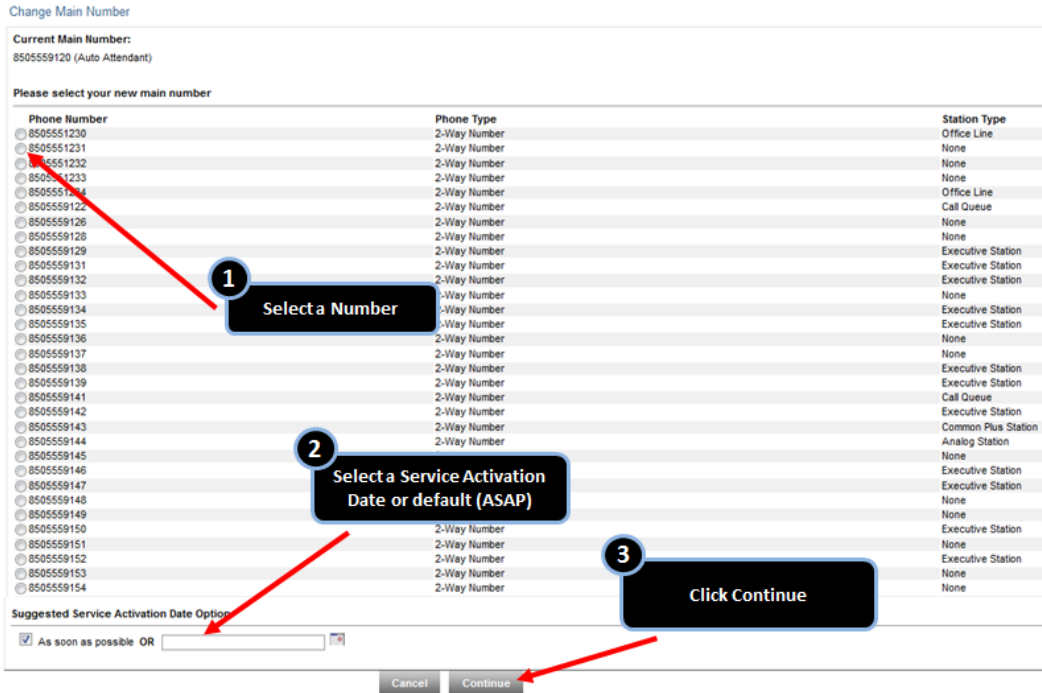
Please select your new main number

| Phone Number | Phone Type | Station Type |
|----------------------------------|--------------|---------------------|
| <input type="radio"/> 8505551230 | 2-Way Number | Office Line |
| <input type="radio"/> 8505551231 | 2-Way Number | None |
| <input type="radio"/> 8505551232 | 2-Way Number | None |
| <input type="radio"/> 8505551233 | 2-Way Number | None |
| <input type="radio"/> 8505551234 | 2-Way Number | Office Line |
| <input type="radio"/> 8505559122 | 2-Way Number | Call Queue |
| <input type="radio"/> 8505559126 | 2-Way Number | None |
| <input type="radio"/> 8505559128 | 2-Way Number | None |
| <input type="radio"/> 8505559129 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559131 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559132 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559133 | 2-Way Number | None |
| <input type="radio"/> 8505559134 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559135 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559136 | 2-Way Number | None |
| <input type="radio"/> 8505559137 | 2-Way Number | None |
| <input type="radio"/> 8505559138 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559139 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559141 | 2-Way Number | Call Queue |
| <input type="radio"/> 8505559142 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559143 | 2-Way Number | Common Plus Station |
| <input type="radio"/> 8505559144 | 2-Way Number | Analog Station |
| <input type="radio"/> 8505559145 | 2-Way Number | None |
| <input type="radio"/> 8505559146 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559147 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559148 | 2-Way Number | None |
| <input type="radio"/> 8505559149 | 2-Way Number | None |
| <input type="radio"/> 8505559150 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559151 | 2-Way Number | None |
| <input type="radio"/> 8505559152 | 2-Way Number | Executive Station |
| <input type="radio"/> 8505559153 | 2-Way Number | None |
| <input type="radio"/> 8505559154 | 2-Way Number | None |

Suggested Service Activation Date Option

As soon as possible OR

Cancel Continue



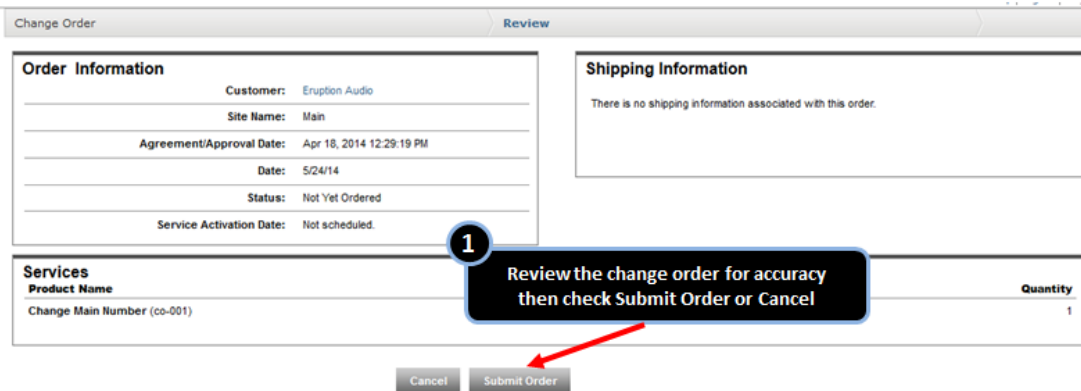
3. Review the change order details, then click the Submit Order button. (Or, click Cancel to start over.)
 - a. You will receive an e-mail notifying you when the change order is in process and when it is complete.

Change Order Review

| Order Information | Shipping Information |
|--|---|
| <p>Customer: Eruption Audio</p> <p>Site Name: Main</p> <p>Agreement/Approval Date: Apr 18, 2014 12:29:19 PM</p> <p>Date: 5/24/14</p> <p>Status: Not Yet Ordered</p> <p>Service Activation Date: Not scheduled.</p> | <p>There is no shipping information associated with this order.</p> |

| Services | Quantity |
|-----------------------------|----------|
| Change Main Number (co-001) | 1 |

Cancel Submit Order



Submit a change order to upgrade or downgrade numbers:

Your account's phone numbers fall into one of two categories"

- Two-Way Number: associated with phones at your office location
- Two-Way Remote: associated with phones located outside of your office location (distinct E911 Address)

These numbers can be upgraded (i.e., converted from a two-way number to a two-way remote number) or downgraded (i.e., vice versa) at the administrator's discretion.

For example, if a user is currently assigned a Two-Way Number and using their phone only at their office location, but wish to take the phone to use at another location this would require an upgrade from a Two-Way Number to a Two-Way Remote. Conversely, if a user is assigned a Two-Way Remote number and currently using their phone remotely, but wish to use the phone only from their office location this would require a downgrade from a Two-Way Remote to a Two-Way Number.

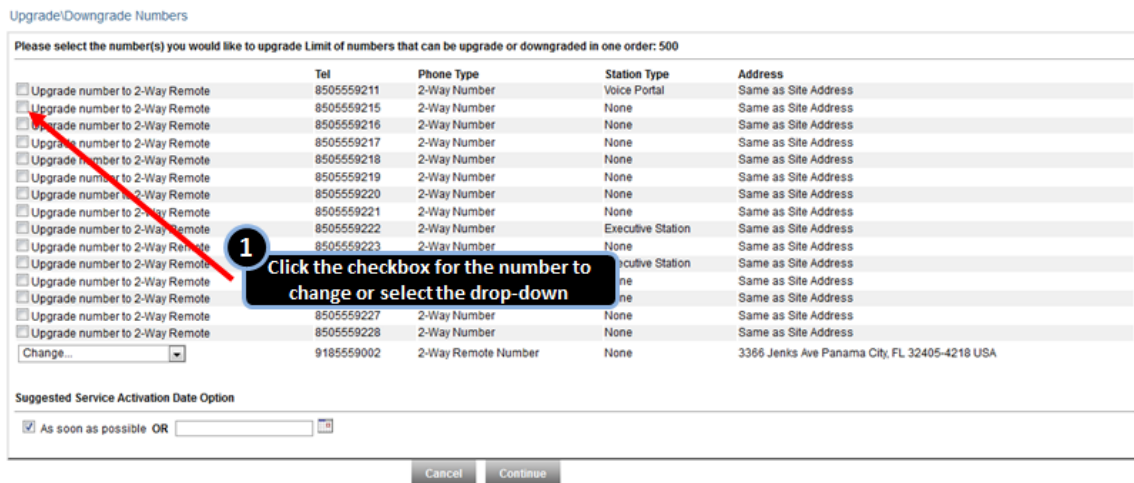
Important note about Two-Way Remote numbers:

If you wish to move a Virtual Communications Express IP phone to a new location, you must submit a change order prior to the move. If you do not submit such a change of location order or move an IP phone outside Verizon’s E-911 service area, the service may be suspended until you inform Verizon of the change or move the phone back within Verizon’s E-911 service area.

1. Select the site to be modified and click the Upgrade/Downgrade Numbers link.



2. Select the number to upgrade or downgrade.



3. Select "Upgrade number to 2-Way" or "Upgrade number to 2-Way Remote"

| | | | | |
|-----------|------------|---------------------|------------|--|
| Change... | 2408958057 | 2-Way Remote Number | HQ Station | 105 Eagles Nest Ct Cary, NC 27513-4919 USA |
| Change... | 3019445657 | 2-Way Remote Number | HQ Station | 105 Eagles Nest Ct Cary, NC 27513-4919 USA |
| Change... | 2408958057 | 2-Way Remote Number | HQ Station | 105 Eagles Nest Ct Cary, NC 27513-4919 USA |

Suggested Service Activation Date Option

As soon as possible OR

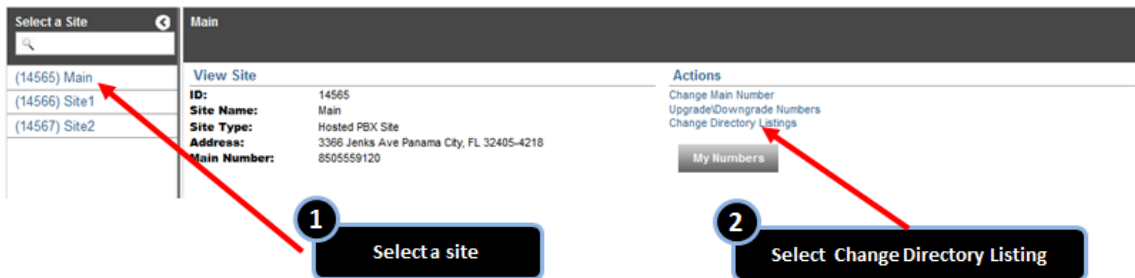
Cancel Continue

4. Select when this assignment should take place.
 - a. Choose either the "As soon as possible" or enter a specific date.
5. Click the Submit Order button.

Submit a change order to add a new directory listing information:

Directory Listings include a company name and directory category (e.g., restaurant, automobile dealer, physician, etc.). As an administrator, you can create specific directory listing information to each number associated with a site, and modify that information as desired. These directory listings will be published in print directories as well as online directories.

1. Click on the site to be modified, click the Change Directory Listings link.



2. To assign directory listing information to a number, click the Add DL link associated with that number.

Change Directory Listings

Please select the Directory Listing(s) you would like to change

| Directory Listing / Directory Category | Tel | Phone Type | Station Type | Address |
|--|------------|--------------|-------------------|----------------------|
| Add DL | 8505559210 | Main Number | Call Center DNIS | Same as Site Address |
| Add DL | 8505559211 | 2-Way Number | Voice Portal | Same as Site Address |
| Add DL | 8505559212 | 2-Way Number | Meet-Me Bridge | Same as Site Address |
| Add DL | 8505559213 | 2-Way Number | Call Center | Same as Site Address |
| Add DL | 8505559214 | 2-Way Number | Call Center | Same as Site Address |
| Add DL | 8505559215 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559216 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559217 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559218 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559219 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559220 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559221 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559222 | 2-Way Number | Executive Station | Same as Site Address |
| Add DL | | | None | Same as Site Address |
| Add DL | | | Executive Station | Same as Site Address |
| Add DL | 8505559225 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559226 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559227 | 2-Way Number | None | Same as Site Address |
| Add DL | 8505559228 | 2-Way Number | None | Same as Site Address |

1 Click Add DL for the number

3. Assign Directory Listing information.
 - You can assign the directory listing information that already exists for the site, choose to keep then umber unlisted, or create new directory listing information for the number.
 - a. To continue using the pre-populated directory listing site information, click the option next to the name/category of your site.
 - b. To keep the number unlisted, click the option Do Not List/Do Not List.
 - c. To create a new directory listing, click the Create New Directory Listing link.

Change Directory Listings

Please select the Directory Listing(s) you would like to change

| Directory Listing / Directory Category | Tel | Phone Type | Station Type | Address |
|--|------------|-------------|------------------|----------------------|
| | 8505559210 | Main Number | Call Center DNIS | Same as Site Address |

Assign Directory Listing/h2>

Select Directory Listing:

Directory Listing / Directory Category: _____ Address: _____ Assign: _____

Eruption Audio/ Audio

- d. Enter the company name to associate with this number.
- e. Enter the directory category to associate with this number.
- f. Click the Save button.

Add Directory Listing

Directory Listing: (Customer)

Directory Category: (Restaurant, Automobile Dealer, Physician, etc...)

4. Select when this assignment should take place.
 - a. Choose either the "As soon as possible" option or enter a specific activation date.
5. Click the Continue button.

| 3019445752 | 2-Way Number | Group Paging | Same as Site Address |
|------------|--------------|--------------|----------------------|
| 3019442585 | 2-Way Number | Call Center | Same as Site Address |
| 3019442584 | 2-Way Number | Call Center | Same as Site Address |
| 3019440502 | 2-Way Number | Hunt Group | Same as Site Address |
| 3019440503 | 2-Way Number | Call Queue | Same as Site Address |
| 3019445745 | 2-Way Number | Hunt Group | Same as Site Address |
| 3019445751 | 2-Way Number | Call Queue | Same as Site Address |

Suggested Service Activation Date Option

As soon as possible OR

Cancel Continue