



Bulk upload

Overview

The bulk upload spreadsheet allows you to input all user/seat information into a spreadsheet that can be easily uploaded to the portal to quickly add and manage users/seats. Users/seats can be created, updated or deleted using the bulk upload tool.

Instructions

IMPORTANT INSTRUCTIONS REGARDING THIS BULK UPLOAD TOOL:

- Column headings in **RED** are required fields for the **Create** action.
- Column headings **Portal User ID** and **Domain** are required fields for **Update** and **Delete** actions.
- Column headings in **BLUE** are optional fields (leave these fields as <REMOVE> if you don't want to enable an optional feature).
- <REMOVE> is applicable only for specified options in **Column Requirements** and only for the **Update** action.
- **Column Requirements** are SPECIFIC and cAsE, punctuation and white space sensitive.

Phone features

Column	Column Heading	Comments	Column Requirements
A	Action	Enter the action for each seat; options are: <ul style="list-style-type: none"> • Create-adding a new user • Update-updating an existing user • Delete-deleting an existing user 	Create Update Delete
B	Portal User ID	Enter a unique name for the end user's login ID to their personal portal. Typically mirrors the naming convention of their email address, excluding their domain name; this ID must be at least 6 characters in length. If the user's email address is: john.doe@company.com	john.doe
C	Domain	Enter the generic or customer domain name. Refer to the portal for exact spelling and punctuation of your domain; example:	voip.centurylink.com xyzcompany.com
D/E	First Name/ Last Name	Enter the first name/last name of the user, this could be a descriptive name such as a room, for a common area seat; example:	John Doe Conference Room
F	E-Mail address	Enter the actual email address for the user; if it's a common area, enter an email address that reflects the name of that seat, this has no relevance to Outlook/Email; examples:	john.doe@company.com conference.room@company.com john.doe@voip.centurylink.com conference.room@voip.centurylink.com
G	Send Welcome Email	Choose the option you wish to occur when each users' seat is built: <ul style="list-style-type: none"> • Admin Only-admin only will receive email • User Only-user only will receive email • Both Admin & User-admin and user will receive email • Do Not Send-neither the admin or user will receive email 	Admin Only User Only Both Admin & User (Default) Do Not Send
H	Title	Enter the title of the user; example.	President Office Manager <REMOVE>
I	Mobile	Enter the mobile number of the user; do not include punctuation.	2125551234 <REMOVE>
J	Pager Number	Enter the pager number of the user; do not include punctuation.	2125551234 <REMOVE>



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K	Group (Group#)	Enter the Group name for the location you wish to add/modify/delete users. The Group name is case, punctuation, and white space sensitive. Refer to the Portal for exact spelling and punctuation for your Group(s).	ex: LAS VEGAS NV (a-406)
L	Hosted VoIP Number	Enter the 10-digit number for that user; do not include punctuation.	2125559876
M	Extension	Enter the extension for that user; can be 2, 3, 4, 5, 6 or 7 digits; example for 212.555.9876.	76 876 9876 99876 999876 9999876
N	Enable Directory Privacy	When activated for a user, users within their Group cannot see the status of their phone. Enter Yes if this feature should be activated for any user.	Yes No
O	Secure SIP	When activated for a user, adds encryption to the device the license is assigned to.	Yes No
P	Allow Customer Caller ID	This feature needs to be turned "On" to allow the Custom Caller ID to populate (column O).	Yes No
Q	Customer Caller ID	If you want to change the outbound caller ID for a user(s), enter the 10-digit number, no punctuation, that you want to out pulse for outbound calls. NOTE: This number must be 'owned' by the customer but does not need to be a Lumen phone number.	2125559876
R	Seat	Input the level of seat type for that user; these options must be entered exactly as seen here, including capitalization and spaces.	Admin Analog Basic Basic Cordless Conference Contact Center Basic Contact Center Standard Contact Center Supervisor Premium Premium Cordless Receptionist SIP Basic SIP Mobility SIP Premium SIP Standard Standard Standard Cordless Virtual VoicemailOnly
S	Template	If using a custom template, input the name of the customized template name created by the administrator. View the custom templates in the portal and enter the template name exactly as it appears in the portal including punctuation.	View Custom Template drop down box for name and exact spelling



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T	Trunk Group	<p>Enter the Trunk Group name for each user, as it appears in the "Select Trunk Group" drop down box, when creating a new SIP user. Only use the trunk name noted in the "()" in the drop down box, CENT4482PB01 as in this example. This Trunk Group is white space and CASE sensitive:</p> <div data-bbox="500 422 1003 554" style="border: 1px solid gray; padding: 5px;"> <p>Primary Device</p> <p>Trunk Group: <input checked="" type="radio"/> Trunk <input type="radio"/> None</p> <p>* Select Trunk Group: Salt Lake City (CENT4482) -- Select -- Salt Lake City (CENT4482PB01)</p> </div> <p>Note: Enter NONE if a user will be associated with an Enterprise Trunk Group.</p>	CENT4482PB01 NONE
U	Phone Type	<p>Enter the phone type for that user. NOTE: If you do not have the MAC address, leave this field REMOVE. This is not a full list of phone types, refer to the portal for additional handset types. Enter the handset exactly as it appears in the portal.</p> <p>Note: Select the correct handset type from the drop-down box, this list is not inclusive of available handsets.</p>	Cisco 122 ATA, Cisco 232 ATA Cisco 3102 ATA Polycom 321 Polycom 335 Polycom 450 Polycom 550/560 Polycom 650/670 Polycom 650/670 with Exp Mod 1 etc. <REMOVE>
V	Device Template Name	<p>Enter a standard template name, if not using a custom template. These template names must appear exactly as seen here. NOTE: If you do not have the MAC address, leave this field REMOVE. Be sure to select the seat type, Basic, Standard or Premium, based on the seat type that is selected in column Q.</p> <p>_1 = 1 line template _2 = 2 line template _3 = 3 line template</p> <p>Note: It is the drop down which populates the template names corresponding to the phone type selected.</p>	PolyBasic_1 PolyBasic_2 PolyPremium_1 PolyPremium_2 PolyPremium_3 PolyStandard_1 PolyStandard_2 PolyVVX_D60_1 SPA122Standard SPA232DStandard SPA3102Standard
W	Phone MAC Address	<p>Enter the MAC address for the phone or device; do include "-" or ":" in the address. 12-digit alpha numeric MAC address only; example.</p>	00B12CF500C1 <REMOVE>
X	Time Zone	<p>Enter the time zone for each user based on their geographical location. NOTE: The time zone MUST be entered exactly as seen in this example, including punctuation and spaces.</p>	(GMT-10:00) US Hawaii (GMT-09:00) US Alaska (GMT-08:00) (US) Pacific Time (GMT-07:00) US Arizona (GMT-07:00) (US) Mountain Time (GMT-06:00) (US) Central Time (GMT-05:00) (US) Eastern Time (GMT-08:00) (Canada) Pacific Time (GMT-07:00) (Canada) Mountain Time (GMT-06:00) (Canada) Central Time (GMT-05:00) (Canada) Eastern Time (GMT-04:00) (Canada) Atlantic Time (GMT-03:30) (Canada) Newfoundland
Y	Voice Mail PIN	<p>Enter the passcode for the user's voicemail box. Minimum of 6 digits with a maximum of 15 digits.</p> <p>Note: <REMOVE> will delete Voice Mail Box.</p>	123499 <REMOVE>



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Z	Escape to Operator Group	Select the Escape to Operator Group each user should ring to. Groups are set up by the administrator. This is where callers route to if they press "0" in the user's voicemail. View the Escape to Operator Group in the portal and enter the Group name exactly as you see it in the portal.	View Escape to Operator Group drop down box for name and exact spelling <REMOVE>
AA	PC Receptionist Console	Indicate in this column if a user should receive the receptionist PC Receptionist Console; example.	Yes No
AB	Business Communicator	Indicate in this column either Voice/Video or None if the user should have Business Communicator or not; example.	None Voice/Video Collaboration