



The managed toll free service allows users to change the routing of toll free numbers as well as run call log reports.

Portal Access

Point any browser to the following link then input the administrator credentials. Please contact Line Systems for this information if you do not have it already.

Link: <https://pbx.telesystem.us/commportal/bg>

Number: ten digit telephone number that has been given access

Password: password for account access

When logged in, all managed toll free numbers will display in the portal *All Lines* view as follows.

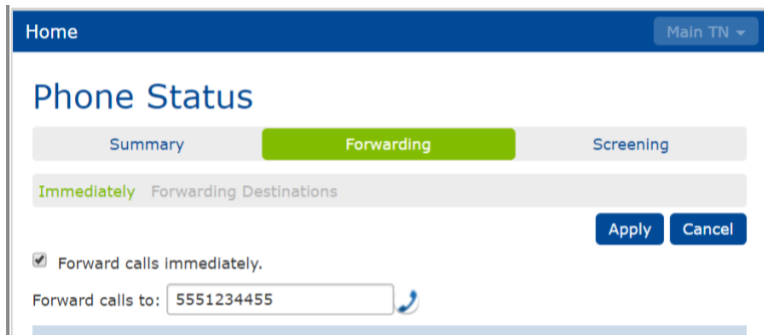
Telephone Number Ext.	Name	Department
(800) 555-6767		
(844) 999-5656		

Managing Toll Free Destinations

Toll free numbers are virtual phone numbers that forward to a particular destination phone number.

To manage the destination for a particular toll free number:

1. In the *All Lines* view, select the desired toll free by clicking on it.
2. Click **Go to Call Manager** button
3. Click on the *Forwarding* subsection then input the desired destination phone number in the *Forward calls to* text box as shown below.



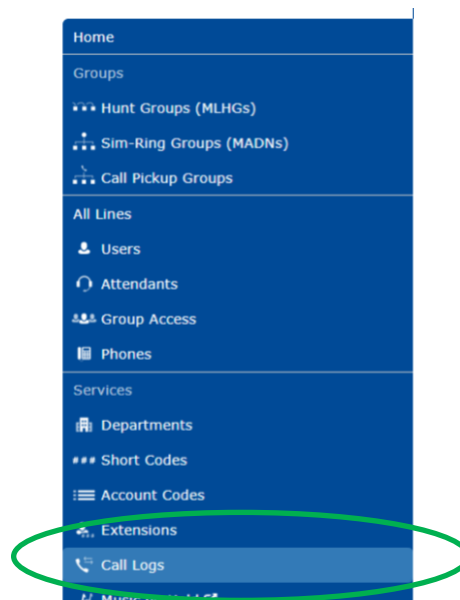
4. Click **Apply** to save.

Managing Toll Free Call Logs

Administrators may pull an excel-formatted call log that lists all toll free calls for up to 30 days at a time and up to 120 days in the past.

To pull a call log report:

1. Click on **Call Logs** in the left pane of the screen



2. **Select** a start and end date by either clicking on the calendar icon or entering dates manually

Call Logs

Call Logs are presented in a CSV report listing the calls to and from lines in your administration domain. Use the filtering options to specify a date range or to restrict the report to calls to and from lines in a given department.

Filter configuration

Enter start and end dates to request logs of calls made within a specific period of time:

Start date: / /

End date: / /

Select the department whose calls should be included in the report. Note that the report will include calls to and from lines in the selected department and its sub-departments.

Download

3. Click **Download** to retrieve the excel-formatted report. Call logs may be retrieved in 30 day intervals for up to 120 days in the past.