

What's New (DRAFT - User Access screen)

2026 - Sept - Update

- 'User Access' now has its own screen
 - Access permissions used to be managed from inside the Users screen. They now open as a dedicated screen with their own navigation node.
 - Click the new **Access** icon on any row of the Users grid to jump straight to that user's access list.
 - The Available and Included lists get the full width of the screen, so longer lists no longer scroll inside a narrow panel.

1. Users screen — click the new Access icon on any row

My Account • Help • Account Test - c50001 • US/Eastern • Next system reload in: 1:00 • Logout

Tenant Id: c50001 • Tenant Name: accounttest-c50001 • Remote Server: • Server Address:

Navigation quick search

MAIN

- Welcome
- Imports
- Admin
 - Reseller Main
 - Tenants
 - Tenant Settings
 - Tenant Licenses
 - Tenants Admin Users
 - Users**
 - User Settings
 - User Access
 - User Permissions
 - Departments
 - Physical Phone Types
 - Physical Phone MACs
 - Firewall Whitelists
 - Firewall Whitelist Mem
 - Change Logs
- Porting
 - Port Orders
 - Completed
 - Pending
 - Porting This Week
 - Porting Next Week
 - Porting Later
 - Unsubmitted

Users

Refresh • New User • Quick Search • Become User • Restore User • Export To PDF • Export To Excel

User	Department	Permission Mo...	Admin Level	Access	Permissio...	Settings	Delete
a.whitfield@accounttest.com	sales	Include All	User				
b.nguyen@accounttest.com	client_services	Include All	User				
c.alvarez@accounttest.com	operations	Include All	User				
d.okafor@accounttest.com	tech_support	Include All	User				
e.lindqvist@accounttest.com	marketing	Include All	User				
f.moreau@accounttest.com	reception	Include All	User				
g.silva@accounttest.com	professional_de...	Include All	User				
h.tanaka@accounttest.com	creative	Include All	User				
i.novak@accounttest.com	mobile_users	Include All	User				
j.rossi@accounttest.com	users	Include All	User				
k.haddad@accounttest.com	operations	Include All	User				
accounttest-c50001_admin	it	Include All	Tenant Admin				

2. The new User Access screen — opens with that user already selected

My Account • Help • Account Test - c50001 • US/Eastern • Next system reload in: 1:13 • Logout

Tenant Id: c50001 • Tenant Name: accounttest-c50001 • Remote Server: • Server Address:

Navigation quick search

MAIN

- Welcome
- Imports
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 - Reseller Main
 - Tenants
 - Tenant Settings
 - Tenant Licenses
 - Tenants Admin Users
 - Users**
 - User Settings
 - User Access**
 - User Permissions
 - Departments
 - Physical Phone Types
 - Physical Phone MACs
 - Firewall Whitelists
 - Firewall Whitelist Mem
 - Change Logs
- Porting
 - Port Orders
 - Completed
 - Pending
 - Porting This Week
 - Porting Next Week
 - Porting Later
 - Unsubmitted

User Access

Select User: test2a@accounttest.com • Refresh

Access Mode: Include Everyone is excluded (no access) by default — users/numbers added below are the ones this user can access.

Included Users

Remove All • Quick Department Remov...

Rem...	User	Department
	a.whitfield@accounttest.com	sales
	b.nguyen@accounttest.com	client_services
	c.alvarez@accounttest.com	operations
	d.okafor@accounttest.com	tech_support

Phone Numbers

New Phone Number Remove All (each number below can be individually added to or removed from access via its own Permission setting)

Permissi...	Phone Number	Delete
	No included phone numbers	

Available Users

Include All • Quick Department Includ...

Include	User	Department
	i.novak@accounttest.com	mobile_users
	j.rossi@accounttest.com	users
	k.haddad@accounttest.com	operations
	accounttest-c50001_admin	it
	e.lindqvist@accounttest.com	marketing
	f.moreau@accounttest.com	reception
	g.silva@accounttest.com	professional_develo...
	h.tanaka@accounttest.com	creative
	i.novak@accounttest.com	mobile_users
	j.rossi@accounttest.com	users
	k.haddad@accounttest.com	operations
	accounttest-c50001_admin	it
	e.lindqvist@accounttest.com	marketing
	f.moreau@accounttest.com	reception
	g.silva@accounttest.com	professional_develo...
	h.tanaka@accounttest.com	creative
	i.novak@accounttest.com	mobile_users
	j.rossi@accounttest.com	users

2026 - June - Update 2

- 'Blank' is now available for Yealink Phone Button Provisioning
 - This will fill a button slot with an empty space on the phone

The screenshot shows a window titled 'Included Extensions' with a green checkmark icon. It features a search bar labeled 'Name & Number Extension Search' and several action buttons: 'New Phone Button', 'Extension Editor', 'Clone Buttons', and 'Automatic Order' (which is unchecked). Below these is a table with columns: 'Position', 'Button Type', 'Button Value', 'Name', 'Extension', and 'Overview'. The 'Position' column has a dropdown menu showing '0'. The 'Button Type' column has a dropdown menu showing 'BLANK'. At the bottom right, there are 'Save' and 'Cancel' buttons.

2026 - June - Update

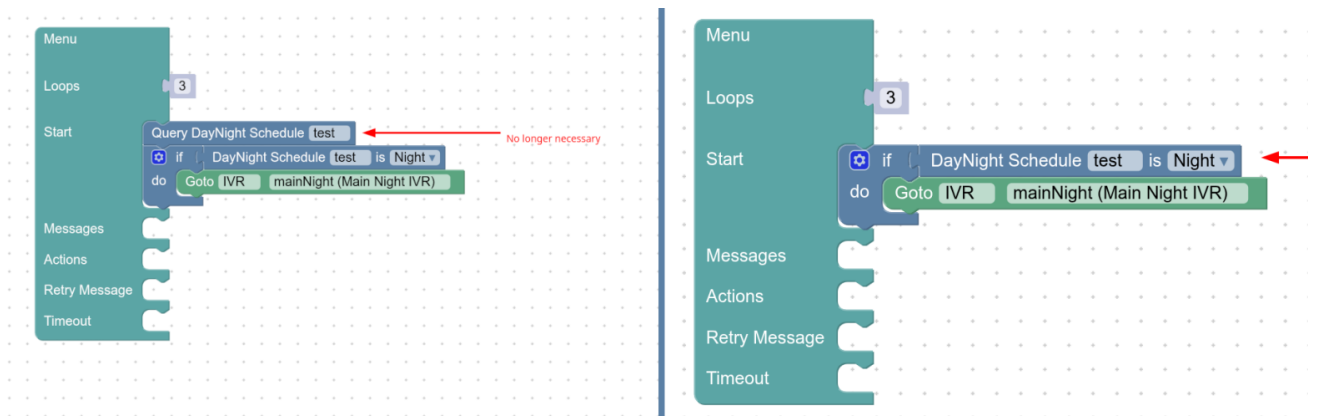
- Quick Search is now available on all screens

The screenshot shows the 'DID Editor' window. On the left is a 'Navigation' pane with a search bar containing 'did' and a tree view showing 'MAIN', 'Routing', 'DID Editor', and 'SMS DID Assignments'. The main area has a 'DID Editor' tab and a search bar containing 'test'. Below the search bar is a table with columns: 'DID', 'Description', 'Department', 'Automatic Route', 'Is SMS', 'Enable E911', 'E911 Address', and 'Controls'. A red arrow points to the search bar with the text 'Quick Search' below it.

DID	Description	Department	Automatic Route	Is SMS	Enable E911	E911 Address	Controls
21	04	Test	No	Yes	No		→ ✗
31	41	Temp Test Number 2025-09-20	Yes	No	Yes		→ ✗
47	13	Test	No	No	No		→ ✗
51	40	SMS Test/Dev	No	Yes	No		→ ✗

2026 - Mar - Update

- IVR: DayNight
 - It is no longer required to have 'Query DayNightSchedule' in order to get the DayNight status.
 - You can now just directly use 'If' and 'DayNight' together, without first doing 'Query'
 - This change is backwards-compatible. You can continue to save/edit older style DayNight sequences



2026 - Feb - Update

- Phone Buttons - Loading speed efficiency update: up to 840% increase in speed!

2026 - Jan - Update 2

- New Feature: Edit E911 Address
 - Now you can update associated E911 location addresses with your DID Phone Numbers

DID	Description	Department	Automatic Route	Is SMS	Enable E911	E911 Address	Controls
1002001000	SMS Test		No	Yes	No		
31111111	Test		No	No	Yes		
5181231000	Main Rotate	users	Yes	No	No		
5181231001	Main Rotate	users	No	No	No		
5181231002	Main Rotate		No	No	No		
5181231003	Main Rotate		No	No	No		
5181231004	Main Rotate		No	No	No		
5181231005	Main Rotate		No	No	No		
5181231006	Main Rotate		No	No	No		
5181231007	Main Rotate		No	No	No		
5181231008	Main Rotate		No	No	No		
5181231009	Main Rotate		No	No	No		
5181231010	Main Rotate		No	No	No		
5181231011	Main Rotate		No	No	No		
5181231012	Main Rotate		No	No	No		
5181231013	Main Rotate		No	No	No		
5181231014	Main Rotate		No	No	No		
5181231015	Main Rotate		No	No	No		
5181231016	Main Rotate		No	No	No		
5181231017	Main Rotate		No	No	No		
5181231018	Main Rotate		No	No	No		

E911 Address Editor - 31111111

House / Building Number: 123 Subscriber Name: Acme Enterprises

Street Name: Main St Suite/Floor/Other:

City: Mainville State: NY Zip/Postal Code: 12345

Save Cancel

- Ensure that you dial 933 to test Emergency Services after updating addresses.
 - Note: (Dialing 911 without an emergency may lead to State Imposed Fines)
- See this guide on how E911 functions and how to fully do setup and testing:

[Here](#)

2026 - January - Update 1

- New Feature: Call Center -> Agent Assignments -> AutoLogin Schedule.
 - When using Call Center, this allows for automatically logging in an agent based on a DayNight Schedule

Autologin Schedule	Autologin Extension
foo-c10000_autologin (AUTOMATIC) ▼	c10000-104 (ABC) ▼
	c10000-104 (ABC)

Save Cancel

2025 - November - Update 1

- IVR Editor -- Expanded ComboBox for long prompt names
- General -- Errors now pop over all over panels
- General -- Errors with XML output now properly show
- Dialer Campaigns properly shows per-call-type settings based on what type being used (Call vs SMS)
- Dialer Campaigns -- Fixed margins and PropertySheet 'creep' when clicking
- SMS Message Screen now is refreshed after deleting a message

2025 - October - Update 2

- Multiple Yealink SideCars now supported
 - Sidecars 2 and 3 can now be set up using the portal

Navigation << Phone Buttons

Select Phone 00:15:FF:FF:FE (5470 - 5470) Side Car Buttons 1 ▼

Included Extensions

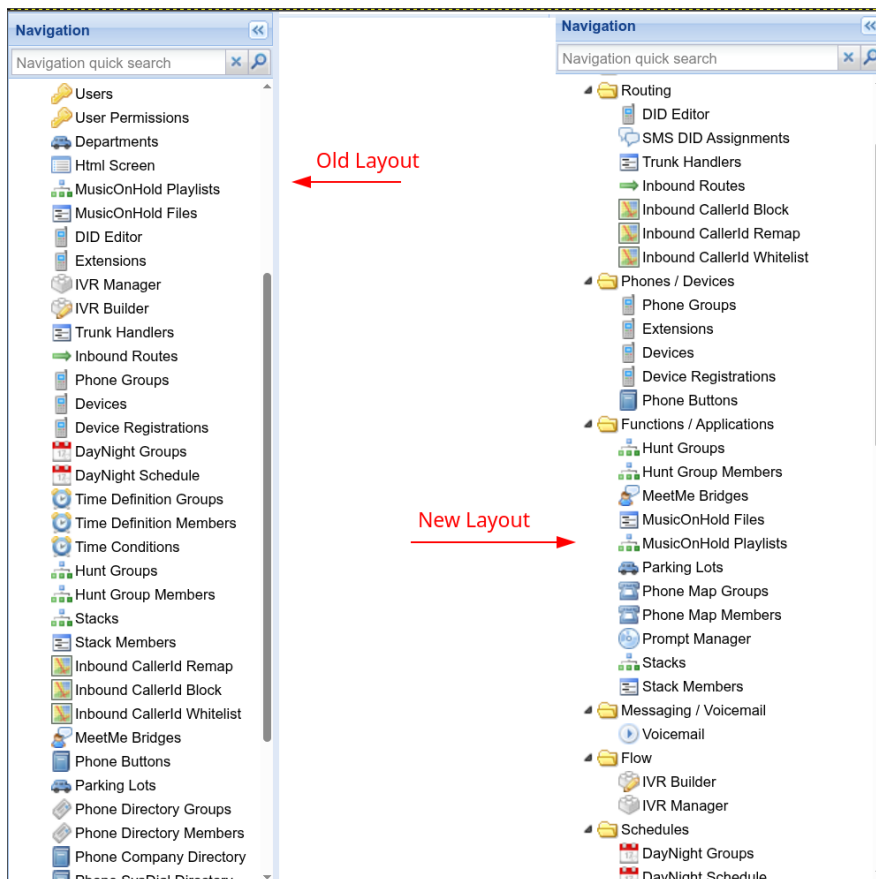
Name & Number Extension Search New Phone Button Extension

Position ▲	Button Type	Button Value	Name
1	EXTEN		
2	EXTEN		2910
3	EXTEN	5001	5001

Main Phone Buttons
Side Car Buttons 1
Side Car Buttons 2
Side Car Buttons 3

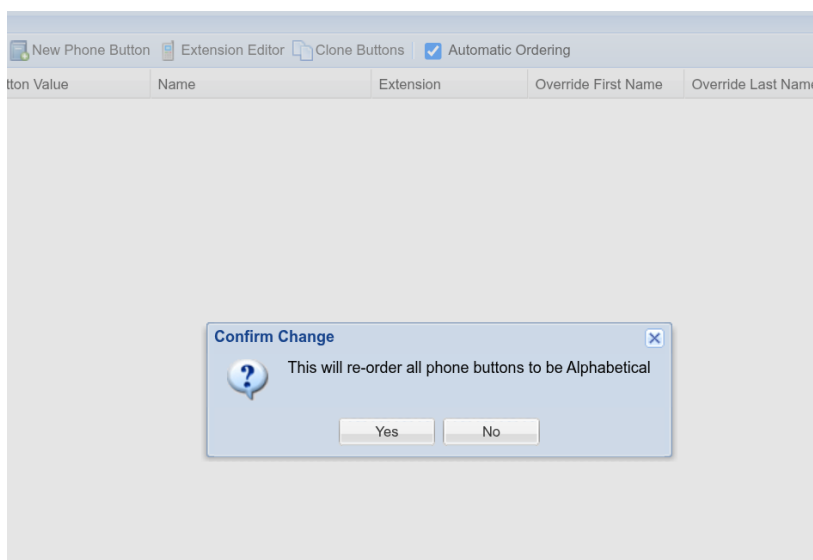
2025 - October - Update 1

- Navigation has been grouped
 - Now, various configuration screens are grouped by category in order to more easily locate what's needed.



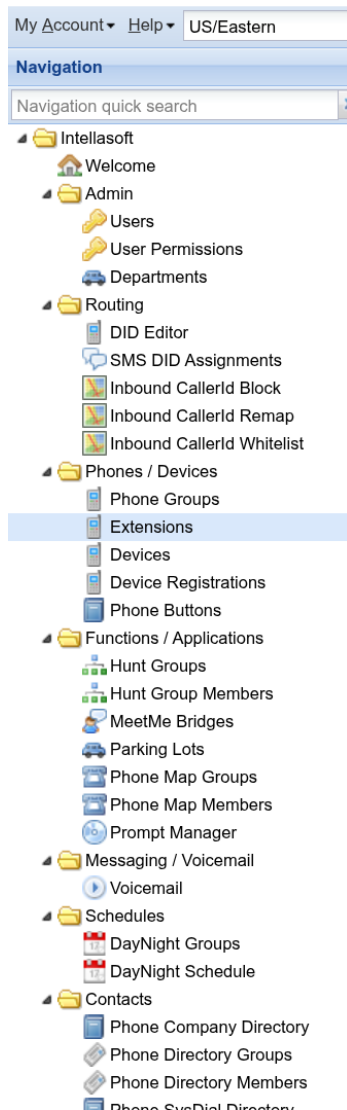
2025 - September - Update 6

- Phone Buttons Automatic Ordering Confirmation
 - Now there is a confirmation popup when switching to automatic (alphabetical) ordering for Phone Buttons



2025 - September - Update 5

- Navigation Redesign
 - Navigation is now logically grouped by general category



2025 - September - Update 4

- HuntGroups Redesign
 - The HuntGroups grid has been simplified so it fits well on smaller screens
 - HuntGroups now have an option for '**Missed Call Behavior**'
 - Options:
 - Normal - This is the **new** default when creating new HuntGroups.
 - This setting will only leave a missed call if the call has not been answered by the huntgroup
 - Always - Always leave a missed call on all phones in the HuntGroup, even if the call is answered

- Never - Never leave a missed call on any phone in the HuntGroup, even if the call is missed
- Note: The previous default was 'Never'. All existing huntgroups that have been created before this update have been set to 'Never' to keep existing behavior.

The screenshot shows the 'Hunt Groups' management interface. On the right, the 'Additional Huntgroup Settings' panel is visible. The 'Missed Call Behavior' dropdown menu is open, displaying three options: 'Normal', 'Always', and 'Never'. The 'Never' option is currently selected and highlighted. The main table on the left lists hunt groups, including 'Front Desk Ring Group' with details like 'Pilot Number', 'Enabled', 'Hunt Group Type', 'NoAnswer Destination', and 'Controls'.

2025 - September 8 - Update 3

- **Device Registrations** 'There is now an All view for showing device registrations across all phones

The screenshot shows the 'Device Registrations' interface. The 'Select Phone' dropdown menu is set to 'All'. The table displays device registrations with the following columns: MAC, Reg #, Extension, Calls Per Line Key, Line Keys, Missed Call Tracking, Ring Type, and Controls. The table shows three rows of data, each with a redacted MAC address and extension.

MAC	Reg #	Extension	Calls Per Line Key	Line Keys	Missed Call Tracking	Ring Type	Controls
00:04 [REDACTED]	1	c3 [REDACTED]	1	2	yes	2	[Icon] [X]
00:04 [REDACTED]	1	c3 [REDACTED]	1	2	yes	2	[Icon] [X]
00:04 [REDACTED]	2	c1 [REDACTED]	1	2	yes	2	[Icon] [X]

2025- September 8 - Update 2

- **Extensions** 'Additional Extension Settings' has changed to be easier to manage on smaller screens

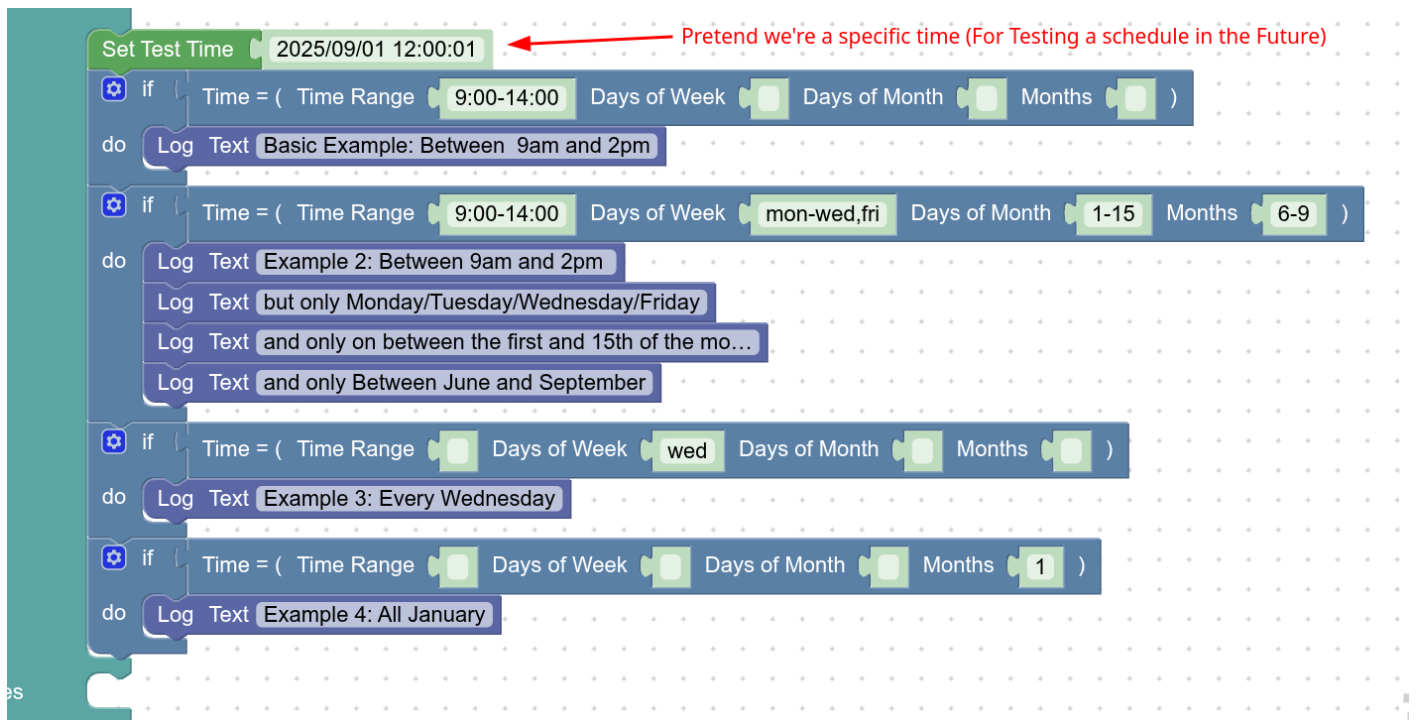
The screenshot shows the 'Notes' section for 'Additional Extension Settings' in the 'OLD' version. It features a 'Save Note' button and a list of properties. A red arrow points to the text 'Previously 3 property sheets'.

The screenshot shows the 'Notes' section for 'Additional Extension Settings' in the 'NEW' version. It features a 'Save Note' button and a list of properties. A red arrow points to the text 'One list of properties'.

2025 - September - Update 1

- **IVR/Blockly: New Feature: If Time**
- **IVR/Blockly: New Feature: Set Test Time**
- Example Usages
 - - You can now do checks like: July 4... and the system does NOT care about a SPECIFIC calendar date. it will check for July 4 for any year
 - - 8:00-9:00 -- This will check if it's ANY DAY between 8 and 9 am. Make sure to use 24h times.
 - - 8:00-14:00 -- This will check if it's between 8am and 2pm for any day
 - You can mix and match:
 - Example: 8:00-14:00 DayOfWeek: 1 -- This will check for 8a-2pm Mondays
 - You can use numeric days of week or named days of week, like 'mon/tue/wed'.
 - You can use ranges like: tue-wed
 - You can use day ranges, like 10-20 (10th of the month to the 20th of the month)

Below are some examples



Revision #3

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