

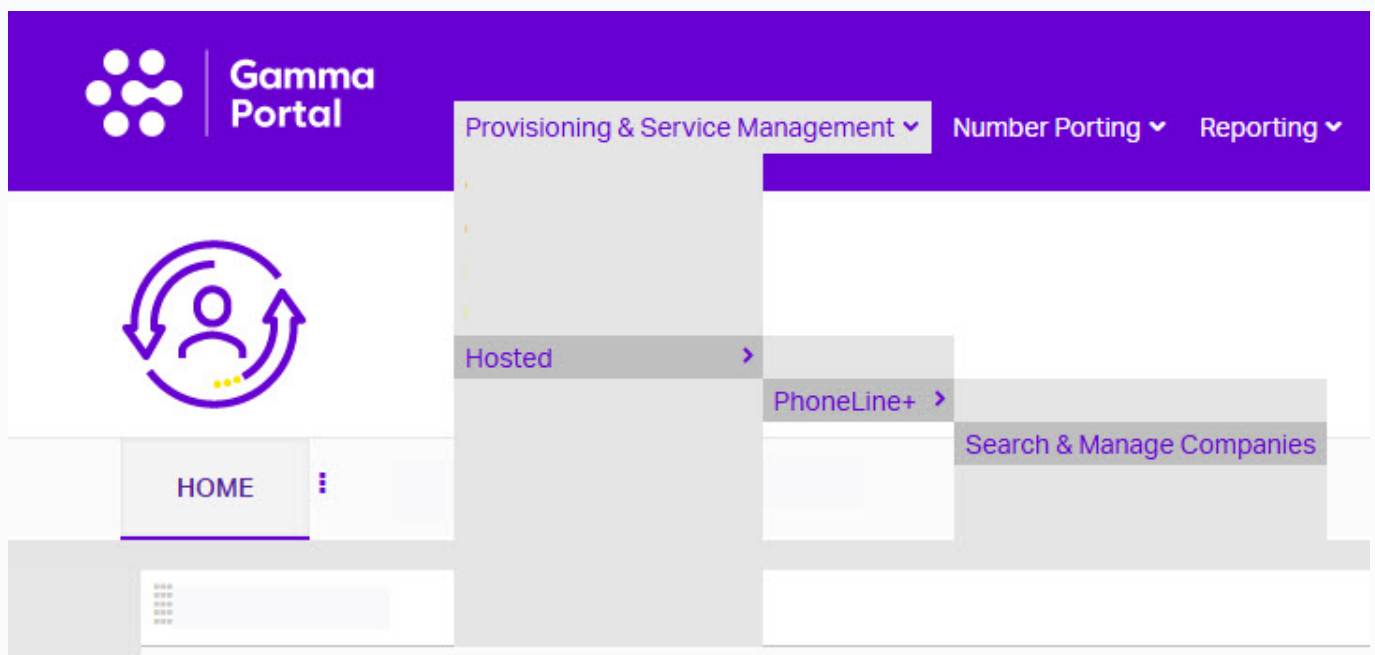
Managing PhoneLine+ Companies in the Gamma Portal

After provisioning PhoneLine+ for a customer company, the **Manage Companies** page in the Gamma Portal provides all company details and a range of actions to help you manage the service.

Accessing the Manage Companies Page

To find the **Manage Companies** screen:

1. Log in to the **Gamma Portal**.
2. Navigate to:
 - **Provisioning and Service Management > Hosted > PhoneLine+ > Search and Manage Companies.**



This will display the **Manage Companies** table, showing all companies for which you have provisioned PhoneLine+.

Manage Companies Functionality

The **Manage Companies** table displays:

- Company name.
- Associated PhoneLine+ plan.
- Status (Active, Suspended, Ceased).
- Order creation date.
- Available **Actions**.

Use the **Search** bar to quickly locate a company or scroll through the list.

Actions Menu Options

The **Actions** dropdown provides tools to manage the service.

Company	Plan Type	Status	Created	Actions
XXXX - Gamma Test 1 - 44300109	PhoneLine+ Anywhere	Active		Action
	PhoneLine+ Anywhere	Active		Action
	PhoneLine+	Active		Action
	PhoneLine+ Anywhere	Active		Action
	PhoneLine+	Active		Action
	PhoneLine+ Anywhere	Active		Action
	PhoneLine+ Anywhere	Active		Action
	PhoneLine+	Active		Action
	PhoneLine+	Active		Action
	PhoneLine+	Active		Action

1. Add & Edit Numbers

- Select **Add Numbers**.
- View existing numbers and assign/unassign them to users, teams, or plans.
- To add a new number:
 - Click **Add New Number**.
 - Search for an available option and follow provisioning steps.

2. Add & Edit Users

- Select **Add Users**.

- View existing users or click **Add New User** to create one.
- Modify user details via the **Users** table:
 - Update profile info (name, email, user type).
 - Change default number.
 - Set a 6-digit PIN for voice portal.
 - Send password reset email.

Note: Hardware-only customers do not have email addresses linked. Ensure emergency services address is updated.

3. Suspend Service

- From **Actions**, select **Suspend Service**.
 - Optionally redirect outbound calls to a specified number.
 - Click **Suspend** to confirm. You can reverse this action anytime.
-

4. Upgrade or Regrade Service

- From **Actions**, select **Configure Service**.
- Scroll to the **Plan** section:
 - **Regrade:** Change contract term (e.g., 24 months → 60 months).
 - **Upgrade:** Change plan type (e.g., hardware-only → PhoneLine+ Office).

- Click **Submit** to apply changes.

Important: Downgrades are not permitted. Hardware-only upgrades require an email address for users.

5. Remove Service

- From **Actions**, select **Remove Service** or use the option on the account overview page.
- Choose a reason for removal (add details if selecting “Other”).
- Click **Remove** to confirm.

Warning: This action is irreversible. To reactivate, you must create a new company.

Conclusion

The **Manage Companies** page offers comprehensive tools for managing PhoneLine+ services. For hardware provisioning guidance, refer to our **Order Hardware** training materials.