

CONTENTS

1.1

SOLUTIONS

Mobyx Desktop and WebRTC Enhancements

1.2

SOLUTIONS

End users can download call recordings via the Self Care interface

1.3

SOLUTIONS

Users can log into *Virtual Office* directly from Mobyx

1.4

Auto-Provisioning

New Auto-Provisioning Profile for Grandstream WP836

1.5

SOLUTIONS

Telinta upgrades *Virtual Office* Admin Interface

1.6

Best Practices

Securing User Access to your Environment

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Solutions

Mobyx Desktop and WebRTC Enhancements

Telinta offers a brandable Desktop Softphone and WebRTC solution with a wide range of capabilities to meet your users' needs.

We recently added a new feature enabling users to see in real time when their contacts are Online, Away, Busy, Offline, or a customizable status.

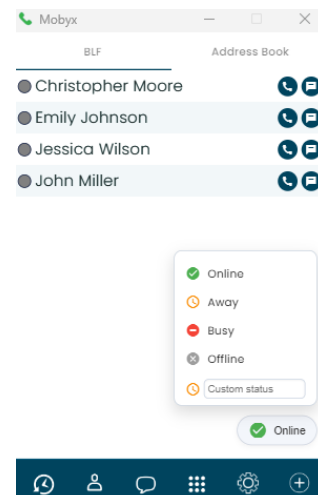
The new Presence feature helps your users to improve team collaboration and streamline communication across their organization.

For technical questions about our softphones, please contact support@telinta.com for more information. To add a new softphone (Mobile, Desktop, or WebRTC) contact info@telinta.com for pricing details and ask about our special promotion.

Useful links:

<https://www.telinta.com/solutions/business/desktop-softphone/>

<https://www.telinta.com/solutions/consumer/webrtc/>



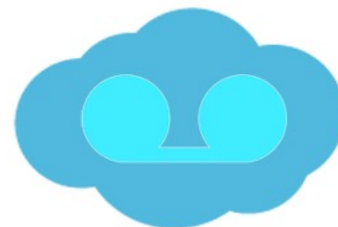
Solutions

End users can download call recordings via the Self Care interface

In addition to the existing capability for Telinta customers to download call recordings, now end users can also download call recordings via the Customer Self-Care interface.

Your users can simply log into the Self Care portal, navigate to IP Centrex -> Phone Lines, select the account, go to Billing tab -> Transactions, find the calls of interest and use the "Download Call Recordings" option.

Please contact support@telinta.com with questions about call recordings.



Solutions

Users can log into *Virtual Office* directly from Mobyx

Telinta's unique *Virtual Office* Hosted PBX for Small and Home-based business users can now be easily accessed directly from our brandable Mobyx Mobile Softphone app.

Telinta recently [redesigned](#) our *Virtual Office* interface making it faster and easier to use. Your users can now log into their *Virtual Office* portal by tapping a menu option within their brandable Mobyx app. The app includes a customizable menu of capabilities you can chose from.

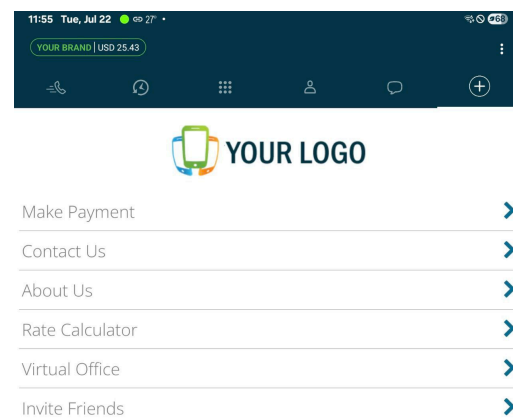
Virtual Office is a self-service Hosted PBX solution where your customers sign up online and configure their own extensions, select DIDs and Toll-Free Numbers, set up greetings and IVR -- all via a brandable portal. The solution does not require IP phones.

Virtual Office is a standard part of your Telinta service, available to you at no additional cost. Contact support@telinta.com to learn more. Contact info@telinta.com to learn more about adding brandable Mobyx.

Useful links:

<https://www.telinta.com/solutions/business/virtual-office/>

<https://www.telinta.com/solutions/mobile/mobile-softphone/>



Auto-Provisioning

New Auto-Provisioning Profile for Grandstream WP836

Telinta offers Auto-Provisioning Profiles for hundreds of IP Phones and other devices from leading manufacturers.

We recently developed a new profile for the Grandstream [WP836](#) cordless IP phone.

With Telinta's Auto-Provisioning, you can easily deploy any number of phones without the need for manual configuration or installer visits.

You can search a list of available profiles in your Admin Interface under CPE/ Phones and entering the first few characters of the manufacturer's name in the Device Model field at the left of the screen.

Please contact support@telinta.com with questions about Auto-Provisioning.



Solutions

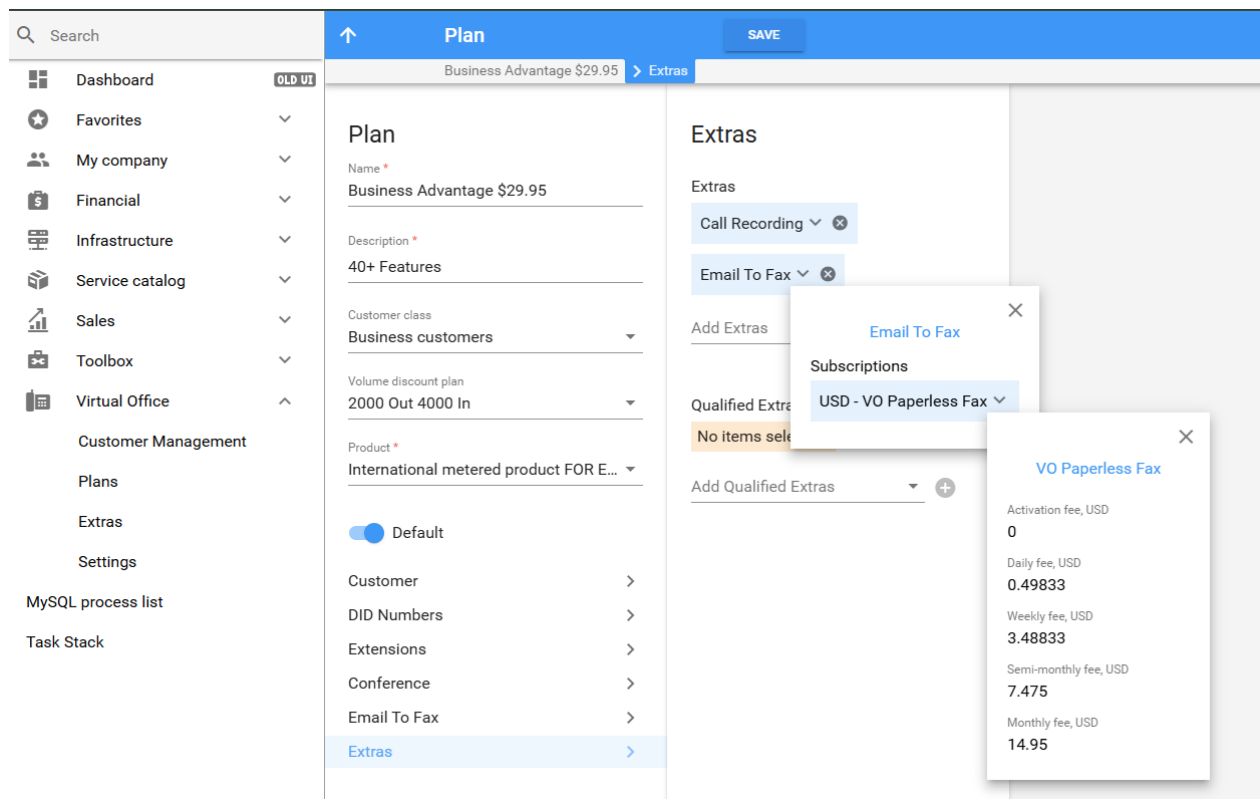
Telinta upgrades *Virtual Office* Admin Interface

In 2024 Telinta redesigned its end user interface for our *Virtual Office* Hosted PBX solution. We now have redesigned our Admin Interface for *Virtual Office*, natively built-in into our PortaBilling Admin Interface. This helps Telinta customers to easily configure the *Virtual Office* services they provide to end users.

Based on customer feedback, we redesigned the Admin Interface portal from the ground up to make managing your *Virtual Office* services easier, more intuitive, and more powerful than ever before.

Menu features include:

- ▶ **Inbox:** Manage voicemails and faxes easily.
- ▶ **Calls:** See recent call activity.
- ▶ **Extensions:** Easily set up and manage Extensions, Hunt Groups, and more.
- ▶ **Settings:** Access account, greeting, and phone number configurations.
- ▶ **Users:** Create and manage additional portal users
- ▶ **Extras:** Discover and enable powerful add-on features like Voicemail-to-Text, Call Recording, and more



Best Practices

Securing User Access to your Environment

Telinta provides you with important tools to help you keep your business secure. As team members come and go from your company, we advise you to periodically review and update your User Access list for your Environment. You can do this by clicking the “Users” menu option of your Administrative Interface. This will show you all the users your company has authorized to manage your business, as well as the level of access they hold.



You can easily make changes in the interface, for example when a team member leaves your company or requires a different access level.

The role assigned to the user defines their access level to the system with permissions and limitations.

Root user has access to all entities and configurations within your Environment, usually reserved for the company owner or a trusted senior employee. A root user can control access permissions for other users.

Admin is like a Root user, but cannot create new users or modify company info. Admins have read-only access to Destinations and Nodes.

Helpdesk user has read-only access to billing information (tariffs, products), and can modify customer and account parameters. This role also provides access to Trace call.

You can also create custom roles and assign them to users.

For questions, please contact support@telinta.com for more details.

Your opinion counts.

Help us improve this newsletter.



Please continue to give us your feedback: what you like, what you don't. Contact info@telinta.com to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.