MITvoip Account and Device Management Tools

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Overview

Use the account and device management tools to:

- configure accounts and devices
- allow access to management tools
- enable access to the user's web interface (Sylantro)

For assistance, contact Telephone Client Support at telephone-help@mit.edu or 3-HELP (617-253-4357).
For an introduction to some key concepts, read below.

Account and Device Management Tools

Below is an explanation of the differences between an account management tool and a device management tool.

Account Management Tools

- An **account** is represented by a Telephone Number.
- To manage Accounts go to Account Management.

Device Management Tools

- A **device** is a telephone. A device can have more than one account (telephone number) associated with it.
- To manage devices, go to Device Management.

User Guides

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Key Concepts

- A **device owner** is able to change device settings (such as turn missed calls on/off, remove or add Telephone numbers, or change the settings for the Message Waiting Indicator light).
- An **account administrator** is able to change account settings (such as user location, display name, and modify voicemail settings).
- An **account owner** has the same priviledges as an account administrator, and can also access the user web interface.
- Typically, a user is an account and device owner for his/her own phone(s) and account(s). Often, there are designated individuals within a Department, Lab, or Center who are also account administrators and device owners; this facilitates administration of the Institute's

Telephony Service.

- If you remove your own Kerberos ID from the list of owners or administrators, you will lose administrative access to that account or device.