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News

Telinta Wins Prestigious Industry Award for Support and Training

Telinta was chosen as the winner of the **2026 Visionary Spotlight Award** recognizing our world-class Technical Support and Training.

This prestigious industry award from *Channel Vision Magazine* honors Telinta's team of expert Engineers, who provide 24/7 Technical Support and comprehensive Training to the company's worldwide customer base of telecom service providers.

Channel Vision's editors and independent judges evaluated technology providers based on a range of criteria, including service delivery and support, overall innovation, future industry impact, creativity, differentiation, and other factors.



Support and Training are the core of Telinta's business model.

This important achievement joins four other industry awards dating back over a decade, recognizing Telinta as an industry leader.

To congratulate our Engineering team, please contact: support@telinta.com.

Useful links:

<https://telinta.com/telecom-award/>

<https://telinta.com/industry-recognition/>

Solutions

Telinta Customers Can Now Offer AI

Telinta customers can now offer cutting-edge Artificial Intelligence (AI) as part of the services they offer via our TeliCore™ platform.

Agents can answer inbound calls with intelligent, natural-language responses informed by the end user's knowledge base and CRM data. During a call, agents can send SMS messages with links to make purchases, access documentation, book reservations, or complete other online transactions, and more.



Telinta customers can easily access AI capabilities of three providers: ElevenLabs, Vapi, and Vida Global.

Telinta recently hosted a [webinar](#) with Vida Global, explaining how you and your Resellers can benefit by offering AI to end users.

Our flexible billing enables Telinta customers to easily earn additional revenue for premium services (such as AI agents, brandable softphones, and more) by adding any recurring and non-recurring charges needed to their invoices.

For questions about technical configurations to add AI, please contact support@telinta.com and contact partners@telinta.com for an introduction to one of the AI providers listed above.

Useful links:

<https://telinta.com/vida-ai/>

<https://telinta.com/ai-partners/>

Auto-Provisioning

Telinta Adds New Profiles for Auto-Provisioning



Telinta offers Auto-Provisioning Profiles for hundreds of IP devices from leading manufacturers. We recently added additional profiles, available to Telinta customers at no additional cost.

Yealink SIP Phone T73U
Yealink SIP Phone T87W
Poly Edge E350 IP Phone

Our cloud-based provisioning tools enable you to easily deploy any number of phones without manual configuration or costly installer visits. Contact support@telinta.com for more details about Auto-Provisioning.

Useful links:

<https://www.telinta.com/kb/index.php?View=entry&EntryID=2>

<https://www.telinta.com/partners/ip-phone-partners/>

New Feature



Easy Download of Virtual Office Greetings

Managing greetings is now even more convenient for your *Virtual Office* customers. Telinta has added a new download button to the *Virtual Office* audio player, allowing your users to instantly download their current greeting with a single click.

The downloaded file is saved in WAV format, making it easy to archive, share, edit, or restore recordings without requiring any additional tools. This enhancement is available wherever the *Virtual Office* audio player is used, providing quick access to customer greetings and other audio files.

Contact support@telinta.com for more details about downloading *Virtual Office* greetings.

Useful Links:

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

<https://telinta.com/virtual-office-pbx-ai/>

Best Practices

Two-Factor Authentication for Administrators and Resellers

Telinta has added a way for you to strengthen the security of your Administrative and Reseller accounts with Two-Factor Authentication (2FA).

Users sign in with their regular password and a time-based one-time password (TOTP) which can be generated by a standard authenticator app, such as Google Authenticator or Microsoft Authenticator. If a user loses access to their authenticator device, your Administrator can quickly reset their 2FA key via the web interface to restore access securely.

Contact support@telinta.com for more details about 2FA or other Security Best Practices.

Useful Links:

<https://www.telinta.com/kb/index.php?View=entry&EntryID=86>



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.