

Bulk phone number upload

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What you'll need

- The Hiya Connect bulk upload template - [download it here](#)
- Your list of phone numbers with any Call Branding details you'd like to apply
 - Your bulk upload file can contain **new, previously unregistered** phone numbers
 - Your bulk upload file can also include **numbers already in your account**. These numbers will be updated with the new information contained in your bulk upload file.

Getting started

1. Open the template file

- After [downloading](#) the bulk file CSV template, open it in your spreadsheet editor of choice. Your spreadsheet program may change the file format during editing. This file format change should not cause problems, but **your file must be saved as a CSV before uploading**.

- The CSV template contains 8 columns.

Note: Customers using managed brands will see an additional 9th column

2. Do not delete the first row

- This row contains the header for each column and must be included.

Add your phone numbers

1. Start with the 2nd row and the 2nd column:

Add your phone numbers without the country code and without additional characters

- In the 2nd column, enter each of your phone numbers into separate rows. *Do not include the numerical country code (e.g. +1, +44, +283)*
- Example: +1 (206) 867 5309 is entered as 2068675309
- You can add as many numbers/rows as you need

2. Add the 2-letter country code for each number

- Add the country code in the 1st column
- Example: the country code for +1 (206) 867 5309 would be *US*
- Example: the country code for +44 303 123 7300 is *GB*

Add your Call Branding and display details

1. Add the State (US only) and City for each number (optional)

- If you wish your location to be shown on caller displays differently than the location associated with the country and area code, enter the details in these columns.
- States can only be added for US phone numbers. This detail will be ignored for non-US numbers.
- The city and state entered here may not show up on all displays. Some carriers will continue to display the location associated with the country code and area code of the phone number.

2. Add the business display name (required)

- Enter the business name that represents your company on a call recipient's display
- There is a max length of 32 characters
- The business name cannot contain a comma
- To avoid disapprovals and delays, make sure your business name adheres to [Hiya's Content Guidelines](#)

3. Add a caller image ID (optional)

- For Hiya Connect users who have existing phone numbers in their account, you can apply an image that is already in your account
- To find a caller image ID already in use in your Connect account, visit your [image library](#)
- Copy the caller image ID string from an image in your library and paste it into the cell for the phone number you would like to share that image

4. Choose to use the caller image from default display (optional)

- For Hiya Connect users that have created a [default display](#) in their account, you can choose to apply the image associated with your default display
- If you wish to use the image associated with that display, enter Y in the cell
- If you do not wish to use the associated image, enter N or leave the cell empty
- Learn more about the default caller display in the [default caller display guide](#)

5. Add a call reason (optional)

- Enter a brief description that clearly indicates the reason for your call.
- There is a max length of 50 characters
- The call reason cannot contain a comma
- To avoid disapprovals and delays, make sure your call reason adheres to [Hiya's Content Guidelines](#)
- This attribute may be overridden for calls made using Connect API

For customers using the Managed Brands feature

6. Include a managed brand (required)

- An additional column is included in the template to accommodate managed third-party brands
- Enter the name of an approved managed brand
- All uploaded phone numbers must include a managed brand
- To avoid errors, the brand must be available in the “Approved” list in your account’s Managed Brands

An example of a properly formatted upload file

Two-letter country code	Phone number without country code	State (US only)	City	Business display name	Caller image ID	Use caller image from default display? (Y/N)	Call reason
US	2068675309	WA	Seattle	North Insurance		Y	Confirming your appointment
US	7654579211	OH	Columbus	North Insurance	ce27a251-b13a-467e-9we2-e716162qa5e9	N	Following up on your claim

Save (or export) your file as a CSV

In order to upload your list of phone numbers, you must save your edited spreadsheet as a CSV file. This is a common file format and all common spreadsheet programs include the ability to save or export to this format.

In general:

1. Open the “File” menu
2. Select “Save as...” or “Export”
3. Select the CSV file format option
4. Save the file to your computer

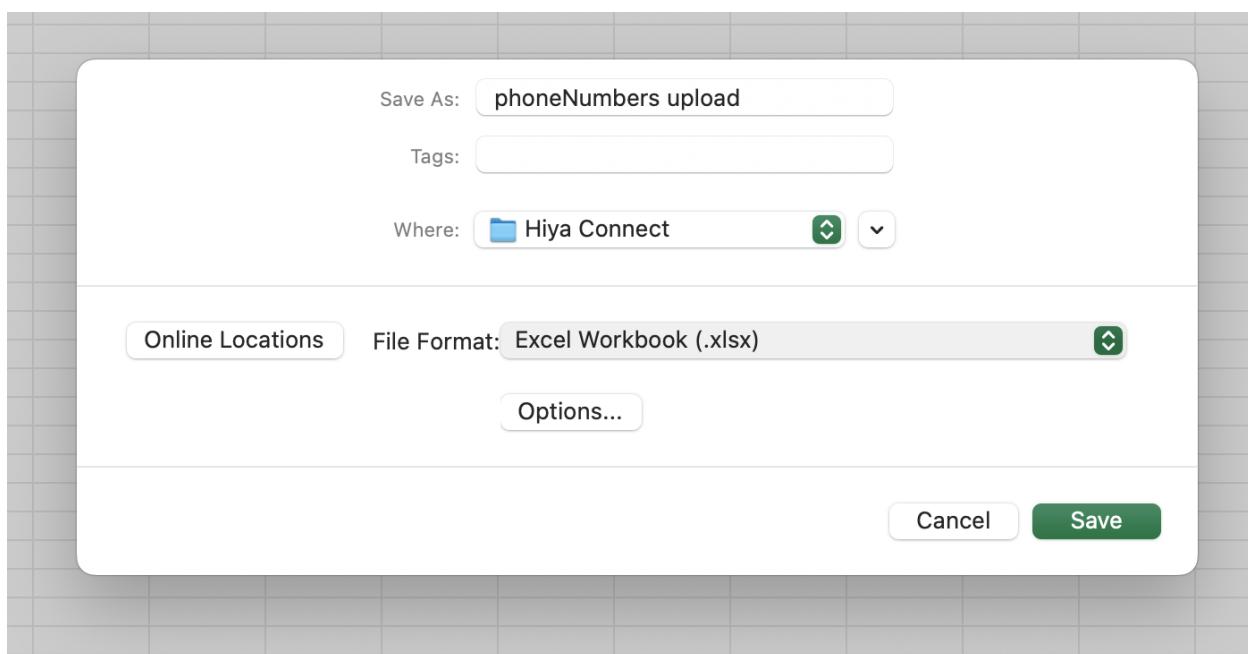
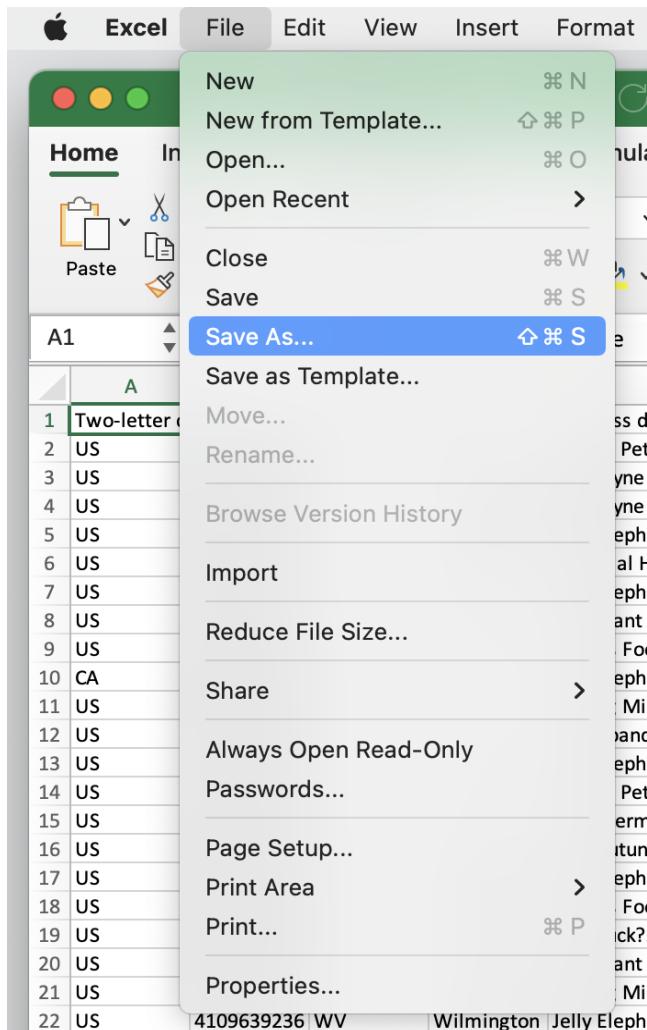
See the [appendix](#) for screenshots from some common spreadsheet tools.

Upload your CSV file

- 1. Navigate to the bulk upload tab on the “[Add phone numbers](#)” page in the Hiya Connect console**
 - Click the “Add numbers” button in the main navigation of the Connect console
- 2. Drag your file to the upload area or browse your computer for your CSV file**
- 3. Choose whether you would like to ignore or update existing phone numbers**
 - When uploading your CSV file, you will be asked how you would like to handle phone numbers that already exist in your account.
 - If you would like to ignore those phone numbers and maintain the existing branding and display details as they are in your account, select “No, ignore existing numbers”
 - If you would like existing numbers to be updated with the branding and display details from your CSV file, select “Yes, update existing numbers”
- 4. Click “Begin upload”**

Appendix: Exporting a CSV from common spreadsheet tools

Microsoft Excel



Excel Workbook (.xlsx)

Common Formats

- Excel 97-2004 Workbook (.xls)
- CSV UTF-8 (Comma delimited) (.csv)
- Web Page (.htm)
- Excel Template (.xlt)
- Excel 97-2004 Template (.xlt)
- PDF

Specialty Formats

- Excel Macro-Enabled Workbook (.xlsm)
- Excel Binary Workbook (.xlbs)
- Single File Web Page (.mht)
- Excel Macro-Enabled Template (.xltm)
- Tab delimited Text (.txt)
- UTF-16 Unicode Text (.txt)
- Excel 2004 XML Spreadsheet (.xml)
- Microsoft Excel 5.0/95 Workbook (.xls)

✓ Comma Separated Values (.csv)

- Space Delimited Text (.prn)
- Macintosh Formatted Text (.txt)
- MS-DOS Formatted Text (.txt)
- Macintosh Comma Separated (.csv)
- MS-DOS Comma Separated (.csv)
- Data Interchange Format (.dif)
- Symbolic Link (.slk)
- Excel Add-in (.xlam)
- Excel 97-2004 Add-in (.xla)
- Strict Open XML Spreadsheet (.xlsx)
- OpenDocument Spreadsheet (.ods)

Save As:

Tags:

Where:

Online Locations

File Format: Comma Separated Values (.csv)

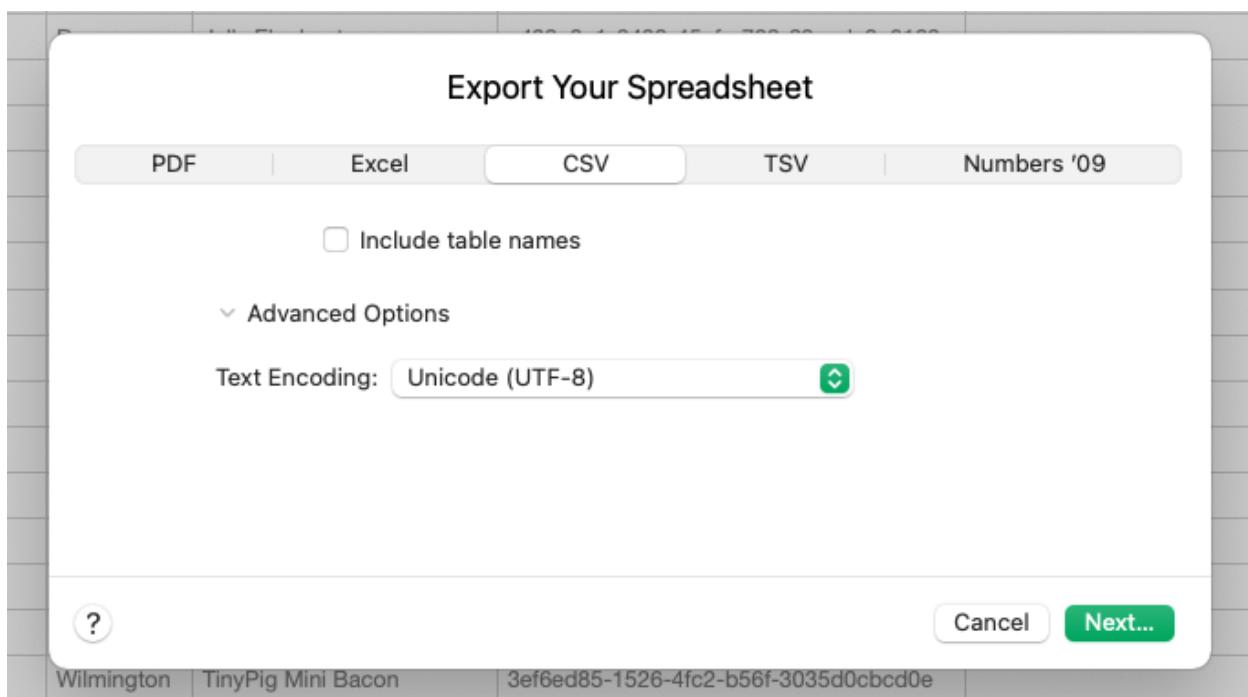
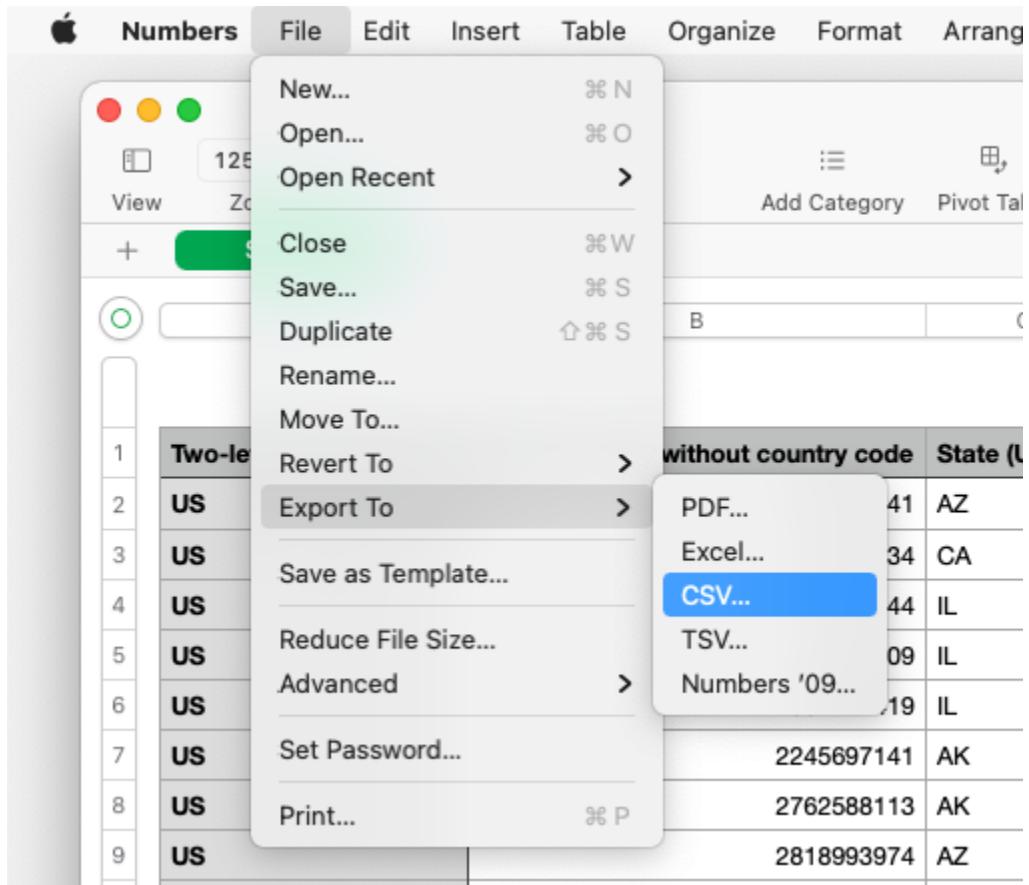


Options...

Cancel

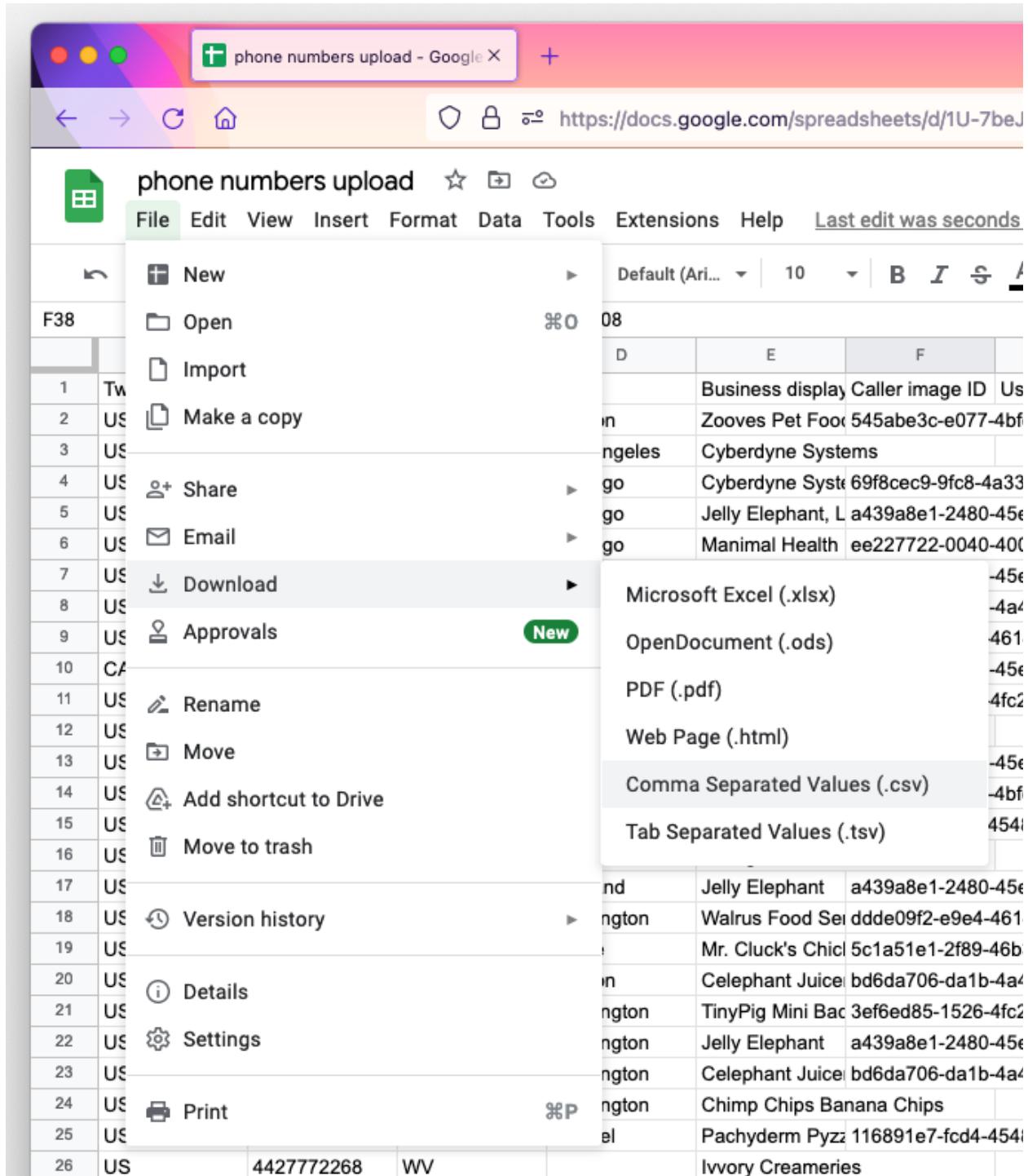
Save

Apple Numbers



IL	Chicago	Cyberdyne Systems	69f8cec9-9fc8-4a33-8401-9d1655cf0236	100-0-100-15-0-700-00-10-0-0100
IL	Orlando	Hiya Connect		
AK				
AK				
AZ				
IN				
AZ				
OR				
NE				
AK				
AK				
NE				
OR				
WV				
AK				
AZ				
WV				
WV	New Folder		Cancel	Export
WV	Wilmington	Celephant Juicery	bd6da706-da1b-4a41-9a94-e65e363421f1	

Google Sheets



The screenshot shows a Google Sheets interface with a context menu open over a file named "phone numbers upload". The menu is displayed under the "File" tab. The menu items are as follows:

- New
- Open
- Import
- Make a copy
- Share
- Email
- Download
- Approvals
- Rename
- Move
- Add shortcut to Drive
- Move to trash
- Version history
- Details
- Settings
- Print

The "Download" option is currently selected, showing a dropdown menu with the following file format options:

- Microsoft Excel (.xlsx)
- OpenDocument (.ods)
- PDF (.pdf)
- Web Page (.html)
- Comma Separated Values (.csv)
- Tab Separated Values (.tsv)

The main Google Sheets interface shows a table with data. The columns are labeled D, E, F, and Us. The data includes:

	D	E	F	Us
1	Tw	Business display	Caller image ID	Us
2	US	Zooxes Pet Foo	545abe3c-e077-4bf	in
3	US	ngeles	Cyberdyne Systems	
4	US	go	Cyberdyne Syst	69f8cec9-9fc8-4a33
5	US	go	Jelly Elephant, L	a439a8e1-2480-45e
6	US	go	Manimal Health	ee227722-0040-400
7	US			-45e
8	US			-4a4
9	US			461
10	CA			-45e
11	US			4fc2
12	US			
13	US			-45e
14	US			-4bf
15	US			454i
16	US			
17	US	nd	Jelly Elephant	a439a8e1-2480-45e
18	US	ngton	Walrus Food Sei	ddde09f2-e9e4-461
19	US		ddde09f2-e9e4-461	
20	US		Mr. Cluck's Chicl	5c1a51e1-2f89-46b
21	US		5c1a51e1-2f89-46b	
22	US		Celephant Juice	bd6da706-da1b-4a4
23	US		TinyPig Mini Bac	3ef6ed85-1526-4fc2
24	US		3ef6ed85-1526-4fc2	
25	US		Jelly Elephant	a439a8e1-2480-45e
26	US		Celephant Juice	bd6da706-da1b-4a4
			bd6da706-da1b-4a4	
			Chimp Chips Banana Chips	
			Pachyderm Pyzz	116891e7-fcd4-454i
			Ivory Creameries	

Appendix: Troubleshooting

Common formatting errors

- Country code
 - Proper format: US
 - Do not use the numerical country code
 - Do not use the full country name
- Phone numbers
 - Proper format: 2068675309
 - Do not include non-numerical characters such as **+** - (or)
 - Do not include the numerical country code (e.g. +1, +44, +283)
- State
 - Proper format: WA
 - Use only a two-letter abbreviation. Do not use the full state name.
- City
 - Proper format: Seattle
 - Include *only* the city name. Do not include the state in this column.

Visit [Hiya's Content Guidelines](#) for complete details on proper formatting.

Caller image ID / Caller image from default display

- When including an image, use **only one** of the 2 available columns.
- To use a specific image ID, include it in the “Caller image ID” column. Do not enter a “Y” in the “caller image from default display” column.
- If the caller image ID matches the image from your default display, use either one of the two columns but *do not use both*.

Managed brands (only for customers managing third-party brands)

- Make sure the managed brands included in your upload are already available in the “approved” tab in your account’s Managed brands
- Make sure the spelling in your account matches the spelling in the upload CSV
- Every phone number must include a managed brand. Phone numbers that do not include an approved managed brand will result in an error.