

WINN TELECOM

# **CommPortal V9.4**

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## **Quick Guide**

# CommPortal V9.4 Quick Guide

Table of Contents

CommPortal Subscriber Home Page.....	3
Call Manager.....	5
Easy Call Manager.....	5
Incoming Call Manager.....	7
Message and Call Page.....	9
Contacts Page.....	11
Groups Page.....	13
My Mobile Page.....	14
Call Settings Page.....	15
Message Settings Page.....	17
Notifications Page.....	19
Reminders Page.....	20
Group Mailbox Page.....	21

# CommPortal V9.4 Quick Guide

## CommPortal Subscriber Home Page

The screenshot displays the CommPortal Subscriber Home Page. At the top, there is a navigation bar with 'Home', 'Messages and Calls (13)', and 'Contacts'. On the right, a user profile for 'John Smith' is visible with a dropdown menu containing 'Make Call', 'Start Meeting', and 'Manage Webinars'. The main content area is titled 'Phone Status' and includes a sub-header 'Choose how calls to (501) 203 0006 will be directed.' Below this, there are three call status options: 'Available' (checked), 'Do Not Disturb', and 'Forward All Calls'. To the right, a 'Normal callers' section is expanded, showing options for ringing phones at the same time, forwarding to another phone, or sending to voicemail. The 'Your Services' section features nine orange circular tiles with icons and labels: Groups (6), My Mobile, Call Settings, Message Settings, Notifications, Reminders (4), Account Codes, Group Mailboxes (5), and Agent Dashboard. The bottom navigation bar is divided into three sections: 'Personal Details' (John Smith, Development, Devices, Set Emergency Location), 'Security' (Change Password, Change Call Services PIN, Change Security Email), and 'Support' (Help, Downloads, Send Feedback).

## CommPortal V9.4 Quick Guide

The subscriber will only see the services that they have available to them.

The screen is divided into 4 panels.

The **top ribbon** shows (left to right):

A count of unread messages.

A link to the Contacts page.

A warning icon if the mailbox is full or approaching capacity.

A Make Call button to open the dialer.

A drop-down button showing numbers associated with their account and option to logout.

The **Phone Status** panel displays the subscriber's Call Manager service.

The **Your Services** panel displays icons for the services that are available to the subscriber.

These provide links to additional screens that allow the services to be managed.

A tick indicates that the service has been enabled.

A number indicates a count of a particular item.



indicates that this link goes to service located outside of the Commportal user interface.

The **Personal Details, Security, Support** panel allows the user to configure additional devices, change their password, PIN, and Security Email address, access Help pages, etc.

## CommPortal V9.4 Quick Guide

### Call Manager (Phone Status)

#### Easy Call Manager

#### Phone Status

Choose how calls to (501) 203 0008 will be directed. Apply Cancel

Available

Do Not Disturb

Forward All Calls

▼ Normal callers

- Ring my phones at the same time:
  - My Phone (501) 203 0008
  - My Mobile (123) 456 7890  
[change my phones](#)
- Forward to another phone
- Send to voicemail

▼ Anonymous

- Handle like Normal callers
  - Ask caller to say their name before I accept the call ⓘ
- Send to voicemail

▼ VIP - Active

- Ring my phones at the same time:
  - My Phone (501) 203 0008
  - My Mobile (123) 456 7890  
[change my phones](#)
- Forward to another phone

[Manage VIP callers](#)

▼ Unwanted

- Reject
- Send to voicemail

**ⓘ You have no Unwanted callers**

[Manage Unwanted callers](#)

▼ Additional options

*These options apply where you've chosen to ring My Phones.*

If I don't answer:

- Forward to another phone
- Send to voicemail

If I'm in a call: ⓘ

- Forward to another phone
- Send to voicemail

## CommPortal V9.4 Quick Guide

Easy Call Manager has 3 profiles to choose from.

The **Available** profile allows the user to accept incoming calls and configure how they are handled.

The **Do Not Disturb** profile allows users to send incoming calls directly to voicemail.

The **Forward All Calls** profile allows users to configure incoming calls to forward to another number.

## Call Manager (Phone Status)

### Incoming Call Manager

Home Messages and Calls (13) Contacts Start - John Smith -

### Phone Status

Summary Rules Weekly Schedule Special Days

Apply Cancel

When I receive a call Additional options

Ring my phone

Forward to

Send to voicemail

Call Manager lets you decide who, how and when callers can reach you. [Learn more](#)  
Set up [rules](#) for more advanced control.

*These options apply in all cases where you've chosen to have your phone ring.*

If I don't answer:

Forward to

Send to voicemail

Reject the call

If I'm in a call:

Forward to

Send to voicemail

Reject the call

What audio should callers hear before their call is answered?

Use default ringback

Use custom ringback [record](#)



## CommPortal V9.4 Quick Guide

Incoming Call Manager provides more versatile configuration options.

The **Summary** screen allows the user to view and configure call handling options. (normal, forward, send to voicemail, etc.)

The **Rules** screen allows the user to configure sets of rules to handle calls of certain types or from certain numbers. Up to 20 rules may be configured.

The **Weekly Schedule** screen lets the user define time schedules to apply call processing rules to.

The **Special Days** screen allows users to set dates that are exceptions to their normal weekly schedule.

# CommPortal V9.4 Quick Guide

## CommPortal Message and Calls Page.

Home Messages and Calls (13) Contacts

Make Call
John Smith ▾

Messages (11 New)
Faxes (2 New)
Missed
Dialed
Received
Rejected
Deleted
⚙️

New Voicemail
Delete All

▶ (208) 362 2087	<span style="color: red; font-weight: bold;">!</span> Report: Not delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Sat 9/26, 12:43 pm</span> Wed 8/12, 11:00 am	<span style="font-size: 0.8em;">📄</span> Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2133	<span style="font-size: 0.8em;">🔒</span> Message too short to transcribe.	<span style="color: blue;">Sat 7/25, 12:52 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2244	<span style="color: red; font-weight: bold;">!</span> Report: No Recipient	<span style="color: blue;">Fri 4/10, 3:00 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2244	<span style="font-size: 0.8em;">🔒</span> Report: Multiple Recipients	<span style="color: blue;">Thu 4/10, 10:00 am</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2244	<span style="color: red; font-weight: bold;">!</span> Unable to transcribe. This failure has been reported.	<span style="color: blue;">Mon 5/24, 4:19 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2244	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Tue 6/12, 11:00 am</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (813) 281 5661	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Tue 8/21, 2:47 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (703) 480 9527	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Fri 7/20, 2:51 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2087	<span style="color: red; font-weight: bold;">!</span>	<span style="color: blue;">Wed 6/13, 10:27 am</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ Missed Reminder	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Tue 4/10, 9:00 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ Missed Reminder at Tue 4/1 11:00 am	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Tue 4/10, 12:00 am</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2087	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Tue 2/6, 1:24 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (510) 520 5040	<span style="color: red; font-weight: bold;">!</span>	<span style="color: blue;">Sun 2/4, 2:35 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2020	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Fri 2/2, 9:41 am</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2240	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Fri 2/2, 8:32 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2020	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Tue 1/30, 6:53 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (510) 325 5212	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Sun 1/28, 6:40 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (510) 520 5040	<span style="color: red; font-weight: bold;">!</span>	<span style="color: blue;">Sat 1/27, 3:21 pm</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️
▶ (208) 362 2244	Report: Delivered to <a href="#">Long, Francis - (123) 299 9031</a>	<span style="color: blue;">Sat 1/27, 9:25 am</span>	Actions ▾	<span style="font-size: 0.8em;">🗑️</span> 🗑️

**Personal Details**

[John Smith](#)

[Development](#)

[Devices](#)

[Set Emergency Location](#)

**Security**

[Change Password](#)

[Change Call Services PIN](#)

[Change Security Email](#)

**Support**

[Help](#)

[Downloads](#)

[Send Feedback](#)

## CommPortal V9.4 Quick Guide

Accessed by clicking on the **Message and Calls** link on the top ribbon.

User can view calls made, received, and missed and manage their voicemail messages.

**Messages** screen displays most recent messages.

Messages in **bold** have not been heard yet.

Play icon will play the message.

Clicking the caller name will launch a pop-up where the callers can be added to Contacts, contact information can be edited, or be called back.

Shows a transcription of the message if available.

Shows whether the messages is marked urgent or private.

Action drop down allow user to mark the message heard, or forward the message.

New Voicemail icon allows the user to record and voicemail and enter in a phone number .

**Missed, Dialed, Received, and Rejected** screens shows lists of calls of each category.

**Missed, Dialed** and **Received** have an **Export** link to export call lists in .csv format.

**Rejected** also has a **Show Rule** 'mouse over' to show which rule caused the call to be rejected and a link to the **Call Manager** page.

The Deleted screen shows a list of deleted voicemails.

The **Gear Wheel** provides a link to the **Message Settings** page.

# CommPortal V9.4 Quick Guide

CommPortal Contacts Page.

The screenshot displays the CommPortal interface for managing contacts. At the top, there are four tabs: 'Contact List' (highlighted in orange), 'Speed Dials', 'Extensions', and 'Short Codes'. Below the tabs are several action buttons: 'New Contact', 'New Group', 'Import', 'Export All', 'Edit', and 'Delete'. The main content area is divided into two sections. On the left, under 'Contacts & Groups', there is a search box containing 'Smith' and a list of contacts: 'Smith, Andy', 'Smith, Guy' (selected with a blue checkmark), and 'Smith, Xara'. On the right, the details for 'Smith, Guy' are shown. This includes his title 'CEO' and company 'Example Company'. Contact information includes three phone numbers: '(123) 675 6291', '(123) 565 8941', and '(123) 980 0413'. Email addresses are 'Guy38@hotmail.com' and '5553171453'. Physical addresses are listed for 'New Orleans, LA 90934, US' and 'Paris, IL 93826, US'. At the bottom, it indicates he is a 'Member of VIP callers'.

## CommPortal V9.4 Quick Guide

Accessed by clicking on the **Contacts** link on the top ribbon.

### **Contact List :**

Users can view, edit, and delete contacts.

Contacts can be divided into groups.

Maximum of 1000 contacts.

**New Contact** button allows the user to add a contact.

**New Group** button allows user to add a group.

**Import** allows user to import contacts from a .csv file.

**Export All** allows the user to export contacts to a .csv file.

### **Speed Dials :**

User can configure on or two digit numbers mapped to a telephone number.

Only shows up if the feature is available to the user.

### **Extensions :**

Displays extensions that are currently in operation in the business group.

Only appears when the user is a member of a business group.

### **Short Codes :**

Shows any Short Codes that have been configured.

CommPortal Groups Page.

## Groups

Multiple Appearance Directory Numbers, Multi Line Hunt Groups and Call Pickup Groups you are a member of. For Multi Line Hunt Groups,  indicates logged-in, and  logged-out.

Group Membership		Call Pickup Group: Jeff's		
Call Pickup Group: Jeff's	Department:	MetaSwitch		
Call Pickup Group: Toms	Number of Lines:	4		
Sim-Ring Group: 2555454	<b>Number</b>	<b>Extension</b>	<b>Name</b>	
 Hunt Group: Accounts	(501) 203 0006	454	John Smith	
 Hunt Group: Sales	(501) 901 1201	455	Alice	
	(501) 901 1202	456	Jack	
	(501) 901 1229	927	Ann	

Accessed from the **Groups** button in **Your Services** panel.

Shows the groups that the user is a member of.

Selecting a group will show information about the group on the right side of the page.

### CommPortal My Mobile Page.

#### My Mobile

My Mobile Number	Fuse My Mailbox
<p>(123) 456 7890 <a href="#">Remove</a></p> <p><i>Hint: You can retrieve messages and access mailbox settings by calling (987) 654 3210 from your mobile.</i></p> <p><i>Add it as a speed dial or contact on your mobile to save you having to remember it.</i></p>	<p>To use your mailbox on (501) 203 0006 to take messages from callers to your mobile, you will need to set up call forwarding on your mobile. For instructions on how to do this, please select your mobile provider from the list below.</p> <p><input type="text"/> <a href="#">View</a></p>
<h4>Mobile Settings</h4>	
<p><input checked="" type="checkbox"/> Send me a text notification when I receive a new message.</p> <p><input checked="" type="checkbox"/> Skip PIN <a href="#">?</a></p> <p><input type="checkbox"/> Auto-Play Voicemail <a href="#">?</a></p> <p><input checked="" type="checkbox"/> Auto-Play Fax <a href="#">?</a></p> <p>Voicemail Playback: <input type="text" value="Message only"/></p>	
<p><a href="#">Save Settings</a></p>	

Accessed from the **My Mobile** button in **Your Services** panel.

Allows the user to enter information about their mobile phone in order to use it with their CommPortal account.

**Fuse My Mailbox** allows the user to configure their mobile phone to save messages to their mailbox.

**Mobile Settings** allows the user to change their notification options.

CommPortal Call Settings Page.

## Call Settings

Apply Cancel

### General

- Auto-answer my phone for click-to-dial calls
- Call transfer number
- Allow callers to send numeric pages
- Withhold caller ID when making calls
- Provide caller ID for incoming calls
- Provide caller name for incoming calls
- Display contact's name in call when dialing extensions

### Call Forwarding

Unblock Remote Forwarding

### Call Blocking

Choose which types of phone numbers should be blocked.

- Local
- National
- Mobile
- International
- Premium Rate
- Operator
- Directory
- Access Codes
- Access codes that change config.

### Call Jump

Enter phone numbers you may want to transfer calls to.

Alternate

Wireless

### Call Me Buttons

- Enable Call Me Buttons

Cancel Existing Buttons



## CommPortal V9.4 Quick Guide

Accessed from the **Call Settings** button in **Your Services** panel.

Allows users to specify how their calls should be handled.

**General** panel can be used to set a call transfer number and set various caller ID options.

**Call Forwarding** panel configures whether the user need to enter a number every time Forwarding is turned on.

**Call Blocking** panel lets the user block certain types of calls from being make from their phone.

**Call Jump** panel allows the user to configure an alternate number to assign a short code to in order to transfer a call to it.

**Call Me** panel allows the user to turn on and off the **Call Me** feature.

**Call Recording** allows business group administrators enable and disable call recording on a business group line.

CommPortal Message Settings Page.

## Message Settings

Apply Cancel

### General

Incoming calls are forwarded to voicemail after  seconds

- Transcribe voicemails in your inbox
- Enable live screening [?](#)
- Enable video messaging [?](#)
- Forward messages and faxes as emails

Forward to:	Voice-mails	Faxes
<a href="#">andy.randall@domain.com</a> <a href="#">edit</a>   <a href="#">remove</a>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">mike.birmingham@domain.com</a> <a href="#">edit</a>   <a href="#">remove</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">add an email address</a>		

- Leave original in Inbox
- Include action links in emails

### Mailbox Access

- Skip PIN
  - Fast Login
  - Auto-play voicemail
  - Auto-play Fax
  - Use short prompts
  - Play greeting warning
- Voice-mail playback
- Message playback order

### Voicemail Greeting

Use the greeting:  [edit](#)

[more options](#)

- Use a temporary greeting  [edit](#)  
Use this greeting until:   on    
On expiry:

## CommPortal V9.4 Quick Guide

Accessed from the **Message Settings** button in **Your Services** panel.

Subscriber can configure how their messages and handles, how they access their mailbox and what greeting will be played to callers.

**General** panel allows users to configure transcription, message screening, forwarding of voicemail, etc.

**Mailbox Access** panel is where the user configures login options and playback options.

**Voicemail Greeting** panel allows the user to manage default and temporary greetings and record, upload and download greetings.

CommPortal Notifications Page.

Notifications

Clear List New Entry

Apply Cancel

Message Waiting Indicator

Send phone notification of incoming messages to the following phone numbers

Phone Number	All Faxes	Urgent Voicemail	All Voicemail	
(123) 456 7890	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
(987) 654 3210	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
(648) 952 1658	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
(357) 896 1236	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
(785) 412 3698	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

- ▶ Email
- ▶ Pager
- ▶ Outdial
- ▶ Override

Accessed from the **Notifications** button in **Your Services** panel.

User configures how they are notified of new messaged.

**Message Waiting Indicator** panel specifies on what phone numbers a message waiting indicator will be lit. Automatically includes their current phone.

**Email** panel lets the user to set email addresses to get notifications of messages.

**Pager** panel allow the user to set up a pager to receive email notifications.

**Outdial** panel allows the user to set up a phone number to dial for message waiting alerts and a schedule for when the calls are made.

**Override** panel lets users override schedules set up in the **Pager** and **Outdial** panels.

CommPortal Reminders Page.

Reminders Clear List New Reminder Apply Cancel

Enable reminder calls for this line.

Phone to ring	Description	Occurs	Time	
(123) 456 7890	Call John Smith	Once on 2/17/2009	2:34 pm	
(123) 456 7890	Dentist	Once on 2/14/2017	9:30 am	
(654) 123 9870	Lunch	Every weekday	12:36 pm	
(321) 789 6540	Dinner	Every day	6:37 pm	

Accessed from the **Reminders** button in **Your Services** panel.

User can set up reminder calls to the line they are logged into. Can create **New Reminder**, **Delete** reminders, and **Clear List**.

CommPortal Group Mailbox Page.

Group Mailbox New Mailbox Apply Cancel

Directory Number	Name	Enabled	
(123) 456 7890-1	Jane Smith	<input type="checkbox"/>	
(123) 456 7891-3	Ann Smith	<input checked="" type="checkbox"/>	
(123) 456 7892-4	James Smith	<input checked="" type="checkbox"/>	
(123) 456 7893-8	Joanna Smith	<input checked="" type="checkbox"/>	
(123) 456 7894-17	Jake Smith	<input checked="" type="checkbox"/>	

Accessed from the **Group Mailbox** button in **Your Services** panel.

Member subscribers can view this page.

Primary subscriber can change names, PIN, password, etc.