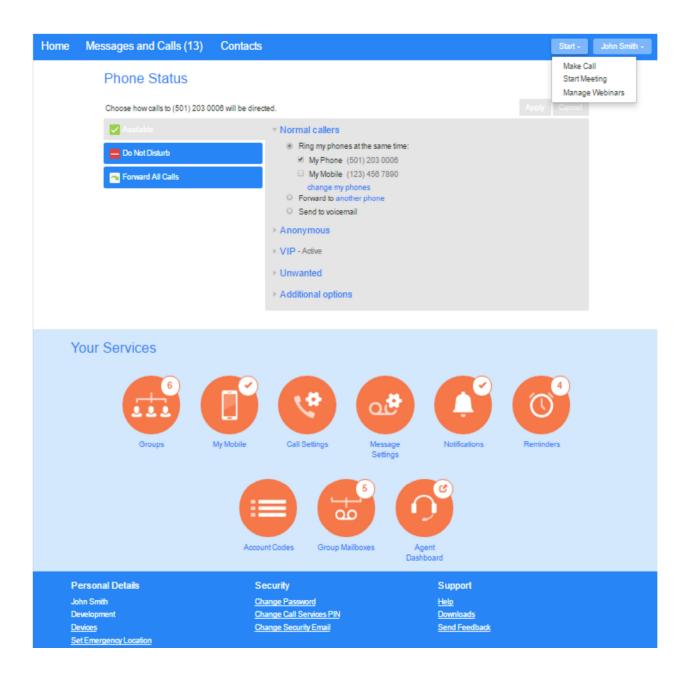
CommPortal V9.4

Quick Guide

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CommPortal Subscriber Home Page



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 bee enabled.

A number indicates a count of a particular item.

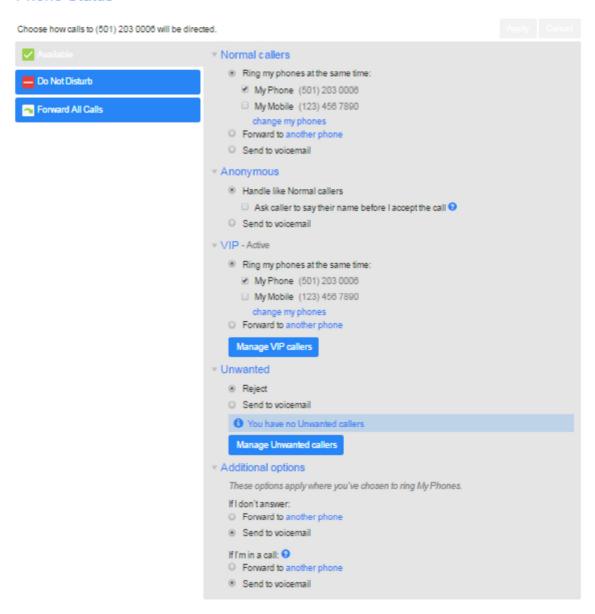
indicates that this link goes to service located outside of the Commportal user interface.

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.

Call Manager (Phone Status)

Easy Call Manager

Phone Status



Easy Call Manager has 3 profiles to choose from.

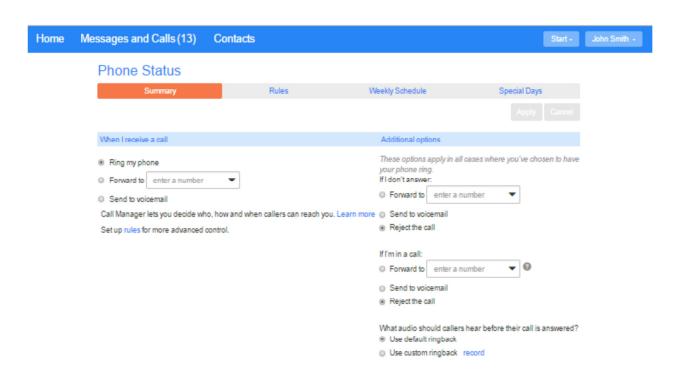
The **Available** profile allows the user to accept incoming calls and configure how they are handled.

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



Incoming Call Manager provides more versatile configuration options.

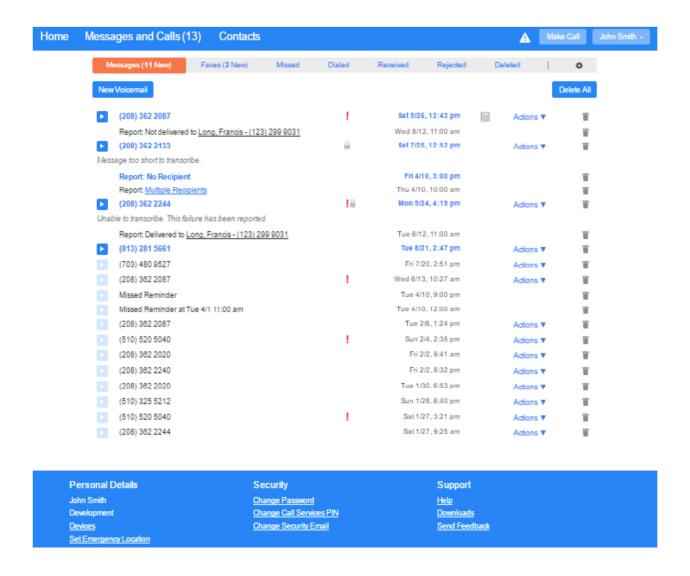
The **Summary** screen allows the user to view and configure call handling options. (normal, forward, send to voicemail, etc.)

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 Message and Calls Page.



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.

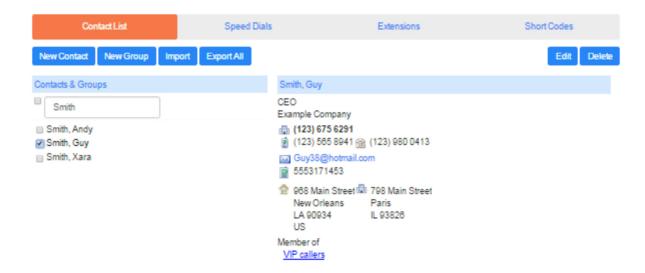
Missed, Dialed and **Received** have an **Export** link to export call lists in .csv format.

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 Contacts Page.



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 Call Pickup Group: Toms	Department: Number of Lines:	MetaSwitch 4	
Sim-Ring Group: 2555454	Number	Extension	Name
→ 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

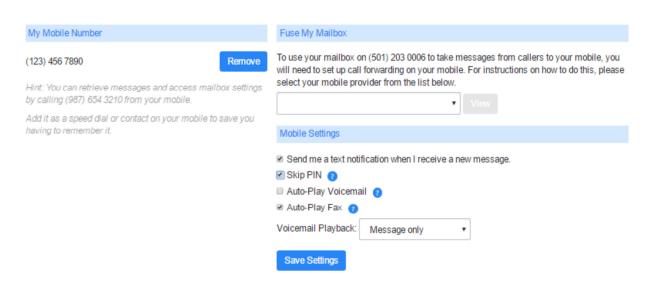
Accessed from the **Groups** button in **Your Services** panel.

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



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 554		
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		
▼ Call Blocking		
Choose which types of phone numbers should be blocked.		
□ Local		
□ Mobile		
M 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 (042) 217 9862		
▼ Call Me Buttons		
□ Enable Call Me Buttons		
Cancel Existing Buttons		

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.

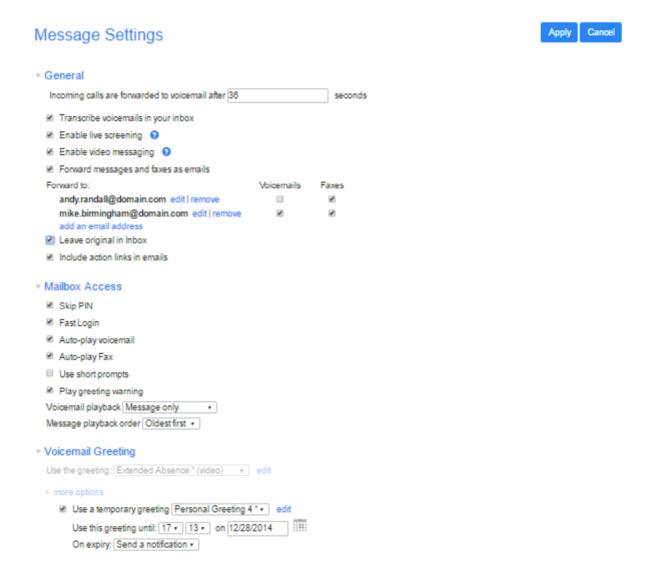
Call Blocking panel lets the user block certain types of calls from being make from their phone.

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.



Accessed from the Message Settings button in Your Services panel.

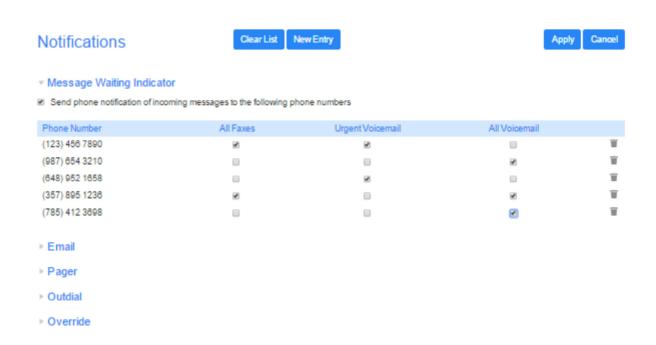
Subscriber can configure how their messages and handles, how they access their mailbox and what greeting will be played to callers.

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.



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.

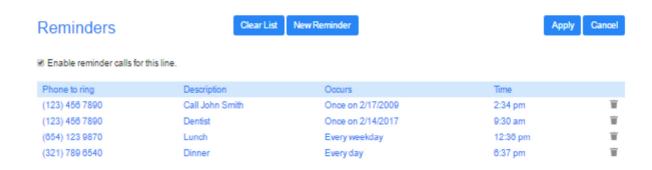
Email panel lets the user to set email addresses to get notifications of messages.

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.



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.



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

Member subscribers can view this page.

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