



Customizing Your Mitel/Aastra Phone Using CommPortal

Rev 1.1



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Customizing Your Mitel/Aastra Phone Using CommPortal

Login to CommPortal.

Navigate to <https://access.mywinintel.com> in your Internet browser.

Log in to CommPortal with your 10 digit phone number and password.



The screenshot shows the login interface for Winn Telecom's CommPortal Web. At the top, it says "Welcome To Winn Telecom" above the company logo, which consists of a stylized blue and orange swirl next to the text "Winn Telecom" in red. Below the logo is a white box titled "CommPortal Web" containing a light blue bar with the text "Please log in below.". Underneath are two input fields: "Number:" and "Password:". To the right of the "Password:" field is a link for "Forgotten Password?". At the bottom left of the box is a checkbox labeled "Remember me on this computer.". At the bottom right is a blue "Login" button.

When you log in the phone status page will load.

Welcome To Winn Telecom

Home Messages and Calls Contacts [Make Call](#) [Phone 2](#)

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.

Set a weekly schedule to apply different rules based on time, or day of the week.

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](#)

Your Services

[Call Settings](#) [Message Settings](#) [Notifications](#) [Reminders](#)

Personal Details
[Phone 2](#)
[Devices](#)

Security
[Change Password](#)
[Change Call Services PIN](#)
[Change Security Email](#)
[Change Voicemail PIN](#)

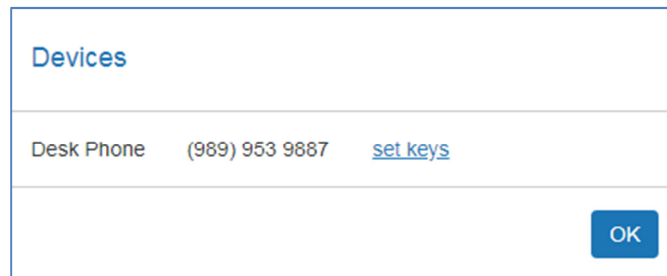
Support
[Help](#)
[Downloads](#)
[Send Feedback](#)

Keeping Up With The Speed Of Your Life

Editing Programmable Buttons and Preferences.

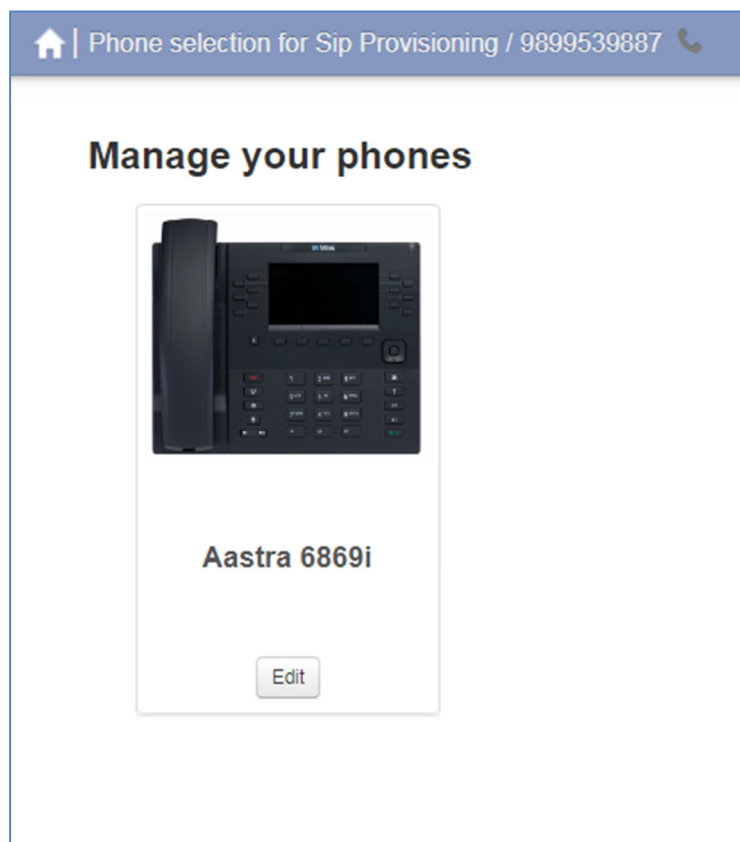
In the lower left corner under Personal Details click on Devices.

The Devices pop-up window will appear showing the phones that are linked with your account.



Click on the set keys link. (Clicking OK will close this window)

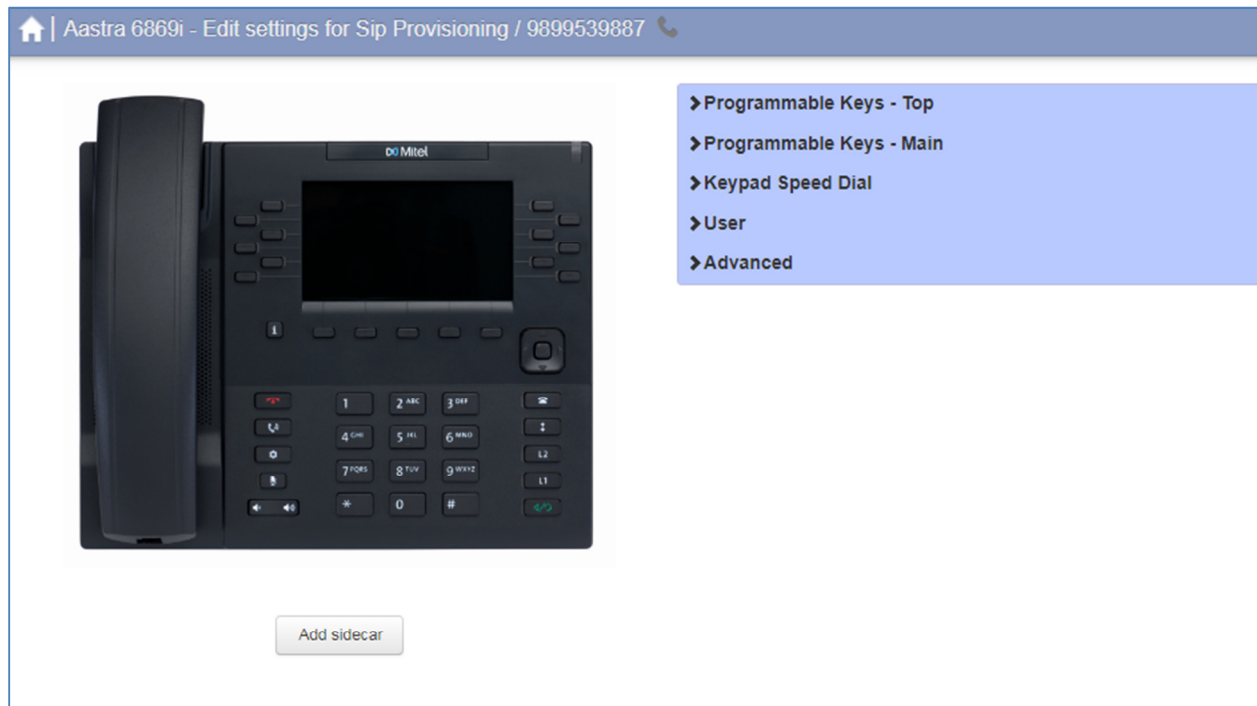
A new window will open showing a photo of your phone model.



Click the Edit button.

Edit Settings – Quick Tour

The Edit Settings screen shows categories of settings that you are able to change. Clicking on the category will expand it to show specific settings for that category.



Programmable Keys - Top – Settings for functionality and display of the keys located beside the display marked with blue in the photos below of the 6867i and 6869i phones.



Programmable Keys - Main – Settings for functionality and display of the keys located below the display marked in blue in the photos below of the 6867i and 6869i phones. These display when the phone is in an idle state (not on a call)



Keypad Speed Dial - Settings for speed dial 1-9 (feature not currently available for editing)

User – Settings for user preferences such as display settings and ring tone.

Advanced – Dial pad, ringtone behavior, call hold reminder settings.

Options

Programmable Keys – Top

Click on the Programmable Keys – Top category to expand it. All of the available keys will display with their labels. Clicking on a key will expand it to show the settings for that key. The number of keys available depends on the phone model.

▼Programmable Keys - Top	
▼Key 1	Jane - Ext 100
Soft key action	Monitored Extension <input type="button" value="Reset"/>
Line	Line 1
Extension	100
Use Subscriber Name as Label	<input type="radio"/> Yes - Requires the subscriber's full DN as the extension to monitor <input checked="" type="radio"/> No
Ring Splash Override	No ring splash
Label	Jane - Ext 100
▶Key 2	Customer Service
▶Key 3	Park 1
▶Key 4	Enh Call Park 1
▶Key 5	DND
▶Key 6	
▶Key 7	

Soft Key actions – Available functions.

Line – Incoming call appearances in addition to those built into the phone.

Speed Dial – One touch dialing of a programmed number.

Enhanced Speed Dial - One touch dialing and one touch transfer to a programmed number.

Monitored Extension - One touch dialing, extension pickup and line state monitoring of an extension within the office.

Enhanced Monitored Extension - One touch dialing, extension pickup, line state monitoring and one touch transferring to an extension within the office.

Enhanced Call Park – Place calls in a parking space. Retrieve calls from a parking space.

Retrieve Parked Call – Retrieve calls from a parking space without the ability to park calls.

Do Not Disturb – Place phone in do not disturb mode and directs calls to voicemail.

Voicemail – One touch access to your voicemail account.

Programmable Keys – Main

Click on Programmable Keys - Main category to expand it. All of the available keys will display with their labels. Clicking on a Key will expand it to show the settings for that key. The number of keys available depends on the phone model.

The screenshot displays the 'Programmable Keys - Main' configuration page. At the top, there is a header 'Programmable Keys - Top' and a sub-header 'Programmable Keys - Main'. Below this, a list of keys is shown, each with an expandable arrow and a label. Key 1 is expanded, revealing its settings: 'Soft key action' is set to 'Voicemail', 'Line' is set to 'Line 1', and 'Label' is set to 'Voicemail'. A 'Reset' button is located to the right of the dropdown menus. Keys 2 through 8 are collapsed, showing their respective labels: 'Do Not Disturb', 'Key 3', 'Key 4', 'Key 5', 'Key 6', 'Key 7', and 'Key 8'.

Soft Key actions – Available functions.

Speed Dial – One touch dialing of a programmed number.

Enhanced Speed Dial - One touch dialing and one touch transfer to a programmed number.

Do Not Disturb – Place phone in do not disturb mode and directs calls to voicemail.

Voicemail – One touch access to your voicemail account.

User

Click on the User category to expand it. Click on the available options to expand them.

The screenshot shows a configuration page with a blue header and several sections. The 'User' section is expanded, showing 'Locale' with 'Date format' set to 'WWW MMM DD' and 'Time format' set to '12 hour clock'. 'Call Services' has 'Monitored extension ring splash' set to 'No'. 'Preferences' includes 'Missed calls indicator' set to 'Yes', 'Hands-free mode' set to 'Default (Speaker)', 'Priority Ring tone' set to 'Distinctive 1', 'Active Backlight Brightness' set to '3', and 'Inactive Backlight Brightness' set to '1'. At the bottom, there are expandable sections for 'Line 1', 'Line 2', and 'Line 3'.

Locale – Change the format of the date and time displayed on the screen.

Call Services – Turn on/off ring splash (audible notification) for monitored extension key.

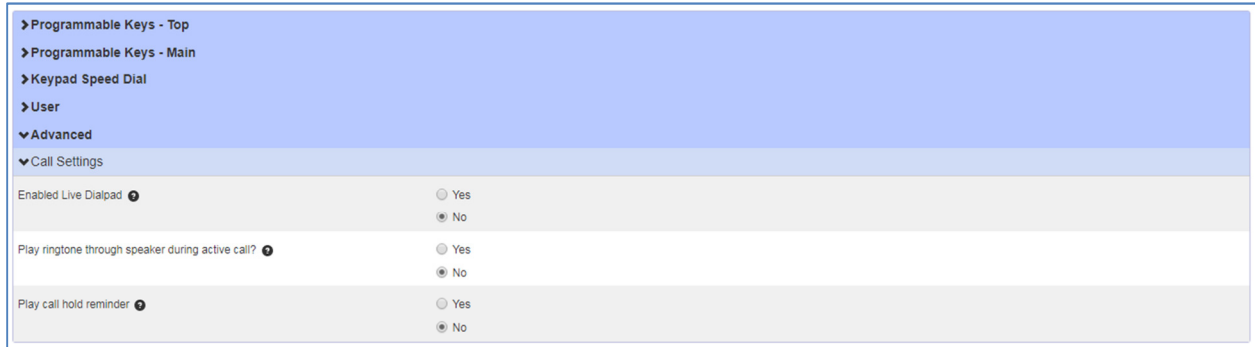
Preferences – Change display brightness, missed call indicator, hands free mode.

Line – Changes the labeling of your line on your display. Typically only Line 1 is used and changes to the others will not be valid.

The screenshot shows the 'Line 1' configuration page. It includes a 'Directory number' field with the value '9899539887'. 'Description Row 1' has radio buttons for 'Use directory number' (selected), 'Use extension', and 'Custom description'. 'Custom Description Row 1' has a text field with the value '9899539887'. 'Description Row 2' has radio buttons for 'Use directory number' (selected), 'Use extension', and 'Custom description'. 'Custom Description Row 2' has a text field with the value 'John - Ext 101' and a 'Reset' button. 'Ring tone' is set to 'Tone 2'.

Advanced

Click on the Advanced category to expand it. Click on Call Settings to show options.



The screenshot shows a settings menu with a blue header and a white body. The header contains the following items:

- ▶ Programmable Keys - Top
- ▶ Programmable Keys - Main
- ▶ Keypad Speed Dial
- ▶ User
- ▼ Advanced

The 'Advanced' section is expanded to show 'Call Settings'. The 'Call Settings' section contains three options, each with a radio button:

Setting	Yes	No
Enabled Live Dialpad ⓘ	<input type="radio"/>	<input checked="" type="radio"/>
Play ringtone through speaker during active call? ⓘ	<input type="radio"/>	<input checked="" type="radio"/>
Play call hold reminder ⓘ	<input type="radio"/>	<input checked="" type="radio"/>

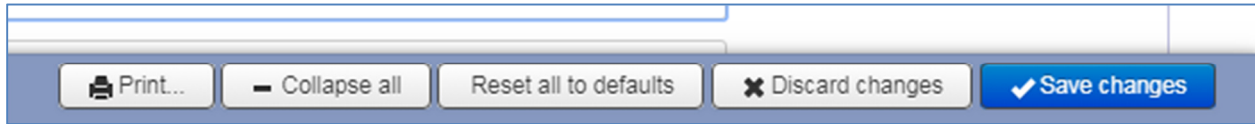
Enable Live Dialpad – Automatically turn on hands free mode when dialing with the handset on hook.

Play Ringtone Through Speaker During Active Call – Calls will ring through the phone speaker when you are on a call.

Play Call Hold Reminder – Periodically play a tone to remind user they have a call on hold.

Saving Your Changes.

When changes are complete click on the **Save Changes** button at the bottom right corner of the page. The page should reload.



After saving your changes **reboot** your phone by either unplugging it and plugging it back in or through the on phone menu.

Other things you can do. Other selections at the bottom right of the page.

Discard Changes – Clicking on this will reset unsaved changes back to their previous values.

Reset All To Defaults – Resets all options to factory default settings. This will clear all programming of the top and main keys.

Expand All – expands all the categories and options. When expanded, this will change to Collapse All.

Print – Prints a table of all settings and their values.