

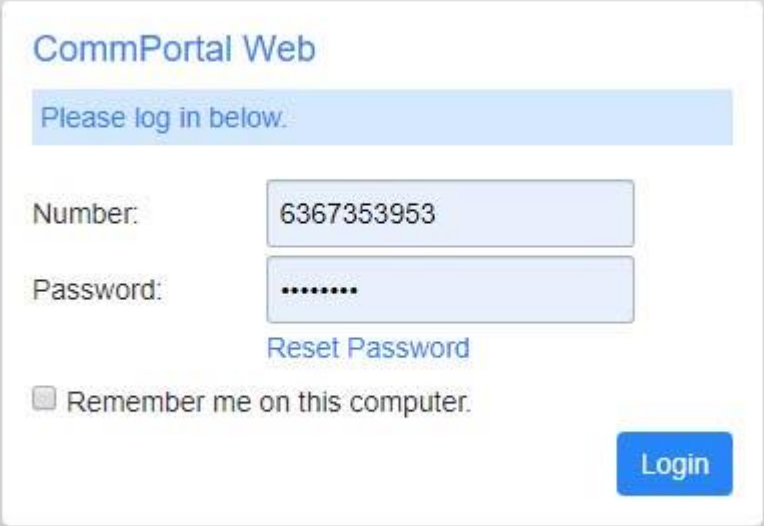
UC Cloud Getting Started Guide

Welcome to your new Cloud PBX system. We hope you will enjoy this easy new productivity tool for your office.

To get you up and running we have a few steps to get you on your way.

- *First, we will get you connected to the cloud portal.*
- *Second, we can get your desktop software installed (if Licensed)*
- *And Finally, we can get your mobile client installed and working (if Licensed)*

Getting to your New Cloud User Portal

A screenshot of the CommPortal Web login page. The page has a white background with a light blue header area. The title "CommPortal Web" is in blue. Below it, a light blue box contains the text "Please log in below:". There are two input fields: "Number:" with the value "6367353953" and "Password:" with masked characters ".....". Below the password field is a blue link "Reset Password". At the bottom left is a checkbox labeled "Remember me on this computer." and at the bottom right is a blue "Login" button.

CommPortal Web

Please log in below:

Number: 6367353953

Password:

[Reset Password](#)

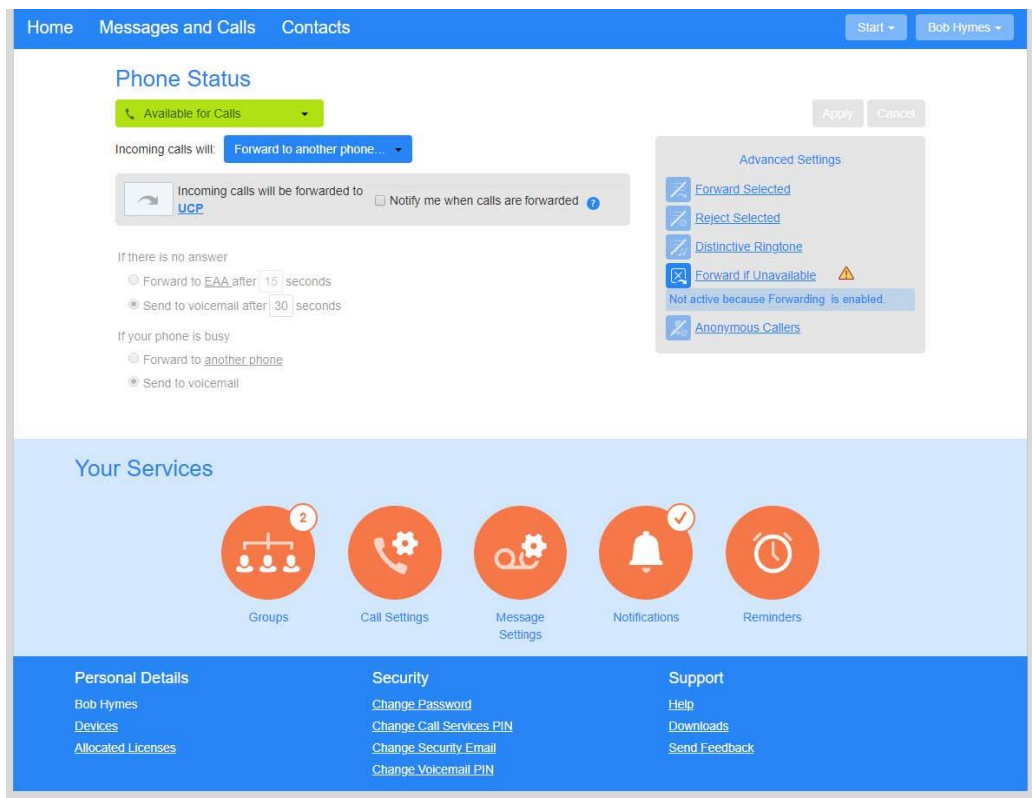
☐ Remember me on this computer.

Login

In your web browser you can navigate to the Comm Portal at <https://ctiuccloud.uccommportal.com/>

Enter your Phone Number

Default Password- "CTIW7272" *(Unless you have changed it already)*



Once connected to your comm portal you will be able to access and control your phone options.

Options available to you are:

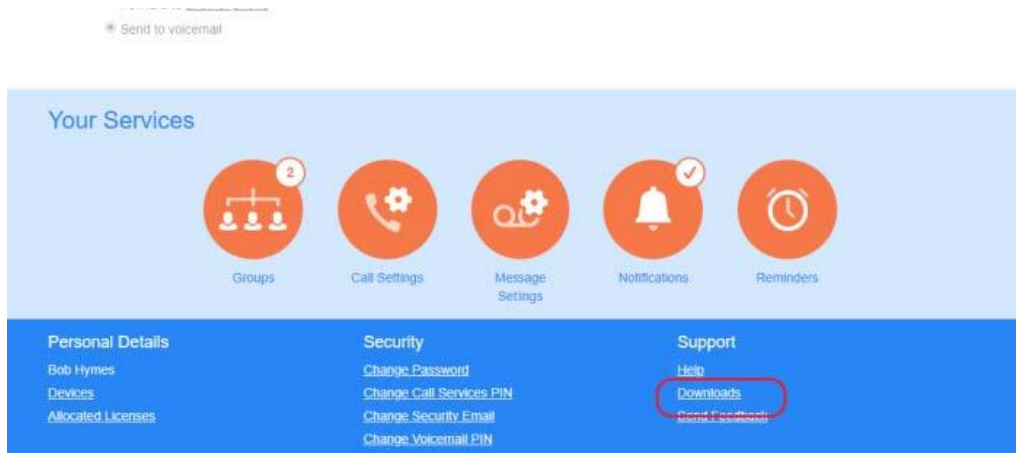
- forwarding your phone,
- change status,
- set up find me follow me,
- view voicemail messages and call history,
- Manage your voicemail settings and greeting
- see your contacts
- view your call groups and log into and out of them if able

Voicemail Pin: 7272 You can change this in setup.

A video Tutorial for the Comm portal can be seen by using this link:

http://docs.metaswitch.com/interactive/commportal-end-user-tutorial/story_html5.html

To download and install the desktop software:

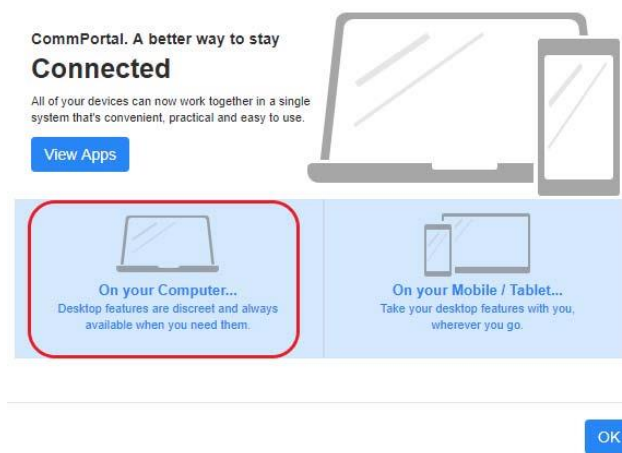


From the portal main screen select Downloads from the Support Menu:

Click on “on your computer”

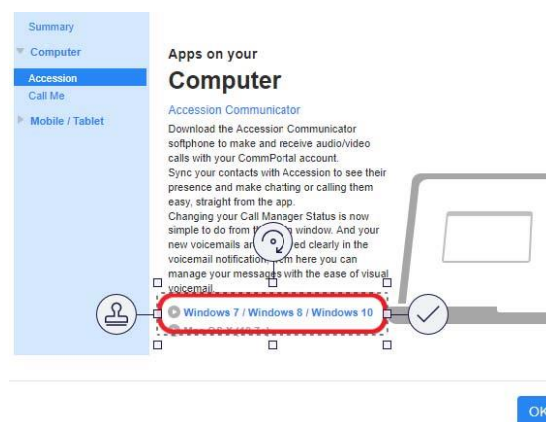
Select your operating system
MAC

Follow prompts to download
desktop



either Windows or

software to your



Starting Accession Communicator- Desktop software

Login credentials

- If asked for Provider: Choose CTI UCCLLOUD
- Phone number: number for above
- Password: CTIW7272 Note this is the password if you have not changed it.
- From your Contacts to create favorites- right click and choose Add to Favorites
- To transfer a call- In call window, click right arrow then choose person then click Transfer Call
- To conference another caller in- while on call click + sign and add caller.
- For call duration- Click on Recent, click on ALL, hover over call for call duration.
- To change Presence- click on your Name at the top left, choose drop down menu, choose status.
- To forward phone to another extension- click on your Name at the top left, choose drop down menu, choose as Unavailable, choose forward all calls immediately and enter extension to forward to.

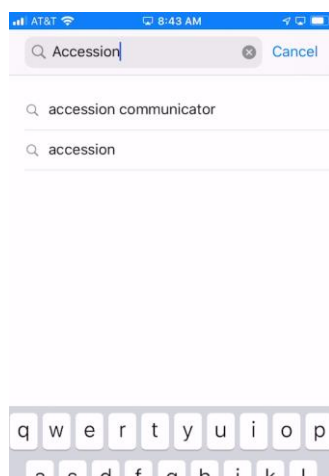
A video Tutorial for the Desktop can be seen by using this link:

http://docs.metaswitch.com/interactive/accession-desktop/story_html5.html

To download your mobile app:

Go to your mobile phone app store and download Accession Communicator and follow steps.

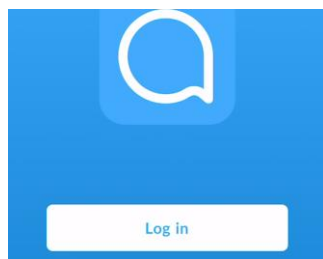
- Search for Accession Communicator



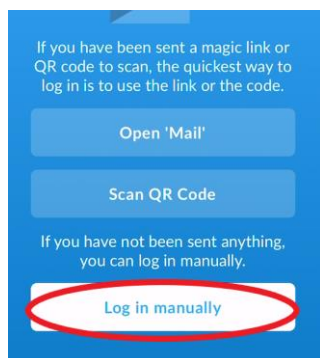
- Download the app



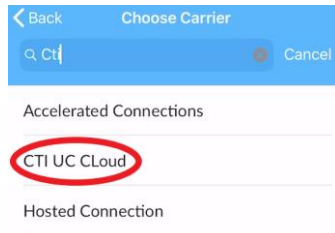
- Allow notifications so your app can ring and alert you
- Select log in



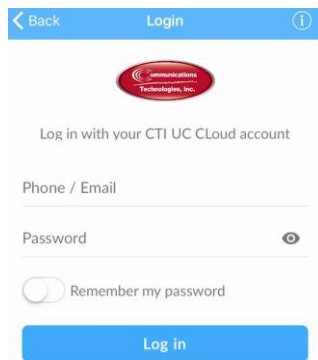
- Select log in manually



- Search for and select CTI UC Cloud



- Accept the terms of Use and continue
- Enter Your Phone number
- Enter your password (The default is: CTIW7272)
- Select remember my password



- Select Log in
- If you want to be able to dial/text to and from you cell phone contacts allow access
- Allow access to your microphone
- If you have an Iphone select if you would like to use with Siri or not
- Enter you mobile number so you can switch from the client to cell phone if needed due to bad cellular data
- You can go through the tour or skip
- You are now ready to use your app

A video Tutorial for the Accession Mobile can be seen by using this link:

http://docs.metaswitch.com/interactive/accesion-mobile/story_html5.html

Thank You

We know you will enjoy the freedom, utility and the mobility of your new cloud system. Thank you for choosing CTI. If you have any questions, please reach out to your CTI representative for assistance.