

HOSTED PBX COMMPORTAL QUICK START GUIDE

WELCOME TO HOSTED PBX!

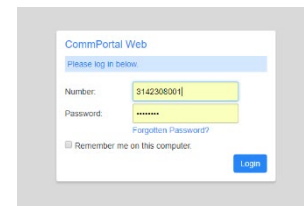
This guide is intended to get you up-and-running for the basic features associated with the product. For more in-depth information, please see: *Hosted PBX End User's Guide*, *Hosted PBX Administrator's Guide*.

As always, you can contact our local customer care team at your customer care number and we will be happy to assist you.

CommPortal is the web portal used to configure the features on your new phone system. With CommPortal, you can:

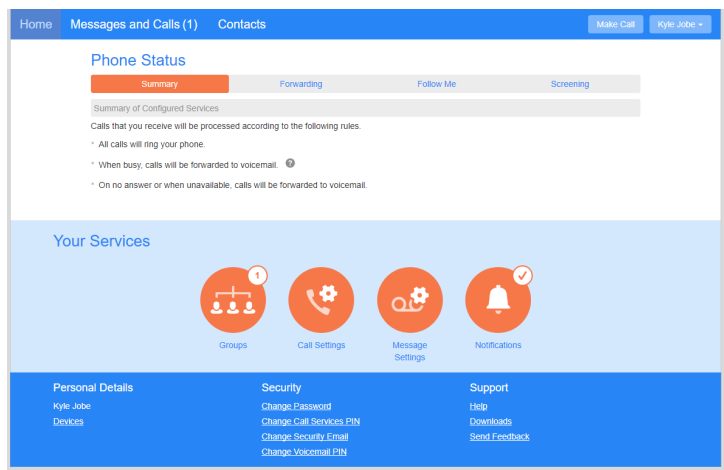
- View missed calls
- Listen to voicemail messages
- Manage your contacts
- Set-up rules to route your calls
- And many others

To get started, go to the login page at: <http://ctiuccloud.uccommportal.com> Use your 10 digit phone number as your user name and 7272 as the default password. Please note that this Guide is representative and may vary from your individual CommPortal screen.



GETTING ORIENTED

Once you are logged in, you will be on the CommPortal **Home screen**:



From this screen you can:

1. see the current phone status which tell you where you calls are set to ring
2. See if there are any new messages or missed calls
3. Select your contacts page

4. Use the 'Call' button to dial your telephone
5. Log Out
6. Access your groups
7. Change any of your settings
8. Manage your devices/phones
9. Change your passwords/PINs
10. Access help or software downloads

Under Phone Status you get to choose if you phone is forwarded follows you rings multiple devices or can screen callers to your extension.

MESSAGES AND CALLS

The **Messages and Calls** tab displays all the recent call activity you have had. Here you can retrieve voicemails and view calls based on whether they were missed, answered, dialed, or deleted.

Click on one of the sub-tabs to get more detail. Click the 'play' arrow button to listen to a voicemail. Note that you can listen to your voicemails in any order. The window (seen to the right above) will open – you will have the option to save or delete either on the player screen or main screen.

Click the 'New Voicemail' button at the bottom of the page to record and leave a voicemail as a memo (note – your computer requires a microphone).

Click the at the end of the line to mark as Heard (or) New, Forward as Email, or Forward as Voicemail.

From the Missed, Dialed, and Received tabs, you can click on the name and either call them, add them to your contacts, or jump to the caller's existing contact information.

The screenshot displays the 'Messages and Calls (1)' tab in a web application. The top navigation bar includes 'Home', 'Messages and Calls (1)', and 'Contacts', along with 'Make Call' and 'Kyle Jobe' buttons. Below the navigation, there are tabs for 'Messages (1 New)', 'Missed', 'Dialed', 'Received', 'Rejected', and 'Deleted'. A 'New Voicemail' button is on the left, and a 'Delete All' button is on the right. The main content area shows a voicemail from 'CTI RETAIL - (636) 537 7202' dated 'Fri 10/27, 4:23 pm, 17 secs'. The voicemail transcript reads: 'Hello Kyle I just wanted to give you a call and let you know that we're ready to move our phone system to the cloud as soon as you're ready give us a call and let's get the transition going. Thank you.' Below the transcript, there are icons for 'Actions' and a trash can. At the bottom, there is a blue sidebar with links for 'Personal Details' (Kyle Jobe, Devices), 'Security' (Change Password, Change Call Services PIN, Change Security Email, Change Voicemail PIN), and 'Support' (Help, Downloads, Send Feedback).

CONTACTS

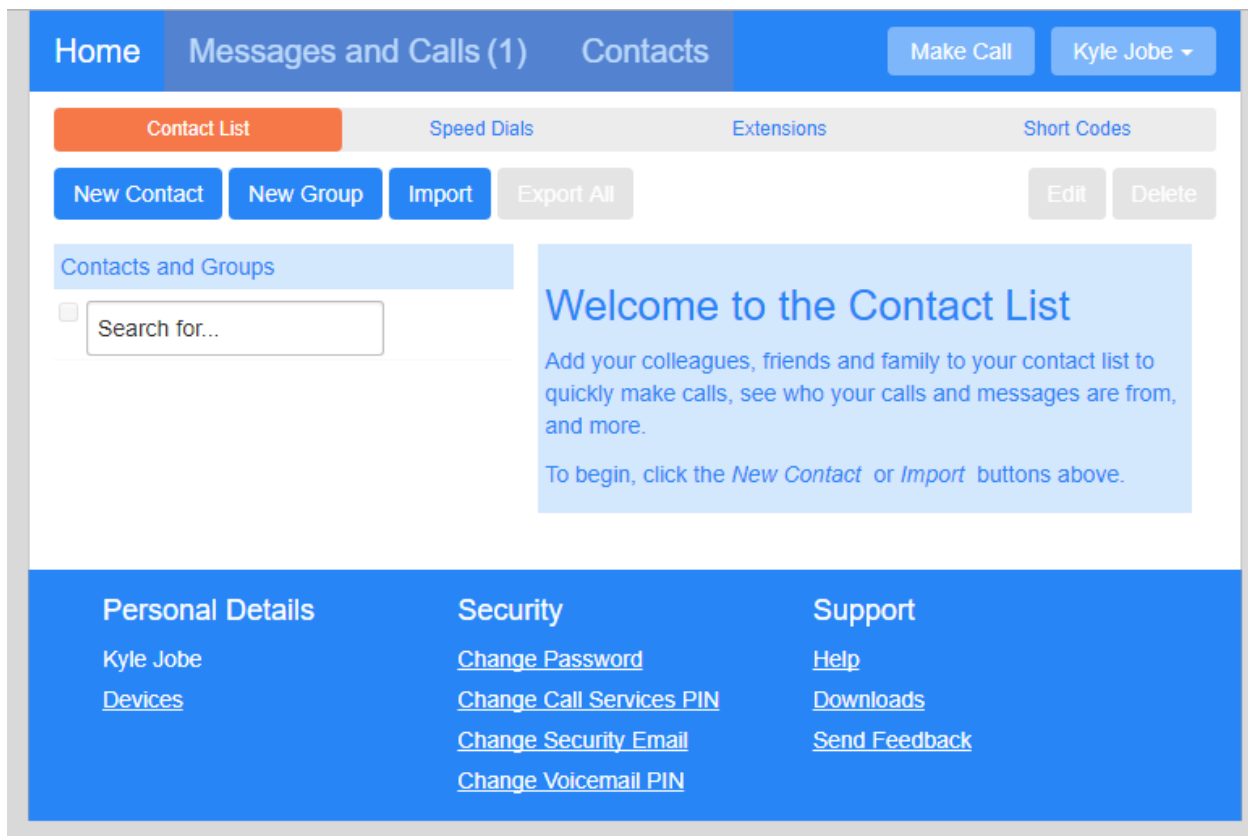
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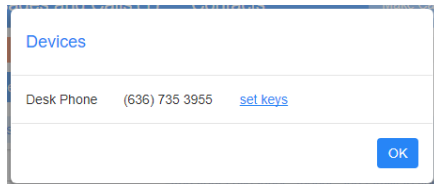
The fastest way to add your contacts is to import them from your email program. If you're using Microsoft Outlook, here's how:

- Open Outlook and go to the 'File' tab – then 'Import and Export'
- A new window should appear
- Select Export to File – click Next
- Select Comma Separated Values from the list and click Next

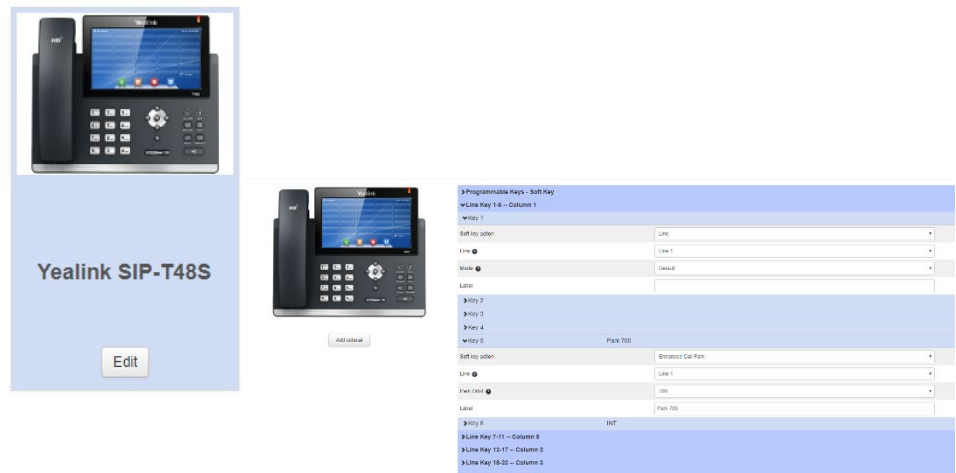
PERSONAL DETAILS

You can manage your devices and set the buttons on your phone with the 'Devices' Link.

Click the 'Set Keys' button to access the button programming on your phone.



Manage your phones



Here you can select from the dropdown list of features for each programmable button. You can also select ring tones and features to customize your device.

SECURITY

Select one of the options under security to change your passwords and PINs.