COMMPORTAL

HOME *TELECOM*
BUSINESS

Quick Reference Guide

This guide is intended to get you up and running with the basic features associate with CommPortal.

COMMPORTAL

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

– view missed calls and listen to voicemail messages

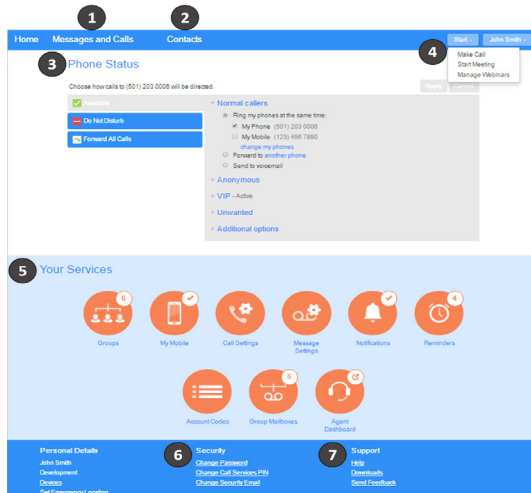– manage your contacts

– set up rules to route your calls

To get started, go to the login page at: **message.homesc.com**.

Note: Your administrator will provide a default password and, once you log in, you will be prompted to create a new password.

COMMPORTAL HOME PAGE

Once you log in, you can see the CommPortal Home page.

You can view your Call Manager settings and access a range of other services on the CommPortal Home page.


1. **Messages and Calls** – View and retrieve any voicemails

2. **Contacts** – Import your contacts from Outlook, create new contacts, or click on a name to dial.

3. **Phone Status** - Control your Call Manager settings.

4. **Make a Call** - Select **Make Call** to make a call directly from CommPortal, **Start Meeting** to start a Meeting, or **Manage Webinars** to create a Webinar or manage your Webinars.

5. **Your Services** – Access a range of services available with your CommPortal account (for example, change your call, message and notification settings or set up a reminder call).

6. **Security** - Change your password or security email address.

7. **Support** - Select **Downloads** to download apps, for example MaX UC Client. Select **Send Feedback** to report bugs or make suggestions for improvements to the CommPortal interface.

MESSAGES AND CALLS

- The **Messages and Calls** tab displays recent call activity. You can retrieve voicemails and view calls based on whether they were missed, received, dialed, or deleted.
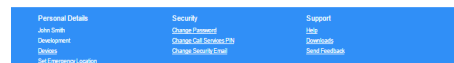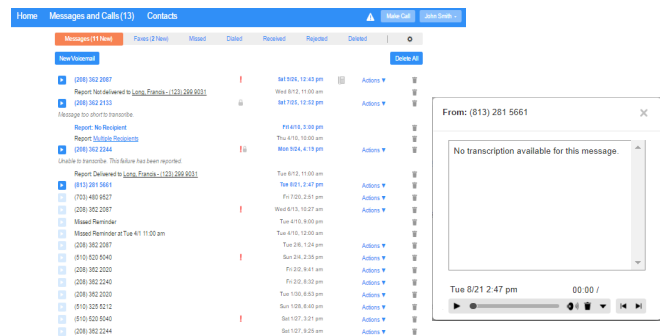
- Click on one of the sub-tabs for more details. From the **Missed**, **Dialed**, and **Received** tabs, you can click on a contact's name to call them, add them to your contacts, or jump to the caller's existing contact information.

- Use the **Actions** drop-down alongside each message to **Reply**, **Mark as heard**, **Forward as Email**, or **Forward as Voicemail**. Click on the **trash** icon to delete the message.

CONTACTS

- Use the **Contacts** tab to manage your contact information. You can create new contacts using recent call information (like a missed call), create contact groups, or import/export contacts.

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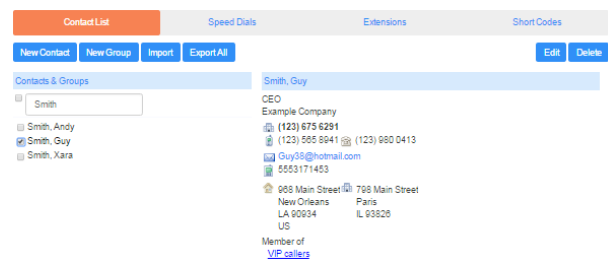
QUICK START GUIDE

The fastest way to add your contacts is to import them from your email program. For Microsoft Outlook:

1. Open **Outlook** and go to the **File** tab.

2. Select **Open & Export** then **Import/Export**.

3. In the pop-up window, select **Export to a file** and click **Next**.

4. Select **Comma Separated Values** and click **Next**.

5. Select **Contacts** in the folder tree and click **Next**.

6. Save the exported file as **Outlook Contacts** in a place you can easily locate such as the Desktop or My Documents. Click **Next**.

7. On the **CommPortal Contacts** page, click **Import**. Select **Choose file** and select your **Outlook Contacts** file.

8. Click **Import** to import your contacts into CommPortal.

CALL MANAGER

In the center of the CommPortal Home page, the **Phone Status** panel displays your Call Manager, where you can set your availability and manage how incoming calls are routed to you.
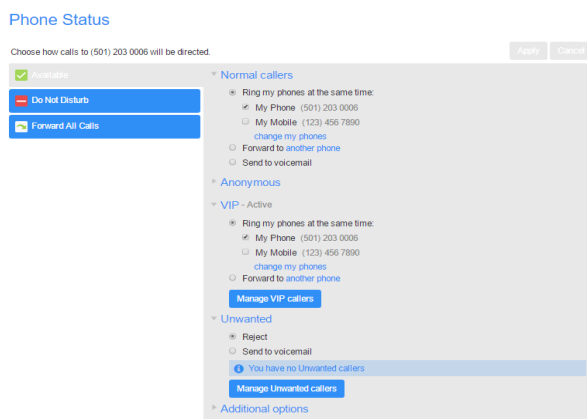
If you are busy, you can change your status from **Available** to **Do Not Disturb**, which routes calls directly to voicemail. There is also a forwarding option that enables simultaneous ring with your mobile device.

The right-hand panel allows you to set up how calls from various different types of callers are handled. You can use the options on this screen to add numbers to **VIP** and **Unwanted** callers lists.

MAKE CALLS FROM COMMPORTAL

To make a call directly from CommPortal, click on the **Start** button and select **Make Call**. In the Dialer, enter the number you want to call (either by typing it in or selecting from the contact list dropdown) and choose which of your telephone numbers to use to make the call.

YOUR SERVICES

Select **Call Settings** to access your call settings. For example, you can withhold your caller ID and configure Call Forwarding, Call Blocking, or Call Jump settings.

Message Settings allows you to control how your messages are handled. You can set up message forwarding, manage your Mailbox Access, and customize how you are notified of a voicemail. Click on **Voicemail Greeting** to personalize your voicemail greeting with a recorded announcement (this requires a microphone).

CHANGE SETTINGS

The panel at the bottom of the CommPortal Home page allows you to make various changes to your settings.

– Under **Personal Details**, use the **Devices** link to configure your phone preferences. On the window that appears, use the **set keys** link to configure your phone preferences.

– Click on the **Security** links to change your password, PINs, or account email address.

– Under **Support**, use the **Downloads** link to access a range of apps that you can download onto your computer or mobile/tablet. This allows you to always have access to the key CommPortal features on your desktop or mobile device.
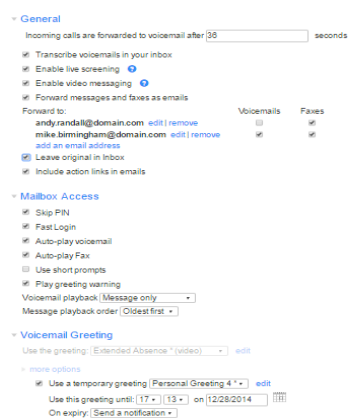
MORE QUESTIONS?

If you have any additional questions about CommPortal, call us at 888-571-5775 or email Sales@hometelco.com.