COMMPORTAL



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.

- 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.
- 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.

Home	Messages and Calls (13) Cont	acts			A 14	e Call John Smith +			
	Messages (11 New) Faxes (2 New	v) Missed	Dialed	Received Rejected	Deleted	0			
	NewVoicemail					Delete All			
	 (208) 362 2087 Report Not delivered to Long. Francis 	- (123) 299 9031	1	Sat 5126 , 12:43 pm Wed 8/12, 11:00 am	Actions ¥	¥ ¥			
	(208) 562 2153 Message too short to transcribe.		8	Sat 7/25, 12:52 pm	Actions ¥	From: (813)) 281 5661		×
	Report: No Recipient Report <u>Multiple Recipients</u> (208) 362 2244		10	Fit 4/10, 5:00 pm Thu 4/10, 10:00 am Mon 5/24, 4:15 pm	Actions V	T T T			
	Chable to transcribe. This failure has been re Report Delivered to Long, Francis - (1		10	Tue 6/12, 11.00 am	Actions *	 No transe 	cription available t	or this message.	
	(813) 281 5661 (703) 480 9627			Tee 8/21, 2:47 pm	Actions V	¥ ¥			
	208) 362 2087 Missed Reminder		1	Wed 6/13, 10:27 am Tue 4/10, 9:00 pm	Actions V	W N			
	Missed Reminder at Tue 4/1 11:00 am (208) 382 2087			Tue 4/10, 12:00 am Tue 2/6, 1:24 pm	Actions V	H H			
	 (\$10) \$20 \$040 (208) 382 2020 (208) 382 2240 			Sun 24, 2:35 pm Fri 212, 9:41 am Fri 212, 8:32 am	Actions V Actions V Actions V				*
	2 (208) 362 2020 (510) 325 5212			Tue 100,8:53 pm Sun 100,8:50 pm	Actions V Actions V	Tue 8/21	2:47 pm	00:00 /	ны
	 (510) 520 5040 (208) 382 2244 		1	Sat 127, 3:21 pm Sat 1:27, 9:25 am	Actions V Actions V				_
a D	ersonal Details Inn Smith seksprent sides	Security Change Password Change Call Servic Change Security Er		Support Hele Download Send Fee					

- 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.

Contact List	Speed Dials	Extensions	Short Codes
New Contact New Group Import Expo	ortAll		Edit Delete
Contacts & Groups	Smith, Guy		
Smith Smith, Andy Smith, Guy Smith, Xara	CEO Example Comp (123) 675 (123) 585 Guy38@h (123) 585 (123) 585 (6291 8941 🚔 (123) 980 0413 otmail.com	
	New Orlea	Street 🕼 798 Main Street Ins Paris IL 93826	

COMMPORTAL



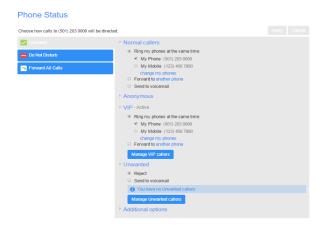
QUICK START GUIDE

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

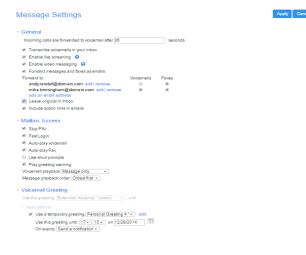
Select **Call Settings** to access your call settings. For example, you can withhold your caller ID and configure Call Forwarding, Call Blocking, or Call Jump settings.

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.