

Frequently Asked Questions (FAQ's)

What service will this be affecting?

Answer: This change will be affecting your Cloud IP PBX service.

Why is my current service changing?

Answer: First Communications is changing our Unified Communications service to a new platform to provide our customers with a more reliable communications portal as well as updated features to meet your business communications needs.

When will this change be happening?

Answer: You will get notified via e-mail, 5 to 7 business days before your service is going to be converted to the new platform. The conversion will take place after business hours.

How long will my service be down?

Answer: Your service interruption time may vary but can take up to 30 minutes.

What can I expect the next day?

Answer: There will be several steps to follow after the platform migration. Please refer to our **First Steps To Take Document**.

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Will any of my phones or devices need to be changed?

Answer: No, your current phones and devices will work with the new platform.

Will Cloud IP PBX portal login still be the same?

Answer: No, you will have new credentials to login to the new portal and will need to create a new password to something more secure once you have logged in.

The new portal URL is: **https://my.uc-view.com**. If you are an Admin, the new Admin portal URL is: **https://my.uc-view.com/bg**. Your new login credentials were sent to you via e-mail. If you did not receive new login credentials or have any questions call **800-860-2934**.

Do I need to download a new desktop or mobile app?

Answer: Yes, if you currently have the mobile or desktop service.

Our new platform offers a newly designed desktop and mobile app that were made to meet your business communications needs.

For more detailed instructions on how to set up the new desktop or mobile app please refer to our **First Steps To Take Document**.

What will happen to my voicemails?

Answer: All voicemails will no longer be available. If you have the voicemail to email service you will still be able to access the voicemails that are no longer available on the devices.

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What will happen to my current call settings?

Answer: All of your current call settings will be removed and you will need to set up new ones in the CommPortal. These include call forwarding, simultaneous rings, speed dials and others.

Can I change settings for BLF, speed dial, call forwarding etc. on the physical phone rather than changing the line/soft key settings from CommPortal ?

Answer: Yes, but every time your phone reboots you will lose all the settings. Hence it is recommended to change line/soft key settings by going to CommPortal. Changes made in the CommPortal will not be lost when a phone is rebooted.

Where can I find user guides?

Answer: You can receive user guides, tutorial videos and more in-depth information on our website at: <https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/>

What if my service is not working?

Answer: If your service is not working after migration please call **800-860-2934**. You can also log onto your customer management portal and open a ticket here:

<https://my.firstcomm.com>