FirstComm℠

CommPortal

User Guide

Updated Version 05.04.20
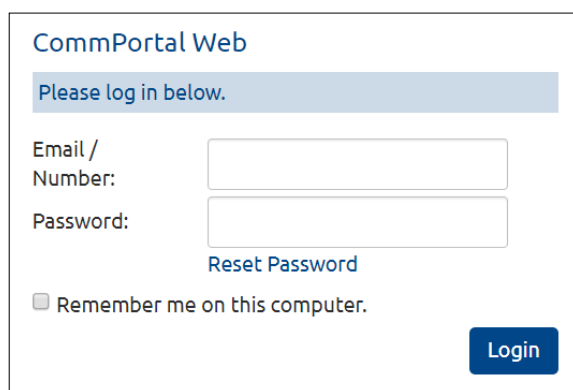
Contents

INTRODUCTION

Welcome to Unified Communications! This guide is intended to get you up and running with the basic features associated with the product.

As always, you can also contact our local customer care team at 800-860-2934 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
· Perform many other functions

To get started, go to the login page at: https://my.uc-view.com (Contact your administrator regarding your 10-digit phone number and default password. Once you log in, you will be prompted to create a new password.)

CommPortal Web

Please log in below.

Email /
Number: [   ]

Password: [   ]
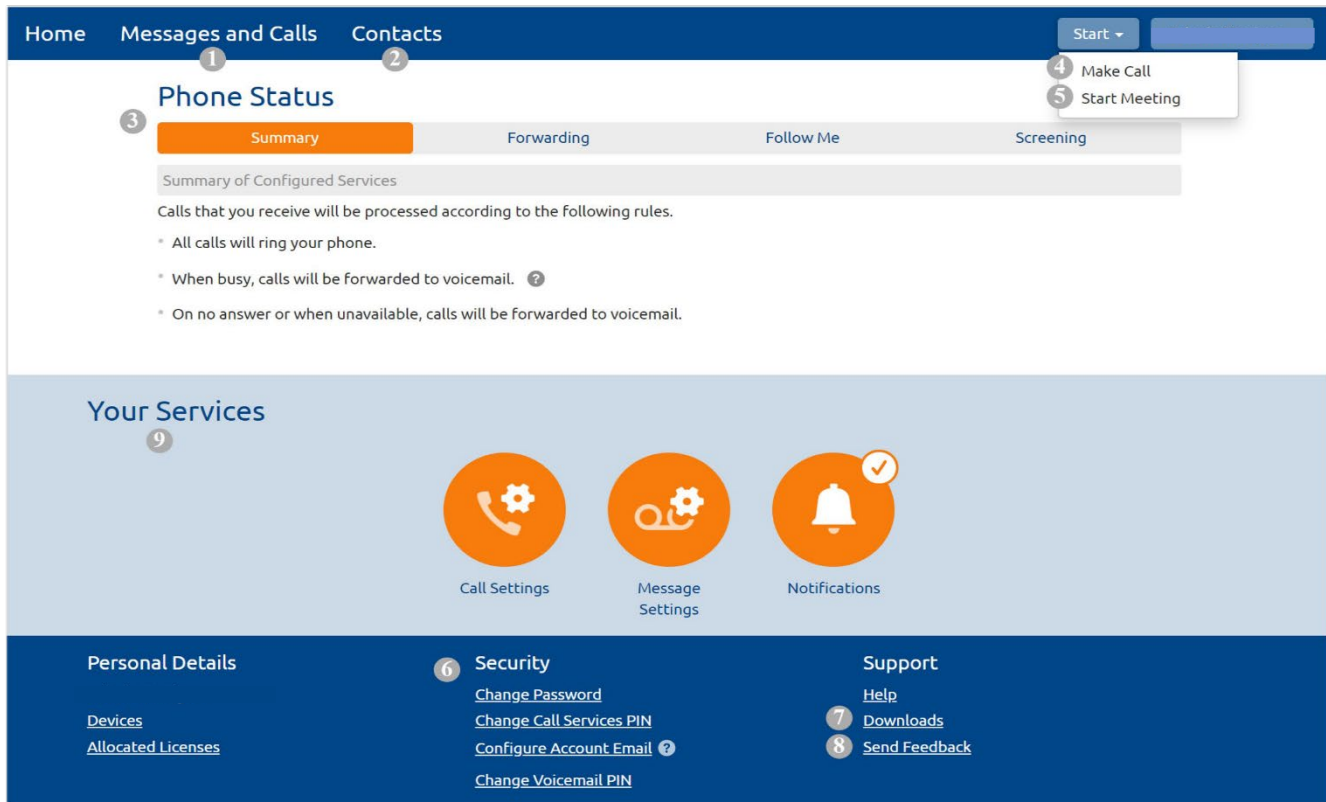
Reset Password

☐ Remember me on this computer.

[Login]

* This Guide is representative and may vary from your individual CommPortal scree

GETTING ORIENTED

Once you are logged in, you will see Commportal Home Page:

The CommPortal Home page is the main screen for the portal where you can view your Call Manager settings and access a range of other services.

1. Messages and Calls – Click this link to view and retrieve any voicemails.
2. Contacts – Import your contacts from Outlook or create new ones, click on a name to dial.
3. Phone Status - Control your Call Manager settings.
4. Make Call – Make a call direct from CommPortal.
5. Start Meeting – Start an UC MaX meeting (only available with certain licenses).
6. Security - Use these links to change your password or security email address.
7. Downloads – Download apps, for example Accession Communicator.
8. Send Feedback – Report bugs or make suggestions for improvements to the CommPortal interface.
9. Your Services – Use these links to access a range of services available with your CommPortal account, for example to change your call, message, and notification settings, or set up a reminder call.

MESSAGES AND CALLS TOOLBAR

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

Click on one of the sub-tabs to get more detail. 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.

Use the action drop-down alongside each message   **Actions ▼**   to mark as Heard (or) New, Forward as Email, or Forward as Voicemail, or click the trash icon to delete it.

Click the 'play' arrow button ▶️ to listen to a voicemail. Note that you can listen to your voicemails in any order. A window (as shown over the Messages and Calls screen) will open to display the Voicemail player where you can listen to and manage the message.

Click the 'New Voicemail' button **New Voicemail** at the top of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function).

CONTACTS TOOLBAR

The Contacts page enables you to manage all your contact's information. Within it, you can create new contacts (using recent call information like a missed call, or create a new one from scratch), create groups of contacts, or import/export your contacts.
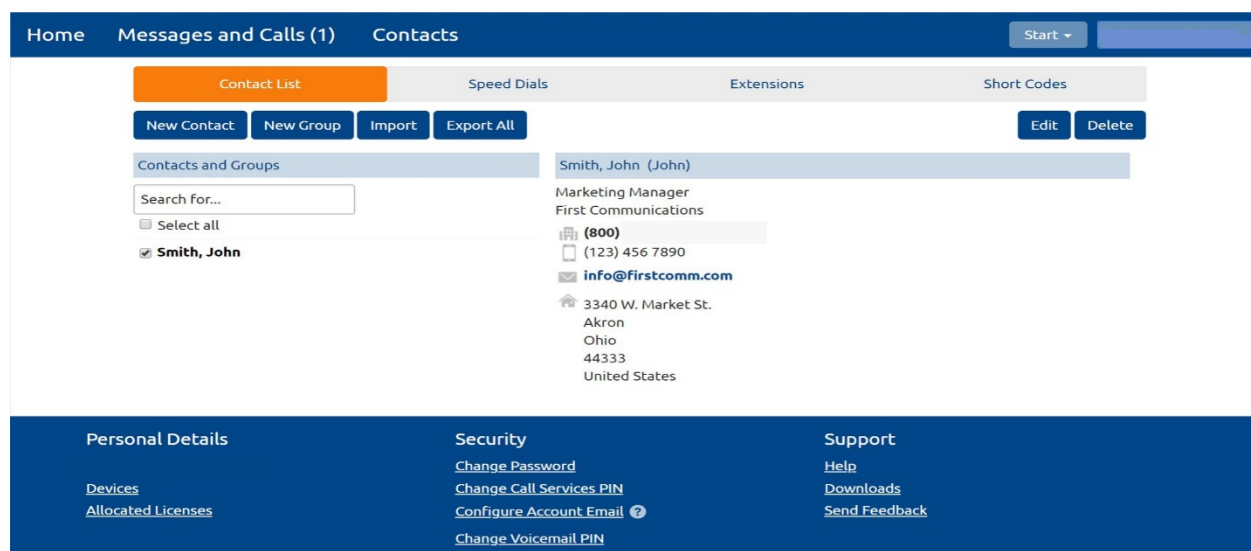
The fastest way to add your contacts is to import them from your email program. If you use Microsoft Outlook, follow these instructions:
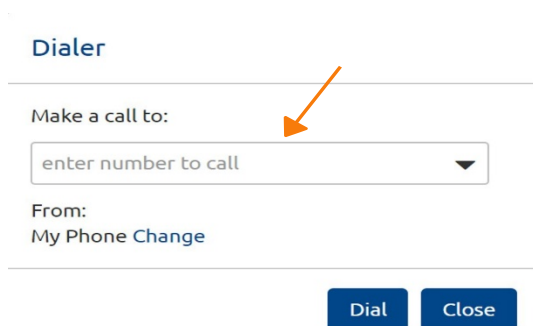
- Open Outlook and go to the 'File' tab – then 'Import and Export'
- A New window should appear
- Select Export to File – click Next.
- Select Comma Separated Values from the list and click "Next"
- Select Contacts from the folder tree and click "Next"
- Save exported file as 'Outlook Contacts' and click Next – save in a place you can easily locate such as the Desktop or My Documents
- Go back to the CommPortal Contacts page
- Click the Import button
- Click the Browse button to find the 'Outlook Contacts' file
- Click Import
- Your contacts are now in CommPortal

MAKING CALLS FROM COMMPORTAL

You can make a call direct from CommPortal by clicking 'Make Call' to launch the dialer.
On the dialer, you can enter the number you want to call either by typing it in or selecting from a dropdown list of your contacts, and also choose which of your telephone numbers will be used to make the call.
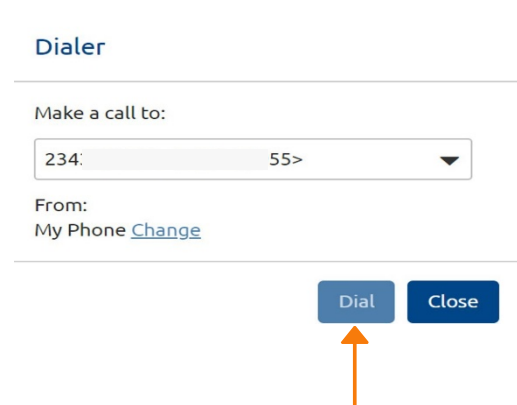
1. Click on 'Make A Call'   2. Enter number and click 'Dial'

CALL FORWARDING

You can change settings of the following call forwarding services. Add numbers and click 'Apply'.

- **Immediate**: Calls are forwarded as soon as you receive them.
- **Busy**: Calls are forwarded whenever your line is busy. If you have multiple (twinned) devices, then this service only applies if all of your devices are busy (or reject the call).
- **No Answer**: Calls are forwarded if you do not answer your phone within a certain time.
- **Unavailable**: Calls are forwarded if your phone is unavailable (e.g. it is unplugged or loses power).
- **Selective**: Calls from selected callers are forwarded as soon as you receive them.

The forwarding tab also provides access to your forwarding destinations. These are numbers that you regularly forward calls to, and that you preconfigure for ease of use.

FOLLOW ME

When enabled, this service redirects calls that you receive to one or more alternate destinations. You may configure multiple destinations to ring in turn, simultaneously, or a combination of the two.

To configure this service, you must define a number of rules.

- Each rule defines a destination you want to ring when you receive a call, and how long you wish that destination to ring for.
- Each rule is assigned to a numbered step.
- As soon as you receive a call, all destinations referred to by rules in step 1 begin to ring simultaneously.
- As soon as the last of these destinations has completed ringing, all destinations referred to by rules in step 2 begin to ring simultaneously and so on.
- This continues until the call is answered or all configured destinations have been rung.
- You can have up to a maximum of 6 steps, and multiple rules may be assigned to each step.

To use Follow Me feature tick the checkbox and click on 'Add Rule'. Add alternate destination numbers and select the order in which they should ring by adding them as different steps as shown below.

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Office	■					
CellPhone		■				
Office 2			■			

CALL SCREENING

You can change call screening settings by click on screening on home page. You can select Do Not Disturb, Selective Rejection or Anonymous Rejection

Phone Status

Summary	Forwarding	Follow Me	Screening

Do Not Disturb   Selective Rejection   Anonymous Rejection

Edit List   Apply   Cancel
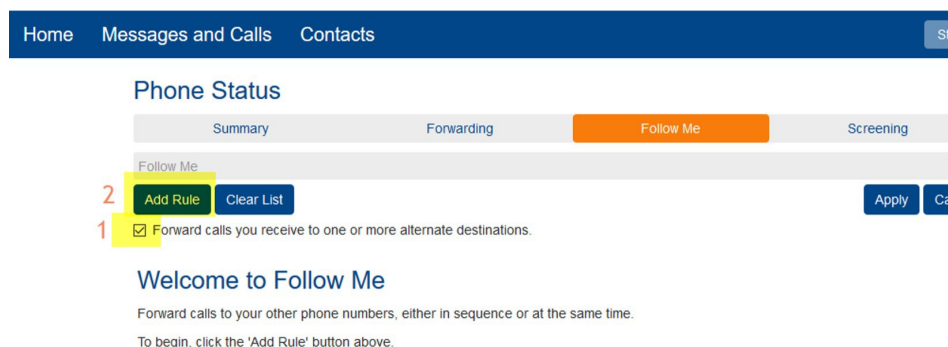
☑ Reject calls if they are from selected callers.

Call To Reject

You are not rejecting calls from any numbers.

SIMULTANEOUS RING

1. Launch CommPortal and Hit"Follow Me"
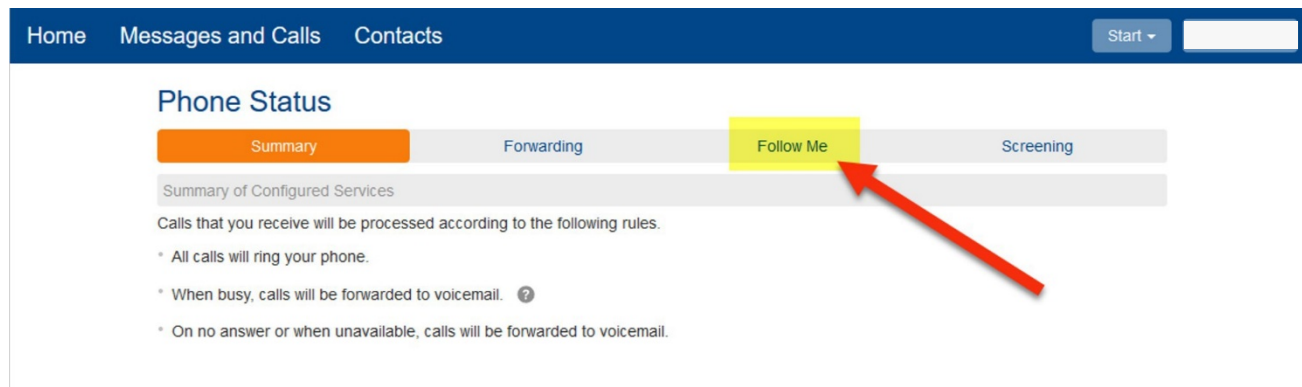
2. Place a check in the box that reads "Forward calls you receive to one or more alternate destinations." then click "Add Rule".

3. In the Pop-Up box, leave "My Phone" as the "Destination to Ring" Set the Ring Duration fill in the description, and Click "OK".

4. Click "Add Rule", change "Destination to ring" to "Other", insert the number.
   Set the Ring Duration, fill in the description, and Click "OK".

5. Click Apply and you are done.

Note - If you add additional phones if you would like to have more ring. The call will ring in groups. All phones in the "Step 1" will ring at the same time, then it will move on to another Step if you configured one.

DEVICE MANAGER

You can customize your phone's line key settings such as Speed Dials, Enhanced Call Monitoring "BLF", Enhanced Call Park "Orbits" and Intercom/PTT. Features are available based on your phone make and model. To check your phone number and set keys hit the 'Devices' link.

1. Once you hit the 'Devices' link, Devices

   Click on 'Set Keys' as shown below:

2. New window pops up as shown below. Click on 'Edit' to edit phone key settings (Note Phone information may differ based on the phone you have).
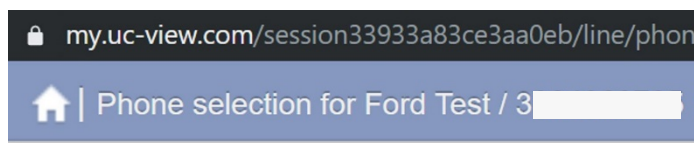
Manage your phones

Yealink SIP-T42S

Edit

3. You can change settings for all your phone line keys here as shown below (phone settings may appear differently based on the type of phone you have):

SPEED DIAL (CONFIGURE PHONE LINE KEYS)

To setup speed dials on phone line key hit the 'Devices' link.

1. Once you hit the 'Devices' link, [Devices]

   Click on 'Set Keys' as shown:

2. New window pops up as shown below. Click on 'Edit' to edit phone key settings and select "Programmable Keys - Line key"

(Note - Phone information may differ based on the phone you have).
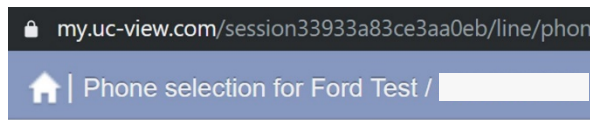
3. Choose the key you want to edit, select "Speed Dial" from the list of options as shown below:
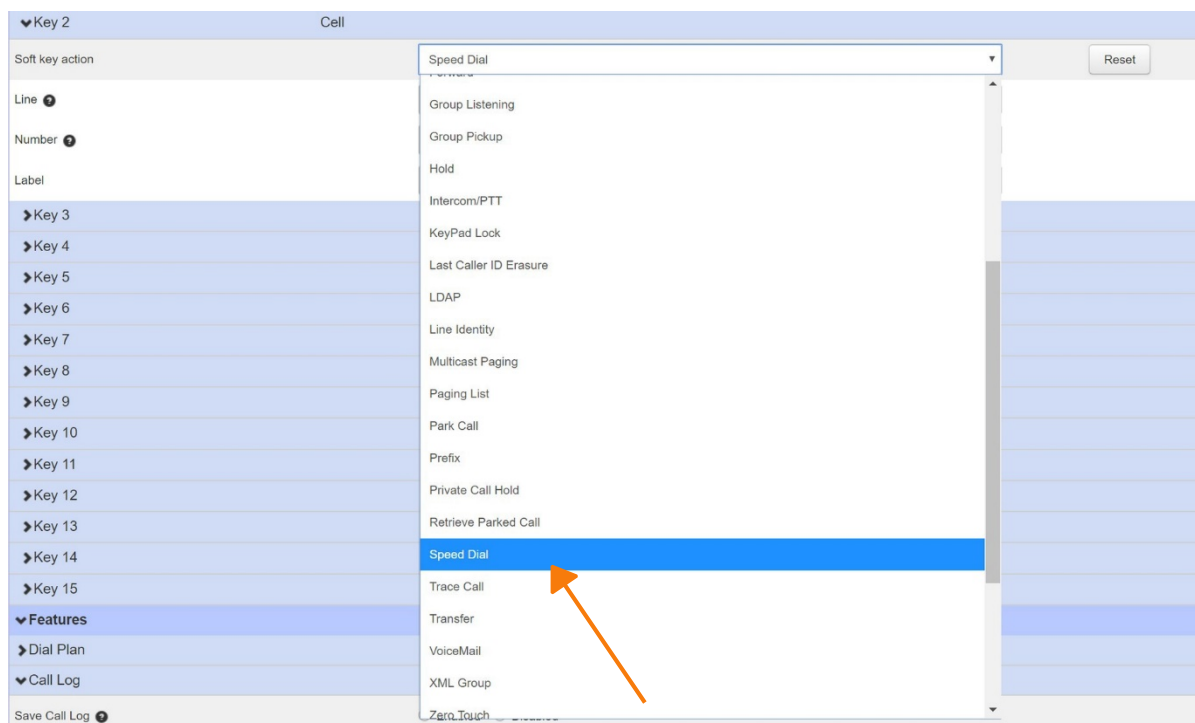
4. Add the phone number you want to be set as speed dial, assign a label to be displayed on phone and hit save changes.

5. Configuration settings will be instantly updated on your phone.

SPEED DIAL (DIALPAD)

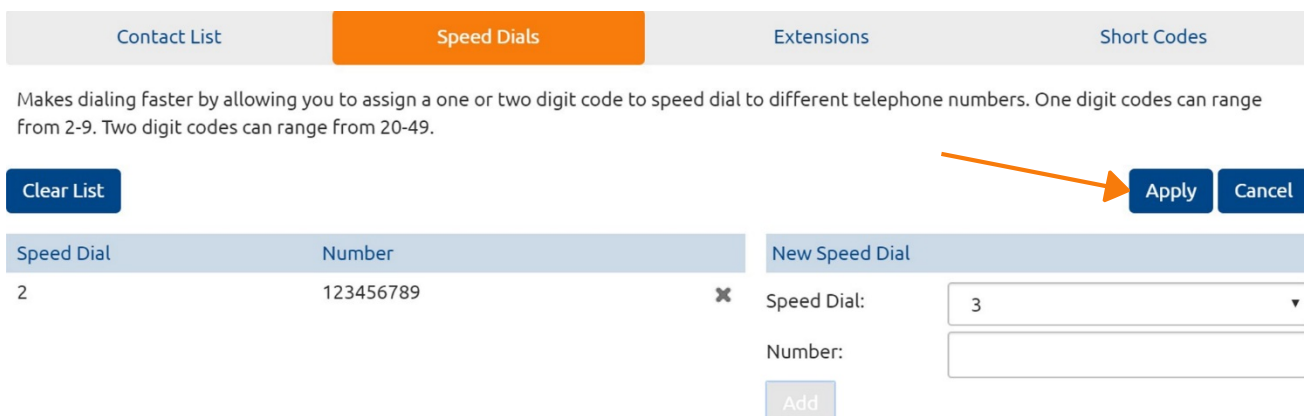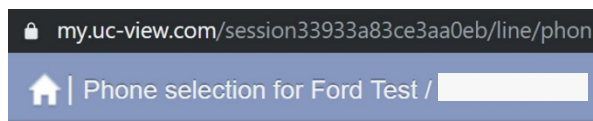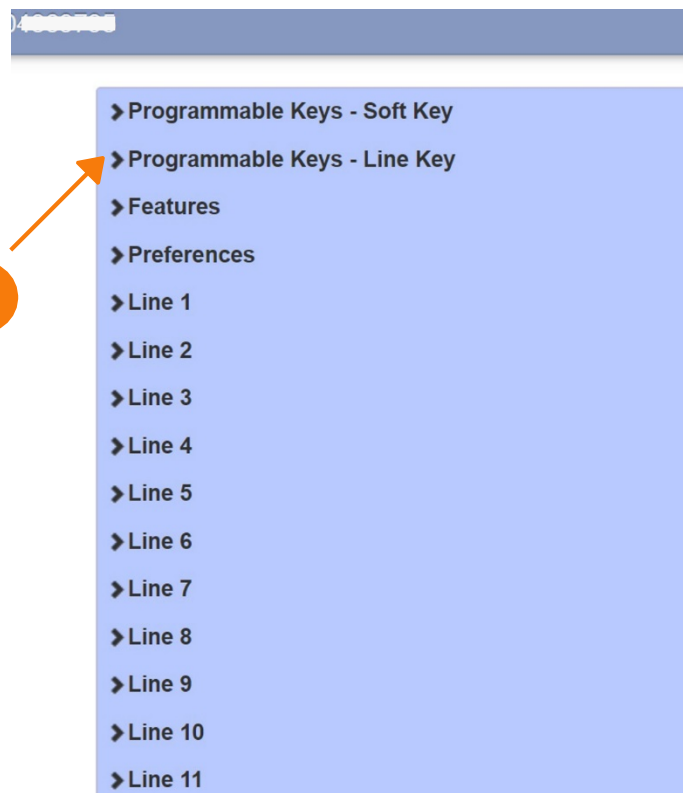You can assign numbers to dial pad digits. For e.g on pressing digit 2 call (111) 111 - 1111

1. Click on "Contacts" and select "Speed Dials"
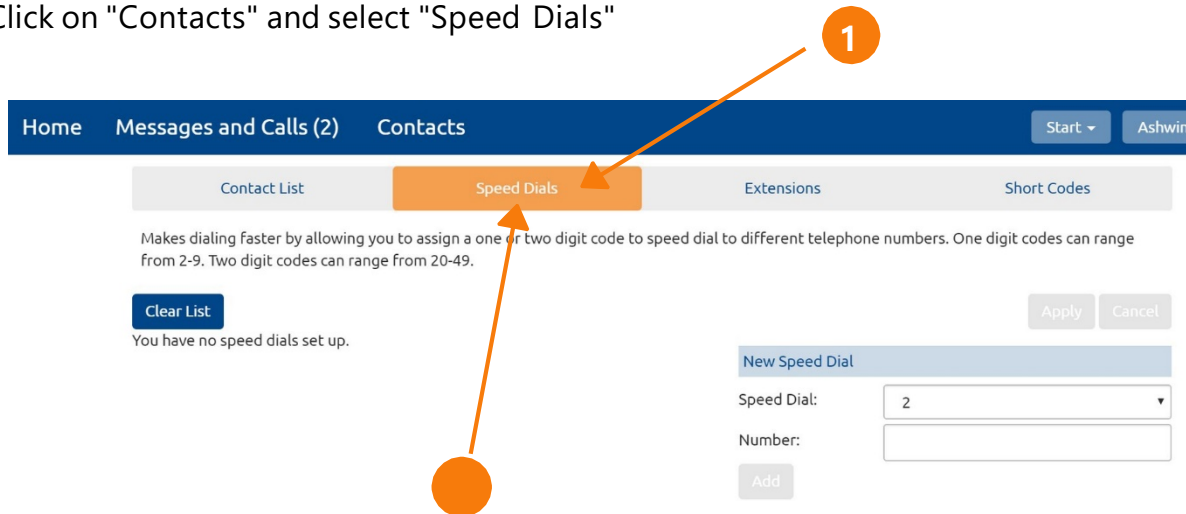
2. Select Speed Dial number to be assigned to the phone number and add 10- digit phone number, hit "Add"
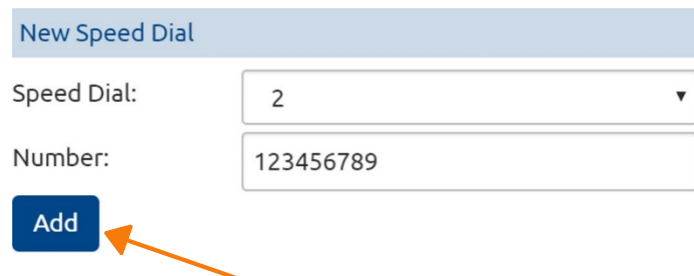
3. You can add more speed dials or hit "Apply" to save settings.

ENHANCED MONITORED EXTENSION (BUSY LAMP FIELD - BLF)

To setup monitored extensions on phone keys hit the 'Devices' link.

1. Once you hit the 'Devices' link, **Devices**
   Click on 'Set Keys' as shown :

2. New window pops up as shown below. Click on 'Edit' to edit phone key settings and select "Programmable Keys - Line Key

(Note - Phone information may differ based on the phone you have).

3. Select "Enhanced Monitored Extensions" from the list of options as shown below:

4. Add phone extension, choose label options, and hit "Save changes"

5. Configuration settings will be instantly updated on your phone.

ENHANCED CALL PARK (ORBITAL PARKING)

To setup 'call park' feature on phone keys click on 'Devices'.

1. Once you hit the 'Devices' link, Devices
    Click on 'Set Keys' as shown :
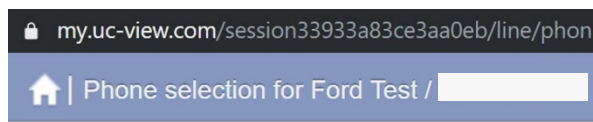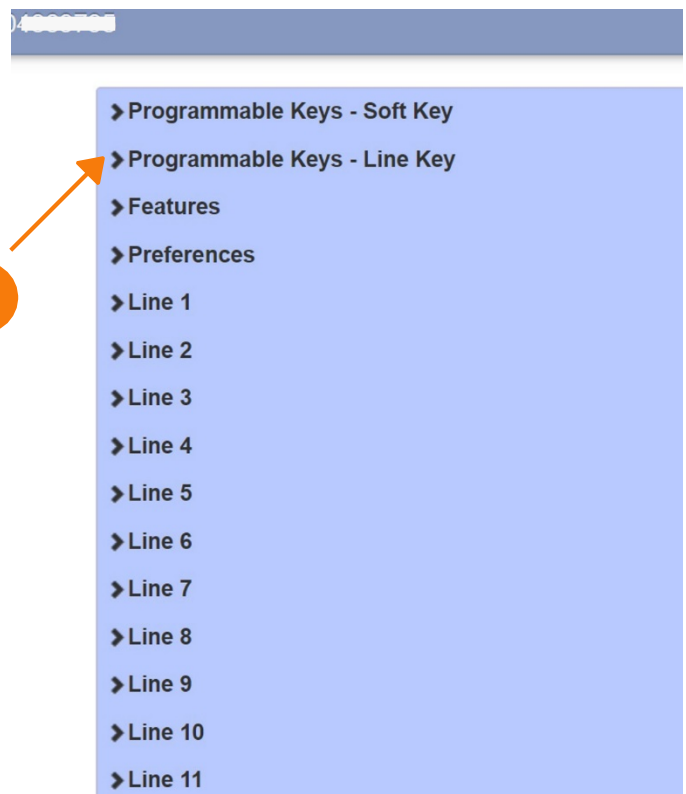
2. New window pops up as shown below. Click on 'Edit' to edit phone key settings and select
"Programmable Keys - Line Key
(Note - Phone information may differ based on the phone you have).

3. Select "Enhanced Call Park" from the list of options as shown below:

4. Select parking orbit and add a name to be displayed on your phone. Click "Save Changes"
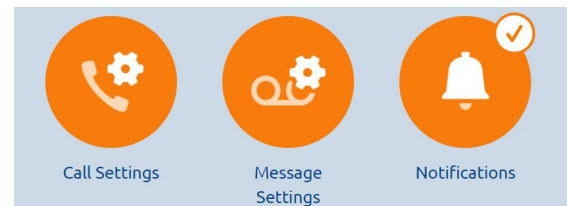

5. Configuration settings will be instantly updated on your phone.

6. To retrieve a parked call dial *14 followed with the orbit number. For e.g. If you parked the call on park orbit 1 dial *141 to retrieve the call.

CHANGE SETTINGS

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

◆ To change your password and/or PIN, or your security email address, click on the links under
   Security at the bottom of the Home page.

   Change Password   – To change Commportal password
   Change Voicemail PIN   – To change Voicemail PIN

◆ The Calls Settings page allows you to control various call settings, for example withholding
   your caller ID and configuring Call Forwarding settings.

◆ The Messaging Settings page enables you to control how your messages are handled, for example you manage mailbox settings, customize how you are notified of a voicemail, configure greetings, and more. Using Voicemail Greetings you can personalize your voicemail greeting by recording an announcement (a microphone is required).

DOWNLOADING APPS

You can use the Downloads link, <u>Downloads</u> located at the foot of the CommPortal Home page, to access a range of apps that you can download onto your computer or your mobile/tablet so that you can always have access to the key CommPortal features on your desktop or mobile device.

MORE QUESTIONS?

If you have any additional questions about setting up voicemail call us at **800-860-2934** or email **businesscare@firstcomm.com**.

You can access all user guides here:

https://www.firstcomm.com/products/cloud-ip-pbx/user-guides/