

BUSINESS VOICE COMMPORTAL USER GUIDE

Welcome to Business Voice Service.

This guide is intended to get you up-and-running for the basic features associated with the product.

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

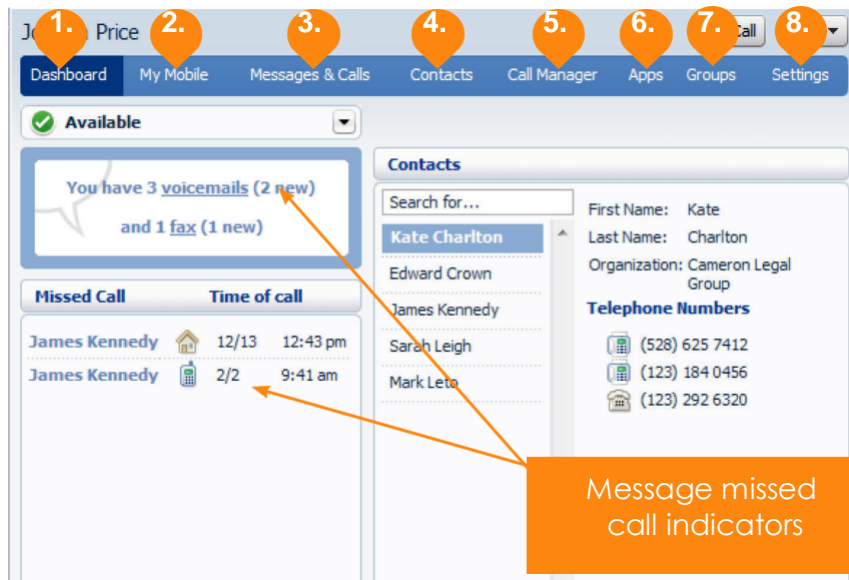
To get started, go to the login page at: <https://commportal.cbscloudvoice.com>

Use your 10-digit phone number as your user name and your assigned password. Once you login, see page 8 to create a new password.

Please note that this Guide is representative and may vary from your individual CommPortal screen.

GETTING ORIENTED

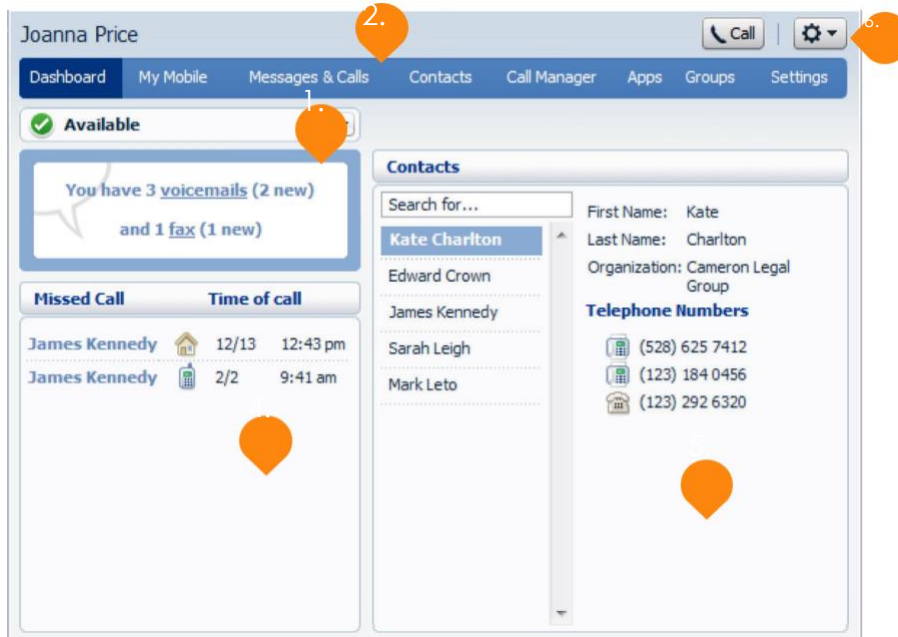
Once you are logged in, you will be on the main CommPortal screen:



1. Dashboard – Quick view of most common functions
2. My Mobile – unify your HPBX and Mobile Voice Mail boxes
3. Messages and Call – Access call history
4. Contacts – Store and retrieve contact information
5. Call Manager – Manage how your incoming calls are managed
6. Apps – Add any applications to your service
7. Group – See what groups you are a part of
8. Settings – Change your call settings

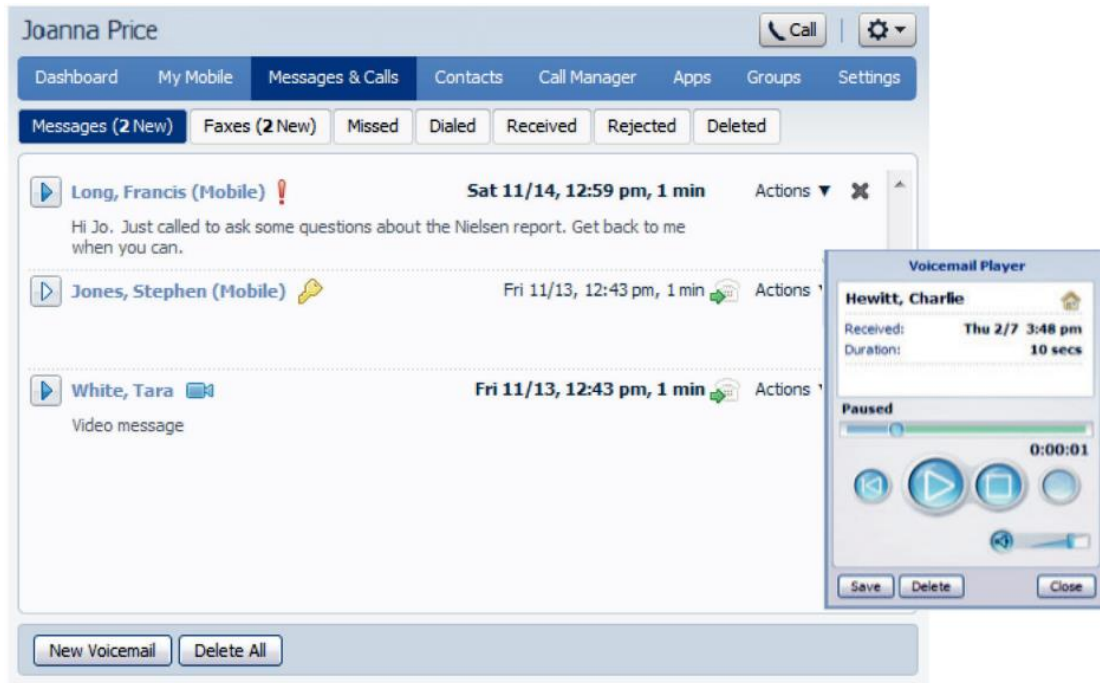
DASHBOARD

CommPortal Dashboard is the main screen for the portal. On it, you can view things such as recent calls, messages, contacts, and customized settings.



1. **Voicemails** – click this area to view and retrieve any voicemails
2. **Contacts** – import your contacts from Outlook or create new ones, then click on their name to dial
3. Use the 'Call' button to make a new call – use for numbers that may not be in your address book
4. List of missed calls – if you click one you will have the option of calling the number back
5. Active settings – for instance, if you are forwarding your number, it would appear here – click to adjust
6. Settings – Logout, Refresh or scroll to Help where help pages are visible and step-by-step tutorials describe how to perform tasks within a user's CommPortal

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.

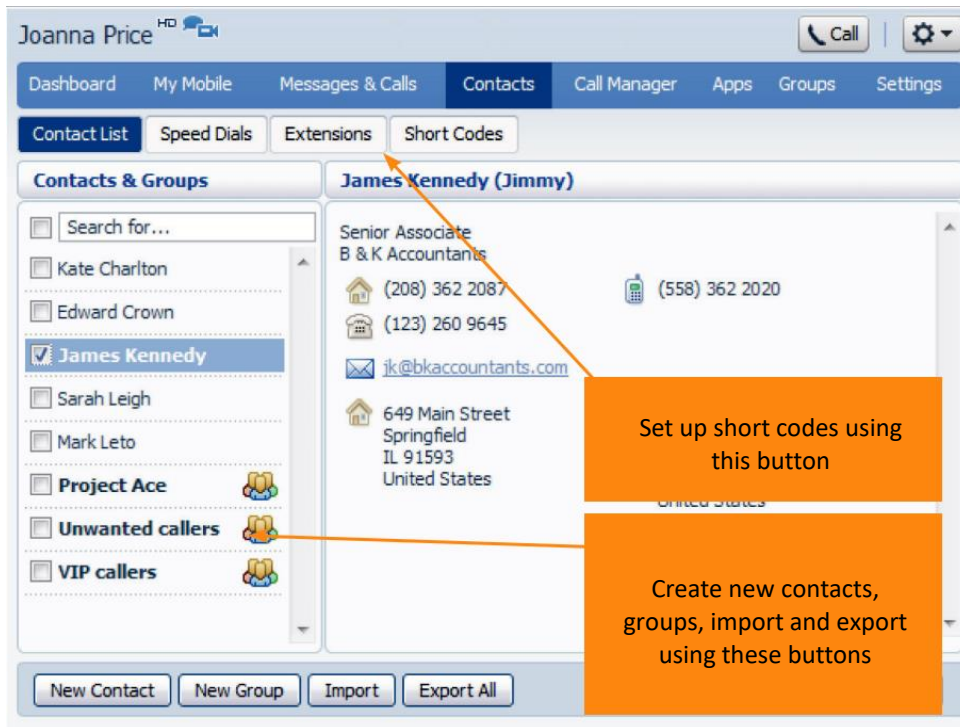
Click the 'New Voicemail' button at the bottom of the page to record and leave a voice-mail as a memo (note – your computer requires a microphone).

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.

CONTACTS

The Contacts tab enables you to manage all of your contact 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.

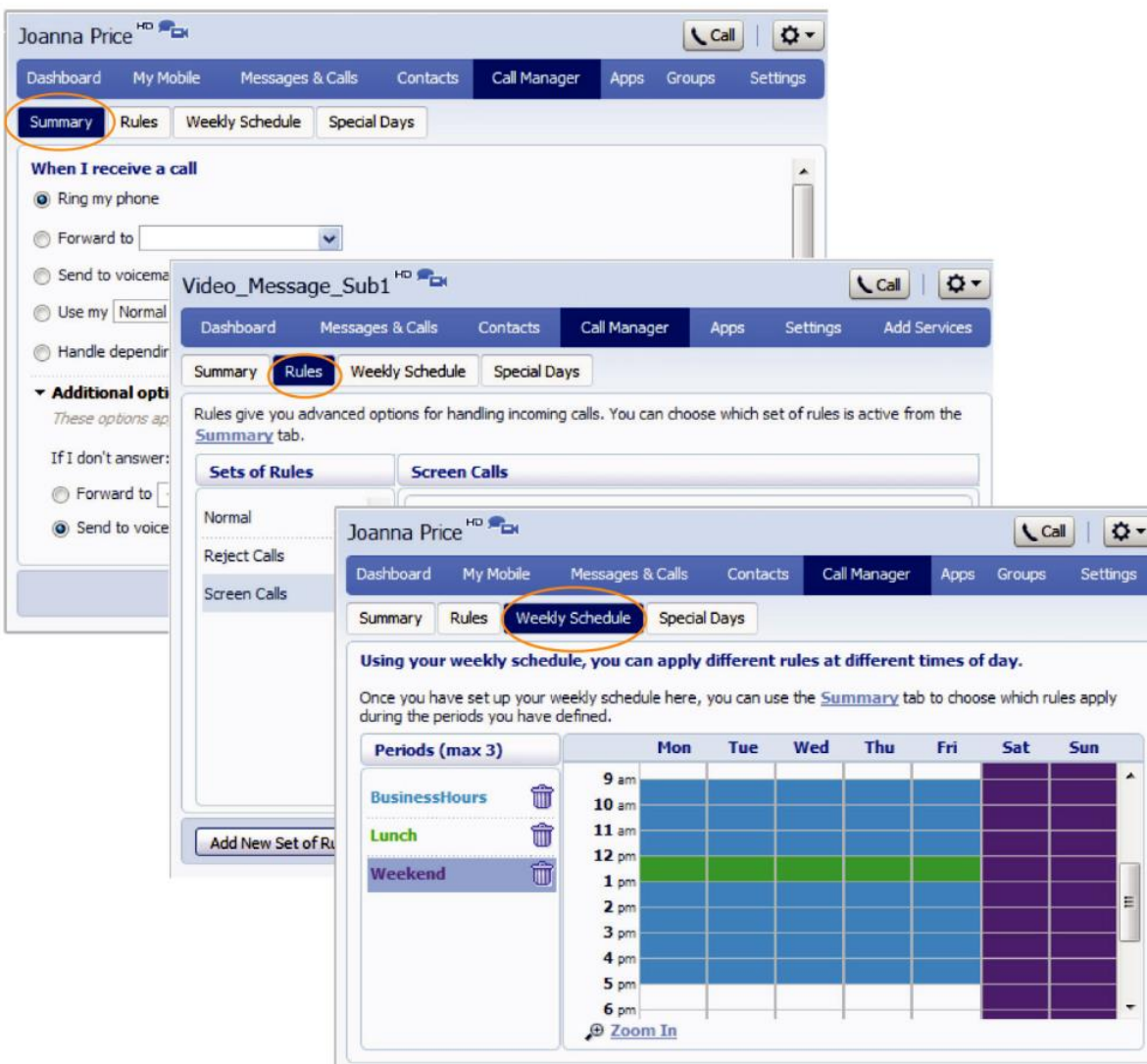


The fastest way to add your contacts is to import them from your email program. If you're using Microsoft Outlook, here's how:

1. Open Outlook and go to the 'File' tab – then 'Import and Export'
2. A new window should appear
3. Select Export to File – click Next
4. Select Comma Separated Values from the list and click Next
5. Select Contacts from the folder tree and click Next
6. Save exported file as "Outlook Contacts" and click Next – save in a place you can remember like the Desktop or My Documents
7. Go back to CommPortal tab
8. Click the import
9. Click the Browse button to find the Outlook Contacts" file
10. Click Import
11. Your contacts are now in CommPortal

CALL MANAGER

The Call Manager tab is where you view or change the calling rules that you have in place.



Summary provides a quick view of your Call Manager settings

Rule enables you to create rules based on who is calling. For instance, you may want to have calls from your address book managed differently than someone outside your organization.

Weekly Schedule – CommPortal gives you the ability to set up call handling based on time of day or day of the week. This is an optional feature.

SETTINGS

To change your password and/or PIN, click on the Security tab.

The Preferences tab allows you to make additional changes in call forwarding and caller ID preferences.

The Messaging tab enables you to receive a notification of a voicemail as an email, manage mailbox settings, customize how you are notified of a voicemail, configure greetings, and more. From Greetings you can personalize your voicemail greeting by recording an announcement (a microphone is required).

The Phones tab enables you to configure your phone according to your preferences. Once you configure your phone you should not need to use this tab frequently.

(501) 203 0006 ▾ Call | Settings

Dashboard My Mobile Messages & Calls Contacts Call Manager Apps Groups **Settings**

Account Calls Messages Account Codes Notifications Reminders Group Mailbox

Personal Details [edit](#)

Name	Andy Randall
Department	Development
Admin	Sales
911 Location	set location

Security

Password	change
Call Services PIN	change
Voicemail PIN	change

Devices

Desk Phone	(501) 203 0006	set keys
My Mobile	(123) 456 7890	edit
Fax	(123) 456 9877	