

QUICK REFERENCE GUIDE – CommPortal

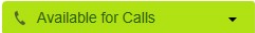
Logging In

- Open a web browser
- Type in <https://uccommportal.com/login.html>
- Enter your full 10-digit phone number – no dashes or spaces
- Enter your Password (default is OCCW2417)
- Check the box “Remember me on this computer”
- Click Log In
- Enter your email address for security
- Click Continue
- Click OK


Home

- Click [Home](#)

Phone Status – Do Not Disturb

- Click 
- Choose [Do Not Disturb](#)
- This will send all callers to Voicemail unless [Allow priority callers to ring when in Do Not Disturb](#) is checked
- To add Priority Callers, Click [priority callers](#)
- Choose List to add New Phone Numbers and Click Add
- Choose Extensions to see a list of internal users, check the box next to the people you want to add
- Click [OK](#)

Deactivate Do Not Disturb

- Click 
- Choose [Available for Calls](#)

Incoming Calls will Ring

- Choose where you want your calls to ring by clicking [Ring your Account Phone](#)
 - [Ring your Account Phone](#) - Your Calls will ring your desk phone only
 - [Ring your phones in order](#) -allows you create a ringing schedule to call your phones, in a specific order and for specific lengths of time. Your numbers are listed in the left column, use the '+' button to add new numbers to the schedule. Ringing periods are added by clicking in the cells to the right. Click on a ringing period to edit or delete it.

- [Ring your phones together](#) -If you have added an extra line as shown above it would simultaneously ring both the extra line and your desk phone.
- [Forward to another phone...](#) - lets you forward your extension to another number (internal or external) You can Save Numbers you forward to frequently or you can forward to a temporary number
- You can Choose if there is no Answer to forward to another phone after x seconds or send to voicemail after x seconds. If your phone is busy you can forward to another phone or send to voicemail

Advanced Settings

- [Forward Selected](#) -Callers on this list will be forwarded to another phone
 - To Add Contacts to this list, Click [forwarding list](#)
 - To Add an Extension to Forward to Click [another phone](#)
- [Reject Selected](#) -Callers on this list will be rejected without going to Voicemail
 - To Add Callers to this list, Click [rejection list](#)
- [Distinctive Ringtone](#) - Callers from this list will ring with a different ringtone
 - To Add Callers to this list, Click [distinctive ringing list](#)
- [Forward if Unavailable](#) - If your phone is unavailable, calls will be forwarded to another phone
 - To Add Callers to this list, Click [another phone](#)
- [Anonymous Callers](#) - Calls on this list will be rejected without going to voicemail

Your Services

- **Call Settings** – lets you change the way you phone takes and makes calls
 - General – Choose Default Caller ID Options for your incoming and Outgoing Calls
 - Withhold Caller IT when Making calls, this will make you show as anonymous on caller ID or Blocked

- Provide caller ID for incoming calls- lets you see a number presented when someone calls you
- Provide Caller name for incoming calls – Lets you see a name of the caller when someone calls you
- Call Forwarding – Choose Default Forwarding Options – Choose to Ask for a forwarding number each time forwarding from my phone using an access code is used (select or deselect):
 - Immediate Forwarding
 - Busy Forwarding
 - No Answer Forwarding
- Click [Apply](#) to save changes
- **Message Settings** – lets you change your default voicemail settings
 - General – Choose to forward messages as email, what email address to send them to, leave original in inbox or delete when email is deleted, choose to include action links
 - Mailbox Access – Choose to skip entering your pin every time, choose fast log in, choose auto play voicemail, choose to play details and message, message only or details only
 - Voicemail Greeting – Choose Default Greetings
 - Extended Absence- lets you play a specific greeting if you are out for an extended period of time
 - Forward All Calls- Choose to forward calls to another number
 - Personal- Lets you record a general greeting for everyday use
 - System with Name- YOUR NAME is currently unavailable, please leave a message at the tone
 - System with Number – Extension XXXX is currently unavailable, please leave a message at the tone
 - System- This user is currently unavailable, please leave a message at the tone
- Click [Apply](#) to save changes

- **Notifications** – lets you change your default notifications
 - Message Waiting Indicator – Which phone(s) get notification of incoming messages
 - Email – Which email address to send notifications of incoming messages
 - Outdial- Send notifications to a number based on a schedule
 - Override- Overrides outdial schedules with a secondary schedule
- Click **Apply** to save changes
- **Reminders** – lets you add reminders; your phone will call out to you at the time you choose
 - Add a description
 - Enter the Number to send the notification to
 - Choose when to send reminder- once, every week day, every day, the time, and record a reminder
 - Click **Add**
- Click **Apply** to save changes

Messages and Calls

- Click **Messages and Calls**
- **Messages** - listen to messages
- **Missed** - see your recent missed calls
- **Dialed** - see recent calls you placed
- **Received** - see your recent incoming calls
- **Deleted** - see recent deleted voicemails

Note: You can export the lists of missed, dialed and received calls to an excel CSV file, just click **Export Save the CSV file to your computer to file**

Contacts

- Click **Contacts**
- **Contact List** - Add new contacts, Create a new group, Import a list, or Export contacts to a CSV
- **Speed Dials** - Create speed dials (not to be confused with programmed buttons) can be one digit codes 2-9 or two digit codes from 20-49
- **Extensions** - Shows extensions that are currently in operation

Make a Call

- Click **Make Call**
- Type in a number to call
- Choose/type in a number to call from
- Click **Dial**

Logging Out

- Click on your name in the upper right-hand corner of the screen
- Select Log out

Personal Details-Programming Buttons

- Click Devices
- Choose Set Keys
- Find the model of your phone and select **Edit**
- Choose **Programmable Keys - Line Key**
- Choose the key you want to program
- Choose Speed Dial
- Select Line 1
- Enter in the extension or number
- Type in a label for the key
- Click **Save changes**

Security

Change Password

- Click Change Password
- Type in Current (Old) Password
- Enter a New Password
- Confirm New Password
- Click **Confirm**

Change Security Email

- Type in a new email address
- Click **Confirm**

Change Voicemail PIN

- Click Change Voicemail PIN
- Type in Current (Old) PIN
- Enter a New PIN
- Confirm New PIN
- Click **Confirm**

Support

Downloads

- Scroll down to the bottom of the screen under support and click Downloads
- Choose “On your computer”
- Choose your operating system (Windows or Mac)
- Choose to Run to program
- Click Next (to start download)
- Click Next (where to save)
- Click Next (creating shortcuts and other actions)
- Click Install
- Check the Box Launch on Finish
- Click Finish
- Select Optimum Cloud as your service provider
- Enter your full 10-digit phone number – no dashes or spaces
- Enter your Password (default is OCCW2417)
- Check the box “I accept the terms”
- Click Accept

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