

## User Guide for IP Phones



### 1. QUICK REFERENCE INFORMATION

Phone CommPortal Web Login	<a href="https://phoneware.ucommportal.com/">https://phoneware.ucommportal.com/</a>
Email / Number:	Use your 10-digit phone number
Password:	Assigned via IT department

### 2. COMMPORTAL

CommPortal gives you a powerful and easy to use web interface to your phone settings.

#### 2.1 Logging In

To log in, follow these steps:

1. Open an internet browser, visit <https://phoneware.ucommportal.com/>, hover
2. Enter your phone number.
3. Enter your password.

##### 2.1.1 Dashboard

Once you've logged into CommPortal you will see the **Dashboard** page. This will display:

- whether you have any new voice messages
- your most recent received and missed calls
- your contacts, along with a quick search facility
- any settings you have applied to your phone.

##### 2.1.2 Messages & Calls

The **Messages** tab displays all of your new and saved voice messages. You can play these voice messages from within your browser by clicking on them. You can also delete messages and mark them as heard or unheard.

The **Missed Calls**, **Dialed Calls** and **Received Calls** tab show you details of all the most recent calls you have missed, dialed, and answered.

### 2.1.3 Contacts

The Contacts page allows you to manage your contacts and their phone numbers. You can add as many contacts as you wish, and each contact can have up to three numbers: home, work, and cell. An easy search facility is also provided.

### 2.1.4 Call Manager

The Summary tab of Call Manager gives you an easy-to-understand description of what will happen to phone calls coming to your number.

The other tabs allow you to change the settings of your phone accounts, such as Call Forwarding and Do Not Disturb, as well as more advanced features such as SimRing, Follow Me, and Screening.

## 2.2 Changing your Password

If this is the first time you have accessed CommPortal, you should change your password to one that only you know. To do this, follow these steps:

1. Select the **Settings** page, and the **Account** tab.
2. Enter your new password in the **Password** box.
3. Re-enter your new password in the **Confirm Password** box.
4. Click **Change Password**.

## 2.3 Programming Telephone Buttons and Features

1. Select the **Settings** page, and the **Account** tab.
2. Click on the **Set Keys** link.
3. An image of your phone is displayed. You can change the features and labels assigned to buttons. Press **Save** when complete. Your changes will apply overnight, or the next time your phone is reset.

## 2.4 Receiving Voicemail Messages via Email

1. Select the **Settings** page, and the **Messages** tab.
2. Check the option to "Forward messages and faxes as emails".
3. Click the "add an email address" link.
4. Enter your email address and click **Add**.
5. To deliver messages to both your phone and your email, check the "Leave original in inbox" option. To receive messages ONLY in your email, leave this option unchecked.
6. Click on **Apply**.

## 2.5 Changing Voicemail Access Options

1. Select the **Settings** page, and the **Messages** tab.
2. Click the **Mailbox Access** drop down item.
3. Modify the features as desired. SKIP PIN will bypass the password option when accessing voicemail from your office telephone.
4. Click on **Apply**.

## 2.6 Help

Context sensitive help is always available in CommPortal by clicking on the **Help** link. This launches a separate window with a detailed description of the feature you have selected, and instructions for configuring it.

## 3. ACCESS CODES

This section lists your phone system's most commonly used access codes. You may either dial these codes at your extension, or you may call the remote access feature control center at 480-302-6979, then log in with your phone number and call services PIN. Your call services PIN is configured via the User CommPortal.

Feature	Code
Voicemail	*98
Transfer Caller to User's Voicemail	Transfer + 8 + <i>user's extension</i> + Transfer
Group Call Pickup	*11
Directed Call Pickup	*12 + extension number
Park Call	*00
Retrieve Parked Call	*01 through *XX
Block Outbound Caller ID	*67 + number
Unblock Outbound Caller ID	*82 + number
Selective Call Rejection	*60
Priority Call	*61

Feature	Activation Code	Deactivation Code
Immediate Call Forward	*72 + number	*73
Busy Call Forward	*90 + number	*91
No Answer Call Forward	*92 + number	*93
Do Not Disturb	*78	*79
Hunt Group Log In/Out	*96 + group number	*96 + 0
Sim Ring *	*99	*399
Find Me Follow Me	*371	*372
Anonymous Call Rejection	*77	*87

*\* Features must be enabled by administrator and/or set up via User CommPortal*

## 4. Voicemail Reference Guide

Setting Up Your New Voicemail Box	Message Playback Options
<p>The first time you access your voicemail box, you will be asked to create a PIN, record your name, and record a greeting. Follow the prompts from the tutorial you will hear.</p> <p><b>Change your PIN</b> First, you will be prompted to create your voicemail PIN. It can be between 4 and 6 digits long, not sequential numbers or repeating numbers. After entering your new PIN, you will be asked to con_frm the PIN by re-entering it.</p> <p><b>Record a Name</b> You will then be prompted to record your name. Once you have recorded your name, it is played back to you and you are provided with options to keep it or re-record it.</p> <ul style="list-style-type: none"> <li>• Press 1 to change your recorded name.</li> <li>• Press # to keep your recorded name.</li> </ul> <p><b>Record a Greeting</b> Lastly, you will be prompted to record a personal greeting. Once you have recorded your greeting, it will be played back to you and you are provided with options to keep it or re-record it.</p> <ul style="list-style-type: none"> <li>• Press 1 to record a personal greeting. Record your personal greeting.</li> <li>• Press 1 to change your greeting.</li> <li>• Press # to keep your greeting.</li> </ul> <p><b>Re-record your Greeting After Initialization</b></p> <ol style="list-style-type: none"> <li>1. Access your voicemail box.</li> <li>2. Press 3 to work with your greetings.</li> <li>3. Press 1 to set up a personal greeting. You will hear your current greeting.</li> </ol> <ol style="list-style-type: none"> <li>1. Press 1 to re-record your personal greeting.</li> <li>2. 5. Press 3 to save your new greeting.</li> </ol>	<p><b>Options active during playback of a message</b></p> <ul style="list-style-type: none"> <li>1 REPEAT the message from the beginning</li> <li>11 Return to the previous message</li> <li>2 SAVE (or mark as new if saved message)</li> <li>3 DELETE the message</li> <li>4 REPLY to the message</li> <li>5 SEND A COPY of the message to another user</li> <li>6 Increases the volume of a message</li> <li>66 To hear details (number, timestamp) of a message</li> <li>7 Slows the playback of a message. Or To HEAR CALLER INFORMATION (number, timestamp), if pressed after message playback</li> <li>77 Skips BACKWARD 5 seconds within the message</li> <li>8 Pauses &amp; resumes playback of a message up to 20 seconds</li> <li>9 Speeds the playback of a message</li> <li>99 Skips FORWARD 5 seconds within the message</li> <li>* Return to the previous menu</li> <li># Skip to the next message during playback of a message body. Also skips to message body if pressed during the message header .Message keeps current new/saved status</li> <li>0 Helpful Hints</li> </ul>
Accessing Voicemail	Voicemail Time-Saver Settings
<p><b>From Your Desk Phone</b></p> <ol style="list-style-type: none"> <li>1. Press the Voicemail or Messages button (alternatively, dial *98).</li> <li>2. Enter your voicemail PIN.</li> </ol> <p><b>From Another Phone</b></p> <ol style="list-style-type: none"> <li>1. Dial your desk phone number.</li> <li>2. Press * when you hear your personal voicemail greeting.</li> <li>3. Enter your voicemail PIN.</li> </ol> <p><b>Accessing the Messaging Service Center</b></p> <ol style="list-style-type: none"> <li>1. Dial (602) 445-7770.</li> <li>2. Enter your 10-digit phone number followed by the # key.</li> <li>3. Enter your voicemail PIN followed by the # key.</li> </ol>	<p><b>To Turn ON Autoplay (go directly to NEW messages, bypasses main menu; New messages will automatically be saved after you've listened to them)</b></p> <ol style="list-style-type: none"> <li>1. Access your voicemail box, 4, 2, 1.</li> </ol> <p><b>To Turn ON Skip Pin Feature (do not require password when checking messages from your office phone)</b></p> <ol style="list-style-type: none"> <li>1. Access your voicemail box, 4, 3, 3.</li> </ol>

## 5. Voicemail Navigation Map

The following map details the Main Menu of your voicemail system. It shows you the keys you need to press to navigate to the various sections of the voicemail system. Once you become familiar with the voicemail system and know which buttons to press, you can save time by making your selection right away. You do not have to wait for your chosen option to be read out before you select it. If you do not have a particular service, you will not be offered the options to set up that service and may notice some differences in the menus described. If you press a key or a combination of keys that is not used on a menu, you will hear the following error message: "That selection is invalid. Please try again".

<p><b>1</b> →→→→</p> <p><b>Review Messages</b></p> <ul style="list-style-type: none"> <li>1 Voicemail</li> <li>3 Faxes</li> <li>9 Future Delivery Messages</li> </ul>	<p><i>during playback of message</i></p> <ul style="list-style-type: none"> <li>1 Repeat</li> <li>11 Play Previous Message</li> <li>2 Save (or mark as new)</li> <li>3 Erase</li> <li>4 Reply</li> <li>5 Send a Copy</li> <li>6 Increase Volume</li> <li>66 Hear Message Details</li> <li>7 Slow Playback</li> <li>77 Rewind 5 Seconds</li> <li>8 Pause</li> <li>9 Speed Up Playback</li> <li>99 Fast Forward 5 Sec</li> <li>0 Help</li> <li>* Exit</li> <li># Skip to Next Message</li> </ul>	<p><b>2</b></p> <p><b>Send a Message</b></p> <p><b>Enter phone number or extension number, then #</b></p> <ul style="list-style-type: none"> <li>1 Review Message</li> <li>2 Mark as Urgent</li> <li>3 Mark as Private</li> <li>4 Re-Record Message</li> <li>5 Report on Send</li> <li>6 Report on Read</li> <li>7 Add Recipient</li> <li>9 Schedule for Future Delivery</li> <li># Send as is</li> </ul>	<p><b>3</b></p> <p><b>Work with Greetings</b></p> <ul style="list-style-type: none"> <li>1 Personal Greeting</li> <li>2 Extended Absence Greeting</li> <li>3 Sys-Gen Greetings &amp; Name Recording</li> <li>4 Group Mailbox Greetings</li> <li>5 Busy Greeting</li> <li>6 Out-of-office Hours Greeting</li> <li>7 Shared Greetings</li> <li>9 Forward all Calls to Voicemail Greeting</li> <li>* Exit Menu</li> </ul>
<p><b>4</b></p> <p><b>Mailbox Settings</b></p> <ul style="list-style-type: none"> <li>1 Group Lists</li> <li>2 Handsfree &amp; Time Saver Options</li> <li>3 Security Options</li> <li>4 Group Mailbox Settings</li> <li>5 Notification Settings</li> <li>6 Additional Settings</li> <li>7 Advanced Call Features Settings</li> <li>9 Live Message Screening Settings</li> <li>* Exit Menu</li> </ul>	<p><b>5</b></p> <p><b>Reminders</b></p> <ul style="list-style-type: none"> <li>1 Reminders Settings</li> <li>2 Add New Reminder</li> <li>3 Recurring Reminders Settings</li> <li>4 One-Off Reminders Settings</li> </ul>	<p><b>6</b> →→→→</p> <p><b>Review Erased Messages</b></p> <ul style="list-style-type: none"> <li>1 Voicemail</li> <li>3 Faxes</li> </ul>	<p><i>during playback of message</i></p> <ul style="list-style-type: none"> <li>1 Repeat</li> <li>11 Play Previous Message</li> <li>2 Restore</li> <li>3 Permanently Erase</li> <li>4 Reply</li> <li>5 Send a Copy</li> <li>6 Increase Volume</li> <li>66 Hear Message Details</li> <li>7 Slow Playback</li> <li>77 Rewind 5 Seconds</li> <li>8 Pause</li> <li>9 Speed Up Playback</li> <li>99 Fast Forward 5 Sec</li> <li>0 Help</li> <li>* Exit</li> <li># Skip to Next Message</li> </ul>
<p><b>7</b></p> <p><b>Switch Account</b></p>	<p><b>0</b></p> <p><b>Help</b></p> <ul style="list-style-type: none"> <li># Next Hint</li> <li>* Return to Main Menu</li> <li>1 Replay from Start of Menu</li> </ul>	<p><b>*</b></p> <p><b>Exit</b></p>	<p><b>Common Keys</b></p> <ul style="list-style-type: none"> <li>* Cancel input or move up a level</li> <li># End input or move forward in a list</li> <li>0 Helpful Hints</li> <li>8 Pause / Resume</li> </ul>