

G-PORTAL USER GUIDE

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Introduction

G-Portal is a web-based tool that allows you to manage your telephone calls, voicemail, fax, auto attendant, music on hold, contacts, call forwarding and phone configuration. G-Portal's outlook integration and click-to-dial functionality provides you with a convenient solution for quickly making and returning telephone calls.

System Requirements

Operating Systems

- Windows XP SP2 or above, Windows Vista, Windows 7
- Mac OS 10 or newer

Web Browsers

- Internet Explorer 6 or above
- Firefox 3 or above
- Safari

Required Ports

- 80 TCP (HTTP)
- 5060 TCP and UDP (SIP)
- 443 TCP (HTTPS)

Commportal Desktop Assistant

- Windows XP SP2 or above, Windows Vista, Windows 7
- Internet Explorer 6 or above / Firefox 3 or above
- 8 MB of disk space

SIP Phone

- Authorized SIP Phone (POE or line powered)
- Broadband internet connection
- QOS Network

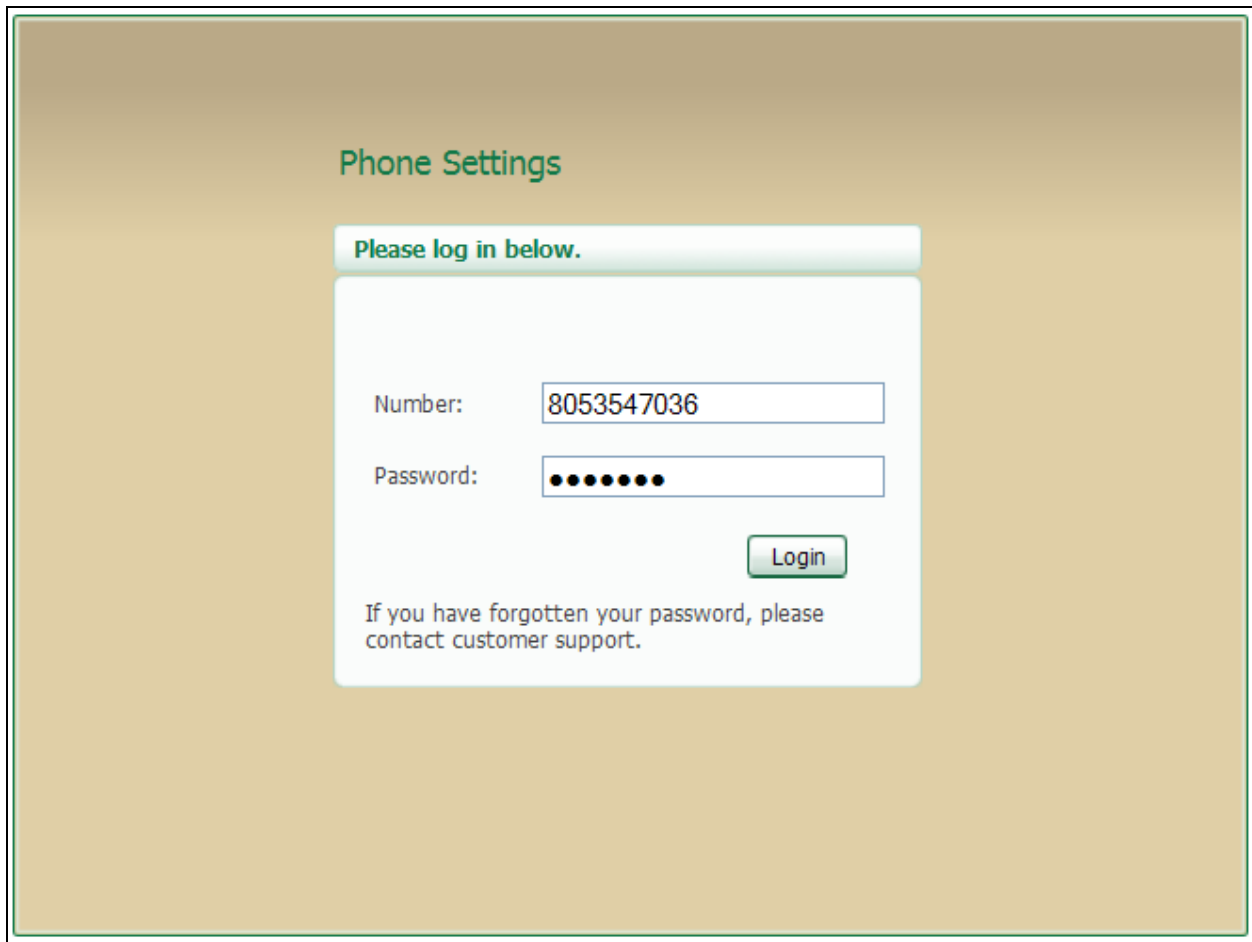
Utility Telephone Customer Support

- (209) 940-1000

Logging Into G-Portal

Web Login

1. Open <https://commportal.telcox.net/> on your web browser. Bookmark this URL for your convenience.
2. Enter your telephone number and password. If you have forgotten your password, please contact customer support at 866.965.7800.



Phone Settings

Please log in below.

Number:

Password:

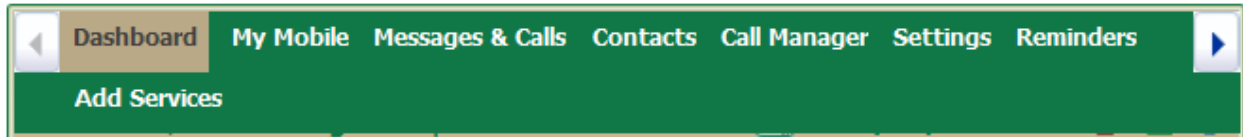
If you have forgotten your password, please contact customer support.

3. You will be sent to the Dashboard tab after successfully logging on.

The G-Portal Tabs

Overview

The G-Portal application is organized into eight tabs in the green bar at the top of the web page. The detailed functions of each tab are broken down into separate chapters in this document.

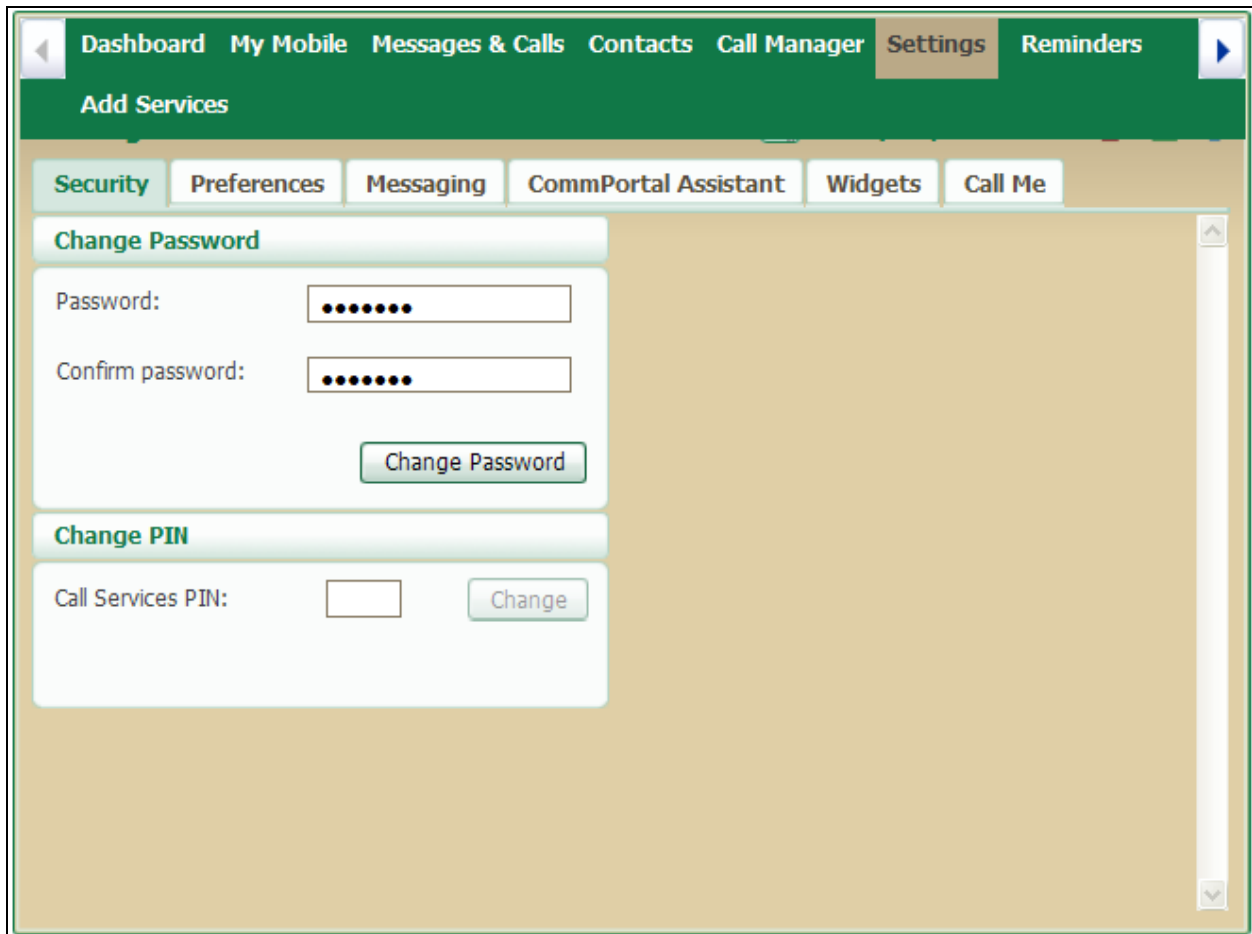


- Dashboard – Displays a summary view of your voicemails, missed calls, contacts and call manager settings.
- My Mobile – Features to help you use your mobile phone with your voicemail box.
- Messages & Calls – Listen to message, view faxes, and review your call history.
- Contacts – Create, import and view your contacts with convenient click-to-dial.
- Call Manager – Manage how your incoming calls are handled based on time of day and day of week.
- Settings – Configure your G-Portal account, preferences, SIP phone, messaging and downloadable tools.
- Reminders – Record automated telephone reminder messages.
- Add Services – Add additional services to your account.

Commonly Used Features

Change Your Password

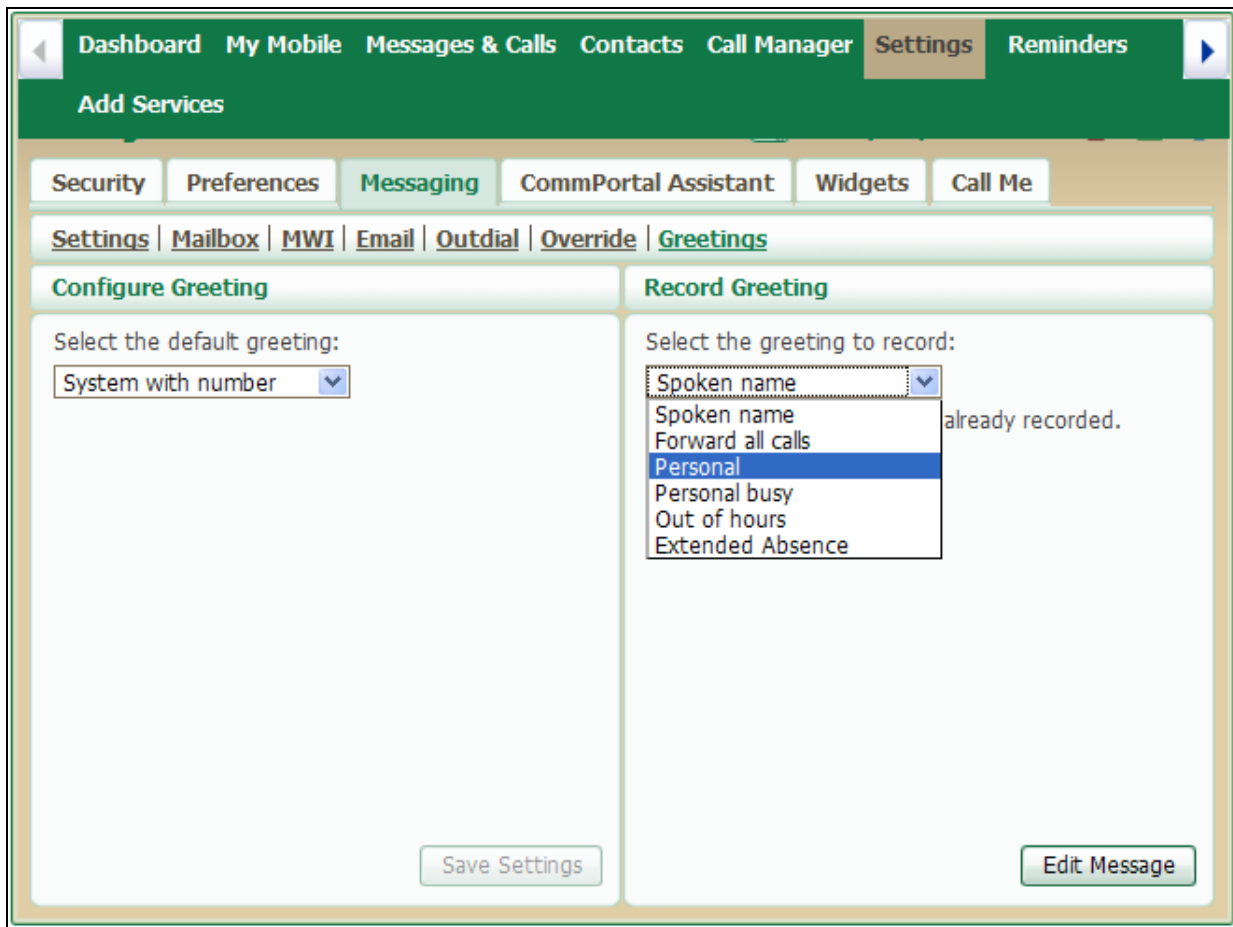
1. Click on the Settings tab at the top of the page.
2. Enter your new password into the password and confirmation fields. Your password must be all digits at least four numbers long.
3. Click the Change Password button.
4. Use your new password to log into G-Portal or access your voicemail using your telephone.



The screenshot displays the G-Portal Settings interface. At the top, a navigation bar includes tabs for Dashboard, My Mobile, Messages & Calls, Contacts, Call Manager, Settings (highlighted), and Reminders. Below this is an 'Add Services' section. The main content area features several sub-sections: Security, Preferences, Messaging, CommPortal Assistant, Widgets, and Call Me. The 'Change Password' section contains two input fields for 'Password:' and 'Confirm password:', both masked with dots, and a 'Change Password' button. The 'Change PIN' section contains an input field for 'Call Services PIN:' and a 'Change' button.

Record Your Voicemail Greeting Using G-Portal

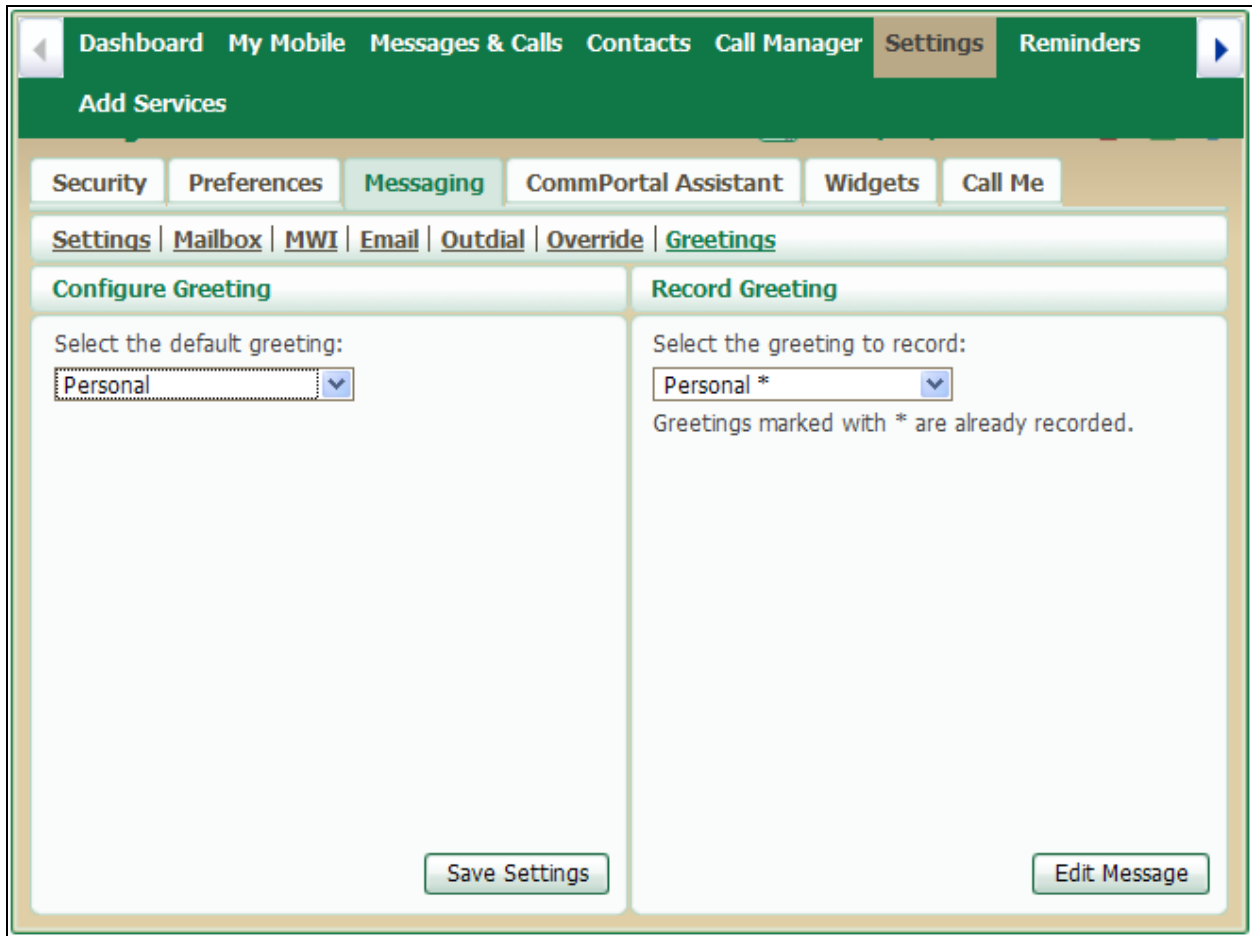
1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on Greetings below the white tabs.
4. Select the Personal greeting to record from the drop down menu.
 - See the Setting section of this document for a detailed explanation of each greeting.



5. Click on the Edit Message button at the bottom right corner of the page.
6. Make sure your computer microphone is on.
7. Press the red record button and record your greeting.
8. Click on the square to stop recording.
9. Press the triangle to review your recorded message. Click on the red record button again to re-record the message if you are not satisfied with your recording.
10. Click on the Save button to save the greeting.



11. Select the Personal default greeting in the Configure Greeting section.

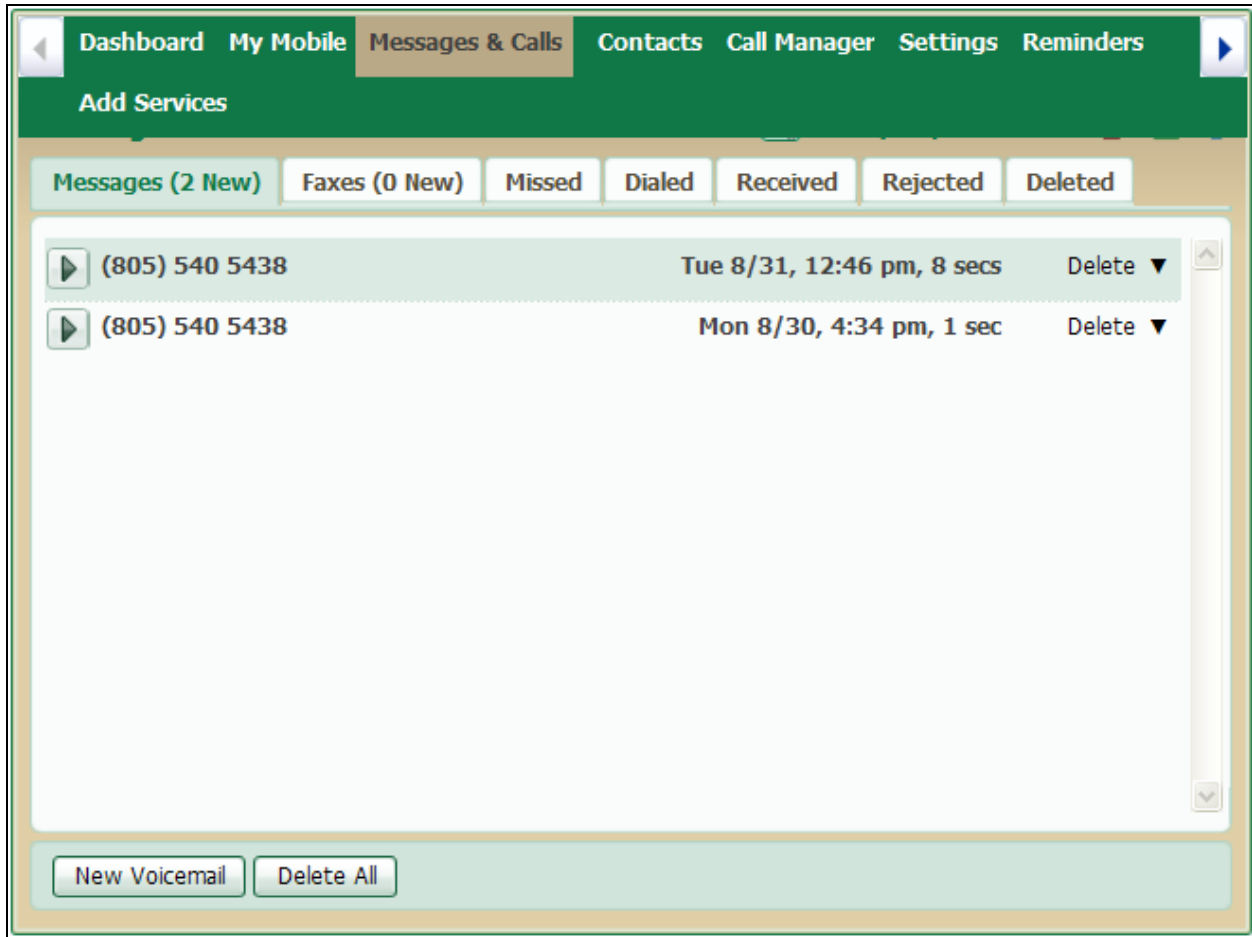


The screenshot shows the 'Settings' page in the G-Portal. The top navigation bar includes 'Dashboard', 'My Mobile', 'Messages & Calls', 'Contacts', 'Call Manager', 'Settings', and 'Reminders'. Below this is a sub-navigation bar with 'Add Services', 'Security', 'Preferences', 'Messaging', 'CommPortal Assistant', 'Widgets', and 'Call Me'. The 'Greetings' section is active, showing two panels: 'Configure Greeting' and 'Record Greeting'. In the 'Configure Greeting' panel, there is a dropdown menu labeled 'Select the default greeting:' with 'Personal' selected. In the 'Record Greeting' panel, there is a dropdown menu labeled 'Select the greeting to record:' with 'Personal *' selected. Below the dropdowns are buttons for 'Save Settings' and 'Edit Message'. A note in the 'Record Greeting' panel states: 'Greetings marked with * are already recorded.'

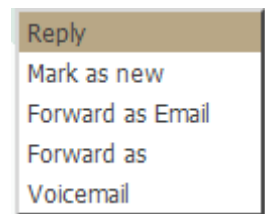
12. Click on Save Settings button to update your voicemail greeting.

Listen to your Voicemails Using G-Portal

1. Click on the Messages & Calls tab at the top of the page

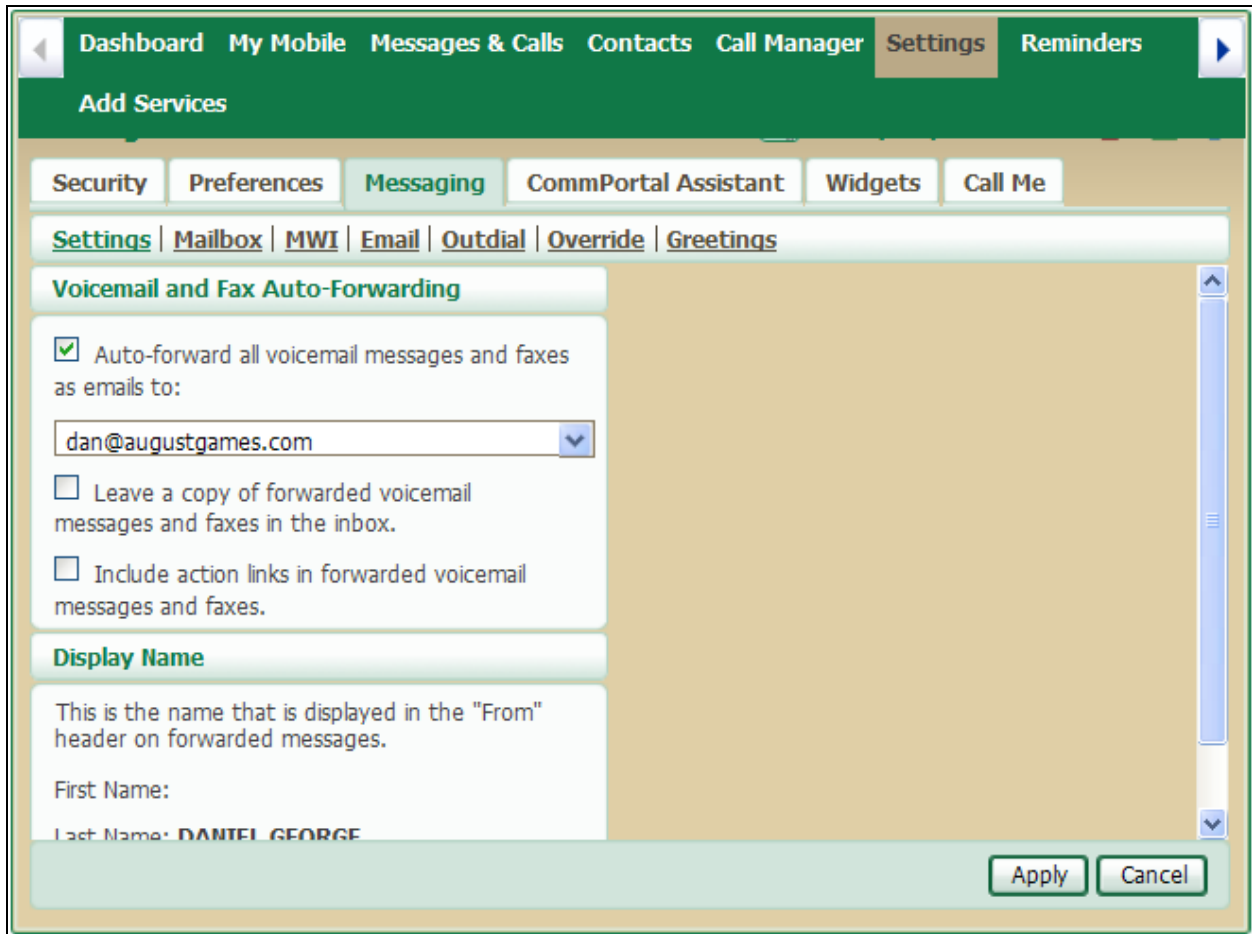


2. Press the triangle play button next to the message you wish to play.
3. Click on the down arrow to the right of the message to select an action for the message.
 - Delete – Delete the message.
 - Reply – Reply to the caller with a voice mail. This feature only works if the caller has a Utility Telephone voicemail account.
 - Mark as Heard – Mark the message as heard.
 - Forward as Email – Sends the voicemail as a wav file attachment to an email address.
 - Forward As Voicemail – Forwards the voicemail to another voicemail box. This feature only works if the caller has a Utility Telephone voicemail account.



Automated Email Forwarding of Messages

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Check the Auto-Forward voicemail and fax button and enter in an email address.

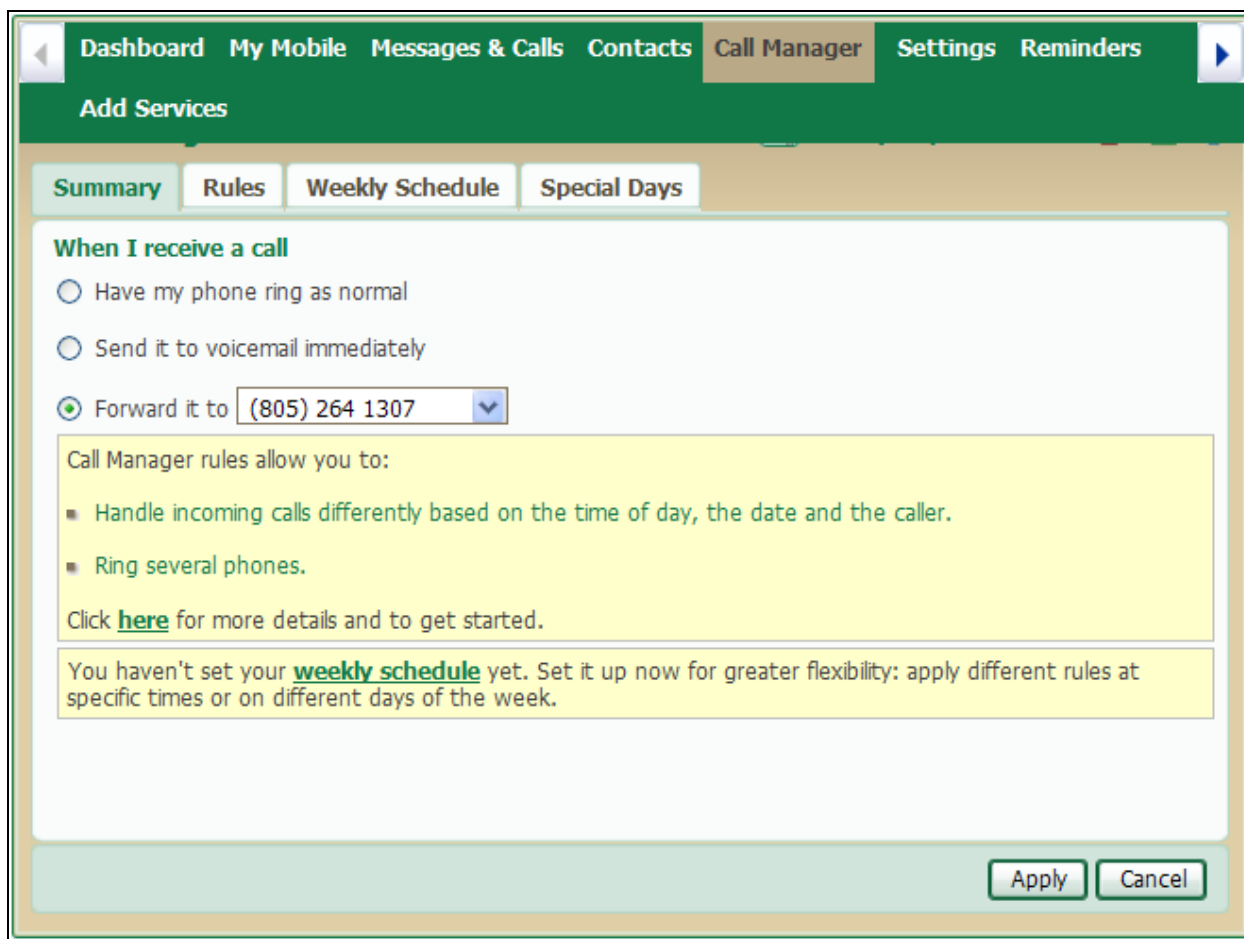


The screenshot shows the 'Settings' tab selected in the top navigation bar. Below it, the 'Messaging' sub-tab is active. The 'Voicemail and Fax Auto-Forwarding' section is expanded, showing a checked checkbox for 'Auto-forward all voicemail messages and faxes as emails to:'. The email address 'dan@augustgames.com' is entered in the dropdown menu. Below this, there are two unchecked checkboxes: 'Leave a copy of forwarded voicemail messages and faxes in the inbox.' and 'Include action links in forwarded voicemail messages and faxes.'. The 'Display Name' section is also visible, with 'First Name:' and 'Last Name: DANIEL GEORGE' fields. At the bottom right, there are 'Apply' and 'Cancel' buttons.

4. Optional Check Boxes
 - a. Leave Copy of Forwarded Voicemail – This option leaves a copy of the voicemail in your inbox.
 - b. Include Action Links – Add links to the forwarded email that allows you to delete the voicemail.
5. Check the Apply button.

Forwarding your Incoming Calls

1. Click on the Call Manager tab on the top of the page.
2. Click on the “Forward it to” option button and enter the 10 digit telephone number you wish to forward you calls too.
3. Click the Apply button.
4. Click the “Have my phone ring as normal” option when you wish to have your phone ring normally again. Don’t forget to click on the Apply button.



The screenshot shows the 'Call Manager' tab selected in a navigation menu. Below the menu is a green bar with 'Add Services'. Underneath are four tabs: 'Summary', 'Rules', 'Weekly Schedule', and 'Special Days'. The 'Summary' tab is active, displaying the section 'When I receive a call'. There are three radio button options: 'Have my phone ring as normal', 'Send it to voicemail immediately', and 'Forward it to'. The 'Forward it to' option is selected, and a text box contains the number '(805) 264 1307'. Below this is a yellow box with text explaining Call Manager rules and a link to 'here'. At the bottom right are 'Apply' and 'Cancel' buttons.

Dashboard My Mobile Messages & Calls Contacts **Call Manager** Settings Reminders

Add Services

Summary Rules Weekly Schedule Special Days

When I receive a call

Have my phone ring as normal

Send it to voicemail immediately

Forward it to (805) 264 1307

Call Manager rules allow you to:

- Handle incoming calls differently based on the time of day, the date and the caller.
- Ring several phones.

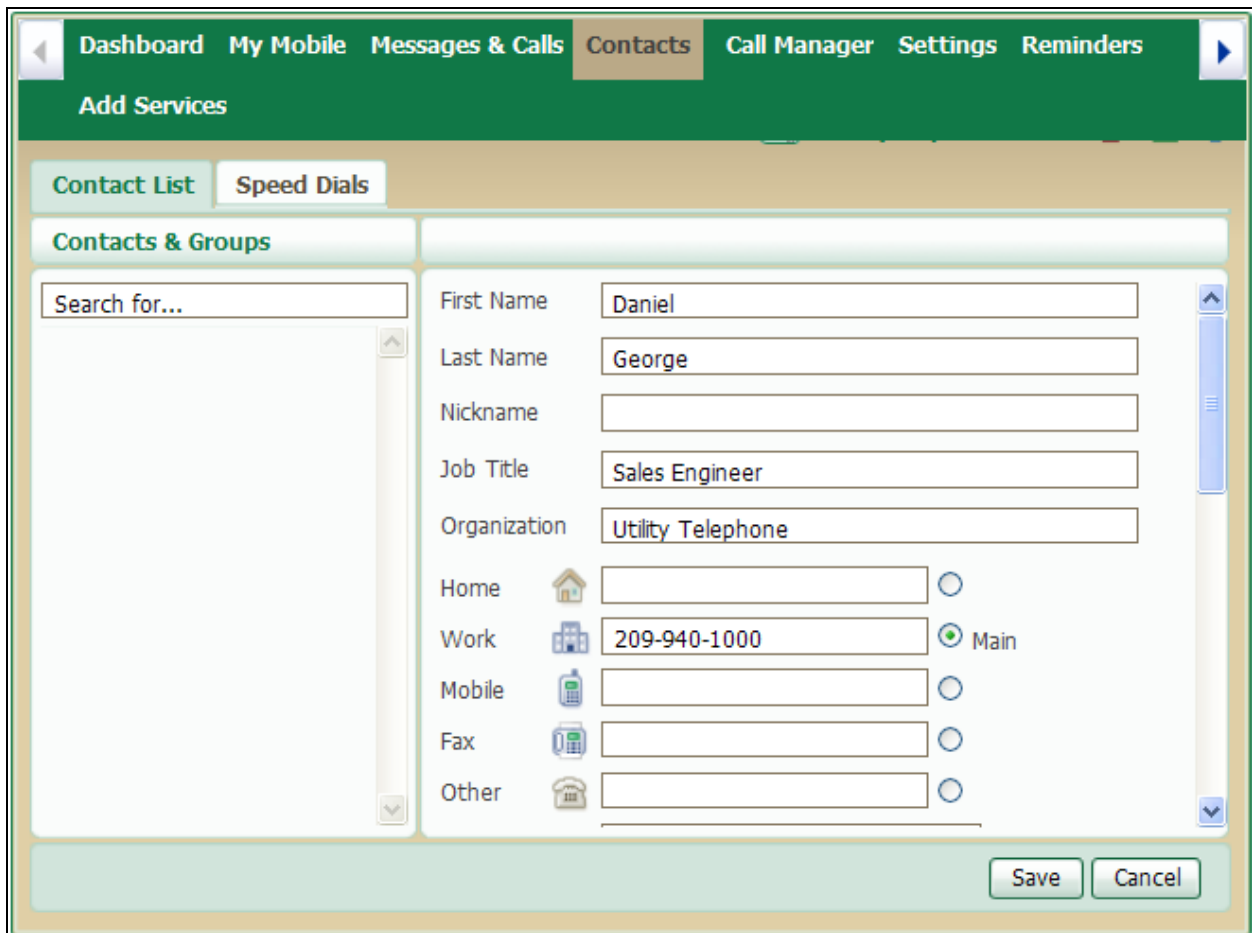
Click [here](#) for more details and to get started.

You haven't set your [weekly schedule](#) yet. Set it up now for greater flexibility: apply different rules at specific times or on different days of the week.

Apply Cancel

Adding Contacts

1. Click on the Contacts tab on the top of the page.
2. Click on New Contact at the bottom left of the page.
3. Enter the contact information.
 - a. You must put in a first name.
4. Click the Save button.



The screenshot shows the 'Add Services' interface with the 'Contacts' tab selected. The 'Contacts & Groups' section is active, displaying a search bar and a form for adding a new contact. The form fields are as follows:

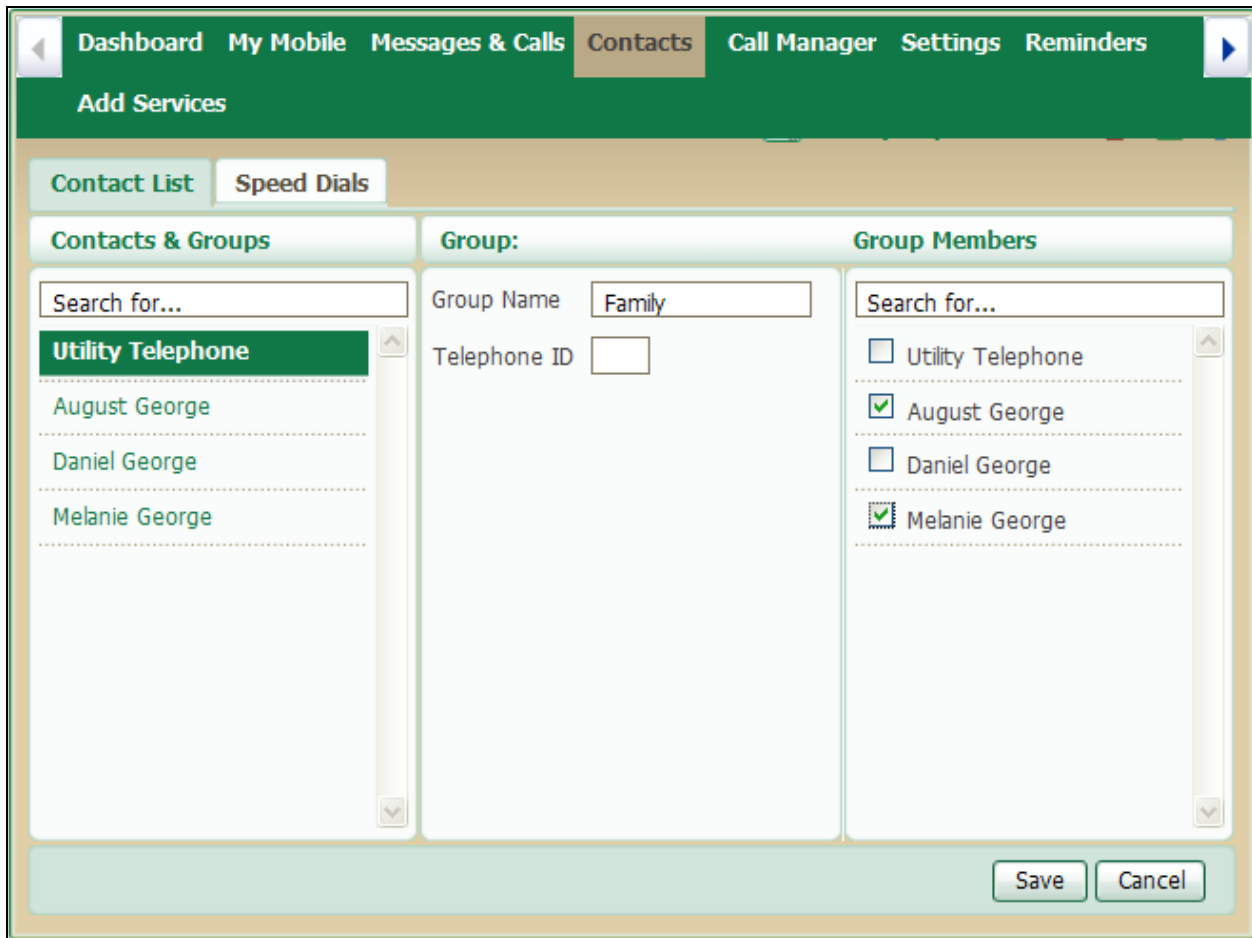
First Name	<input type="text" value="Daniel"/>
Last Name	<input type="text" value="George"/>
Nickname	<input type="text"/>
Job Title	<input type="text" value="Sales Engineer"/>
Organization	<input type="text" value="Utility Telephone"/>
Home	<input type="text"/> <input type="radio"/>
Work	<input type="text" value="209-940-1000"/> <input checked="" type="radio"/> Main
Mobile	<input type="text"/> <input type="radio"/>
Fax	<input type="text"/> <input type="radio"/>
Other	<input type="text"/> <input type="radio"/>

At the bottom right of the form are two buttons: 'Save' and 'Cancel'.

Adding a Contact Group

Contact groups allow you to organize your contacts into groups.

1. Click on the Contacts tab on the top of the page.
2. Click on New Group at the bottom left of the page.
3. Enter a group name
 - a. Leave Telephone ID blank (optional)
5. Click on the members that belong to the group.
4. Click the Save button.



Dashboard My Mobile Messages & Calls **Contacts** Call Manager Settings Reminders

Add Services

Contact List Speed Dials

Contacts & Groups **Group:** **Group Members**

Search for...
Utility Telephone
August George
Daniel George
Melanie George

Group Name Family
Telephone ID

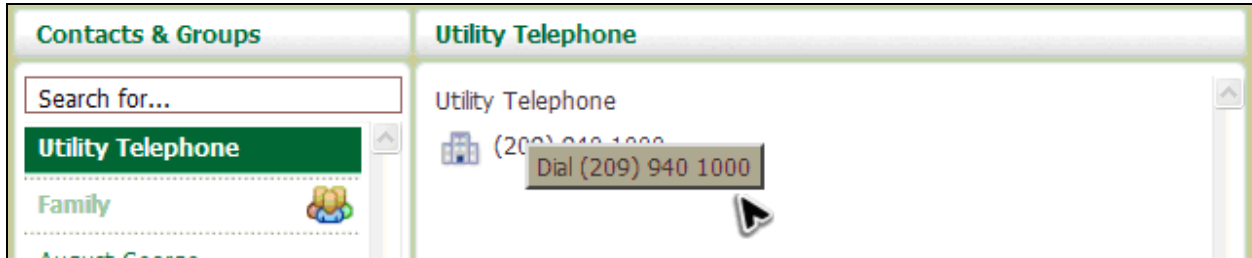
Search for...
 Utility Telephone
 August George
 Daniel George
 Melanie George

Save Cancel

Click to Dial

Click to dial allows you to call any telephone number in G-Portal by simply clicking onto it.

1. Click on a telephone number (contact, missed call, dialed call, etc.)



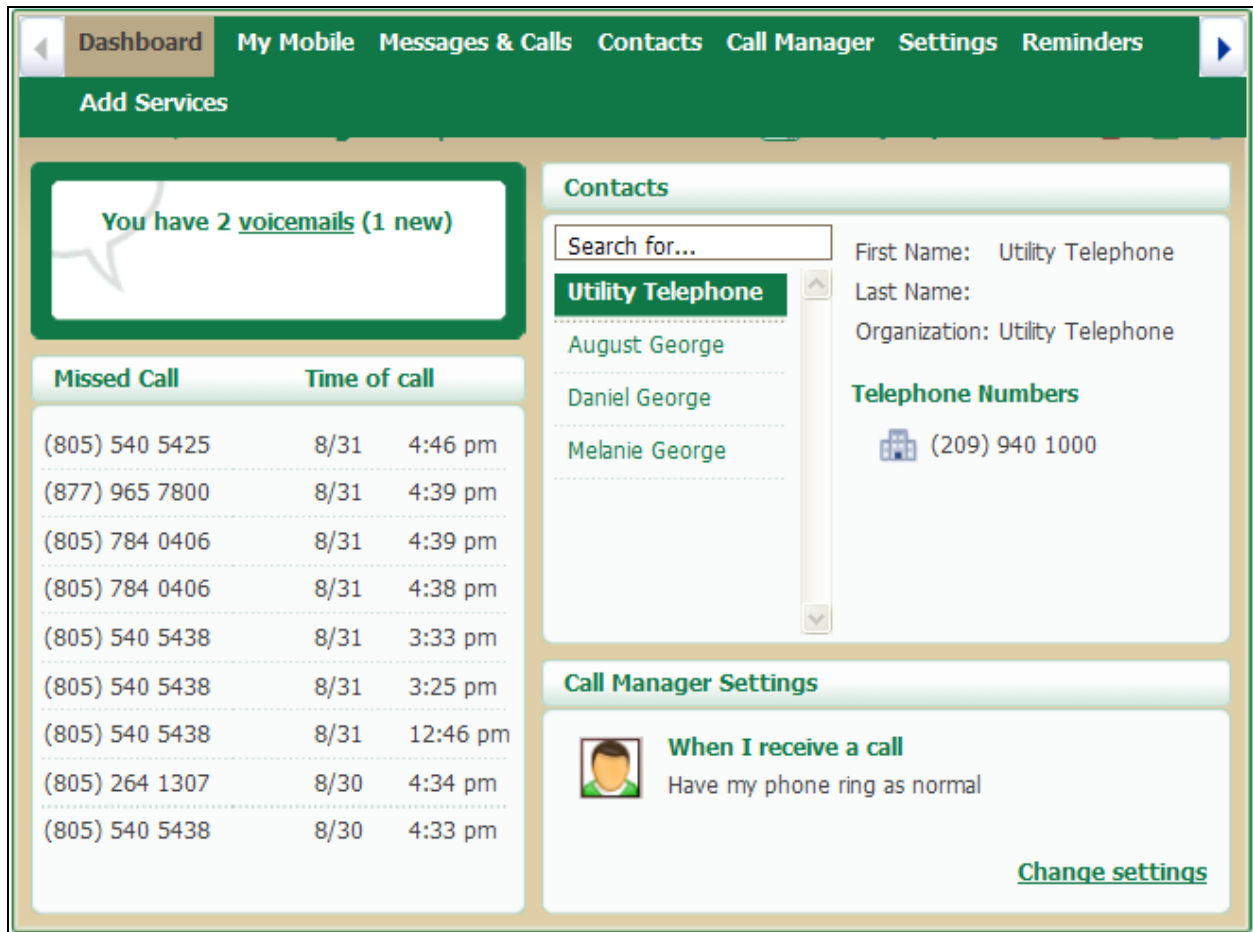
2. Your telephone will ring. Answer it.
3. The number you wish to call will be automatically dialed upon answering your phone.
4. Hang up, as you would do normally, to end the call.

Dashboard

Overview

The dashboard provides a quick summary view of your voicemails, missed telephone calls, contacts and call manager settings.

- Voicemails – Indicates the number of voicemails you have. Click on the link to bring you to the Messages & Calls page.
- Missed Calls – Lists the last 10 missed calls with the date and time of the call. Click on the telephone number to dial the missed caller back.
- Contacts – Allows you to search and view your contacts.
- Call Manager – Displays your current call manager settings. Click on the Change Settings link to go to the Call Manager page.



Dashboard | My Mobile | Messages & Calls | Contacts | Call Manager | Settings | Reminders

Add Services

You have **2 voicemails** (1 new)

Missed Call	Time of call	
(805) 540 5425	8/31	4:46 pm
(877) 965 7800	8/31	4:39 pm
(805) 784 0406	8/31	4:39 pm
(805) 784 0406	8/31	4:38 pm
(805) 540 5438	8/31	3:33 pm
(805) 540 5438	8/31	3:25 pm
(805) 540 5438	8/31	12:46 pm
(805) 264 1307	8/30	4:34 pm
(805) 540 5438	8/30	4:33 pm


Contacts

Search for...


- Utility Telephone**
- August George
- Daniel George
- Melanie George

First Name: Utility Telephone
Last Name:
Organization: Utility Telephone

Telephone Numbers

 (209) 940 1000

Call Manager Settings

 **When I receive a call**
Have my phone ring as normal

[Change settings](#)

My Mobile

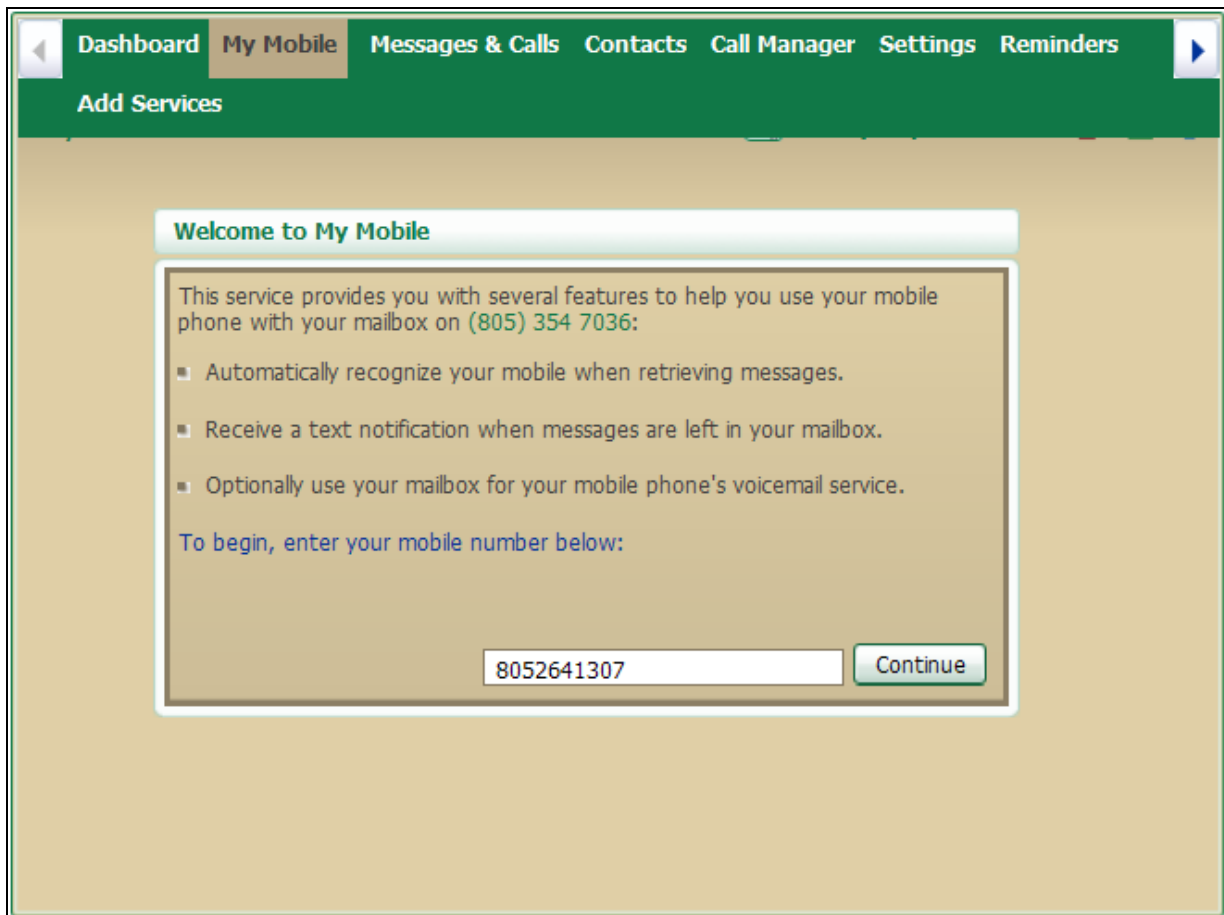
Overview

This service provides you with several features to help you use your mobile phone with your mailbox.

- Automatically recognize your mobile when retrieving messages.
- Receive a text notification when messages are left in your mailbox.
- Optionally use your mailbox for your mobile phone's voicemail service.

Setting Up My Mobile

1. Click on my My Mobile tab
2. Enter your mobile telephone number and click Continue.
 - a. Note: Your mobile number can only be associated with one G-Portal box at a time.



Dashboard My Mobile Messages & Calls Contacts Call Manager Settings Reminders

Add Services

Welcome to My Mobile

This service provides you with several features to help you use your mobile phone with your mailbox on (805) 354 7036:

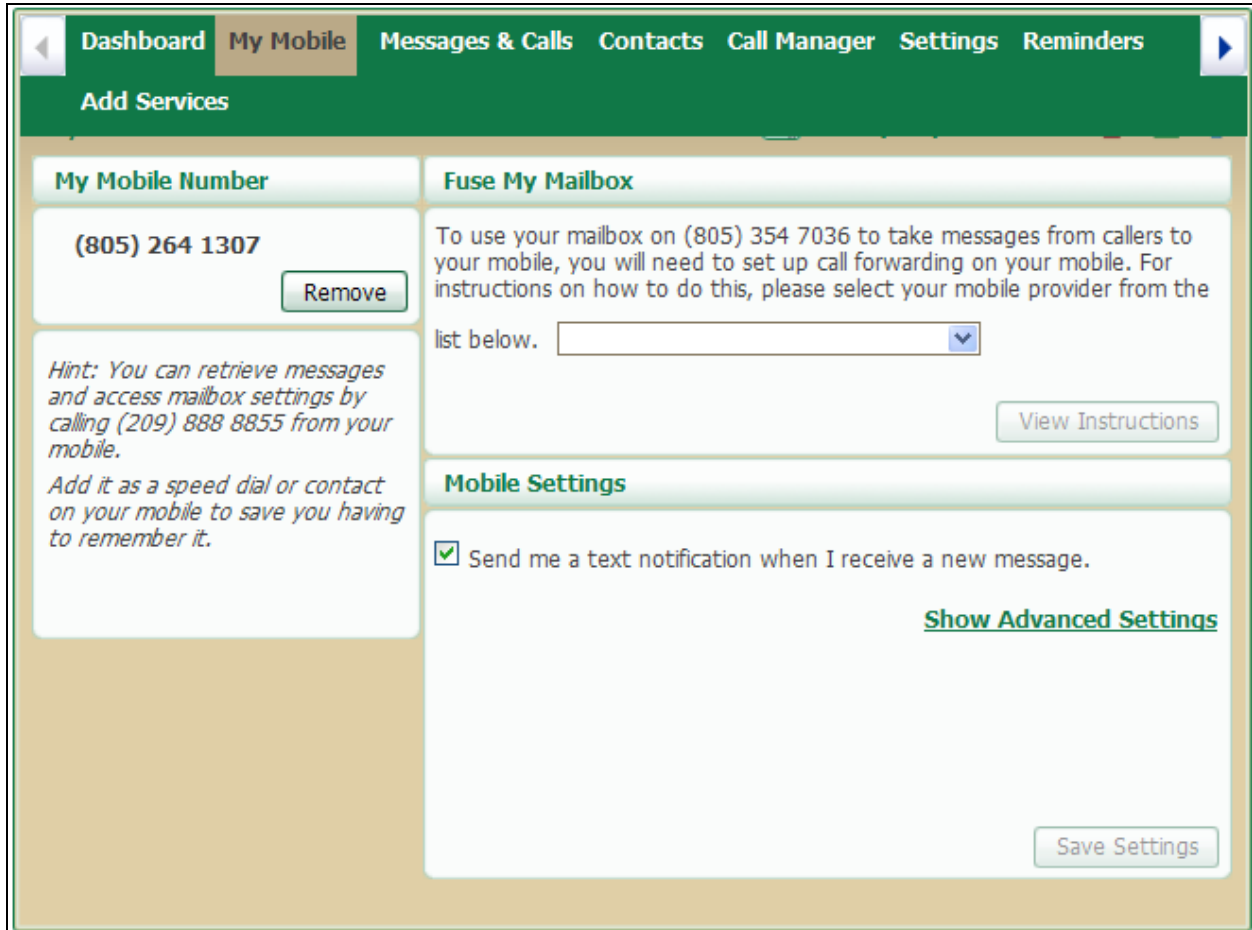
- Automatically recognize your mobile when retrieving messages.
- Receive a text notification when messages are left in your mailbox.
- Optionally use your mailbox for your mobile phone's voicemail service.

To begin, enter your mobile number below:

8052641307 Continue

Removing Your Mobile Number

1. Click on my My Mobile tab
2. Click on the Remove button in the My Mobile Number section.



Dashboard **My Mobile** Messages & Calls Contacts Call Manager Settings Reminders

Add Services

My Mobile Number

(805) 264 1307

Hint: You can retrieve messages and access mailbox settings by calling (209) 888 8855 from your mobile.

Add it as a speed dial or contact on your mobile to save you having to remember it.

Fuse My Mailbox

To use your mailbox on (805) 354 7036 to take messages from callers to your mobile, you will need to set up call forwarding on your mobile. For instructions on how to do this, please select your mobile provider from the list below.

Mobile Settings

Send me a text notification when I receive a new message.

[Show Advanced Settings](#)

Fuse My Mailbox

Fusing allows you to forward your cell phone to your G-Portal voicemail box.

1. Click on my My Mobile tab.
2. Select your mobile provider from the list provided.
3. Click on View Instructions button.
4. The instructions for call forwarding and the deactivation of call forwarding will be provided.
5. Click OK to close the box.



Fuse My Mailbox: AT&T Cingular, T-Mobile, GSM network

Please follow the steps below to activate or deactivate call forwarding from your mobile to your mailbox on (805) 354 7036.

Activate Call Forwarding

- Dial *004*1 209888855 *11# on your mobile

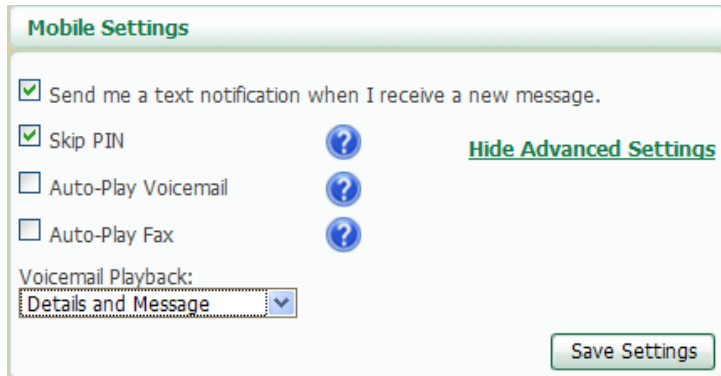
Hint: you can check this has worked by calling your mobile and leaving a voicemail.

Deactivate Call Forwarding

Mobile Settings

1. Click on my My Mobile tab
2. Click on the Show Advanced Settings link.
3. Click on the options you wish to activate

- Send Me a Text notification When I Receive a New Message
- Skip PIN - The PIN is not required when dialing into your mailbox from your phone.
- Auto-Play Voicemail - New voicemail messages automatically start playing when you access your mailbox over the telephone.
- Auto-Play Fax - Fax messages automatically start playing when you access your mailbox over the telephone.
- Voicemail Playback
 - Details and Message
 - Message Only
 - Details Only



4. Click on the Save Settings button.

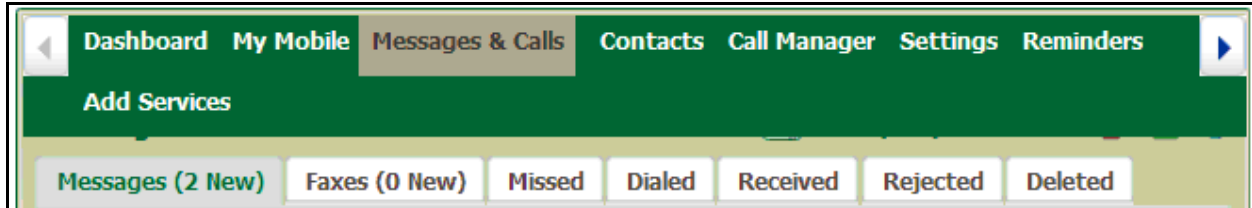
Checking Your Voicemail from Your Mobile Device

1. Dial (877) 377-9677
2. Follow the prompts.

Messages & Calls

Overview

Listen to message, view faxes, and review your call history. The page is broken down into tabs.



Messages Tab

Play your voicemail messages.

1. Click on the Messages & Calls tab at the top of the page
2. Press the triangle play button next to the message you wish to play.
3. Click on the down arrow to the right of the message to select an action for the message.
 - Delete – Delete the message.
 - Reply – Reply to the caller with a voice mail. This feature only works if the caller has a Utility Telephone voicemail account.
 - Mark as Heard – Mark the message as heard.
 - Forward as Email – Sends the voicemail as a wav file attachment to an email address.
 - Forward As Voicemail – Forwards the voicemail to another voicemail box. This feature only works if the caller has a Utility Telephone voicemail account.

Faxes Tab

View your electronic faxes.

Missed Tab

View your missed telephone calls.

Dialed Tab

View your recently dialed numbers.

Rejected Tab

View your rejected calls.

Deleted Tab

View your deleted messages and faxes. Click on the button at the bottom to permanently delete all your messages.

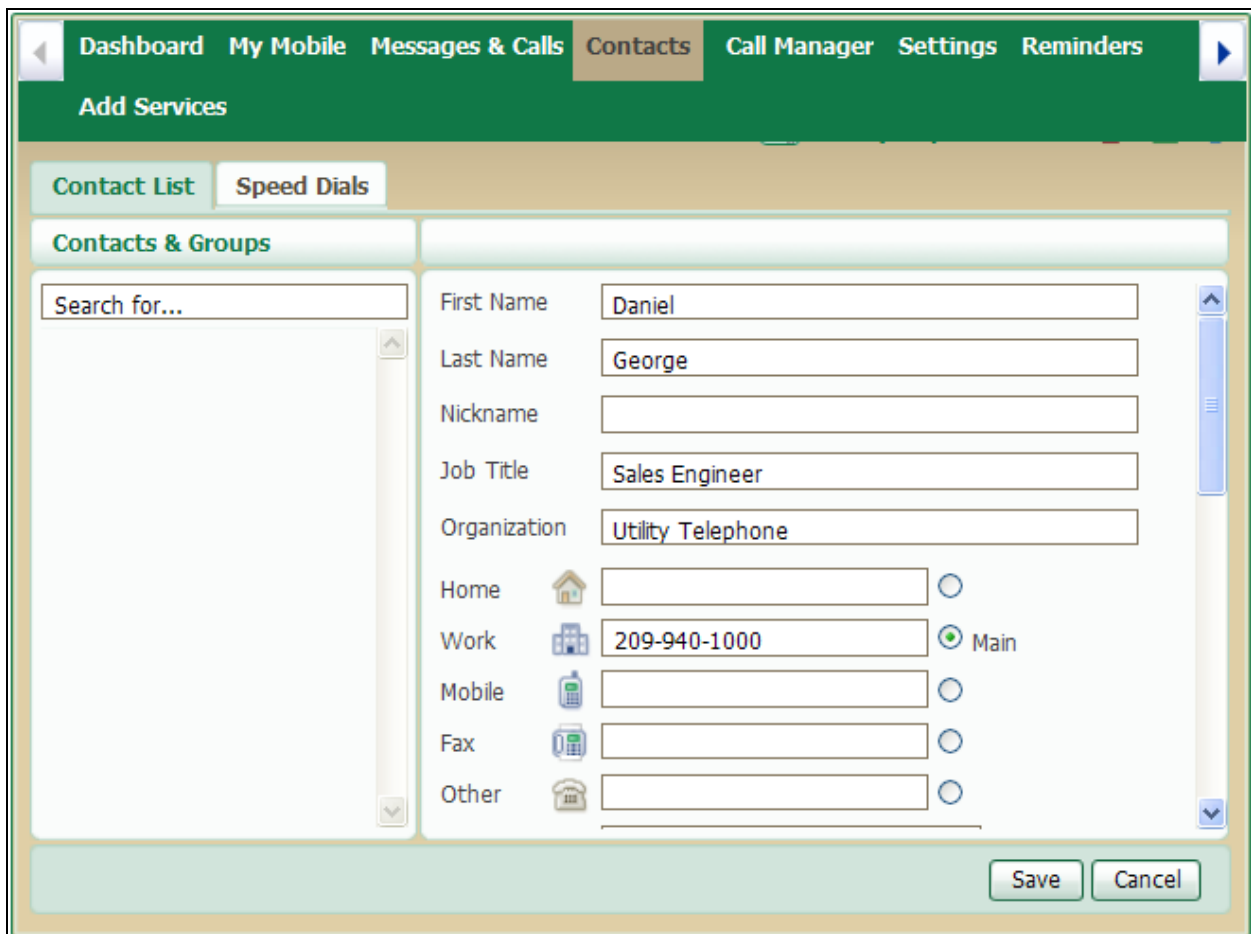
Contacts

Overview

G-Portal allows you to create, import and view your contacts with convenient click-to-dial. You may also set up your own speed dial numbers.

Adding Contacts

1. Click on the Contacts tab on the top of the page.
2. Click on New Contact at the bottom left of the page.
3. Enter the contact information.
 - a. You must put in a first name.
4. Click the Save button.

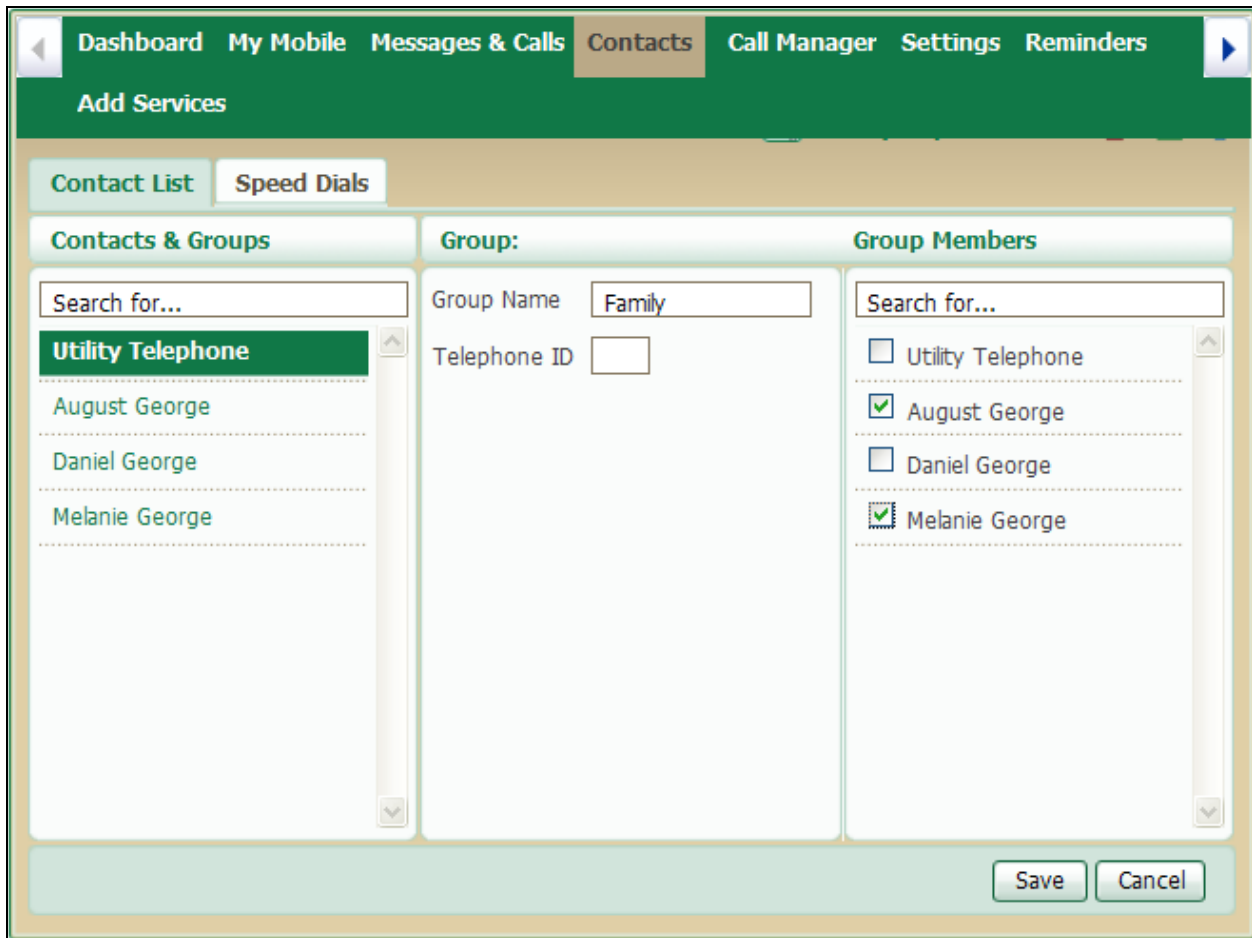


The screenshot displays the 'Contacts' tab in the G-Portal interface. At the top, a navigation bar includes 'Dashboard', 'My Mobile', 'Messages & Calls', 'Contacts' (selected), 'Call Manager', 'Settings', and 'Reminders'. Below this is a green 'Add Services' bar. The main content area has two tabs: 'Contact List' and 'Speed Dials'. Under 'Contact List', there is a search box labeled 'Search for...'. The 'Contacts & Groups' section contains a form for adding a new contact. The form fields are: First Name (Daniel), Last Name (George), Nickname (empty), Job Title (Sales Engineer), and Organization (Utility Telephone). Below these are fields for Home, Work, Mobile, Fax, and Other phone numbers, each with a radio button to select the contact type. The Work number is 209-940-1000 and is selected as 'Main'. At the bottom right, there are 'Save' and 'Cancel' buttons.

Adding a Contact Group

Contact groups allow you to organize your contacts into groups.

1. Click on the Contacts tab on the top of the page.
2. Click on New Group at the bottom left of the page.
3. Enter a group name
 - b. Leave Telephone ID blank (optional)
5. Click on the members that belong to the group.
4. Click the Save button.



Dashboard My Mobile Messages & Calls **Contacts** Call Manager Settings Reminders

Add Services

Contact List Speed Dials

Contacts & Groups **Group:** **Group Members**

Search for...
Utility Telephone
August George
Daniel George
Melanie George

Group Name Family
Telephone ID

Search for...
 Utility Telephone
 August George
 Daniel George
 Melanie George

Save Cancel

Editing a Contact

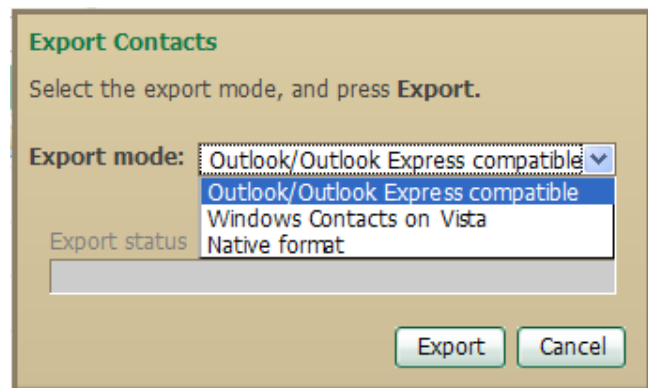
1. Click on the Contacts tab on the top of the page.
2. Search and click on the contact you wish to edit.
3. Click on the Edit button in the lower right hand corner of the page.
4. Update the contact information.
5. Click the Save button.

Delete a Contact

1. Click on the Contacts tab on the top of the page.
2. Search and click on the contact you wish to edit.
3. Click on the Delete button in the lower right hand corner of the page.
 - Warning: There is no confirmation for the delete button. Hitting the delete button will immediately delete your contact.

Exporting Contacts

1. Click on the Contacts tab on the top of the page.
2. Click on Export All button at the bottom of the page.
3. Select an export mode
 - Outlook/Express Compatible
 - Windows Contacts on Vista
 - Native Format
4. Select save or open the file with an application.
5. Click OK

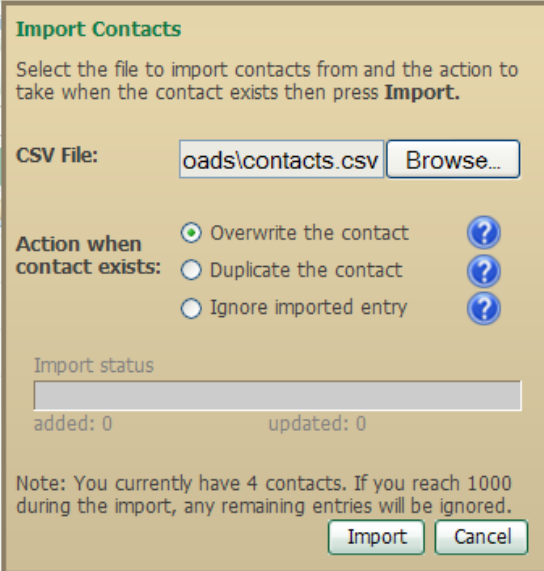


Backing up Your Contacts

We strongly suggest backing up your contacts on a regular basis with the export feature of G-Portal. This will protect your valuable information in the event of an accidental deletion.

Importing Contacts

1. Click on the Contacts tab on the top of the page.
2. Click on Import button at the bottom of the page.
3. Browse for the CSV formatted contact file you wish to import.
4. Select an existing contact action.
 - Overwrite - Replace any existing matching contacts by the contact information from the imported entry.
 - Duplicate - The imported entry is simply added to the contact list, creating a duplicate.
 - Ignore - The imported entry is ignored, and no action is taken.
5. Click the import button.
6. Click on the Confirm button.



Import Contacts

Select the file to import contacts from and the action to take when the contact exists then press **Import**.

CSV File:

Action when contact exists:

- Overwrite the contact - Duplicate the contact - Ignore imported entry

Import status

Note: You currently have 4 contacts. If you reach 1000 during the import, any remaining entries will be ignored.

Call Manager

Overview

The Call Manager allows you to change the way your incoming calls are handled. There are several ways your Call Manager can be configured.

- Ring as Normal – Ring your phone when you receive a phone call.
- Send to Voicemail – Immediately send the caller to your voicemail box.
- Call Forwarding – Send the caller to another telephone number.
- Advanced Rules – You can handle calls differently depending on who they're from, time of day, or day of week.

Immediately Sends Calls to Voicemail

1. Click on the Call Manager tab on the top of the page.
2. Click on the “Send it to Voicemail Immediately” option button.
3. Click the Apply button.
4. Your telephone will not ring when callers dial your number. They will immediately be transferred to your voicemail box.
5. Click the “Have my phone ring as normal” option when you wish to have your phone ring normally again. Don't forget to click on the Apply button.

Forwarding Your Incoming Calls

1. Click on the Call Manager tab on the top of the page.
2. Click on the “Forward it to” option button and enter the 10 digit telephone number you wish to forward you calls too.
3. Click the Apply button.
4. Click the “Have my phone ring as normal” option when you wish to have your phone ring normally again. Don't forget to click on the Apply button.

Call Manager Rules

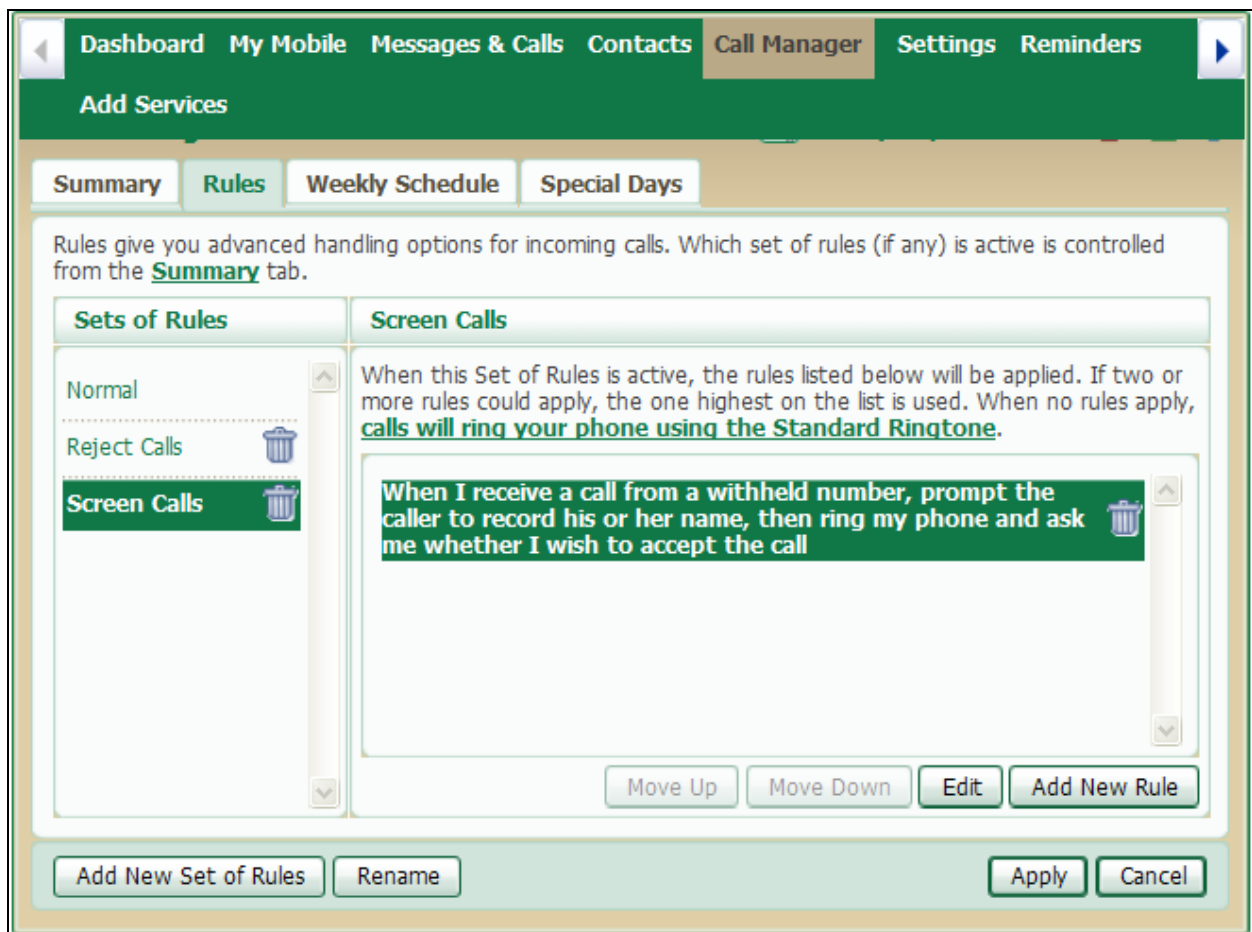
You can handle calls differently depending on who they're from. For example, you might want to forward calls from your family to your home phone, while forwarding calls from your office directly to voicemail. Or you might want to reject calls from a particular party altogether.

Rules are managed in groups, called Sets of Rules. You always have one Set of Rules called "Normal", and you can add more Sets to use at different times. For example, you could use your "Normal" Set of Rules when you're at home, and create a different Set of Rules to use when you're in the office.

Once you have specified your Sets of Rules, you can easily switch between them using the Summary tab. You can also set up a schedule to apply particular Sets of Rules at particular times throughout the day.

Getting Started With Rules

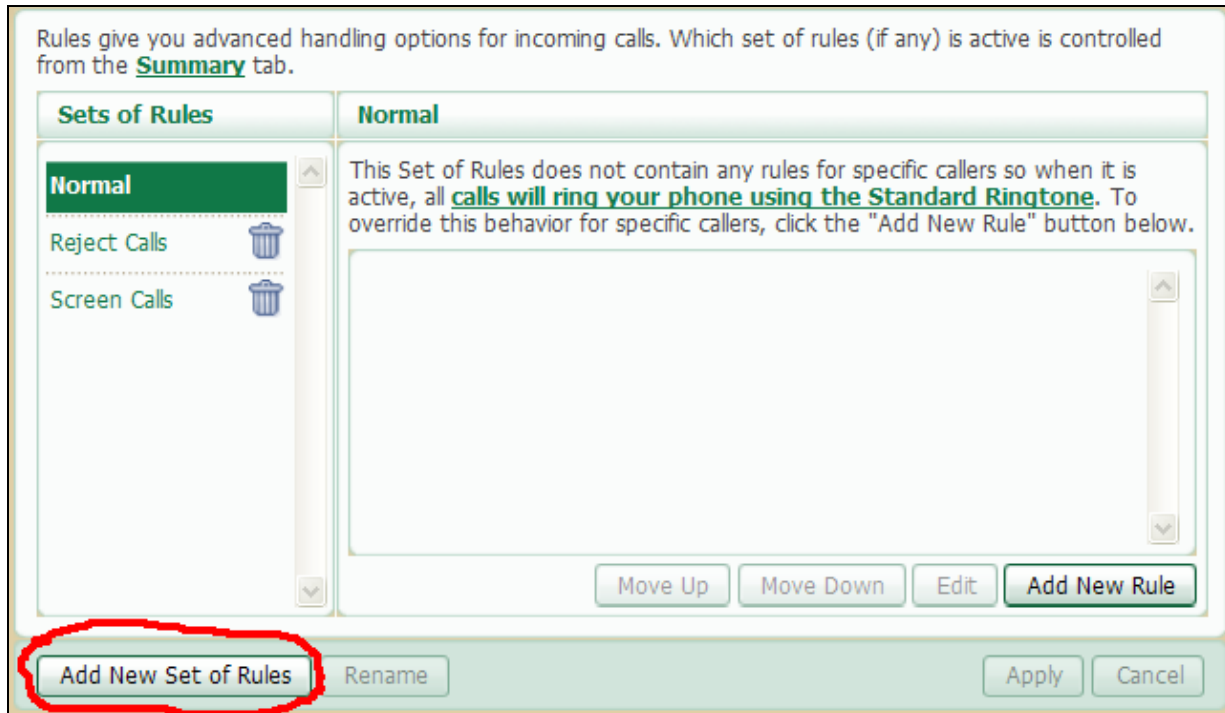
1. Click on the Call Manager tab on the top of the page.
2. Click on the Rules tab (white)
3. Click on "Get started with some typical Sets of Rules".
4. Click on the Apply button



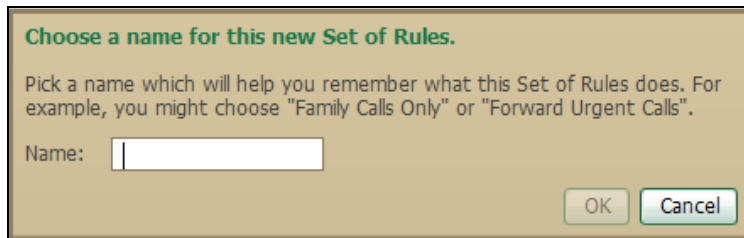
The screenshot shows the 'Call Manager' interface with the 'Rules' tab selected. The top navigation bar includes 'Dashboard', 'My Mobile', 'Messages & Calls', 'Contacts', 'Call Manager', 'Settings', and 'Reminders'. Below the navigation bar is an 'Add Services' section. The main content area has tabs for 'Summary', 'Rules', 'Weekly Schedule', and 'Special Days'. A text box explains that rules give advanced handling options for incoming calls and that the active set is controlled from the 'Summary' tab. The interface is divided into two columns: 'Sets of Rules' and 'Screen Calls'. The 'Sets of Rules' column lists 'Normal', 'Reject Calls', and 'Screen Calls', each with a trash icon. The 'Screen Calls' column contains a text area with a rule: 'When I receive a call from a withheld number, prompt the caller to record his or her name, then ring my phone and ask me whether I wish to accept the call'. Below the text area are 'Move Up', 'Move Down', 'Edit', and 'Add New Rule' buttons. At the bottom of the interface are 'Add New Set of Rules', 'Rename', 'Apply', and 'Cancel' buttons.

Add a New Set of Rules

1. Click on the Call Manager tab on the top of the page.
2. Click on the Rules tab (white)
3. Click on the “Add New Set of Rules” button



4. Enter a unique name for the set of rules.

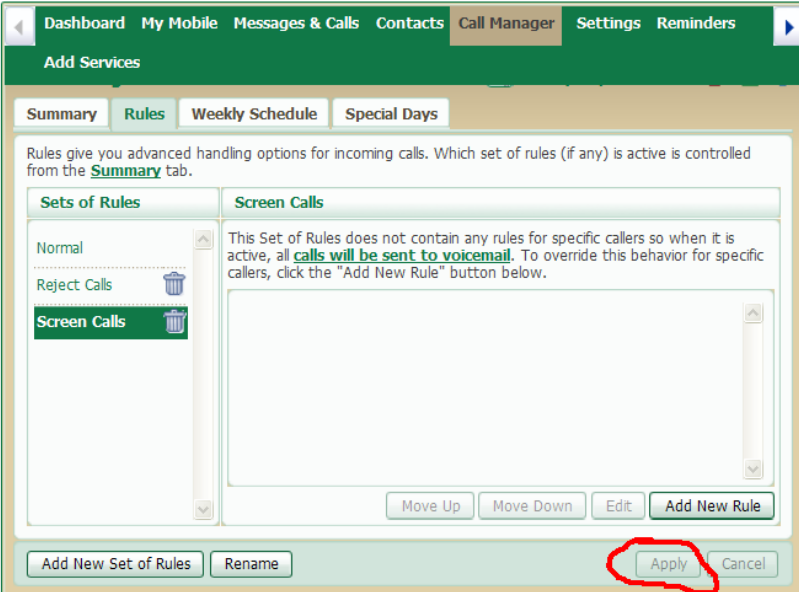


5. Press the OK button.
6. The new set of rules is now created.

Change the Default Call Behavior for a Set of Rules

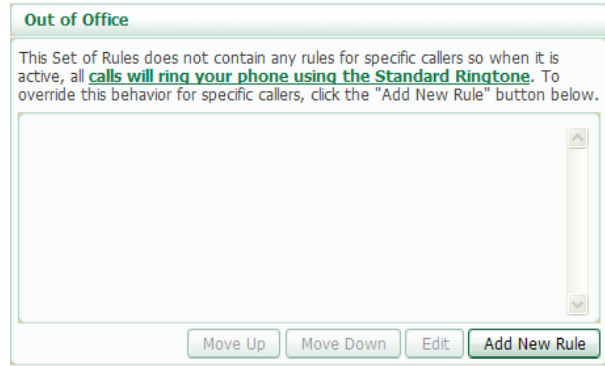
The default behavior is what happens when you receive a call that does not meet any of your rules criteria.

1. Click on the Call Manager tab on the top of the page.
2. Click on the Rules tab (white)
3. Click on the set of rules you wish to modify.
4. Click on the green text rule “calls will ring your phone using the Standard ringtone”.
5. Select a default call behavior from the brown pop-up window.
 - Have my phone ring using a special ring tone (if supported by your telephone).
 - Send the call to voicemail
 - Forward the call to a specified number.
 - Inform the caller that I am not available and reject the call.
 - Prompt the caller to record his or her name, then ring my phone and ask me whether I wish to accept the call.
 - Try to reach me by having more than one phone ring, together or in sequence (see *Sim Ringing Rule* on the following page).
 - Prompt the caller to record his or her name, then try to reach me by having more than one phone ring and ask me whether I wish to accept the call (see *Sim Ringing Rule* on the following page).
6. Click on finish (Click on Next for Sim-Ring).
7. Click on the Apply button on the Call Manager page.
8. If you need to edit the default rule again, click on the green text and make your changes.



Add a Rule to a Set of Rules

1. Click on the Call Manager tab on the top of the page.
2. Click on the Rules tab (white)
3. Click the set of rules you wish to modify.
4. Click on the “Add New Rule” Button
 - This individual contact [select contact]: *Apply this rule to all the phone numbers from the specified contact.*
 - This group of contacts [select contact group]: *Apply this rule to anyone in a specified contact group.*
 - Anyone on my contact list: *Apply the rule to anyone in my contact list.*
 - This phone number [enter phone number]: *Apply this rule to all calls from a specified phone number.*
 - A withheld number: *Apply this rule to all calls withholding caller ID.*
5. Click on the “Next” button
6. Select a default call behavior from the brown pop-up window.
 - Have my phone ring using a special ring tone (if supported by your telephone).
 - Send the call to voicemail
 - Forward the call to a specified number.
 - Inform the caller that I am not available and reject the call.
 - Prompt the caller to record his or her name, then ring my phone and ask me whether I wish to accept the call.
 - Try to reach me by having more than one phone ring, together or in sequence (see *Sim Ringing Rule* on the following page).
 - Prompt the caller to record his or her name, then try to reach me by having more than one phone ring and ask me whether I wish to accept the call (see *Sim Ringing Rule* on the following page).
7. Click on finish (Click on Next for Sim-Ring – see Sim Ring section).
8. Click on the Apply button on the Call Manager page.
9. If you need to edit the rule, click on the white “edit” button.



Settings

This area of the application allows you to configure your G-Portal account, set your personal preferences, manage your SIP phone, set up your messaging options and download tools.

Security Tab

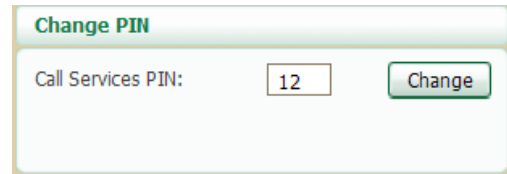
Change Your Password

1. Click on the Settings tab at the top of the page.
2. Enter your new password into the password and confirmation fields. Your password must be all digits at least four numbers long.
3. Click the Change Password button.
4. Use your new password to log into G-Portal or access your voicemail using your telephone.

Change PIN

Some remote call services require a pin. You can change your PIN in this section.

1. Click on the Settings tab at the top of the page.
2. Enter in your new PIN. Your password must be all digits at least four numbers long.
3. Click the Change button.

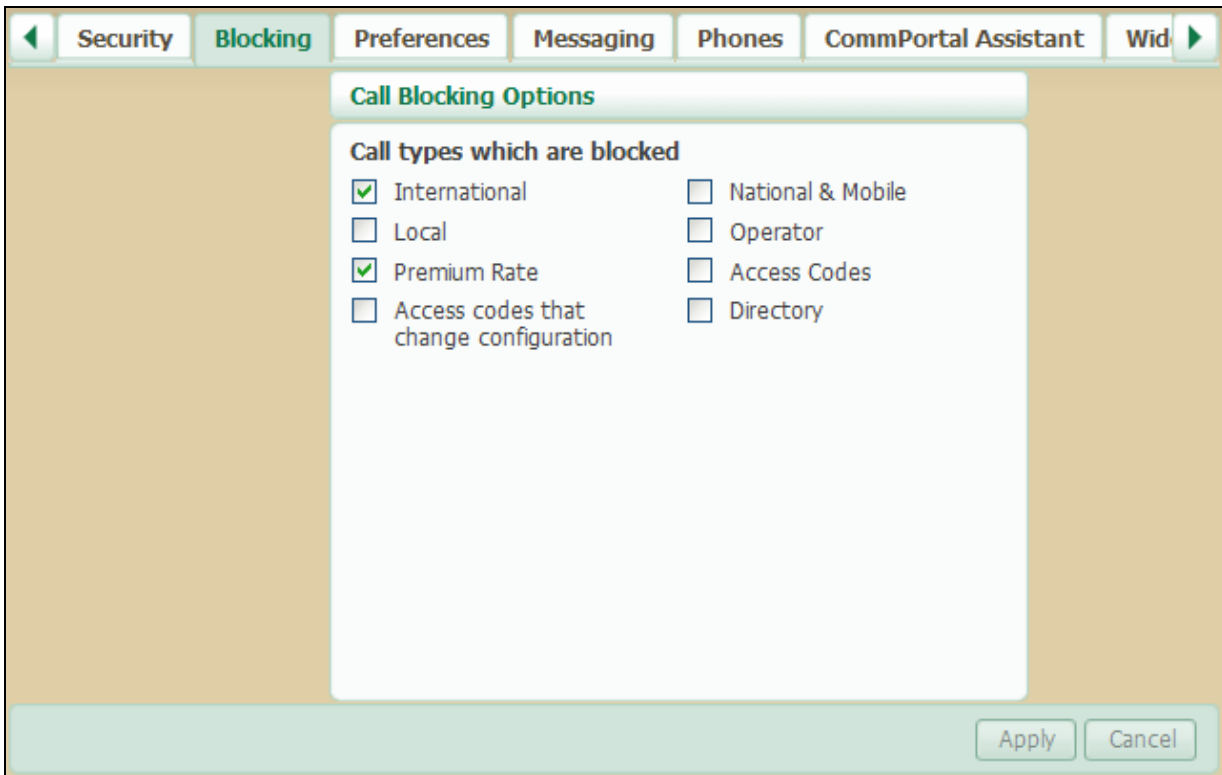


The screenshot shows a web form titled "Change PIN". It contains a label "Call Services PIN:" followed by a text input field containing the number "12". To the right of the input field is a green button labeled "Change".

Blocking

This section allows you to block certain types of calls from being made from your telephone.

1. Click on the Settings tab at the top of the page.
2. Click on the white Blocking tab.
3. Click on the types of calls you wish to block
 - International Calls
 - Local Calls
 - Premium Rate (976 numbers, etc.)
 - National and Mobile (intra/inter state and mobile)
 - Operator (Operator assistance)
 - Access Codes
 - Access Codes That Change Configuration
 - Directory (directory assistance)
4. Click on the “Apply” button



The screenshot shows a web interface with a navigation bar at the top containing tabs: Security, Blocking, Preferences, Messaging, Phones, CommPortal Assistant, and Wid. The 'Blocking' tab is active. Below the navigation bar is a section titled 'Call Blocking Options'. Under this section is a box titled 'Call types which are blocked' containing a list of call types with checkboxes:

<input checked="" type="checkbox"/> International	<input type="checkbox"/> National & Mobile
<input type="checkbox"/> Local	<input type="checkbox"/> Operator
<input checked="" type="checkbox"/> Premium Rate	<input type="checkbox"/> Access Codes
<input type="checkbox"/> Access codes that change configuration	<input type="checkbox"/> Directory

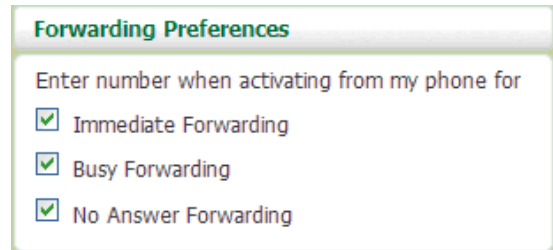
At the bottom right of the dialog box are two buttons: 'Apply' and 'Cancel'.

Preferences Tab

Forwarding Preferences

When you are using your phone, and enter the phone access code to turn on forwarding services, you can either allow the service to use the preconfigured number, or to require you to enter the phone number you want to forward to.

This set of preferences allows you to select which of your subscribed too services will require entry of the number each time, and which will just use the preconfigured number.



Forwarding Preferences

Enter number when activating from my phone for

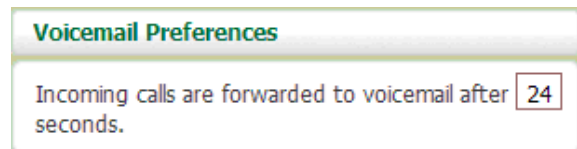
- Immediate Forwarding
- Busy Forwarding
- No Answer Forwarding

1. Click on the Settings tab at the top of the page.
2. Click on the white preferences tab.
3. Click on the feature requiring a phone number entry
4. Click on the apply button at the bottom of the page.

Voicemail Preferences

This allows you to set the time in seconds that your phone rings before the call is sent to voicemail. The acceptable range is from zero to 60 seconds.

1. Click on the Settings tab at the top of the page.
2. Click on the white preferences tab.
3. Enter the number of seconds from zero to sixty.
4. Click on the apply button at the bottom of the page.



Voicemail Preferences

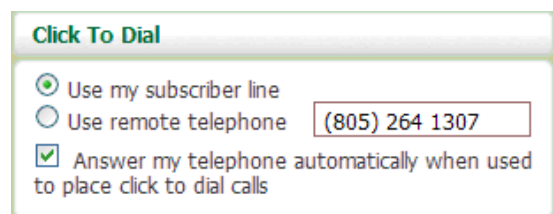
Incoming calls are forwarded to voicemail after seconds.

Click to Dial

You can use your normal subscriber line to place Click To Dial calls, or can choose to use a different phone line, for example when you are away travelling, but working from a fixed location.

When you use remote Click To Dial, your calls will appear to the recipient as if they were made from your own phone. This means that if you make a 911 call using remote Click To Dial, the call will be directed to an emergency operator who serves the area in which your own phone is located, and the operator will be unaware that you are not present at that location. As a result, emergency services may be dispatched to that location, and not to the location from which you made the call. **You are therefore strongly advised not to make emergency calls using the remote Click To Dial service. You should dial 911 directly from the nearest phone instead.**

Your phone can be set to auto answer when you place Click to Dial calls. It is likely that you will select this option if you have a telephone headset, so you can make Click to Dial calls without taking your attention away from the computer at all.



Click To Dial

- Use my subscriber line
- Use remote telephone
- Answer my telephone automatically when used to place click to dial calls

Call ID Preferences

You can select whether you get to see any available names on your phone for incoming calls and whether you get to see caller ID numbers on your phone for incoming calls.

1. Click on the Settings tab at the top of the page.
2. Click on the white preferences tab.
3. Click on the desired Caller ID options.
4. Click on the apply button at the bottom of the page.



Caller ID Preferences

- Display incoming call name on my phone
- Display incoming call number on my phone

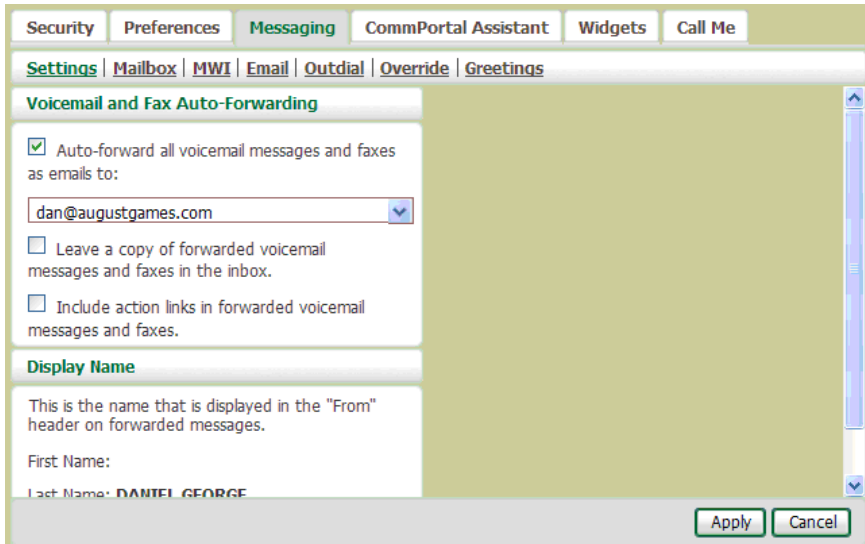
Messaging Tab - Settings

Automated Email Forwarding of Messages

You can select to forward all your received voicemails and faxes to the email accounts you enter. This should be a semi-colon separated list of up to 3 addresses. When doing this forwarding, you have the choice of leaving the messages so you can still access them here, or of deleting them.

You can also choose to include action links in the forwarded message. These links allow you to perform actions (e.g. deleting the voicemail or fax) on the copy of the message stored in your messaging service.

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Check the Auto-Forward voicemail and fax button and enter in an email address.
4. Optional Check Boxes
 - a. Leave Copy of Forwarded Voicemail – This option leaves a copy of the voicemail in your inbox.
 - b. Include Action Links – Add links to the forwarded email that allows you to delete the voicemail.
5. Check the Apply button.



Security | Preferences | **Messaging** | CommPortal Assistant | Widgets | Call Me

[Settings](#) | [Mailbox](#) | [MWI](#) | [Email](#) | [Outdial](#) | [Override](#) | [Greetings](#)

Voicemail and Fax Auto-Forwarding

- Auto-forward all voicemail messages and faxes as emails to:
dan@augustgames.com
- Leave a copy of forwarded voicemail messages and faxes in the inbox.
- Include action links in forwarded voicemail messages and faxes.

Display Name

This is the name that is displayed in the "From" header on forwarded messages.

First Name:
Last Name: DANIEL GEORGE

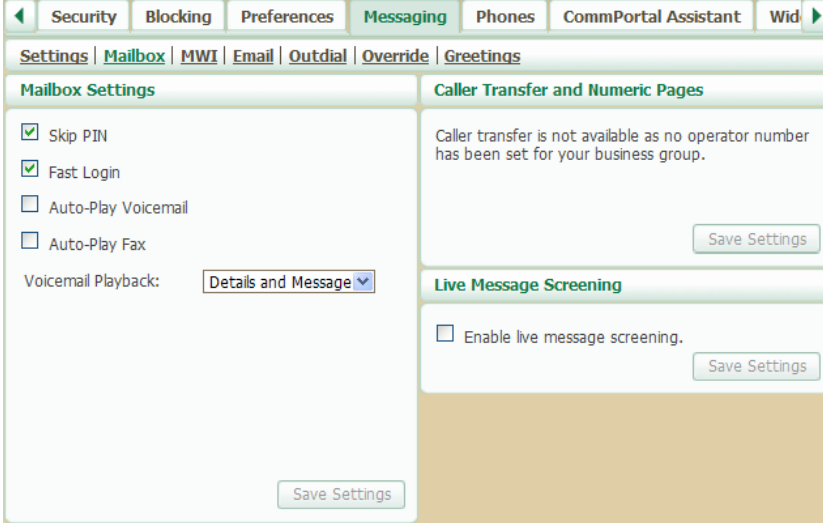
Apply Cancel

Messaging Tab – Mailbox

Mailbox Settings

These settings allow you to customize your experience when accessing your mailbox via the telephone.

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on the Mailbox text in the header
4. Check the options you wish to enable



- Fast Login. Generally when you dial into your mailbox you are asked to enter both your phone number and PIN. However, if Fast Login is enabled, then when accessing your mailbox from your own telephone, your phone number is recognized automatically and you only need to enter your PIN.
 - Skip PIN. If Skip PIN is enabled, then when accessing your mailbox from your own telephone you are not required to enter your PIN. This saves you time, but reduces security as anybody with access to your telephone can then access your mailbox.
 - Auto-Play Voicemail/Fax. If autoplay is enabled, then when you log into your mailbox, instead of hearing the main menu your messages will start playing immediately.
 - Voicemail Playback. When your messages are played to you, you can choose whether you wish to hear the message details (who the message is from and when it was left), the message itself, or both.
5. Check the Save Settings button.

Caller Transfer

Call transfer allows you to transfer in a business group (Optional)

- Caller transfer number. When a caller is put through to your Voicemail, they are given the option of being transferred to the number set by your business group administrator and specified here.
- Caller transfer number. When a caller is put through to your Voicemail, they are given the option of being transferred to the number that you configure here instead of leaving you a message. If you don't want callers to be offered this option, leave the field blank.
- Allow callers to send numeric pages. If this option is enabled, then when a caller is put through to your Voicemail, they are given the option of sending a page to the pager(s) that you have configured to receive pager notifications.

Live Message Screening

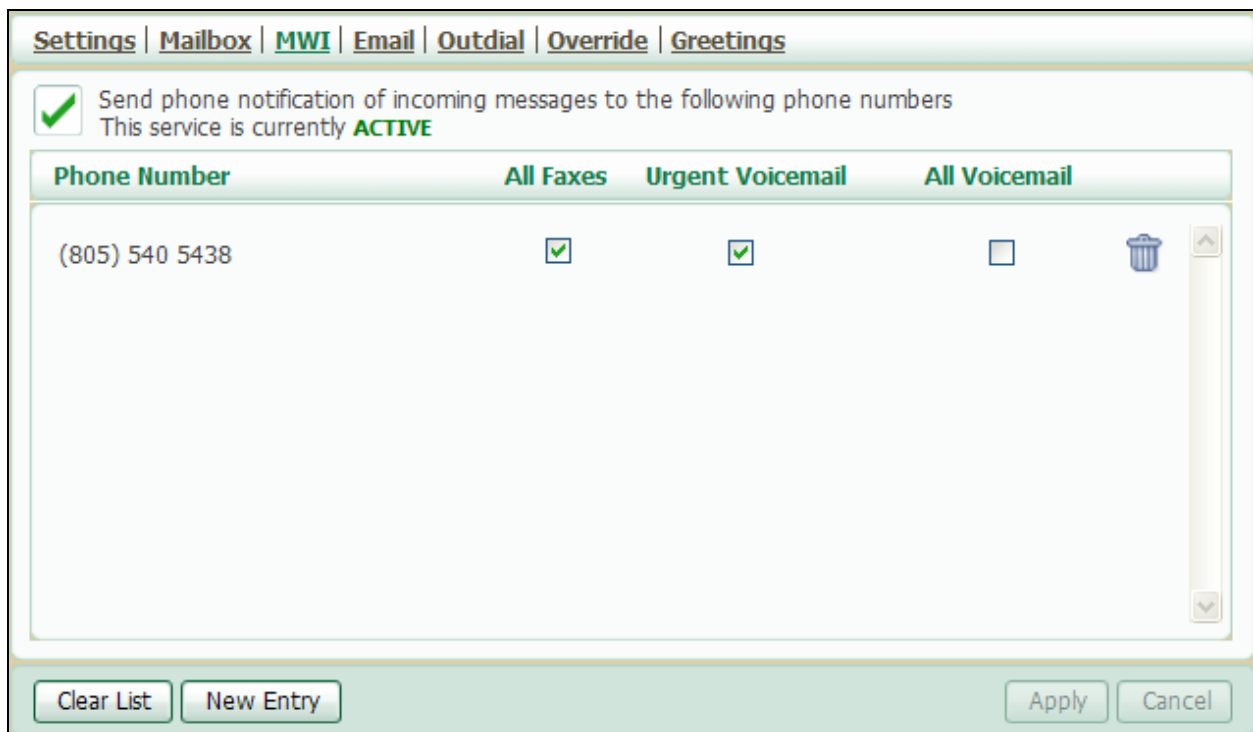
You can enable or disable live message screening using the checkbox, then pressing Save Settings.



Messaging Tab – MWI

You can use this panel to specify your other phones whose message waiting indications should be triggered when messages are received, and which types of messages cause the indication. The big green check box shows these notifications are enabled. Clicking this will switch between the enabled and disabled states.

Message Waiting Indicator

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on the MWI text in the header.
4. To add another of your phones to the list, press New Entry.
5. You are prompted for a phone number - this should be the number of another phone you own under the same account as this one; you cannot trigger indicators on arbitrary other phones.
6. To change the types of messages that trigger the notification use the checkboxes.
7. To delete a phone from the list, press the icon. Use the “Clear List” button to clear the entire list.
8. You must press the Apply button for any of your changes to take effect.



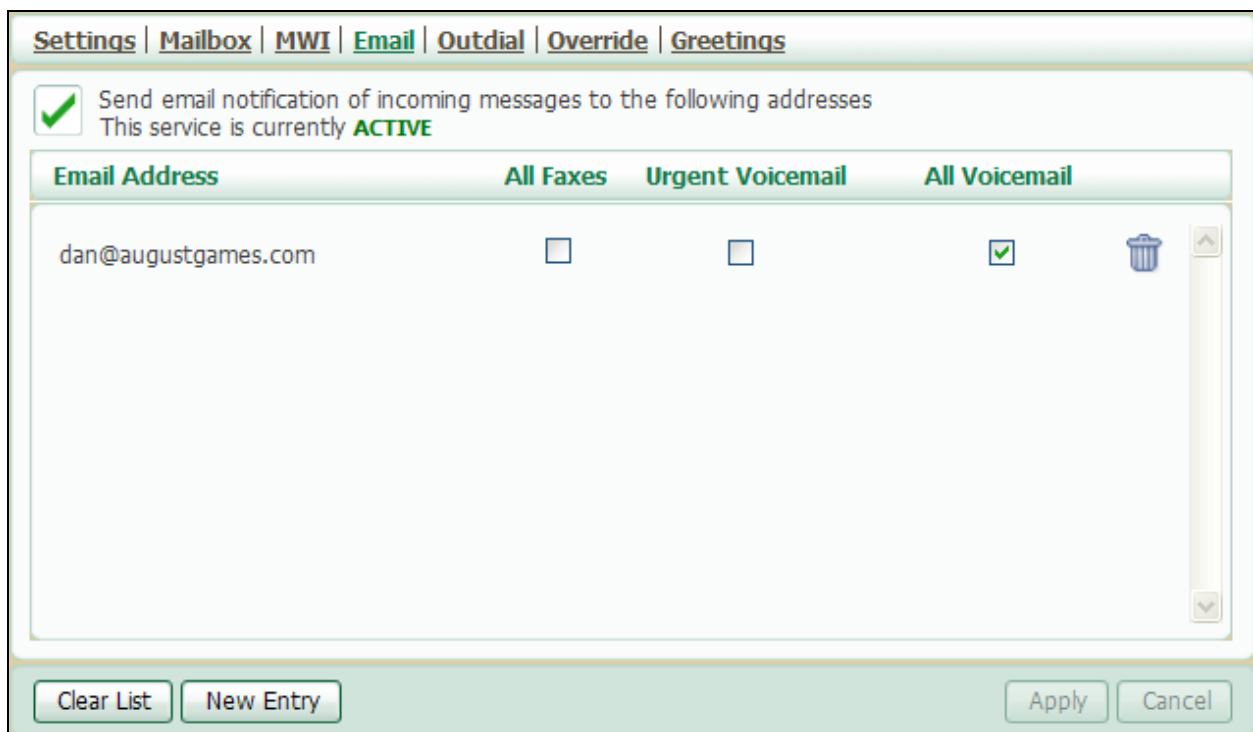
Phone Number	All Faxes	Urgent Voicemail	All Voicemail		
(805) 540 5438	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		



Messaging Tab – Email

This feature enables you to configure the voicemail system to send you an email when you receive a new message. You can choose whether you want an email to be sent every time you receive a message, or only when you receive a certain type of message, for example, an urgent voicemail. If you wish, you can have email notifications sent to multiple different email addresses.

Turning on Email Notification

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on the Email text in the header.
4. To add another email address to the list, press New Entry. You are prompted for an email address - as you type matching contacts from your contacts list will appear.
5. To change the types of messages that trigger the email, use the checkboxes.
6. To delete an email address from the list, press the trashcan icon.
7. Use the Clear List button to clear the entire list.
8. Press the Apply button to save the changes



Email Address	All Faxes	Urgent Voicemail	All Voicemail	
dan@augustgames.com	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	 

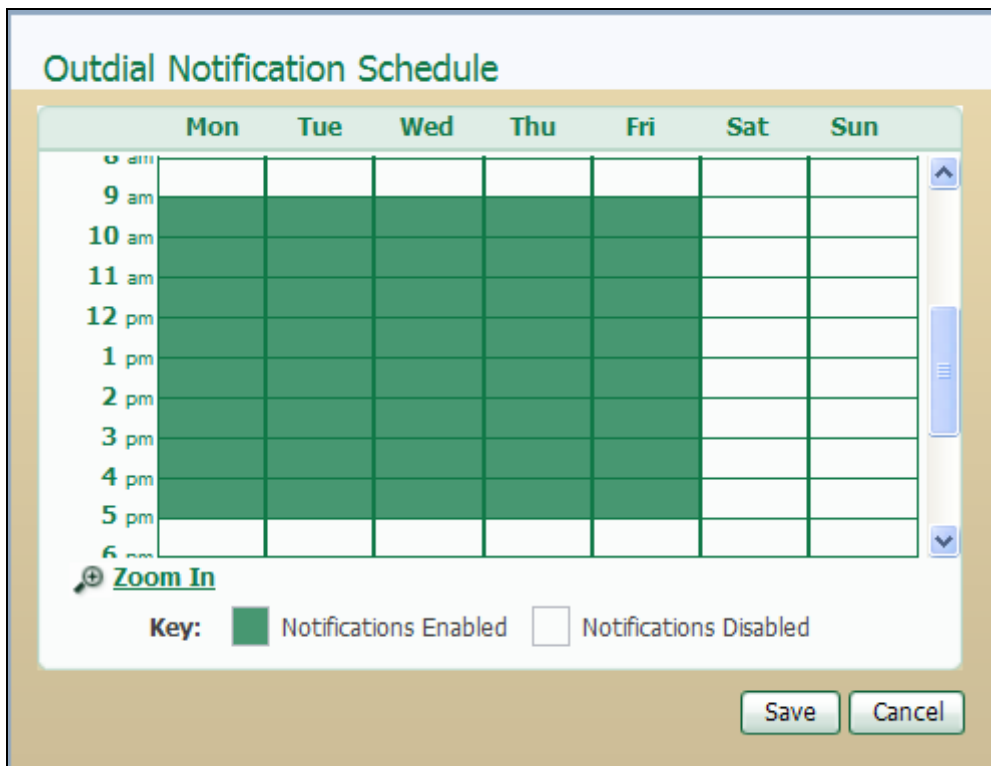
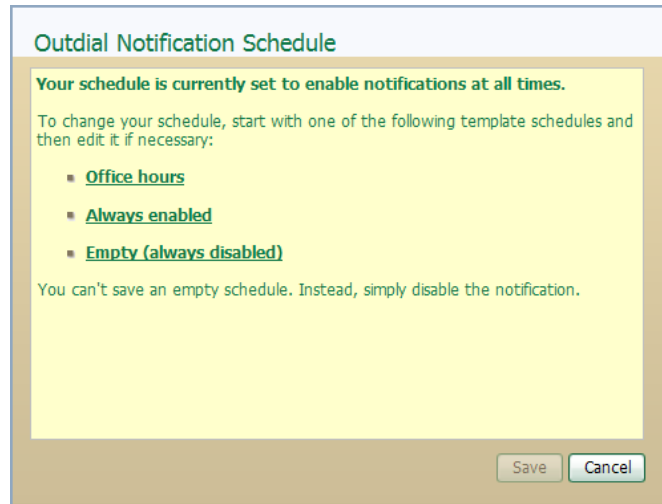
Messaging Tab – Outdial

This feature enables you to configure the voicemail system to call you whenever you receive a new message. You can choose whether you want to be called every time you receive a message, or only when you receive a certain type of message, for example, an urgent voicemail.

Outdial Notification Hours

If you wish, you can prevent outdial notifications being generated at certain times, or on certain days by configuring a notification schedule.

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on the Outdial text in the header.
4. Click on the green “schedule” text to select the notification hours.
5. Select one of the template schedules (office hours, always enabled, or empty). Select office hours for this example.
6. Use your mouse to click and drag the notification hours during the days of the week.



7. Click on the Save button

Configure Outdial Notifications

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on the Outdial text in the header.
4. Click on the large green box with a green check box to enable the service.
5. Enter the phone number you wish to be called on when a new message is received
6. Select which types of messages you wish to be notified about (urgent voicemail, all voicemail, and all faxes).
7. Enter the number of retry attempts. If you want to just be called once, set "Number of outdial retry attempts" to zero.
8. Enter the delay (in minutes) between retries.
9. If you want to be called repeatedly until either you answer the call or until you have actually read the new message
10. Select the option to stop the retries once you answer the call or when you access the voicemail.
11. Press the Apply button for any of your changes to take effect.

[Settings](#) | [Mailbox](#) | [MWI](#) | [Email](#) | [Outdial](#) | [Override](#) | [Greetings](#)

Send outdial notification of incoming messages to the following phone, according to the [schedule](#):
This service is currently **ACTIVE**

Specify the phone number to send outdial notifications to:

Choose the incoming messages that should be notified to the specified phone number:

Urgent Voicemail All Voicemail All Faxes

Set a retry limit and delay between retry attempts until the message is marked as read:

Number of outdial retry attempts: Stop retries when you answer the call

Delay between retries (minutes): Stop retries only when you access your voicemail

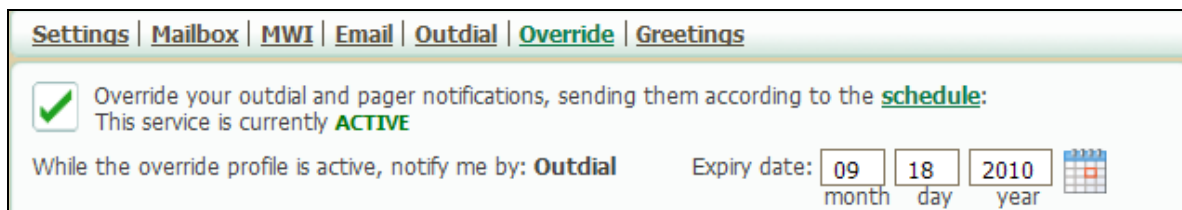
Messaging Tab - Override

This feature enables you to configure the voicemail system to notify you differently for a period of time. For example, while you are on vacation, you might only want to be notified of urgent messages and you might want to be notified in a different way from normal.

Outdial Notification Hours

If you wish, you can prevent outdial notifications being generated at certain times, or on certain days by configuring a notification schedule.


1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on the Outdial text in the header.
4. Click on the green "schedule" text to select the notification hours.
5. Select one of the template schedules (office hours, always enabled, or empty). Select office hours for this example.
6. Use your mouse to click and drag the notification hours during the days of the week.
7. Check the Save Settings button.
8. Set the expiration date for the outdial rules.



[Settings](#) | [Mailbox](#) | [MWI](#) | [Email](#) | [Outdial](#) | [Override](#) | [Greetings](#)

Override your outdial and pager notifications, sending them according to the [schedule](#):
This service is currently **ACTIVE**

While the override profile is active, notify me by: **Outdial**

Expiry date: 

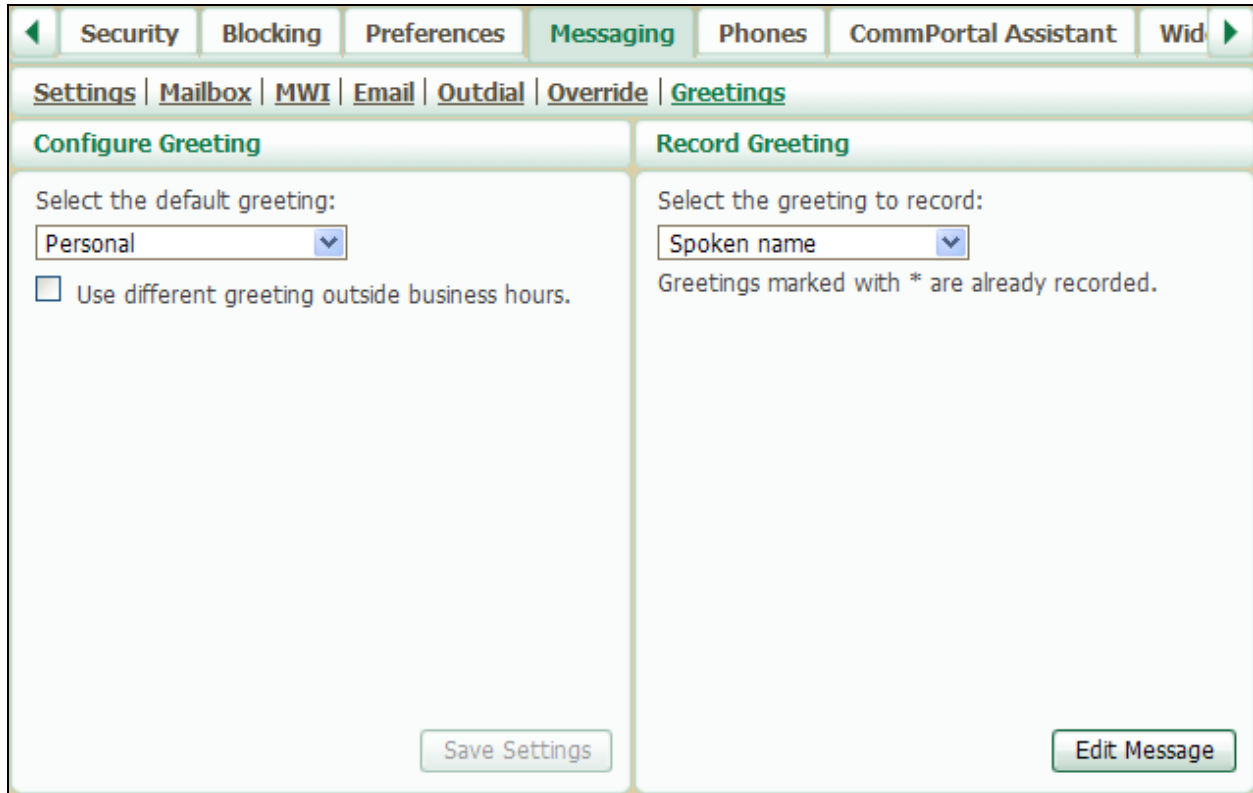
month day year

Configure Outdial Notifications

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on the Outdial text in the header.
4. Click on the large green box with a green check box to enable the service.
5. Enter the phone number you wish to be called on when a new message is received
6. Select which types of messages you wish to be notified about (urgent voicemail, all voicemail, and all faxes).
7. Enter the number of retry attempts. If you want to just be called once, set "Number of outdial retry attempts" to zero.
8. Enter the delay (in minutes) between retries.
9. If you want to be called repeatedly until either you answer the call or until you have actually read the new message
10. Select the option to stop the retries once you answer the call or when you access the voicemail.
11. Press the Apply button for any of your changes to take effect.

Messaging Tab – Greetings

This page allows you to configure which greeting will be played to callers who get forwarded to your voicemail. You can choose to either use a standard system greeting, or to record and use a personal message of your choice.



Security	Blocking	Preferences	Messaging	Phones	CommPortal Assistant	Wid
Settings	Mailbox	MWI	Email	Outdial	Override	Greetings
Configure Greeting			Record Greeting			
Select the default greeting: <input type="text" value="Personal"/>			Select the greeting to record: <input type="text" value="Spoken name"/>			
<input type="checkbox"/> Use different greeting outside business hours.			Greetings marked with * are already recorded.			
<input type="button" value="Save Settings"/>			<input type="button" value="Edit Message"/>			

This page is split into two sections. The "Configure Greeting" panel allows you to specify which greeting(s) you wish to use, and the "Record Greeting" panel allows you to record personal greetings.

After making any changes in the "Configure Greeting" panel you must press Save Settings to apply them.

Record and Use a Personal Message of Your Choice

If you wish to play callers a personal message then you must first record it. Messages can be recorded either by dialing into your mailbox from your handset, or using the "Record Greeting" panel on this page.

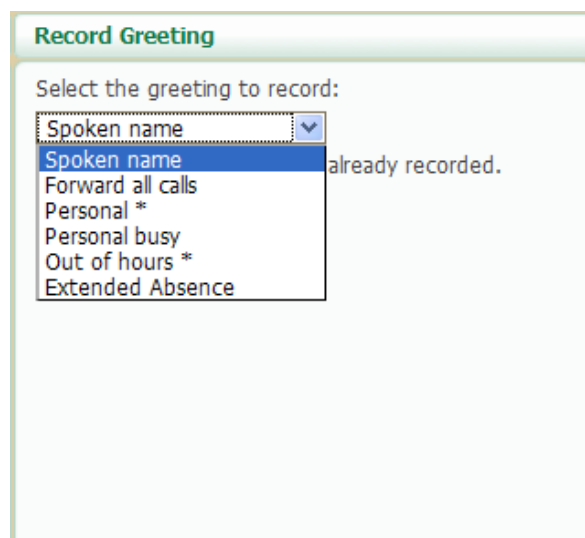
Once you have recorded a message, you can then configure it as your default greeting in the "Configure Greeting" panel (with the exception of some "special" greetings - see below).

The dropdown in the "Record Greeting" panel shows you a list of the messages that you can record. Messages that have already been recorded are shown with an * beside them in the list. To record a new message, or overwrite an existing one, select the message in the dropdown and press the Edit Message press to the button to bring up the greeting recorder control.



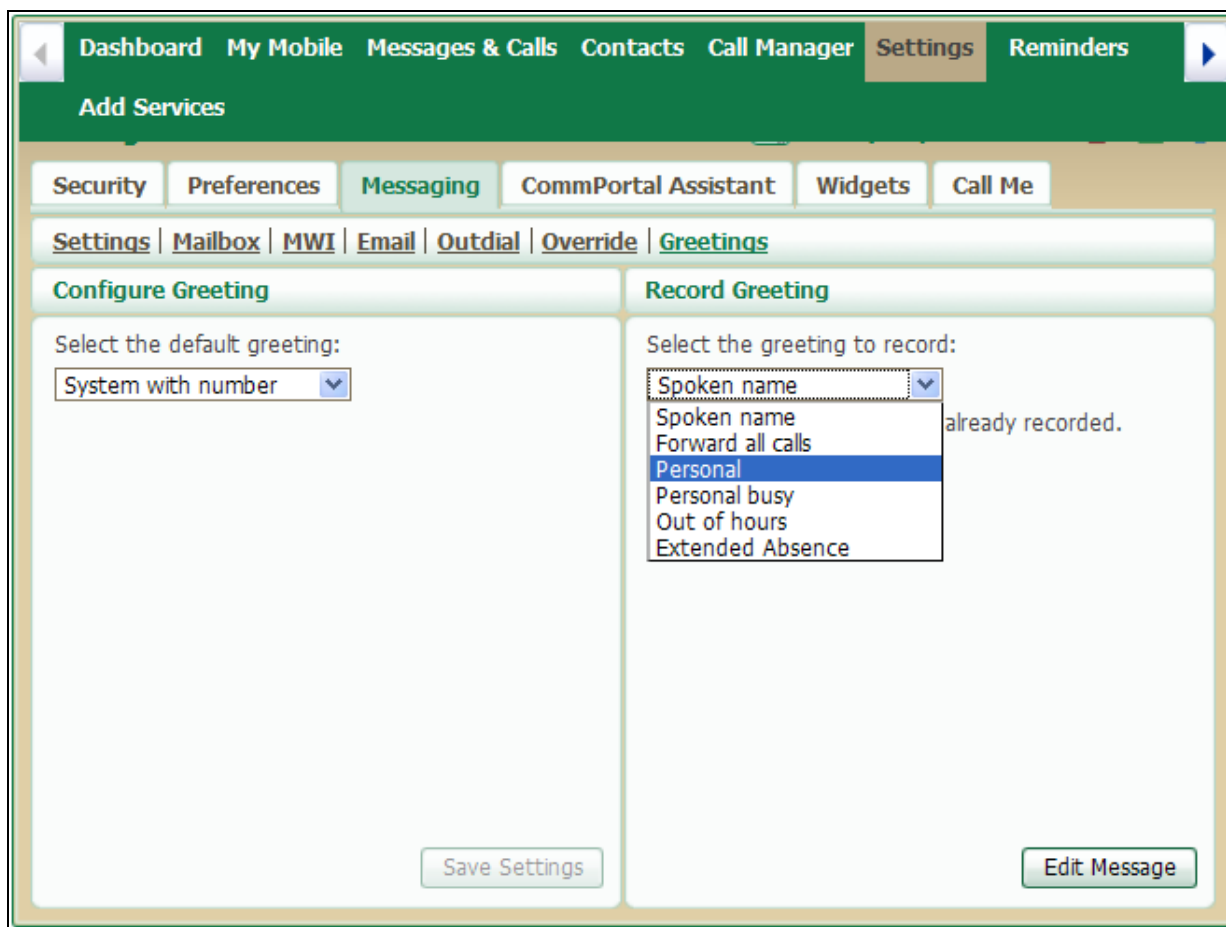
A number of the recordable greetings have special meanings.

- Spoken name - When recording this message, you should just record your name, and no other message.
- Forward all calls - This message (if recorded) will be played if you have configured your phone to forward all of your calls directly to voicemail.
- Personal – Your personal greeting
- Personal Busy – Your message that is played while you are on the phone.
- Group - Calls received on a line associated with this primary group mailbox, will first hear this group greeting, and then the default personal greeting. The group greeting is played automatically - you do not need to configure it as your default greeting.
- Extended absence – The message to use when you are gone for an extended period of time.
- Out of hours – The message to play after business hours.



Record Your Voicemail Greeting Using G-Portal

1. Click on the Settings tab at the top of the page.
2. Click on white Messaging tab.
3. Click on Greetings below the white tabs.
4. Select the Personal greeting to record from the drop down menu (or the desired greeting type).
 - See the Setting section of this document for a detailed explanation of each greeting.



The screenshot shows the G-Portal interface. At the top, there is a navigation bar with tabs: Dashboard, My Mobile, Messages & Calls, Contacts, Call Manager, Settings (highlighted), and Reminders. Below this is a sub-navigation bar with tabs: Security, Preferences, Messaging (highlighted), CommPortal Assistant, Widgets, and Call Me. Under the Messaging tab, there are links for Settings, Mailbox, MWI, Email, Outdial, Override, and Greetings (highlighted). The main content area is split into two columns: 'Configure Greeting' and 'Record Greeting'. In the 'Configure Greeting' section, there is a label 'Select the default greeting:' and a dropdown menu currently showing 'System with number'. In the 'Record Greeting' section, there is a label 'Select the greeting to record:' and a dropdown menu with options: 'Spoken name' (selected), 'Spoken name already recorded.', 'Forward all calls', 'Personal' (highlighted in blue), 'Personal busy', 'Out of hours', and 'Extended Absence'. At the bottom of the 'Configure Greeting' section is a 'Save Settings' button, and at the bottom of the 'Record Greeting' section is an 'Edit Message' button.

5. Click on the Edit Message button at the bottom right corner of the page.
6. Make sure your computer microphone is on.
7. Press the red record button and record your greeting.
8. Click on the square to stop recording.
9. Press the triangle to review your recorded message. Click on the red record button again to re-record the message if you are not satisfied with your recording.
10. Click on the Save button to save the greeting.
11. Select the Personal default greeting in the Configure Greeting section.
12. Click on Save Settings button to update your voicemail greeting.

Play an Alternative Greeting Outside of Business Hours

If you wish to play a different message outside of business hours, then you need to first record the special "Out of hours" greeting (see recording a personal message). Once you have done this a new checkbox will appear in the "Configure Greeting" panel allowing you to "Use different greeting outside business hours". You can configure your business hours by dialing into your mailbox.

Configure an Extended Absence Greeting

One of the personal greetings that you can record is an "Extended Absence" greeting. If you record this greeting and select it as your default greeting, then you will be given the option "Allow callers to leave a message". If you do not select this option then callers will be prevented from leaving you messages while you are absent.

Override Your Default Greeting Until a Date of Your Choice

If you wish to override your default greeting until a specified date, select the alternative greeting you wish to use from the "override greeting" drop-down, and configure the time and date that you wish it to be used until. You can then specify what should happen when the expiry date is reached:

- Reset to default - the system will automatically revert to playing your default greeting
- Send a notification - you will be sent a voicemail telling you to change your greeting, but your override greeting will remain active until you turn it off.

Use same Greeting as Primary Mailbox

If you wish to use the same greeting as your primary group mailbox, simply select "Same as primary" as your default greeting.

Use a Standard System Greeting

If you don't wish to record your own greeting, then in the configure greeting panel select one of the following as your default greeting.

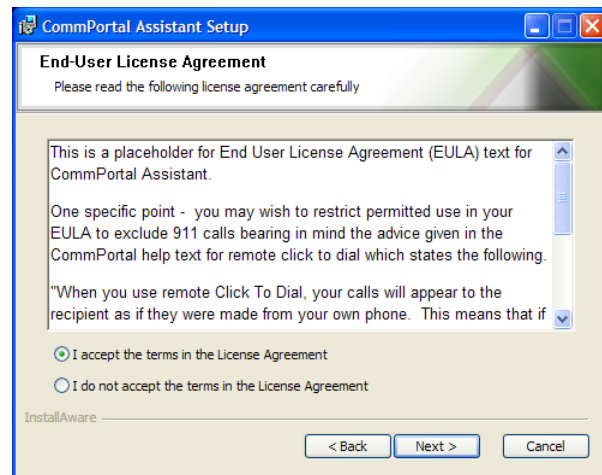
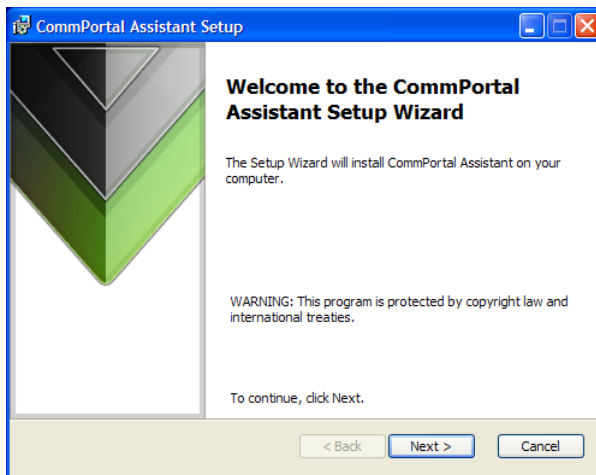
- System - this plays the normal system greeting, with no identifying information.
- System with Number - this plays the normal system greeting, including your phone number.
- System with Name - this plays the normal system greeting, but includes your recorded name. This option will only appear if you have recorded your "spoken name" (see below).

Commportal Assistant Tab

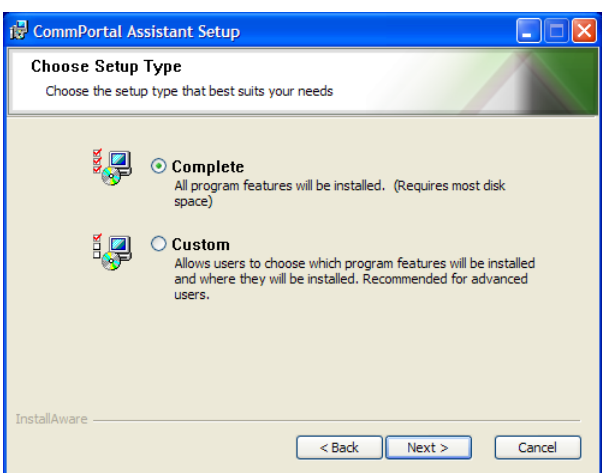
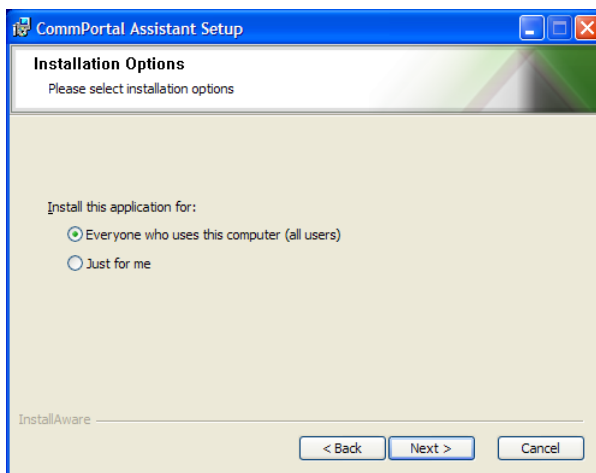
Your phone service application allows you to access contacts, receive incoming call and voicemail notifications and configure call services from a desktop toolbar.

Downloading and Installing Commportal Toolbar Assistant

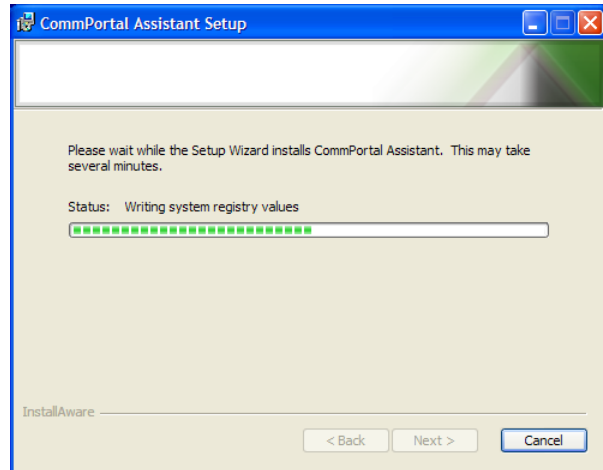
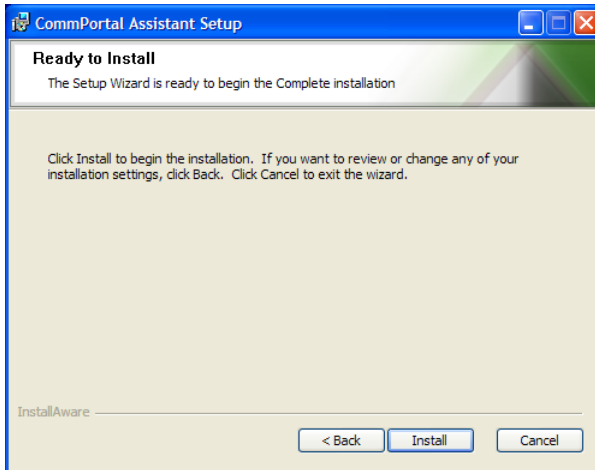
1. Click on the Settings tab at the top of the page.
2. Click on white Commportal Assistant tab.
3. Click on the green “download the toolbar installer” link.
4. Save the install file to your computer (toolbarsintaller.msi) and run the file.



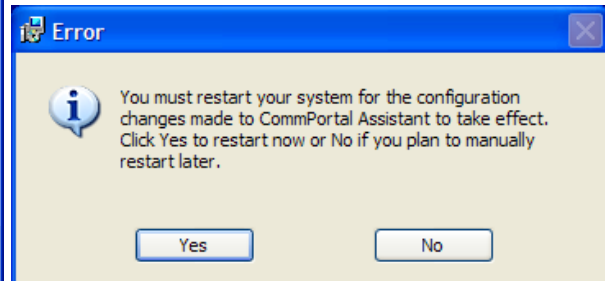
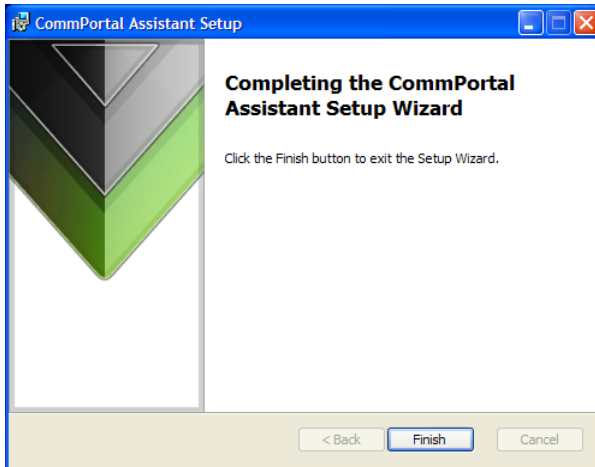
5. Click on Next
6. Read the end-user agreement and click on the license acceptance option
7. Click on next
8. Install the application for all users



9. Click on next
10. Select complete installs and click on next.



11. Click on Install

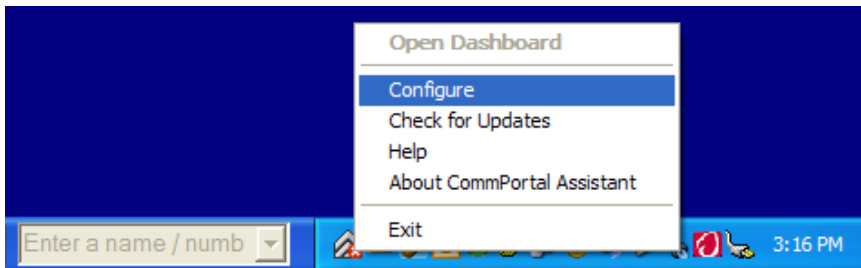


12. Click on finish when complete

13. Restart your computer after the installation

Configuring Your Commportal Toolbar Assistant

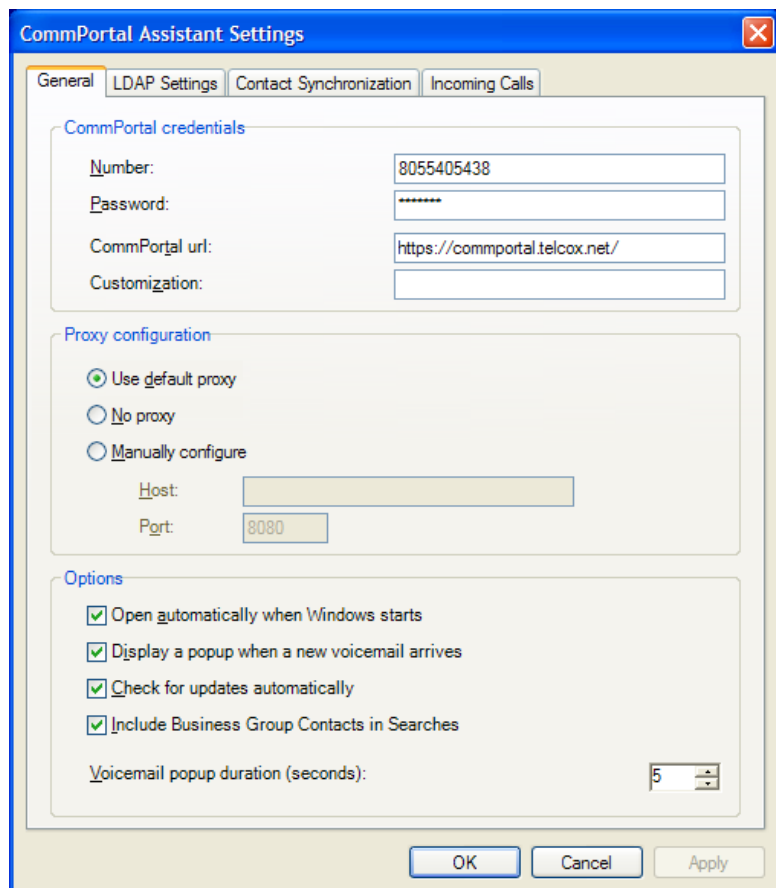
1. The toolbar chevron will appear in your Windows taskbar. Right click on the chevron icon and select configure.



2. Click on the general tab
3. CommPortal Credentials
 - Number: Your telephone number.
 - Password: Your G-Portal password
 - CommPortal URL: <https://commportal.telcox.net/>
 - Customization: [leave blank]

4. Proxy Configuration
 - Configure your proxy. If you don't know your proxy, select the default option.

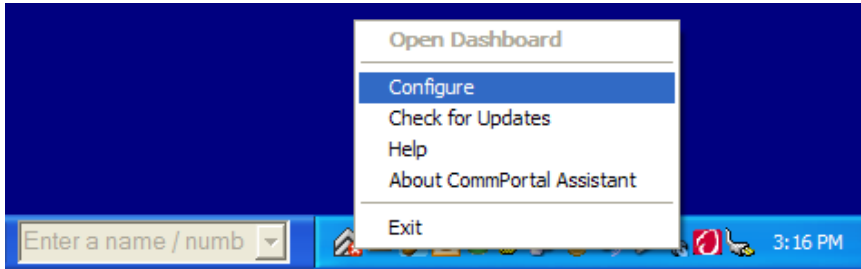
5. Options
 - Open automatically when Windows starts: Start the Commportal Toolbar when you start your computer.
 - Display popup when a new voicemail arrives
 - Check for updates automatically: Recommended that you select this option.
 - Include Business Group contacts in searches
 - Voicemail popup duration (seconds): The number of seconds the voicemail popup box displays in Windows.



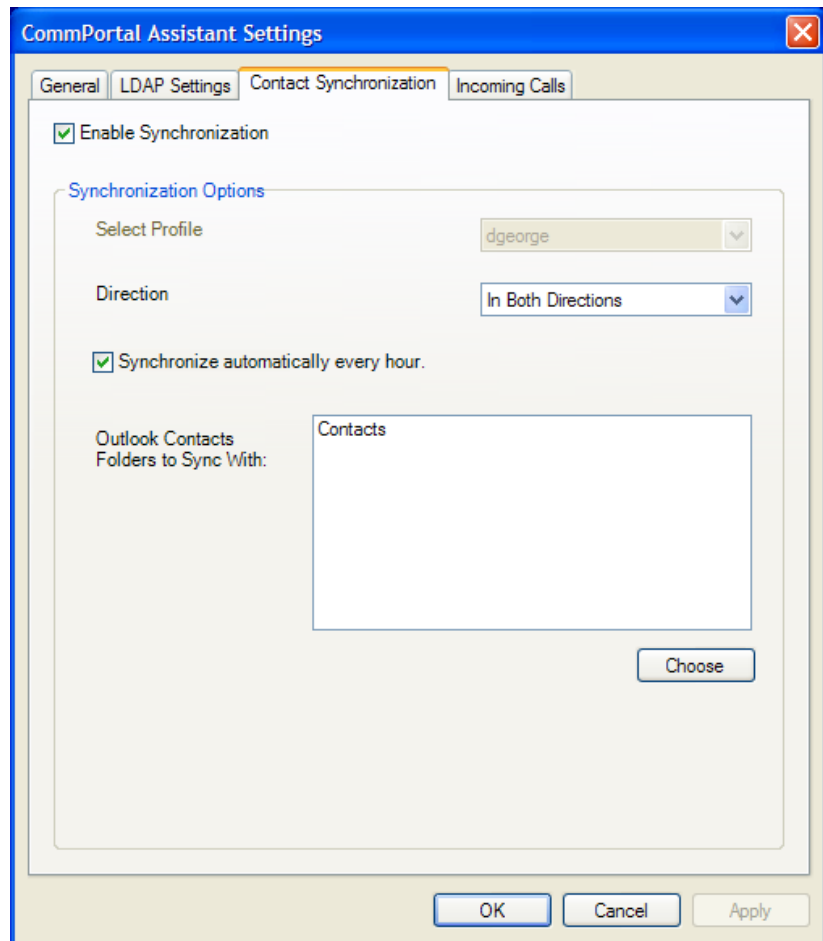
6. Click on the Apply button
7. Click Ok.

Configuring Your Commportal Toolbar MS Outlook Sync

1. Right click on the chevron icon and select configure.

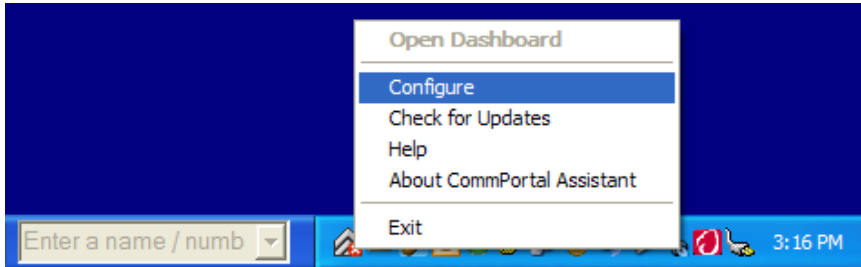


2. Click on the Contact Synchronization tab.
3. Enable Synchronization.
4. Select an Outlook profile.
5. Select the Sync Direction
 - To Outlook
 - From Outlook
 - Both Directions
6. Enable automatic hourly synchronization
7. Choose your outlook contact to sync with.
8. Click on the Apply button
9. Click Ok.

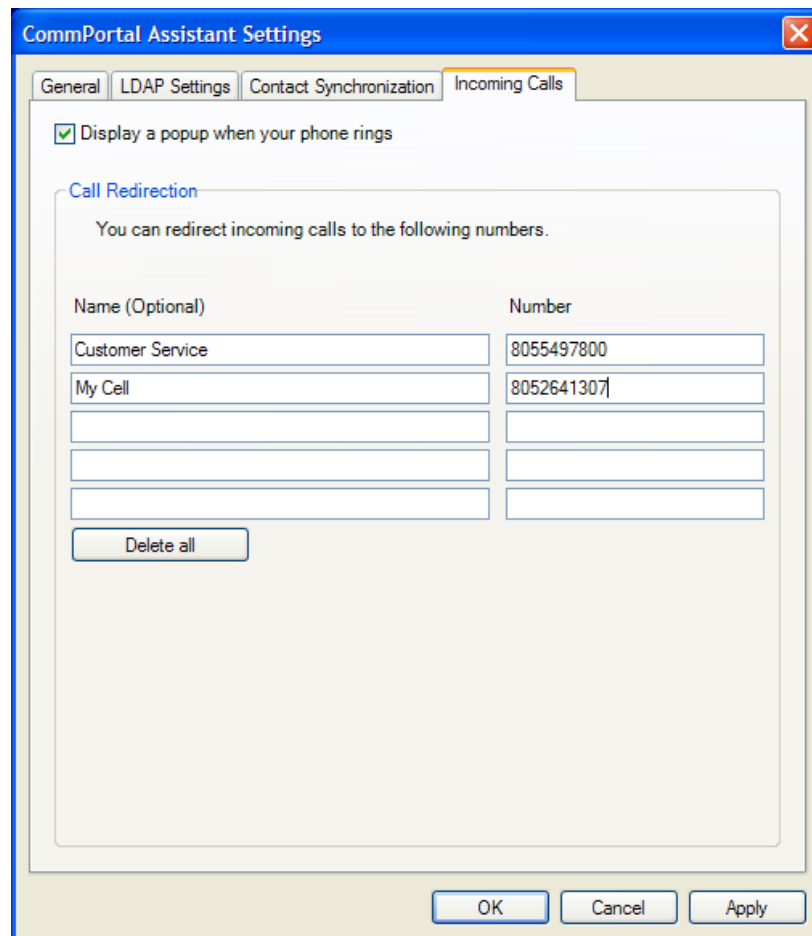


Configuring Your Commportal Toolbar Assistant Incoming Call Popup

1. Right click on the chevron icon and select “Configure”.

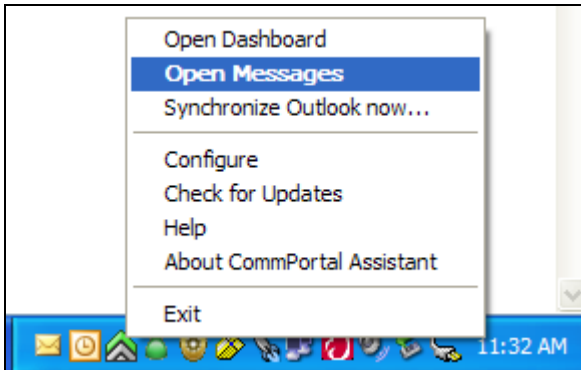


2. Click on the Incoming Calls tab.
3. Enable the feature by clicking on the “Display a popup when you phone rings” option box.
4. Enter in up to five optional redirect numbers which will pop up when you receive an incoming call. The popup box will give you an option to transfer the caller to one of the numbers you enter.
5. Press the apply button.
6. Click on Ok.



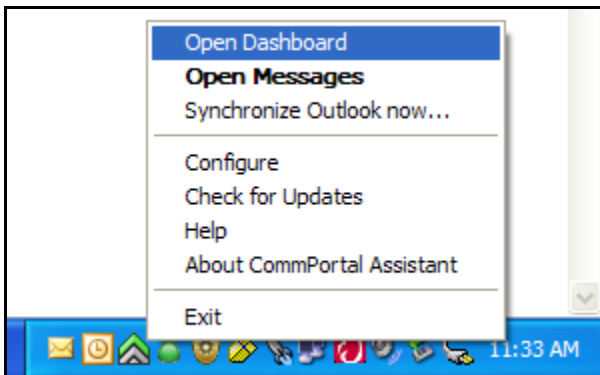
Using Your Commportal Toolbar Assistant to Check Messages

1. Left click on the chevron icon and select “Open Messages”



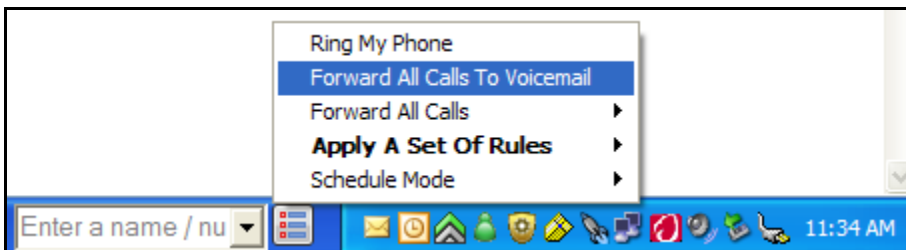
Using Your Commportal Toolbar Assistant to Open Your Dashboard

1. Left click on the chevron icon and select “Open Dashboard”



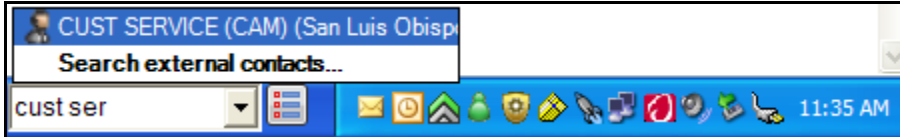
Using Your Commportal Toolbar Assistant to Change Your Call Handling

1. Left click on call handling box in the Windows toolbar.
2. Select the rule or call handling method for incoming calls

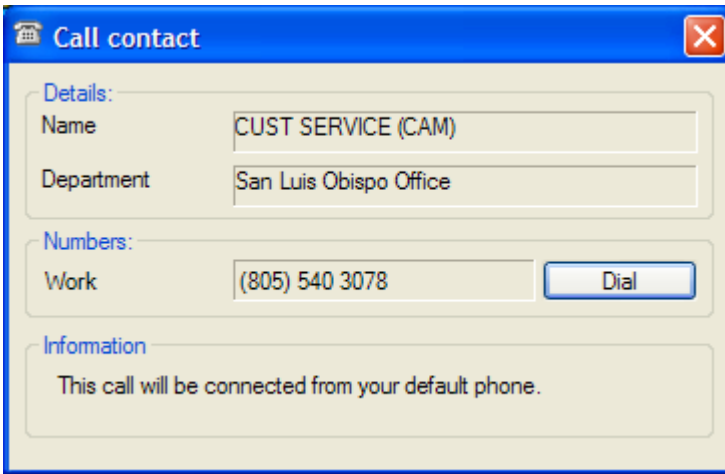


Using Your Comportal Toolbar Assistant to Search for a Contact

1. Enter the name of the person you are searching for in the Toolbar contact search box in your Windows toolbar.
2. Select the name you wish to dial.



3. Click on the "Dial" button to call the contact.



Widgets Tab

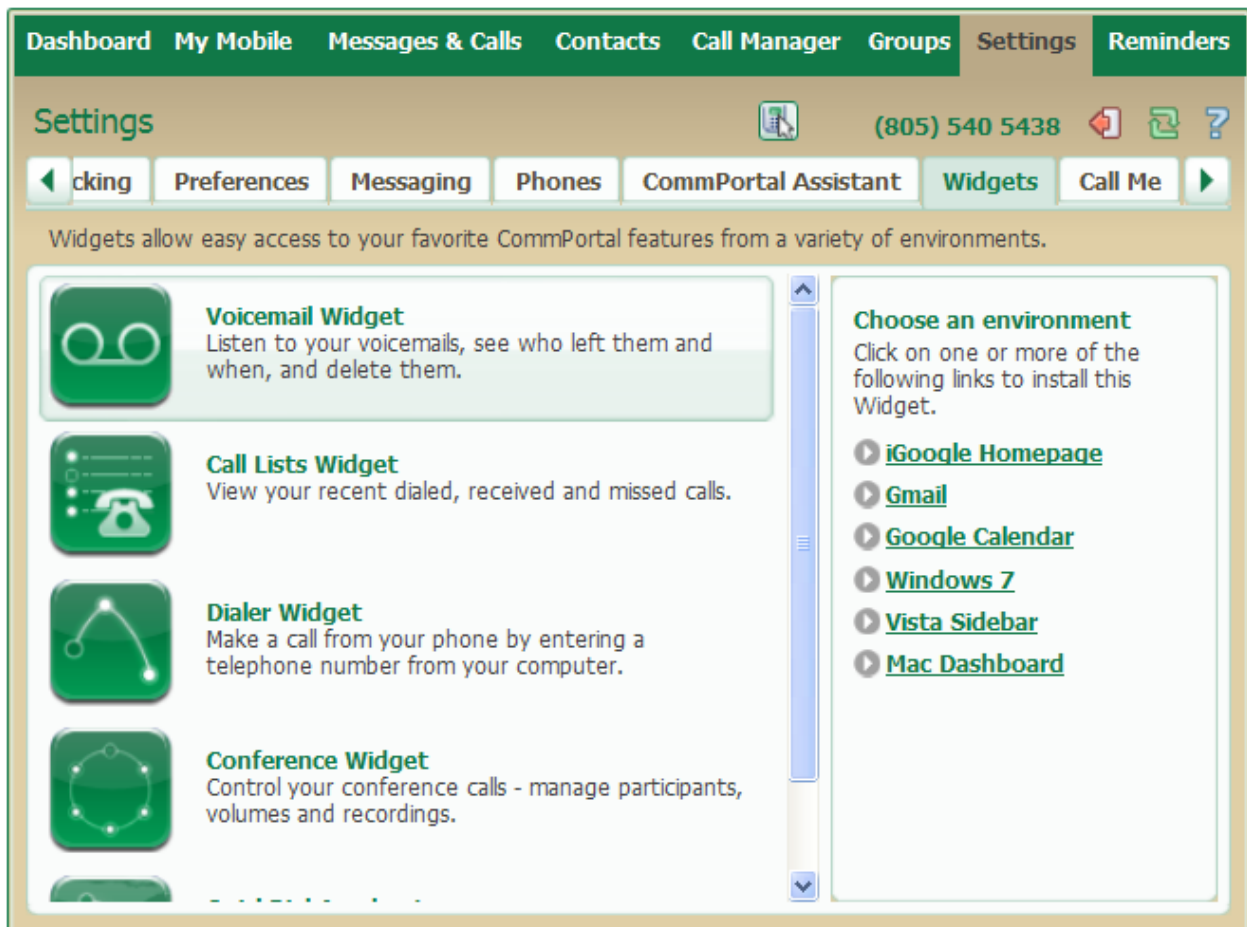
Widgets help you get quick, easy access to the telephone services you use most often. They are easy to use, and have many of the same features you'll be familiar with in G-Portal

There are Widgets that let you

- Listen to your new voicemails
- Check your recent calls
- Start new phone calls, direct from your desktop
- Start phone calls from within a webpage
- Control conference calls

To install, choose one of the options from the Widgets tab of the settings page, and then click on the link for the environment you want to add it to.

After installing, you'll be asked to log in, just like you usually do. If you select "Remember me", the Widget will securely store your identity so that in future it can connect directly without you needing to log in. You should only choose the "Remember me" option if you're using a private, trusted computer.

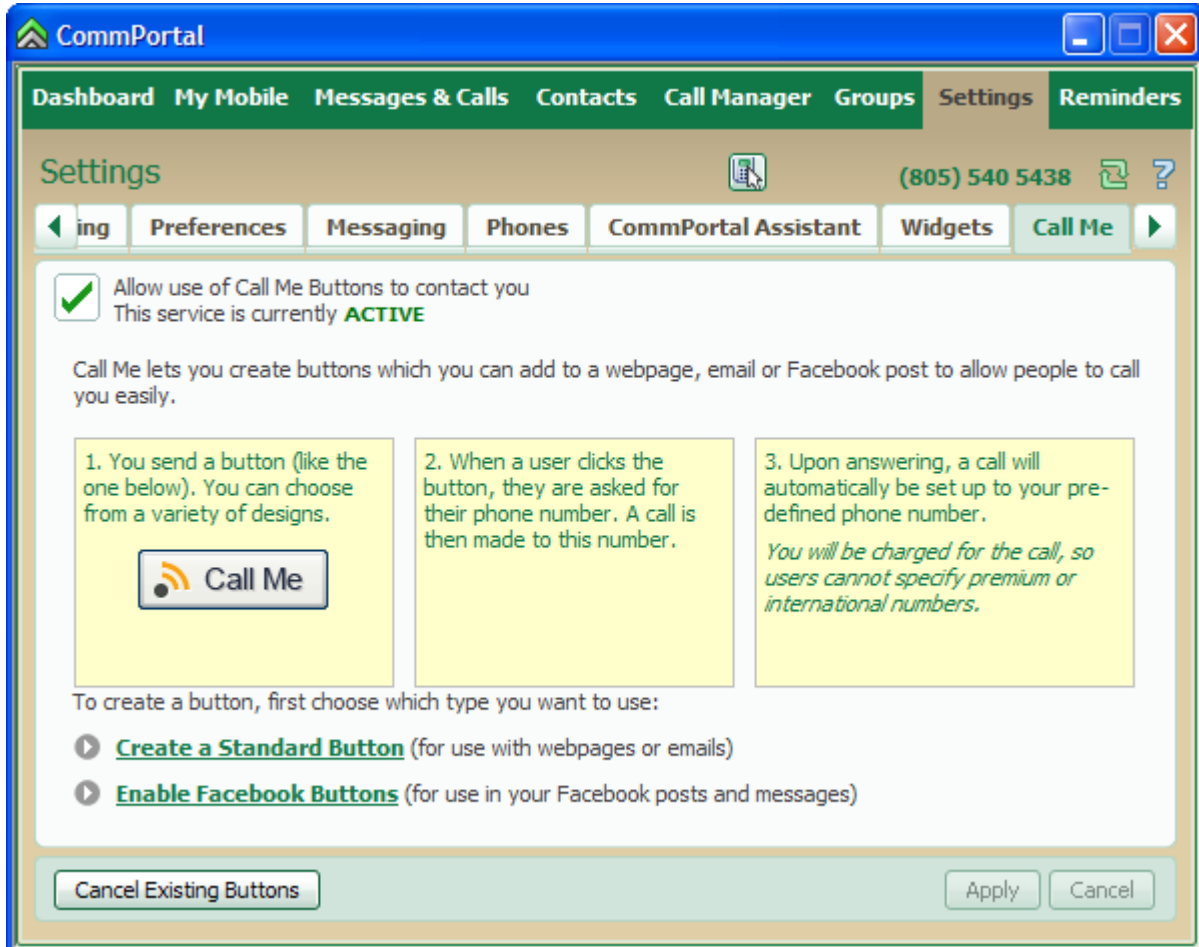


The screenshot shows the 'Settings' page in G-Portal. The top navigation bar includes 'Dashboard', 'My Mobile', 'Messages & Calls', 'Contacts', 'Call Manager', 'Groups', 'Settings', and 'Reminders'. The 'Settings' page has a sub-navigation bar with 'dialing', 'Preferences', 'Messaging', 'Phones', 'CommPortal Assistant', 'Widgets', and 'Call Me'. The 'Widgets' tab is active. Below the navigation, a text box states: 'Widgets allow easy access to your favorite CommPortal features from a variety of environments.' There are four widget options listed on the left: 'Voicemail Widget' (Listen to your voicemails, see who left them and when, and delete them.), 'Call Lists Widget' (View your recent dialed, received and missed calls.), 'Dialer Widget' (Make a call from your phone by entering a telephone number from your computer.), and 'Conference Widget' (Control your conference calls - manage participants, volumes and recordings.). On the right, a section titled 'Choose an environment' provides instructions: 'Click on one or more of the following links to install this Widget.' The links are: 'iGoogle Homepage', 'Gmail', 'Google Calendar', 'Windows 7', 'Vista Sidebar', and 'Mac Dashboard'.

Call Me Tab

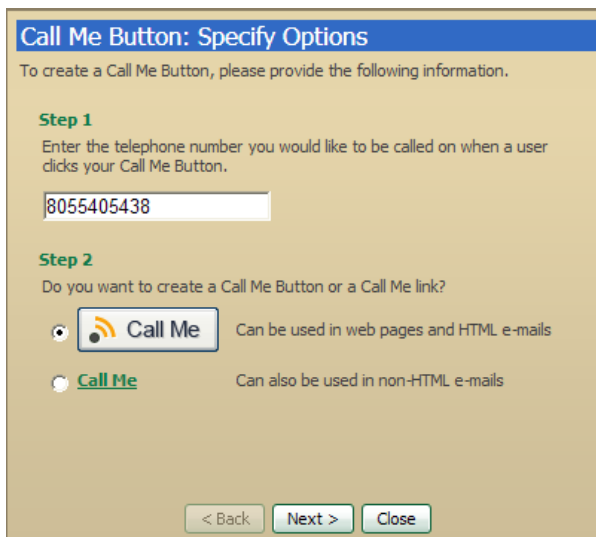
The Call Me feature allows you to add a button to a website, or email signature. This button allows people to phone you by just clicking on the button. Your account will be charged for the cost of the calls made using Call Me buttons.

Enable the feature by clicking in the activation box and click the Apply button to commit your changes.



Create a Call Me Button

1. Click on the green text "Create a Standard Button".
2. Enter the phone number you would like to be called when a user clicks your Call Me button (step 1).
3. Select an option for a button or text (step 2).
4. Click the "Next" button.
5. Chose a button style (Optional step 3)
6. Click the "Next" button.
7. Your button is now activated. You can test it now by clicking on the Button.

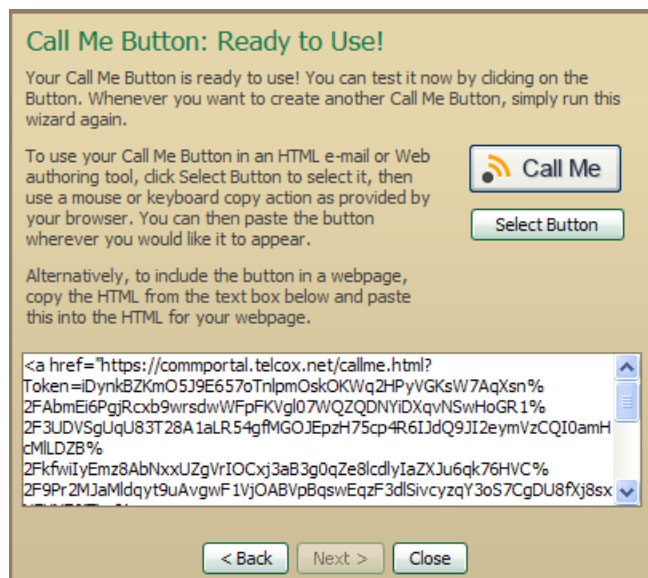


To use your Call Me Button in an HTML e-mail or Web authoring tool, click "Select Button" to select it, then use a mouse or keyboard copy action as provided by your browser. You can then paste the button wherever you would like it to appear.

If you only wish to disable the buttons temporarily then you should disable Call Me, as the buttons will still be valid when you re-enable Call Me.

Create a Call Me Button for Facebook

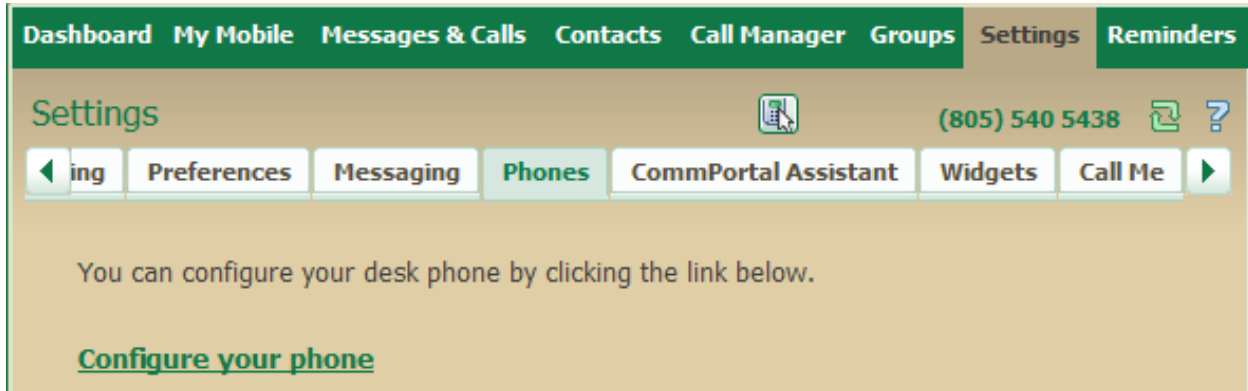
You can enable the creation of Call Me buttons within Facebook by clicking "Enable Facebook Buttons".



```
<a href="https://commportal.telcox.net/callme.html?Token=iDyknBZKmO5J9E657oTnlpmOskOKWq2HPyVGksW7AqXsn%2FAbmEi6PgJRcxb9wrsdwWfPKVgl07WQZQDNYiDXqvNSwHoGR1%2F3UDV5gUqU83T28A1aLR54gfMGOJEpzH75cp4R6LJdQ9JI2eymVzCQI0amHcMILDZB%2FkfwIyEmz8AbNxxJZgVrIOCxj3aB3g0qZe8lcldyIaZXJu6qk76HVC%2F9Pr2MJaMldqyt9uAvgwF1VjOABVp8qswEqzF3dlSivcyzqY3oS7CgDU8fXj8sx" data-bbox="478 748 855 818">Call Me</a>
```

Phones

This tab provides a link to the interface that you use to configure your desk phone (supported SIP phone). You can configure the keys on the phone, and may be able to configure other settings such as ringtones, depending on what your Business Group Administrator has allowed you to do.




Selecting Your Phone

Click on the green “Configure your phone” link.

If you have only one phone, you can skip this section, as that phone will always be selected.

If you have more than one phone, you will see a thumbnail picture of each of your phones. Click on the phone whose settings you would like to view or change. If the phone you wish to configure is not displayed, contact your Business Group Administrator.

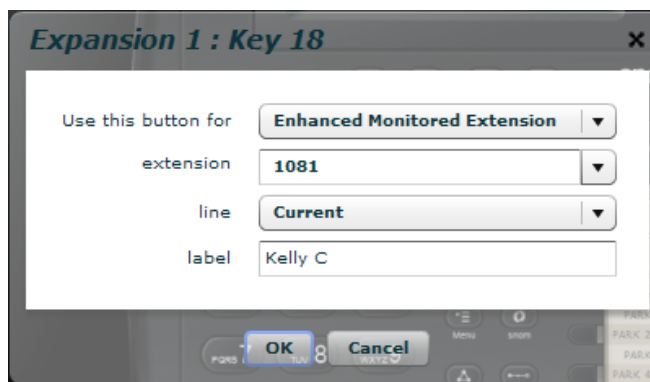
Configuring Your Keys

The easiest way to configure keys is via the Graphical View. This may not be available for all phone models. If available, the Graphical View is displayed by default when you select your phone. The Graphical View displays a picture of your phone and allows you to click on keys to configure them. To get to the Graphical View from the Table View, click the  button in the bottom-right of the page.





You will be able to configure some keys but not others. Which keys you can configure depends on what type of phone you are used, and what settings your Business Group administrator has configured. To find whether you can configure a key, move your mouse pointer over that key. If it turns into a hand icon with a blue button, you can configure that key.

Click on a key to configure it. A dialog box will appear to allow you to select the function you want the key to perform from a list of all the supported functions. If the function you selected requires additional settings to be specified, the dialog will prompt you for these. You can type in the telephone number directly, or search by contact name for a number from your Contact List. To search by name simply start typing the name. A dropdown list of matching contacts will be displayed for you to choose from.




Click on “Save Changes” and reboot your phone to update your buttons.

Key Function	Description
Nothing	The key does nothing
Speed Dial	Automatically dials a programmed telephone number or extension. Use this button for <input type="text" value="Speed Dial"/> telephone number <input type="text" value="8055551212"/> line <input type="text" value="Current"/> label <input type="text" value="Customer Service"/>
Do Not Disturb	<i>Not enabled.</i>
Transfer	Transfers the current caller to an entered number or extension.
Last Number Redial	Redials the last number dialed.
Enhanced Monitored Extension	Speed dial to a telephone extension in your business group. The key will also light up when the extension is being used. Use this button for <input type="text" value="Enhanced Monitored Extension"/> extension <input type="text" value="1081"/> line <input type="text" value="Current"/> label <input type="text" value="KELLY MARKETING"/>
Enhanced Call Park	Enhanced Call Park combines the function of a Park and Retrieve key into one button. Pressing an Enhanced Call Park key immediately transfers a call to the park orbit if it is free. If the park orbit is occupied and no call is in progress then pressing the button retrieves the parked call. You can have up to 6 park orbits. Use this button for <input type="text" value="Enhanced Call Park"/> park orbit <input type="text" value="1"/> line <input type="text" value="Current"/> label <input type="text" value="1"/>


Key Function	Description
Automatic Recall	This feature behaves like the traditional *69. You will hear the telephone number and time of the last call you received with an option to press 1 to call the number back.
Call List	Opens an on-screen telephone LCD option to display recently missed calls, received calls and dialed calls. This feature is not supported by all telephones.
Directory	Opens an on-screen telephone option that displays a dialable list of all the contacts in your business group. This feature is not supported by all telephones.
Intercom	Beeps the extension and immediately sets up a speaker phone call with the called number. This feature only works on business group lines and is not supported by all telephones.  <p>Use this button for <input type="text" value="Intercom"/> extension <input type="text" value="1081"/> label <input type="text" value="KELLY MARKETING"/></p>
Push to Talk	Calls the extension while holding down the key. The call is hung up when the button is released.  <p>Use this button for <input type="text" value="Push To Talk"/> extension <input type="text" value="1081"/> label <input type="text" value="KELLY MARKETING"/></p>
Services	<i>Not enabled.</i>
Voicemail	Connects you to your voicemail box. Same as dialing *15.
Last Caller ID Erasure	<i>Not enabled.</i>
Automatic Callback	Calls the last person that called you from your business group.
Trace Call	<i>Not enabled.</i>
Line Identity	Plays the number for the main telephone extension on your phone.
Group Pickup	<i>Not enabled.</i>
Directed Pickup	<i>Not enabled.</i>
Mute	Mutes your voice on current call.
Public Call Hold	<i>Not enabled.</i>
Private Call Hold	Places the caller on hold.

Printing Key Inserts


When you assign a function to a key, you can also specify the text with which you would like to label the key. This will be displayed when viewing keys in Phone Settings, and depending on the model of phone may be displayed on the phone's screen or may be printed as a paper insert for the phone.

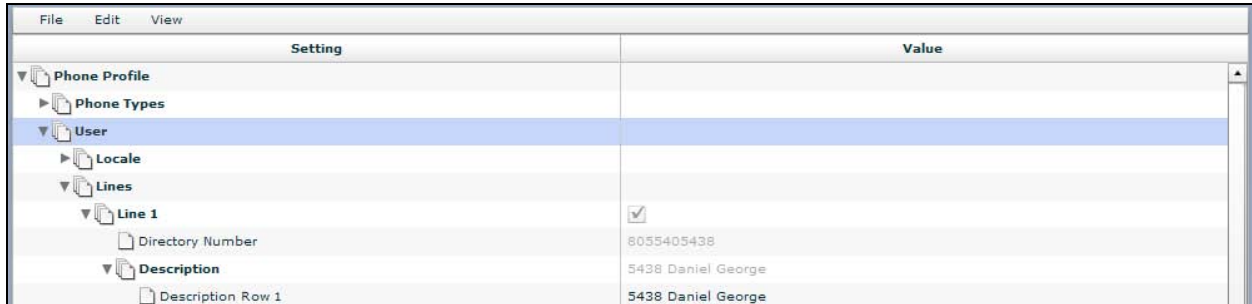
For phones that have paper inserts instead of an LCD providing labels for the keys, you or your users can print out an insert for a phone. Once you have configured the keys with their labels, press the  button, and select the appropriate "Inserts" option from the list of print options.

Configuring Other Settings

To configure settings other than keys, such as ringtones and call services, you will need to use the Table View. Press the  button in the bottom-right to enter table view.

Change Your Line Display

1. Press the  button in the bottom-right to enter table view.
2. Expand “Phone Profile” → “User” → “Lines”
3. Expand the line you wish to update (Line 1 is your primary line).



Setting	Value
▼ Phone Profile	
▶ Phone Types	
▼ User	
▶ Locale	
▼ Lines	
▼ Line 1	<input checked="" type="checkbox"/>
▶ Directory Number	8055405438
▼ Description	5438 Daniel George
▶ Description Row 1	5438 Daniel George


4. Click in the value for Description Row 1 and update the value.

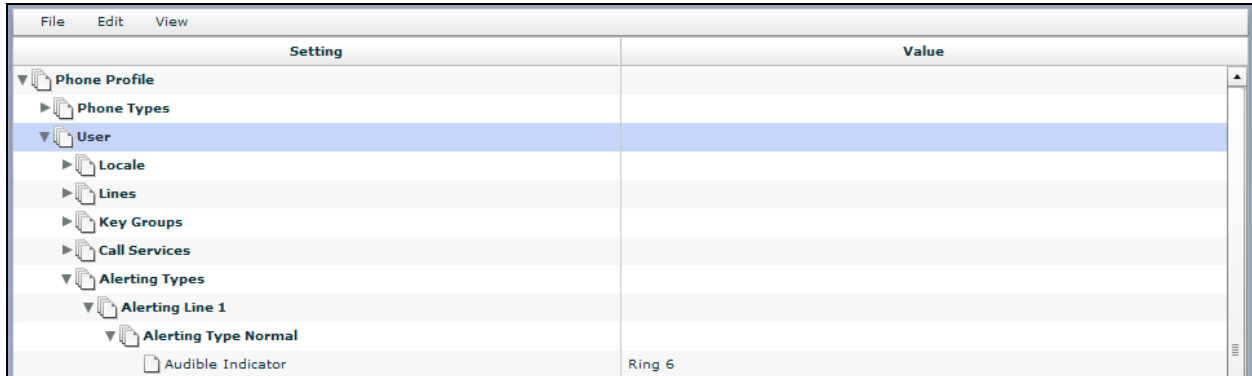


▼ Line 1	<input checked="" type="checkbox"/>
▶ Directory Number	8055405438
▼ Description	5438 Dan George
▶ Description Row 1	5438 Dan George

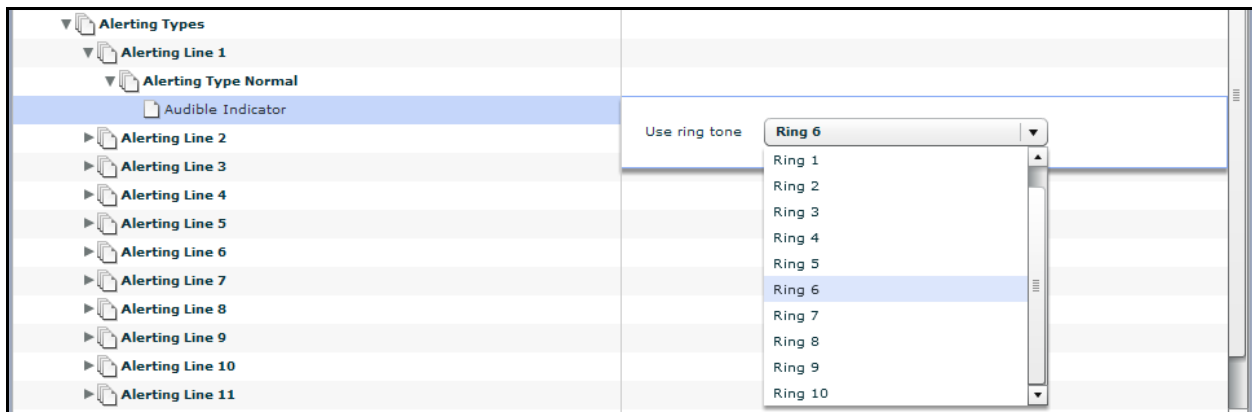
5. Click on “Save Changes”
6. Reboot your phone to apply the changes.

Change Your Line Display

1. Press the  button in the bottom-right to enter table view.
2. Expand “Phone Profile” → “User” → “Alerting Types”
3. Expand the line you wish to update (Line 1 is your primary line).



4. Click in the value for Audible Indicator and select a new ring value.

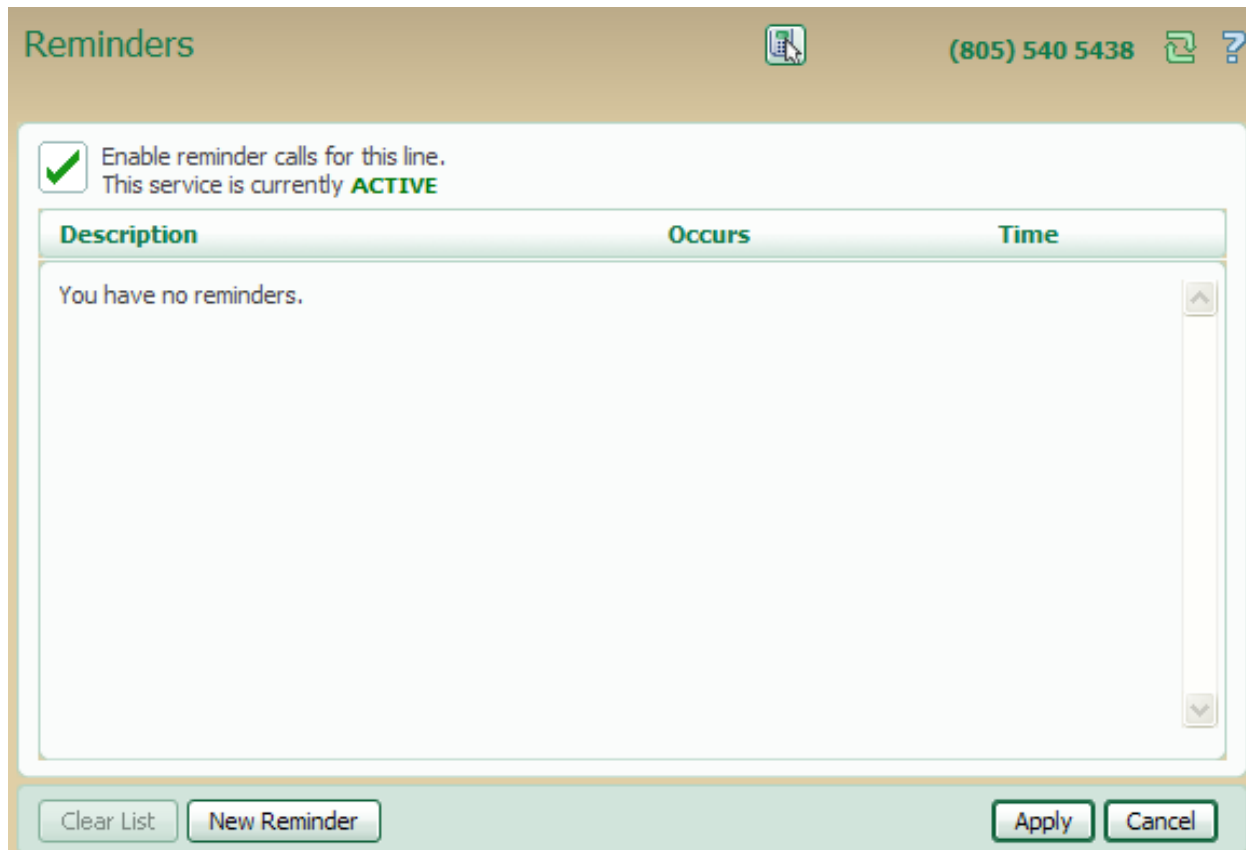


5. Click on “Save Changes”
6. Reboot your phone to apply the changes.

Reminders

The feature allows you to configure your phone to ring at a specified time and play a self-recorded message. This tab shows you a list of reminder calls you currently have scheduled, and provides you with a form for configuring additional reminder calls.

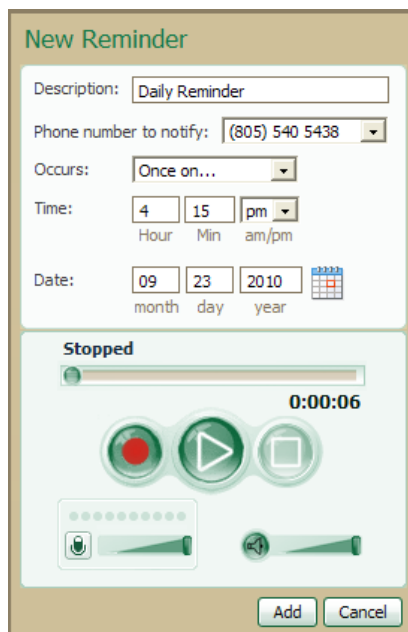
Click in the white box to enable the service and press the “Apply” button.



The screenshot shows the 'Reminders' interface. At the top, there is a header with the word 'Reminders' on the left, a phone icon in the center, and the phone number '(805) 540 5438' on the right. Below the header, there is a green checkmark icon and the text 'Enable reminder calls for this line. This service is currently **ACTIVE**'. Below this, there is a table with three columns: 'Description', 'Occurs', and 'Time'. The table is currently empty, displaying the text 'You have no reminders.' at the bottom. At the bottom of the interface, there are four buttons: 'Clear List', 'New Reminder', 'Apply', and 'Cancel'.

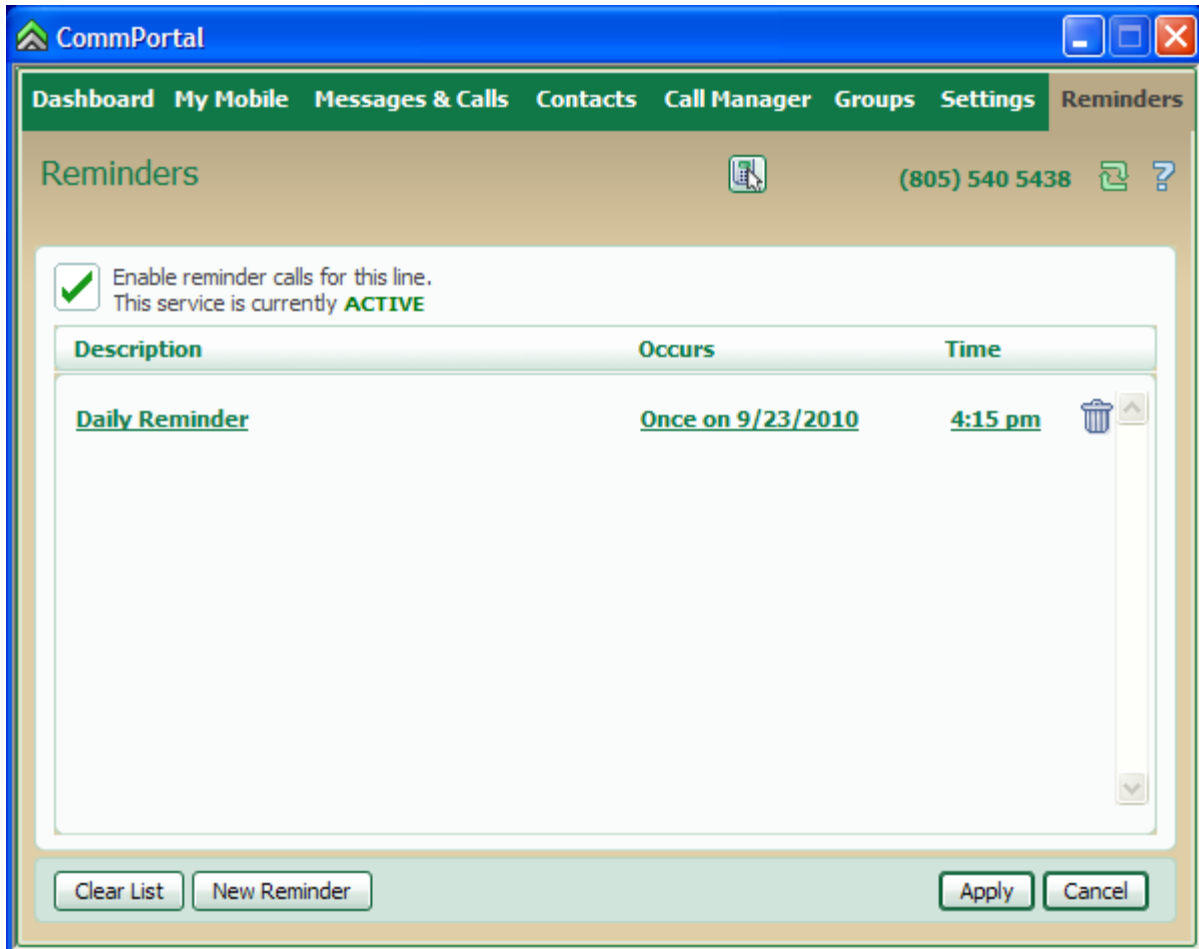
Create a New Reminder

1. Click on the Reminders tab at the top of the page.
2. Click on “New Reminder” at the bottom of the page.
3. Type a description for the new reminder.
4. Enter the phone number you wish the system to dial.
5. Select how often the reminder call occurs:
 - Once on a selected date (enter date)
 - Every weekday
 - Every day
6. Press the red record button and record a voice message with your computer microphone. Press the green square to end your recording.



The screenshot shows the 'New Reminder' form. It has a title 'New Reminder' at the top. Below the title, there are several fields: 'Description:' with the value 'Daily Reminder', 'Phone number to notify:' with the value '(805) 540 5438', 'Occurs:' with a dropdown menu set to 'Once on...', 'Time:' with fields for '4', '15', and 'pm', and 'Date:' with fields for '09', '23', and '2010'. Below these fields, there is a 'Stopped' section with a progress bar and a timer showing '0:00:06'. There are three circular buttons: a red record button, a green play button, and a green square stop button. At the bottom, there are two buttons: 'Add' and 'Cancel'.

7. Press the “Add” button.



8. Click on the “Apply” button to save changes.

Delete a New Reminder

1. Click on the Reminders tab at the top of the page.
2. Click on the trashcan icon next to the reminder you wish to delete.
3. Click on the “Clear List” button to remove all the reminders
4. Click on the “Apply” button.

Add Services

- Speed Dials - This service allows you to configure short codes for numbers you frequently dial from your phone (optional)
- Call Transfer - This service allows you to place your current call on hold (without disconnecting it) and then make a new call.
- Automatic Recall – This service allows you to find out who last called your phone, and call them back. If they are busy, you can request that your phone be rung automatically when they end their current call.
- Automatic Callback – This service allows you to make a repeat call to the person you last called from your phone. If they are busy, you can request that your phone be rung automatically when they end their current call.
- Caller ID – This service allows you to see a caller's telephone number when your phone is ringing.
- Caller Name – This service allows you to see a caller's name when your phone is ringing.
- Caller ID Presentation – This service allows you to choose whether your identity is available to people you call using your phone.
- Advanced Voice - This service allows you to receive higher quality voice through your existing phone.