SUBSCRIBER COMMPORTAL

For Your Mitel Phone + MaX UC Apps

USER MANUAL

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WHAT IS COMMPORTAL?

CommPortal is a very interactive web page that allows you to access and manage your call services and settings for your account phone. Your account phone is your 10-digit telephone number and can be used on a desk phone, MaX UC Desktop or MaX UC mobile application.
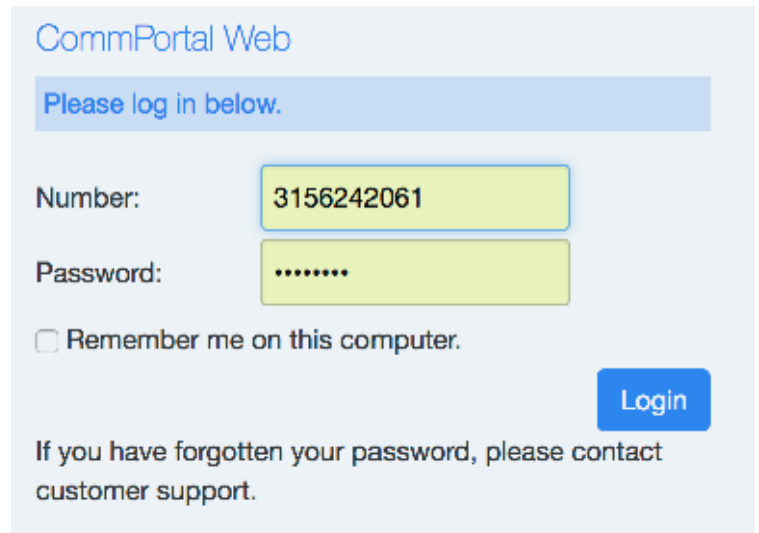
+ GETTING STARTED

To use any of CommPortal's features, you will need CommPortal Web. Simply enter the following in your web browser to bring you to the login screen:
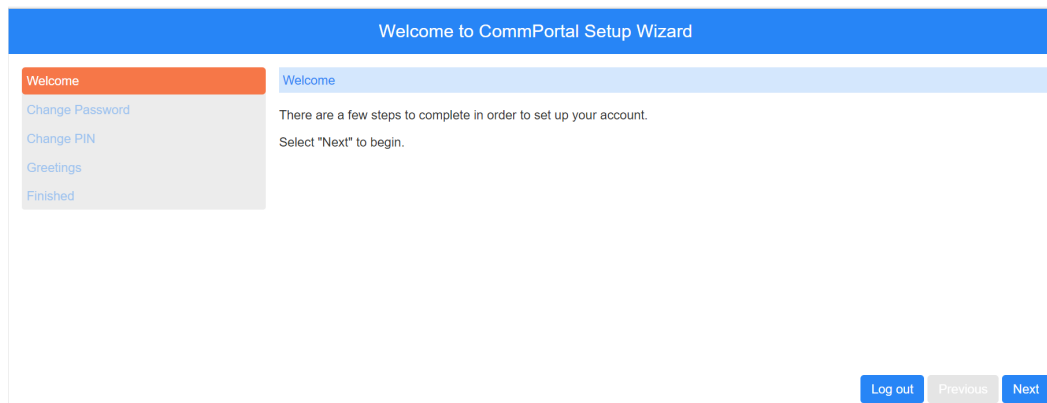https://bucommportal.northland.net

Enter your 10-digit telephone number and the EAS Password provided to you from your System Administrator. You will be able to change the password during setup.

This will bring you to the CommPortal Setup Wizard where you will change your EAS Password, voicemail pin and record your name and greeting.

CommPortal Web

Please log in below.

Number: 3156242061

Password: ••••••••

☐ Remember me on this computer.

Login

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

SETUP WIZARD

Welcome to CommPortal Setup Wizard

Welcome	Welcome
Change Password	There are a few steps to complete in order to set up your account.
Change PIN	Select "Next" to begin.
Greetings	
Finished	

Log out | Previous | Next

On the Welcome Screen, click **Next**. This will bring you to the page where you will change your EAS Password used for logging into CommPortal.

+ Enter the EAS Password you used to log in in the **Old password** field.
+ Enter the new password in the **New password** and **Confirm new password** fields.
+ Enter a valid email address. This will also be used for password recovery.
+ If you would like the ability to log in using the email address instead of the phone number check **Allow email login**.
+ When finished, click **Next**.
+ At the confirmation email screen, click **OK**.

+ CHANGE YOUR VOICEMAIL PIN

+ Enter a new voicemail pin.
  Pin must:
  + consist of digits only.
  + be between 6 and 20 characters long.
  + not have a single digit repeated more than 2 times in a row.
  + not be a numeric sequence, e.g. 12345 or 54321.
  + not contain, or match part of, a telephone number or email associated with this account.
+ Once entered, click **Next**.

+ RECORD YOUR NAME AND DEFAULT GREETING

+ Select **Record Name** and follow the prompts to record your name.
+ Select **Record Greeting** and follow the prompts to record your default greeting.
+ You can skip this step temporarily by clicking **Next**. See Important Note below.
+ This will bring you to the **Finish** screen.

IMPORTANT: If your company uses an Automated Attendant with a dial by name option, you must record your name in order for the option to work. You can also record your name and greeting from any telephone. See your telephone or MaX UC user guide.

+ FINISH

+ Click **Finish** to complete setup and be redirected to the CommPortal Home Tab.

HOME TAB

The **HOME TAB** is the Call Manager that allows you to configure settings for all of your incoming telephone calls. The settings are divided into the following sections:
+ Line State
+ Incoming Call Settings
+ Advanced Settings

The three tabs at the top and the index at the bottom will be seen no matter which tab you are on.

Need support? Connect with us at www.northland.net/support or
Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative
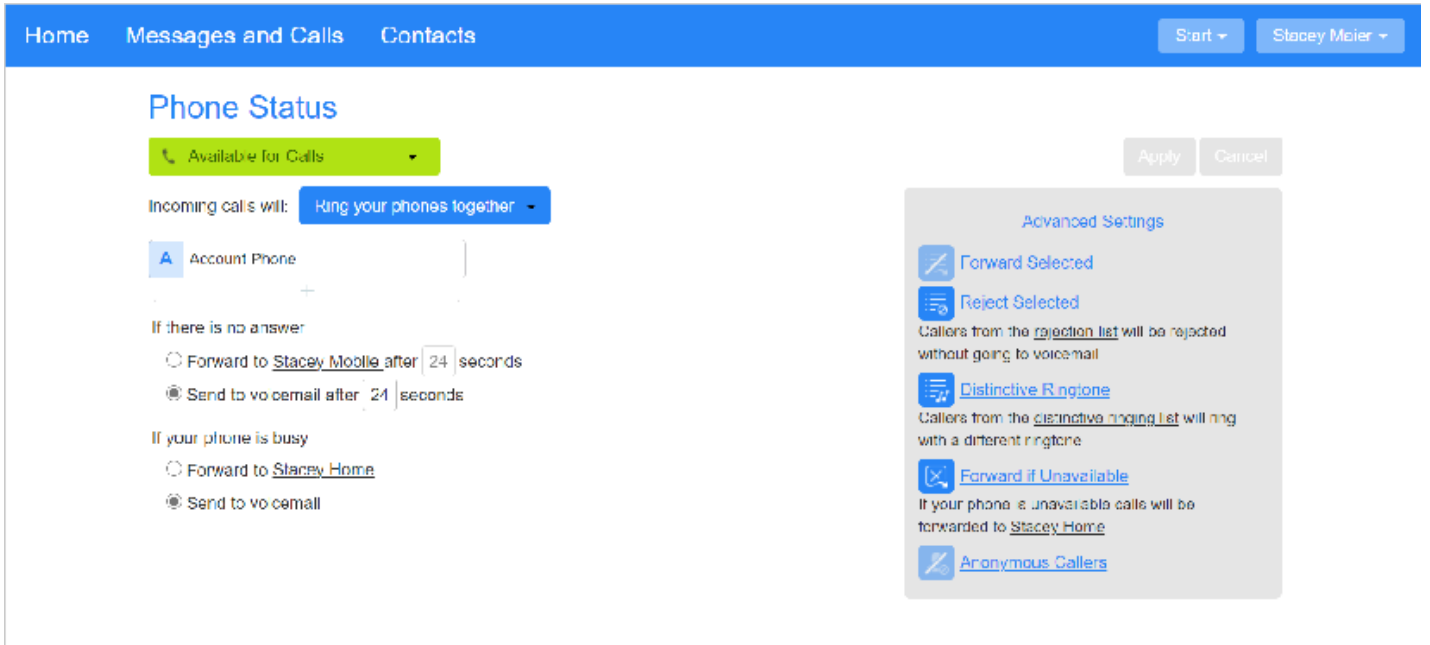
Line State: Your default status is Available for Calls. Click the dropdown to change your status to Do Not Disturb. You can add "Priority Callers" if you want certain phone numbers to be able to ring through to you when you are on do not disturb. See Page 18.

Account Phone: Your account phone is your 10 digit telephone number and can ring on your desk phone, the MaX UC app on your desktop, or the MaX UC app on your mobile device. By default, your Account phone is the only one set to ring when someone calls your number.

Incoming Call Settings: Allows you to choose which phones ring when someone calls you and how you want them to ring. You can choose to have just your Account Phone ring or you can add additional phones and choose how they will ring. For example, you can have another office phone ring, or your mobile phone without logging into the MaX UC application.

To add additional phones, click the Ring your Account Phone Button for additional options.

Once you have added additional phone numbers, choose how you want them to ring:

Ring your account phone: Rings only the Account Phone (desk, MaX UC Mobile, MaX UC). When logged in to more than one Account Phone, all devices ring when an incoming call is presented.

Ring your phones in order: Allows you to set the order in which phones ring. For example, ring the account phone first, set the number of rings, and then ring a second office, home, or mobile device.

Ring your phones together (Also known as "Sim-Ring"): Rings your account phone and all other devices that you added simultaneously and returns to your Account Phone voicemail if unanswered.

NOTE: When SimRing is in use, if you answer the call on a phone other than your account phone, press ** to send the call back to your account phone. (Deskphone or MaX UC).

Forward to another phone: Forwards all calls to another telephone. Your Account phone will not ring. Incoming calls will be presented to the phone you forward them to. If unanswered, call will follow the programming of forwarded phone. For example, if you forward to another extension with voicemail, call will go to that phone's voicemail.

SETTING NO REPLY + BUSY STATUS

In this section, choose what happens to your phone if you do not answer it or you are busy. By clicking on the **another phone** link, you can set forwarding numbers. You can also set the number of seconds before the action happens.

+ ADVANCED SETTINGS

Forward Selected: You can choose to forward specific callers to another telephone number. By clicking Forward Selected, you will be able to create a forward list. Callers will not be forwarded if you are on Do Not Disturb, or the number appears in Reject Selected.

Reject Selected: Setting phone numbers in this section will reject the number and not send it to voicemail.

Forward if Unavailable: You can choose to forward calls when your phone is unplugged or not logged in with this option. This is different than the Forward no answer option.

Anonymous Callers: Rejects callers who withhold their number without sending them to voicemail.

Distinctive Ringtone: Add numbers to a distinctive ring list by clicking on the link. The system will assign those numbers a Distinctive ring to help you differentiate those callers. You can add a number, or choose from your Contacts or extension lists.

When making any changes to your telephone settings, you must always click the Apply button.
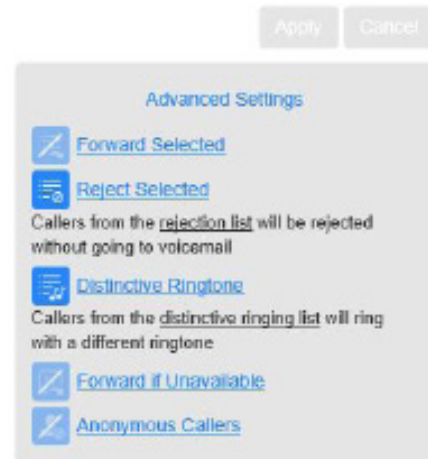
MESSAGES AND CALLS TAB
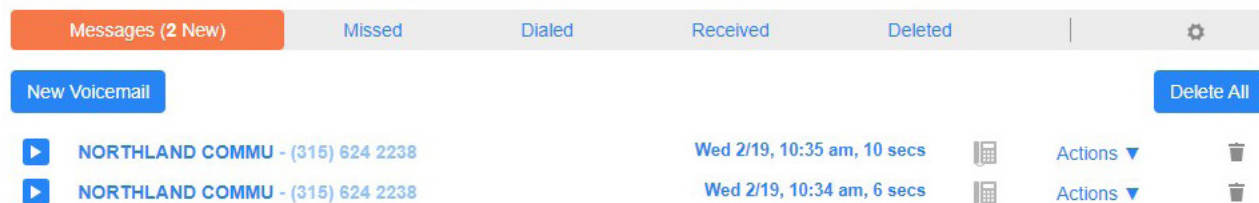
The **MESSAGES AND CALLS TAB** provides you information regarding your voicemail messages as well as your call history. To listen to your messages, press the PLAY button. Clicking the **ACTIONS** Button gives the following options:

+ Reply*
+ Mark as Heard
+ Forward as Email
+ Forward as Voicemail*

The TRASH can permanently deletes an individual message. To delete all messages, click the DELETE ALL button. By clicking the **NEW VOICEMAIL** button, you can leave a voicemail for another user on your system.*

NOTE: Adobe Flash plug-in is not supported and will result in features becoming inaccessible.

CONTACTS TAB

On the **CONTACTS** tab, you can create new personal contacts and groups, as well as import and export contacts.

CONTACTS LIST Tab: Stores your personal contacts and group lists as well as lets you add new contacts and groups.

+ TO ADD NEW CONTACT: Click the **NEW CONTACT** button and complete the information.

+ TO ADD A NEW GROUP: Click the NEW GROUP button and search your current CONTACTS to add names to a group.

NOTE: To add a member to a group, they must already be in your contacts.

+ TO IMPORT A CONTACT FILE: Click the IMPORT button. You can choose the file from your device.

NOTE: Imported files must be in a .CSV format.

+ TO EXPORT PERSONAL CONTACTS: Click the **EXPORT ALL** button and choose the appropriate export mode.

SPEED DIALS Tab: Allows you to assign a 1 or 2 digit code to a contact. Dialing that code will call the contact. Click on the Speed Dial Tab and complete the Speed Dial number and telephone number of the contact. Single digit speed dial numbers can be used from 1-9 and two digit codes range from 20-49.

NOTE: You are not able to add a name to the speed dial entries, you should keep a list handy.
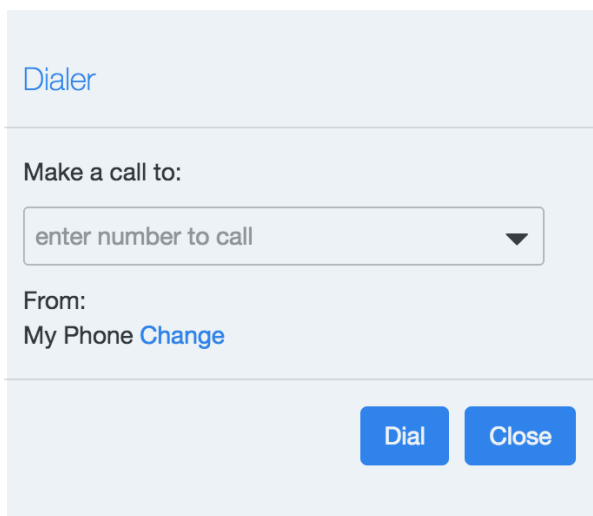
EXTENSIONS Tab: Provides a list of all extensions configured on your telephone system. This is populated by the system administrator.

SHORT CODES Tab: This tab is configured by the system administrator so you can 4-digit dial to other users on your telephone system.

START BUTTON

From the START Button, you can make a call and start a meeting.

+ PLACE A CALL

Dialer

Make a call to:

enter number to call ▼

From:
My Phone Change

Dial   Close

TO PLACE A CALL: Click the **START** button and click MAKE CALL.

A dialer will pop up. Enter a telephone number or click the drop down to choose a contact from your directory.

Click the **DIAL** button.

By default, the dialer is programmed to call you at the number you are logged into on the CommPortal Application.

When you answer, the call will be placed to the number you entered.

TO CHANGE YOUR PHONE NUMBER: Click on the **CHANGE** button. Click new number and enter the telephone number that you wish to make calls from.

+ START A MEETING

If your company subscribes to the MaX Meeting Application, you can start a meeting from the START button.
See the MaX UC / MaX Meeting videos and user guides provided by your System Administrator.

NOTE: MaX Meeting was formerly knows as Accession Meeting. You may see references to this.

+ SIGNING OUT OF COMMPORTAL

To sign out of the CommPortal Application, click your NAME button and click LOGOUT.
You will automatically be logged out of CommPortal after a period of inactivity.

YOUR SERVICES

Your Services

Call Settings   Message Settings   Notifications   Reminders

+ CALL SETTINGS

▼ General

The call transfer number is set to (315) 624 2028
☐ Withhold caller ID when making calls

If not withheld, signal my name as: Northland
☑ Provide caller ID for incoming calls
☑ Provide caller name for incoming calls

+ CALL FORWARDING

▼ Call Forwarding
☑ Immediate Forwarding
☑ Busy Forwarding
☑ No Answer Forwarding

Unblock Remote Forwarding

The Call Forwarding options apply when configuring Call Forward via your telephone.

By default, you will be prompted to enter a forward number each time you choose a forwarding option.

Remote forwarding is generally blocked by the System Administrator for security purposes and you cannot unblock it.

+ CALL BLOCKING

Call blocking will block outgoing calls to the options below when checked. If the System Administrator has blocked calls, you will not be able to unblock them.

+ CALL ME BUTTONS

Call Me buttons allow you to add a button to a website or email, allowing people to phone you by clicking the button. Call Me buttons are configured under the **APP TAB.** See page 16.

▼ Call Me Buttons

☑ Enable Call Me Buttons

Cancel Existing Buttons

▼ Call Blocking

Choose which types of phone numbers should be blocked.

☐ Local

☐ National and Mobile

☐ International

☐ Premium Rate

☐ Operator

☐ Directory

☐ Access Codes

☐ Access codes that change configuration

MESSAGE SETTINGS

The **MESSAGE SETTINGS** tab allows you to configure your voicemail settings.

▼ General

☑ Forward messages as emails

Forward to: Voicemails

smaier@northland.net edit | remove   ☑

add an email address

☑ Leave original in Inbox

☑ Include action links in emails

To forward voicemail messages to an email address, check the **Forward Message** box, click on **add an email address** and add a valid email.

If you would like to leave the original message in your telephone's voicemail, check **Leave original in inbox**. This will create a duplicate copy of the message. Deleting from your email does not delete it from your inbox and vice versa.

If you leave the box unchecked, voicemails will be sent to your email as a wave file attachment and you will not receive them in your inbox.

You can also choose to include action links in the forwarded message. These links allow you to perform actions including deleting the message from the email, account telephone and CommPortal simultaneiously, marking the message as read, marking all messages as read and logging into your voicemail account.

+ MAILBOX ACCESS

This section helps you manage your mailbox settings.

Skip Pin: When enabled, you are not required to enter your PIN when accessing your voicemail from your own telephone.

Fast Login: By default, when logging into your mailbox, you are asked to enter your telephone number and PIN. If Fast Login is enabled, you will not be required to enter your telephone number when logging in using your own phone. You would be required to enter your PIN unless skip PIN is also enabled.

Autoplay Voicemail/Fax: Choose whether you want to hear message and message details (date/time/sender), message only or details only.

+ VOICEMAIL GREETING

From this section, you can configure which greeting will be played to callers who reach your voicemail. You can use a standard system greeting or record or upload a personal message.

NOTE: To record from this application, you must have or install the latest FLASH version on your PC.

+ **System** plays the normal system greeting with no identifying information.
+ **System with number** plays the normal system greeting, including your telephone number.
+ **System with name** plays the normal system greeting, including your recorded name.
+ **Personal** plays a greeting that you record.
+ **Extended absence** takes over for other greetings and plays an away message you record.
+ **Forward all calls** plays a different greeting when your telephone is set to forward.

Voicemail Greeting

Use the greeting: Personal ▾   record

From the dropdown, choose the greeting you want to work with.

If you are unsure if a greeting is already recorded and in use, or you want to hear the current greeting, select **Record** next to the greeting. This will bring up the Record/Play/Upload section.

Personal

▾ Record/Listen Greeting

00:00 / 00:00

● ▶ ●————————— 🎤 🔊

▸ Upload Greeting

Save   Cancel
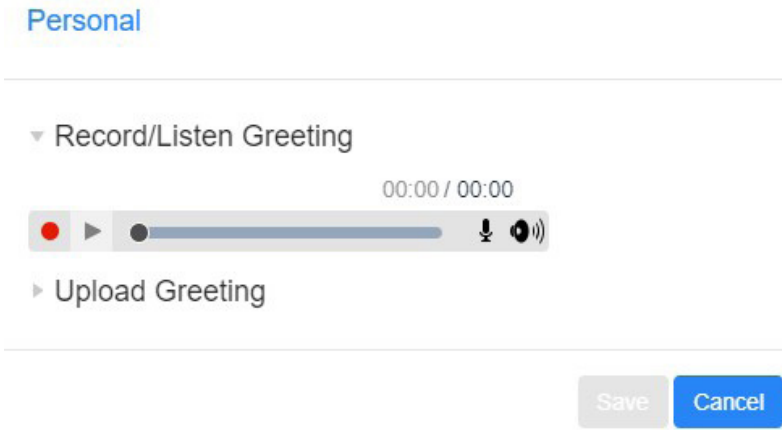
The first section shows you the greeting you are currently working with.
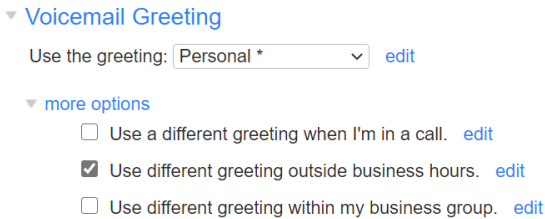
The next section lets you play, record and adjust your microphone and speaker volumes.

If you have greetings saved elsewhere, you can upload them here.

Press **SAVE** to save your recording.

+ MORE OPTIONS

Select more options to see additional available greetings.

▾ Voicemail Greeting

Use the greeting: Personal * ▾   edit

▾ more options
☐ Use a different greeting when I'm in a call.   edit
☑ Use different greeting outside business hours.   edit
☐ Use different greeting within my business group.   edit

+ Record a different greeting when you are on another call.
+ Record a different greeting to play outside of your normal business hours.
   NOTE: You can set a schedule for this greeting by logging in from a telephone and selecting the greetings option. Refer to the telephone and voicemail user guide.
+ Record a different greeting to play to others within your business group.

NOTIFICATIONS

The Notifications Tab allows you to configure the different methods of notification you can receive with the messaging service. For all options, you can choose to be notified for all voicemails or just voicemails marked as urgent.
See page 11 for a description of these features.

▸ Message Waiting Indicator

▸ Email

▸ Outdial

▸ Override

+ MESSAGE WAITING INDICATORS

Turns the New Message indicator on your desk phone and/or MaX UC on and off. To configure the telephone number, click the dropdown next to notifications and then click the **New Entry** Button at the top of the display and enter the telephone number.

▼ Message Waiting Indicator

☑ Send phone notification of incoming messages to the following phone numbers

Phone Number	Urgent Voicemail	All Voicemail	
(315) 624 2061	☐	☑	🗑

+ EMAIL NOTIFICATIONS

When configured, will send an email notification that there is a new voicemail. The voicemail sound file is not sent to email. The voicemail must be listened to through a telephone or the CommPortal application.

To configure the email address, click the dropdown next to Email and then click the **New Entry** button at the top of the display and enter the email address.

▼ Email

☑ Send email notification of incoming messages to the following addresses

Email Address	Urgent Voicemail	All Voicemail
There are no entries.		

+ OUTDIAL

Sends outdial notifications of new voicemail messages to a telephone number according to a schedule that you set. When you receive the call, you are given the option to turn off notifications or to log in and listen to the message.

Add the telephone number, in the box and click **SCHEDULE** to set up a schedule. You can choose to receive notifications for all voicemail or only voicemails marked urgent.

Set the number of retries and the delay between retries by entering the information in the applicable boxes. Choose when to stop retries.

▼ Outdial

☑ Send outdial notification of incoming messages, according to the schedule:

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

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

| 3 | Number of outdial retry attempts |
| 15 | Delay between retries (minutes) |

◉ Stop retries when you answer the call

○ Stop retries only when you access your voicemail

+ OVERRIDE

The **OVERRIDE** feature allows you to override your normal outdial schedule without changing it. You can also choose to have a different number programmed to be notified according to a schedule.

Programming of the **OVERRIDE** feature is the same as the programming of the **OUTDIAL** feature.

REMINDERS TAB

The REMINDERS TAB allows you to set reminders either to occur once in the next 24 hours or to repeat daily or weekly. The system will call the designated telephone number at the specified time and day. When you answer, it will tell you to press 1 to hear your reminder.

To add a reminder, check the 'Enable reminder calls to this line' box. Then, click the New Reminder Button.

+ Fill in the description, choose when the reminder occurs.
+ The dropdown and completing the date and time field.
+ Click the Play/Record button and record a brief reminder.
+ Click Add and be sure to click Apply when finished.

GROUPS TAB

When you are a member of a group (Hunt Group, Pickup Group or iACD) you will have a GROUPS TAB.   Refer to iACD Agent Guide for more information on iACD Agent functionality.

As a member of a hunt group, your account phone is programmed to ring when a choice is made from an automated attendant or the hunt group number is dialed. You may be required to log in to the hunt group to receive calls.

As a member of a pickup group, you are able to pick up another phone you hear ringing that is also a member of your group.

Both types of groups must be programmed by the System Administrator.

+ HUNT GROUP

The **GROUPS** tab shows you information about all of the groups you are a member of. It also shows the other members of the group and in the case of hunt groups, you are able to log in and out of the group.

To log in, click the **LOGIN** button. The display will now show you are logged in and you will see a **LOGOUT** button.

To log out, click the **LOGOUT** button.

The tab also displays the other members of the group and whether they are logged in or out.   In front of the name, an arrow pointing right indicates the user is logged in, an arrow pointing to the left indicates the user is logged out.

When viewing the Pickup Group information, you will see the members of the pickup group. All members of a pickup group can pick up each other's calls when they hear the phone ringing by using a **PICKUP** button.

APPLICATION RIBBON

Personal Details

Marissa Filletti

Devices

Allocated Licenses

Security

Change Password

Change Call Services PIN

Change Voicemail PIN

Support

Help

Downloads

Send Feedback

PERSONAL DETAILS

+ **NAME:** Shows the account you are logged in to.
+ **DEVICES:** Used for changing personal phone settings and programming telephone buttons (some features are limited to system administrator). See page 15.
+ **ALLOCATED LICENSES:** If you subscribe to large meeting or webinar service, the number of licenses will appear here.

SECURITY

+ **CHANGE PASSWORD:** Changes the password used to log in to CommPortal.
+ **CHANGE CALL SERVICES PIN:** Changes the Call Services PIN (CFS) provided by the System Administrator.
+ **CHANGE VOICEMAIL PIN:** Changes your voicemail PIN.

SUPPORT

+ **HELP:** Provides an explanation of the tabs.
+ **DOWNLOADS:** Downloads the MaX UC Application when you subscribe to it (See Downloading MaX UC handouts). Adds "Call Me Buttons" *see page 16 for more information.
+ **FEEDBACK:** Lets you send feedback.

+ DEVICES

Select **DEVICES** under the Personal Details tab.
This will bring you to the Desk Phone box.

Devices

| Desk Phone | (315) 624 2238 | set keys |

Select **set keys**.

OK

Manage your phones
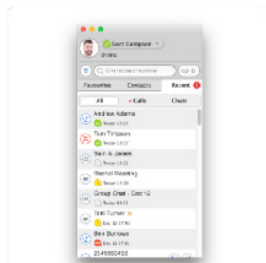
Select **EDIT** below your device.

If you also have MaX UC, you will see this option, but changing the MaX UC settings in the Devices tab is limited to the system administrator.

The settings that can be changed by the end user are restricted to **PREFERENCES** in the **USER** Section and **RING TONE**.
All other settings are limited to programming by the system administrator.

Aastra 6867i

Edit

MaX UC for Desktop

Edit

> Programmable Keys - Top
> Programmable Keys - Main
> Keypad Speed Dial
⌄ User
> Locale
> Call Services
⌄ Preferences

Intercom Warning Tone	⦿ Yes
	○ No
Hands-free mode	Default (Speaker)
Priority Ring tone	Normal Ringing
Active Backlight Brightness	3
Inactive Backlight Brightness	1

Intercom Warning Tone determines if a warning tone will play when an intercom call is received.

Handsfree mode sets the preference for speaker or headset when handsfree is selected on the phone.

Priority Ring tone sets a different ring tone for callers in your priority callers list.

Active Backlight Brightness sets the brightness level when the phone is in use. Brightness settings range from 1-5.

Inactive Backlight Brightness sets the brightness level when the phone is idle. Brightness settings range from 1-5.

Program a Ring Tone

You can select ring tones for your phone from Line 1 in the USER section.

⌄ **Line 1**
❯ User
❯ Ring Tone
❯ VoiceMail

Select the dropdown next to **Line 1** and Select Ring Tone.

Select the dropdown next to Ring Tone to view the options. Common is the default.

⌄ Ring Tone			
*Ring Tone ❓		Common ⌄	Reset

Common ⌄	Reset
Common	
Ring1.wav	
Ring2.wav	
Ring3.wav	
Ring4.wav	
Ring5.wav	
Ring6.wav	
Ring7.wav	
Ring8.wav	
Silent.wav	
Splash.wav	

Select a ring tone from list.
You will be able to hear the ring tone once the phone reboots.
When you finished, select **Save changes.**

IMPORTANT: Selecting Save changes will cause an immediate reboot unless you uncheck Update phone(s) immediately when saving.

☑ Update phone(s) immediately when saving   ✖ Discard changes   ✔ Save changes
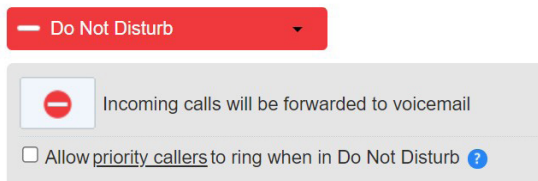
PRIORITY CALLERS LIST

The **Priority Callers List** allows you to program a list of "priority callers" telephone numbers that can ring your phone when you are set to **DND**.
The list is configured through **CommPortal** and can be set through either **CommPortal** or **MaX UC**.
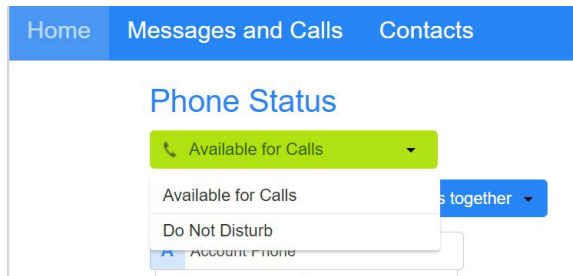
On the Home Screen of **CommPortal** select **Available** and then select **Do Not Disturb**.

Once you have selected **Do Not Disturb**, You will see the option to **Allow Priority Calls** to ring when in **Do Not Disturb**.
To allow callers to ring through, tick the check box.

To add numbers to the Priority Callers list, select **priority callers**.

Once you have selected **Do Not Disturb**, You will see the option to **Allow Priority Calls** to ring when in **Do Not Disturb**.
To allow callers to ring through, tick the check box.

To add numbers to the **Priority Callers list**, select **priority callers**.
Enter the telephone number, or choose from your Contacts or Extensions list.

You can also activate **Do Not Disturb** and allow calls from Priority callers from MaX UC.

In MaX UC, select your status drop down. Select **Do Not Disturb** and tick the checkbox next to **Allow calls from the Priority Callers List**.
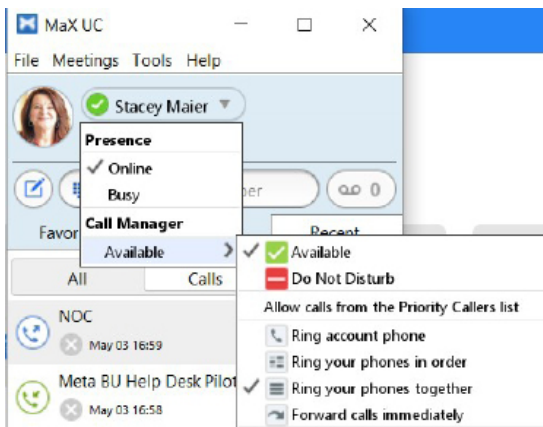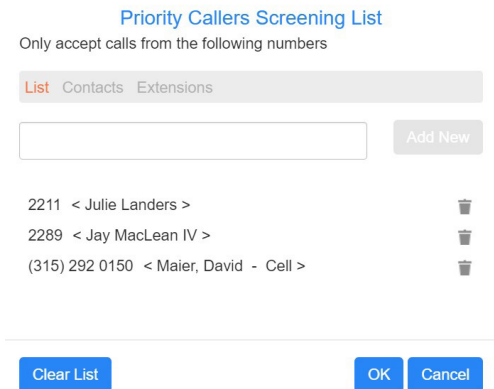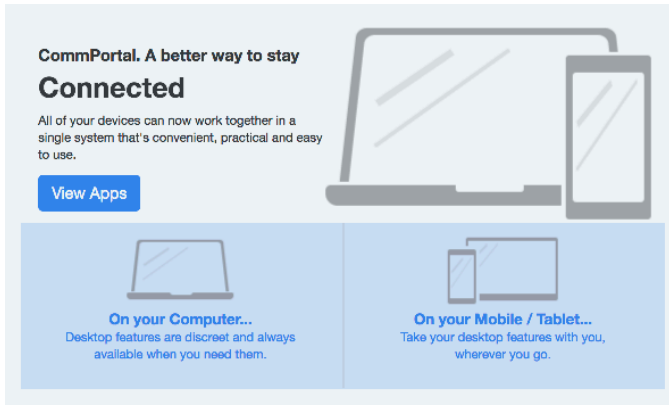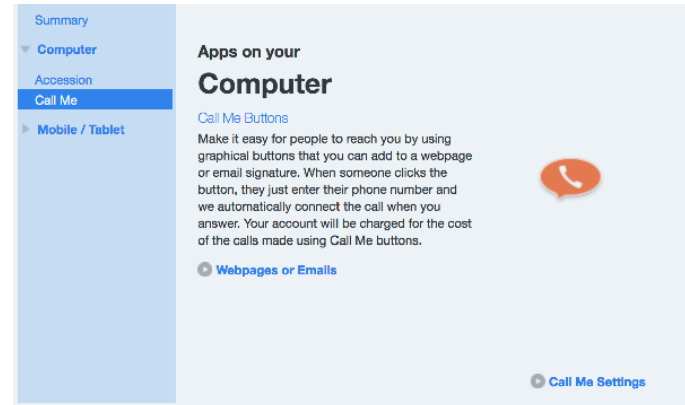
CALL ME BUTTONS

Call Me Buttons make it easy for people to reach you by using graphic buttons that you can add to a webpage or email. When someone clicks the button, they enter their phone number and the call is automatically connected when you answer the phone. Your account will be charged for the cost of calls made using the Call Me Button.

TO ADD A CALL ME BUTTON: Click the Downloads link.
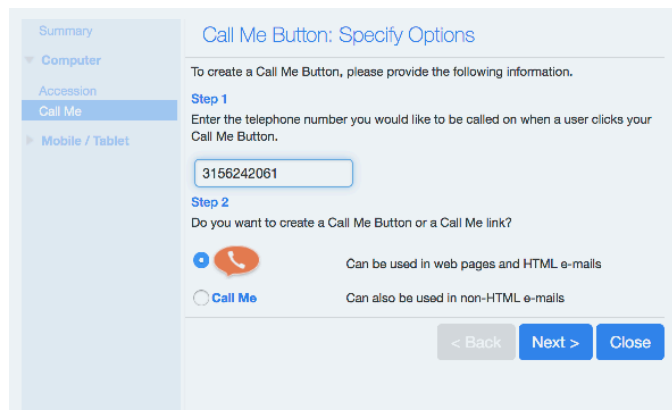
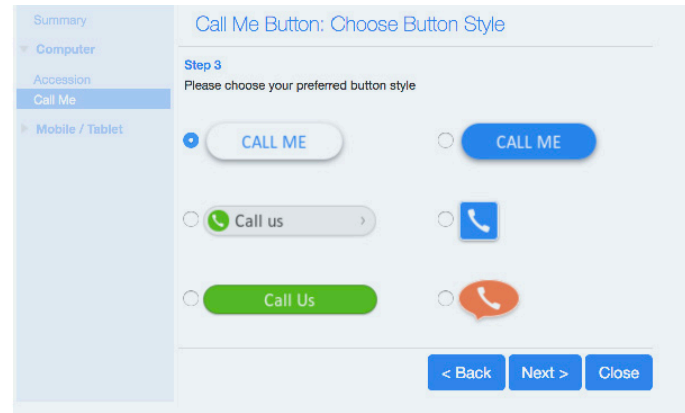1. Click **VIEW APPS** button + select **CALL ME**.

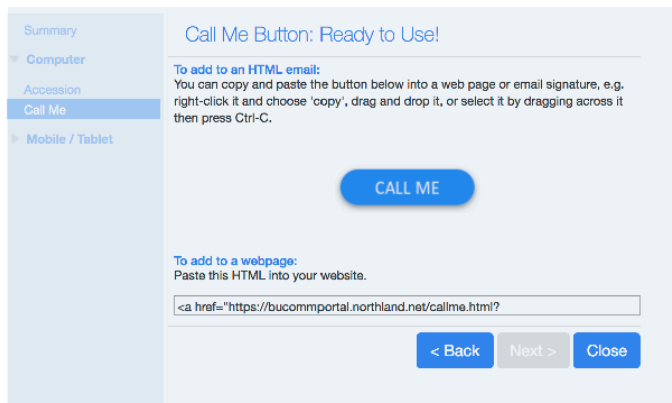2. Click **WEBPAGES** or **EMAILS**.

3. Enter the telephone number you want callers to reach you at. Choose whether it is a webpage/HTML email. Click **Next**.

4. Select the **CALL ME** button you want to add.

5. Follow the directions for copying the information and pasting it to an email or website. Click **OK**.

To enable or disable **CALL ME** buttons, go to the **ALL SETTINGS** Tab.

CommPortal Web

Please log in below.

Email / Number:

Password:

Reset Password

☐ Remember me on this computer.

Login

PASSWORD RESET:

+ To reset your password, go to the CommPortal Log-in screen.

+ Select the **Reset Password** link and follow the prompts.