



CommPortal

Quick Start Guide

Support at 248.586.9400

CommPortal is a web portal used to configure the features on your new phone system. With CommPortal you can:

- View missed calls.
- Listen to voicemail messages.
- Manage your contacts.
- Set up rules to route your calls.
- Perform many other functions.

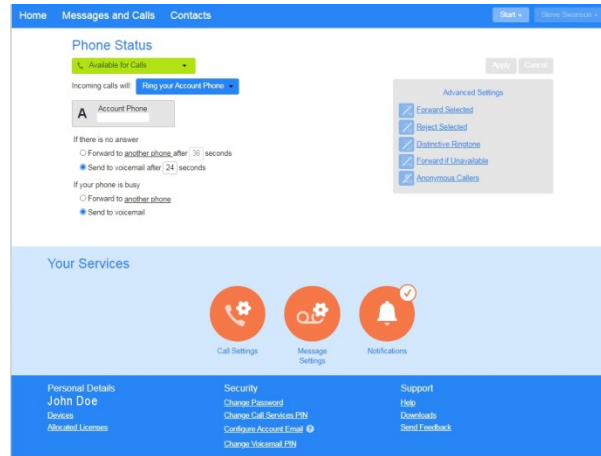
To get started, go to the login page at:
<https://bigVoice.uccommportal.com/>

Note: (Please consult your administrator if you do not know your CommPortal password.)

GETTING STARTED - HOME

When you log in, you see the CommPortal Home page.

Note: This guide is representative and images may vary from your own CommPortal screens.



Top menu bar (Dark Blue Background)

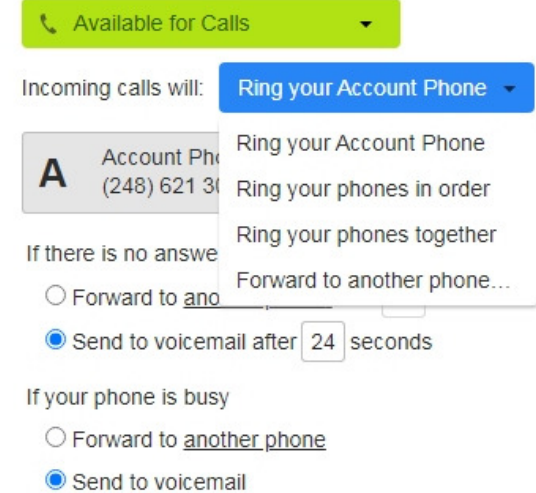
- 1. Home** – The top level menu and instant access to phone status options.
- 2. Messages and Calls** (new section below) – Click this link to view and retrieve any voicemails.
- 3. Contacts** (new section below) – Import your contacts from Outlook or create new ones, then click on a name to dial.
- 4. Make Call** – Make a call direct from CommPortal.
- 5. Start Meeting** – Start a MaxUC Meeting (if licensed).
- 6. Your Name** – Allows you to logout.

Work Area #1 (White Background)

Phone Status - Selections:

- **Set Phone Status:** Available or Do Not Disturb.
- **Set Incoming calls will:** How and where will calls ring.
- **Set If there is no answer:** Forward or go to voicemail.
- **Set If your phone is busy:** Forward or go to voicemail.

Phone Status



Advanced Settings – Click to activate:

- **Forward Selected:** Callers from the forwarding list will be forwarded to another phone.
- **Reject Selected:** Callers from the rejection list will be rejected without going to voicemail.
- **Distinctive Ringtone:** Callers from the distinctive ringing list will ring with a different ringtone.
- **Forward if Unavailable:** If your phone is unavailable calls will be forwarded to another phone.
- **Anonymous Callers:** Calls from anonymous callers will be rejected without going to voicemail.

Work Area #2 (Light Blue Background)

Your Services - Selections:

- **Call Settings** - Opens a new window with the following configuration options:
 - General Settings, Call Forwarding and Call Blocking.
- **Message Settings** - Opens a new window with the following configuration options:
 - General Message Settings. Mailbox Access, Voicemail Greetings.
- **Notifications**- Opens a new window with the following configuration options:
 - Message Waiting Indicator Options, Email Notifications, Outdial Notifications, Override Options.

Bottom Menu Bar (Dark Blue Background)

Personal Details

- **BigVoice MaXMeeting** - - Create or manage your MaxUC Webinars (if licensed).
- **Devices** – Shows your phone number
- **Allocated Licenses** – Shows additional licensed products.

Security

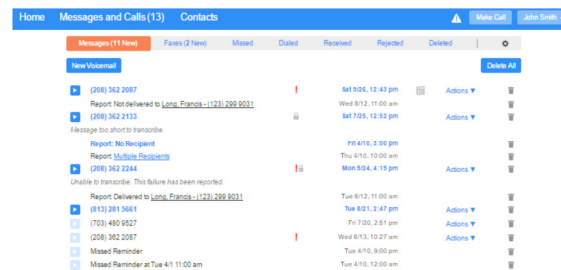
- **Change Password** – Change the CommPortal login password.
- **Change Call Services PIN** – Change to call in pin if licensed.
- **Configure Account Email** – Configure your email address.
- **Change Voicemail PIN** – Change your voice mail log in PIN.

Support

- **Help** – Detailed help screens.
- **Downloads** – Download Software and Apps.
- **Send Feedback** – Send us feedback information (Please do not use for support)

MESSAGES & CALLS

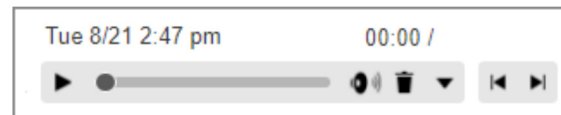
The Messages & Calls page shows all recent call activity.



Messages (11 New)	Faxes (2 New)	Missed	Dialed	Received	Rejected	Deleted	
New Voicemail							
▶ (981) 362 2087							Sat 8/26, 12:42 pm
Report Not Delivered to Lona Francis - (123) 209 9031							
▶ (981) 362 2133							Wed 8/12, 11:00 am
Message too short to transcribe							
▶ Report: No Recipient							Fri 8/16, 3:30 pm
▶ Report: Multiple Recipients							Tue 8/10, 10:00 am
▶ (981) 362 2244							Mon 8/24, 4:19 pm
Unable to transcribe. This failure has been reported.							
▶ Report Delivered to Lona Francis - (123) 209 9031							Tue 8/12, 11:00 am
▶ (813) 281 5861							Tue 8/21, 2:47 pm
▶ (755) 480 3027							Fri 7/26, 2:31 pm
▶ (208) 362 2087							Wed 8/12, 10:37 am
▶ Missed Reminder							Tue 8/10, 9:00 pm
▶ Missed Reminder at Tue 8/11 11:00 am							Tue 8/10, 12:00 am

Use the sub-tabs to view calls based on whether they were Missed, Dialed, Received, Rejected, or Deleted.

Click the Play icon to listen to a voicemail.



--Click the trash icon to delete the voicemail.

--Click and select: Reply, Mark as new/heard, Forward as Email, Forward as Voicemail, or Save File.

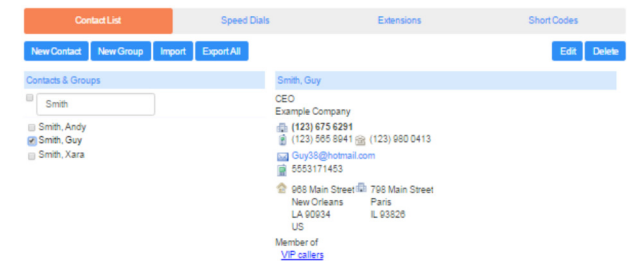
--Click the New Voicemail box at the top left of the Messages and Calls screen to record and leave a

voicemail as a memo (your computer needs a microphone to use this function).

CONTACTS

Use the Contacts page to manage your contact details. Use the Search for ... box to find a contact.

Use the checkbox on the left to select a contact and display their details on the right of the screen.



Click the **NEW CONTACT** button to create a new contact. Click the **NEW GROUP** button to set up a group of contacts.

If you use Microsoft Outlook, you can export your contacts as a CSV file and use the CommPortal **IMPORT** button to add these contacts.

NEED HELP?



We are always here to help. Please choose from the following support options:

Email: bigvoicetrouble@bigwatertech.com
Call us at : 248.586.9400

On the web at:

<http://bigwatertech.com/bigvoice-support/>