



Available features vary based on the type of services deployed on your account. This guide is for quick reference only. For a full explanation of these features and much more, please refer to the complete Personal CommPortal User Guide found in the Green Platform section at <https://www.telesystem.us/hosted-voip-green>.

Access

Point any browser to <https://pbx.telesystem.us/commportal/>

Number: enter the user direct dial phone with no dashes or spaces

Password: enter user CommPortal PIN

If you do not know your CommPortal password, please contact your system administrator or Telesystem to assist.

If you do not already have a *security email* linked to your account, you will be prompted to enter one after logging in.

If you forget your password in the future, the reset link will be sent to the email you provide, so be sure to enter a valid email at this step.



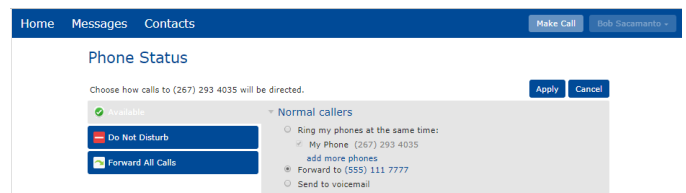
Forwarding

Users may change the way their direct calls ring to them.

Depending on the type of service you have, your user portal will display different options for forwarding. The most common way to forward calls is to forward them immediately (directly) to another phone number. Below are some examples of how to do this for basic line types.

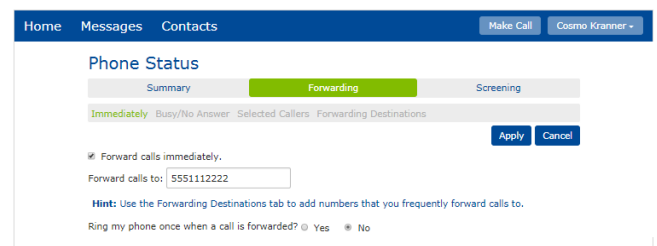
Business Call Manager Users:

- Click the **Available** tab
- Under the *Normal callers* section choose the *forward to ...* option then input the extension or telephone number for which calls should forward
- Click the **Apply** button to save



Basic Call Manager Users:

- Click the **Forwarding** tab
- In the **Immediately** section, place a checkmark by *Forward calls immediately* then input the extension or telephone number for which calls should forward
- Click the **Apply** button to save



Phone Keys

Many phones offered by Telesystem include additional, programmable keys. If this is the case, the user may program the keys with a variety of features.

1. Click the **Devices** link in the bottom, blue toolbar (as shown to the right).

2. In the **Account** tab, click on the set keys link to the right of the desk phone number. Click on the **Edit** button to bring up the phone configuration window.

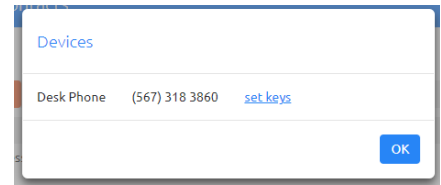
○ If you have a Mitel 6700 series or Polycom Soundpoint phone:

- In the configuration window's picture of the phone, click the desired **key** to program. Choose the desired feature and enter its details as needed before clicking the **OK** button (see feature note below). Save changes.

○ If you have a Mitel 6800 series, Polycom VVX, or Yealink phone:

- Click the group of buttons to configure on the picture of the phone on the left (usually "line keys"). This will open the associated section on the right side of the screen.
- To program a key, choose the desired key from the list on the right, assign it an action, fill in the details, then save.

3. Phone will update overnight with any changes.



*Note: The most common feature keys are **speed dial** (dials a number or extension) and **monitored extension** (dials an internal extension and shows whether that extension is in use).*

Message Settings

Users may choose to receive their voicemail and fax messages to the phone (and portal), email, or both.

To make a change to the way messages are sent to you:

- Click **Message Settings** section
- In the **General** section, message notification may be modified as follows:

○ To get messages to phone and portal only, neither box should be checked:

☐ Forward messages and faxes as emails

Forward to:
cosmo@kramercaind.co [edit](#) | [remove](#)
[add an email address](#)

☒ Leave original in Inbox

Voicemails ☐ Faxes ☐

○ To get messages to email only, top two boxes should be checked and at least one email entered:

☒ Forward messages and faxes as emails

Forward to:
cosmo@kramercaind.co [edit](#) | [remove](#)
[add an email address](#)

☐ Leave original in Inbox

Voicemails ☒ Faxes ☒

○ To get messages to both email and phone, all boxes should be checked and at least one email entered:

☒ Forward messages and faxes as emails

Forward to:
cosmo@kramercaind.co [edit](#) | [remove](#)
[add an email address](#)

☒ Leave original in Inbox

Voicemails ☒ Faxes ☒

- When changes are made, press the **Apply** button to save.