

# Utility Telecom CommPortal 9.4 Guide

This guide is intended to help you understand CommPortal 9.4. This web portal is used to configure your call services. If you have any questions, give us a call at 877-965-7800 or email [service@uyt.co](mailto:service@uyt.co).

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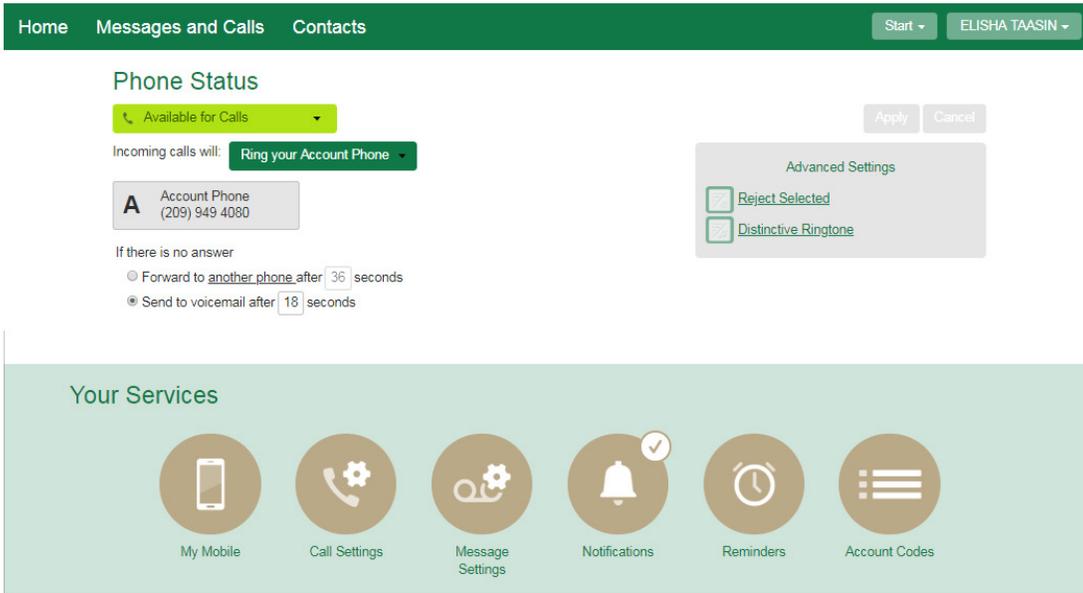
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**Business Group Admin Portal**

# Homepage

## CommPortal 9.4 Homepage:

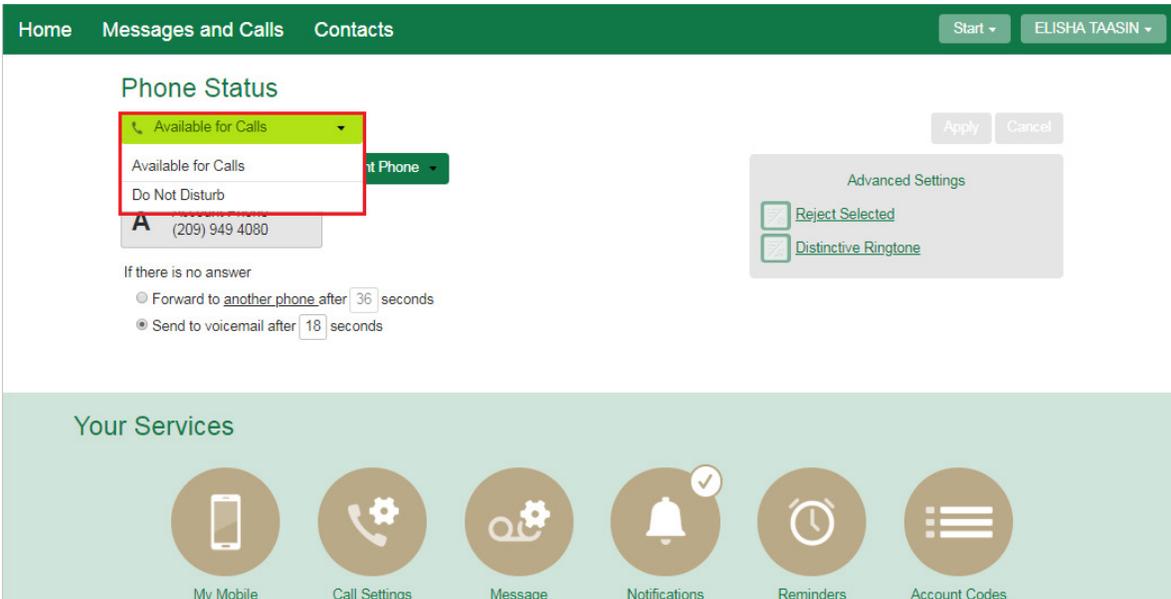
The homepage offers easy accessibility to all your features.



The screenshot shows the CommPortal 9.4 homepage. At the top, there is a green navigation bar with 'Home', 'Messages and Calls', and 'Contacts' tabs. On the right of this bar are 'Start' and 'ELISHA TAASIN' dropdown menus. Below the navigation bar, the 'Phone Status' section is visible. It includes a green 'Available for Calls' dropdown menu, an 'Incoming calls will:' section with a 'Ring your Account Phone' dropdown, and an 'Account Phone' section for '(209) 949 4080'. Below this, there are radio button options for 'Forward to another phone after 36 seconds' and 'Send to voicemail after 18 seconds'. To the right of these options is an 'Advanced Settings' panel with checkboxes for 'Reject Selected' and 'Distinctive Ringtone'. Below the Phone Status section is a 'Your Services' section with six circular icons: 'My Mobile', 'Call Settings', 'Message Settings', 'Notifications', 'Reminders', and 'Account Codes'.

## Access the Call Manager:

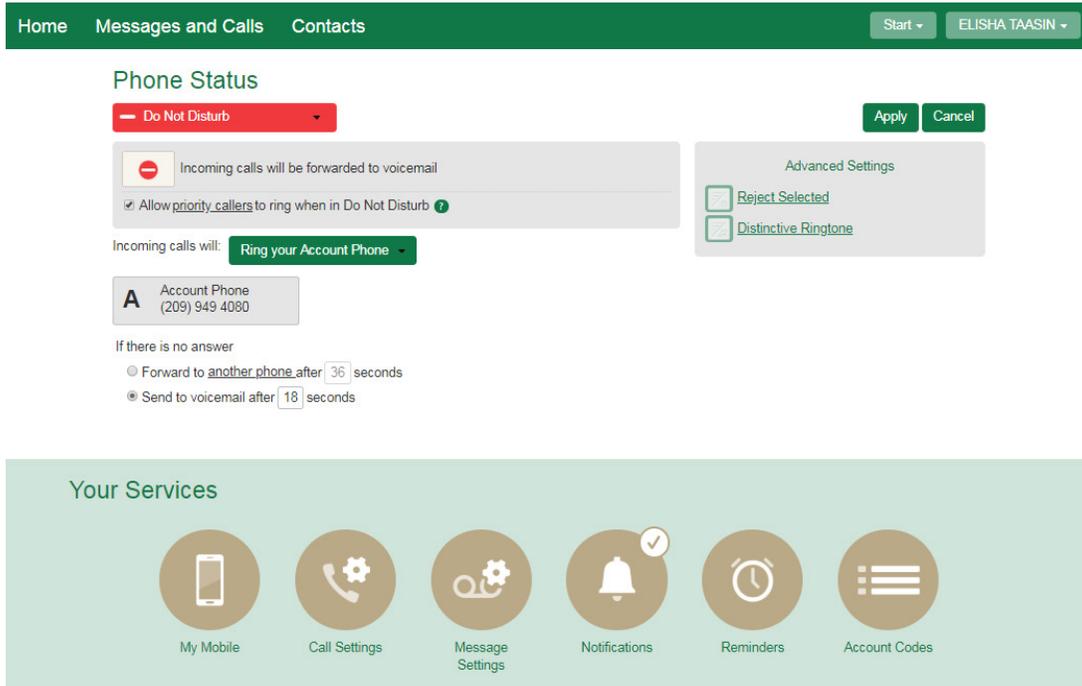
This tab can be found on the homepage under **Phone Status**. Here you can customize your voice settings, choose which phone you would like to ring from, list availability or set up call forwarding.



This screenshot is identical to the previous one, but with a red rectangular box highlighting the 'Available for Calls' dropdown menu in the Phone Status section. The dropdown menu is open, showing two options: 'Available for Calls' and 'Do Not Disturb'.

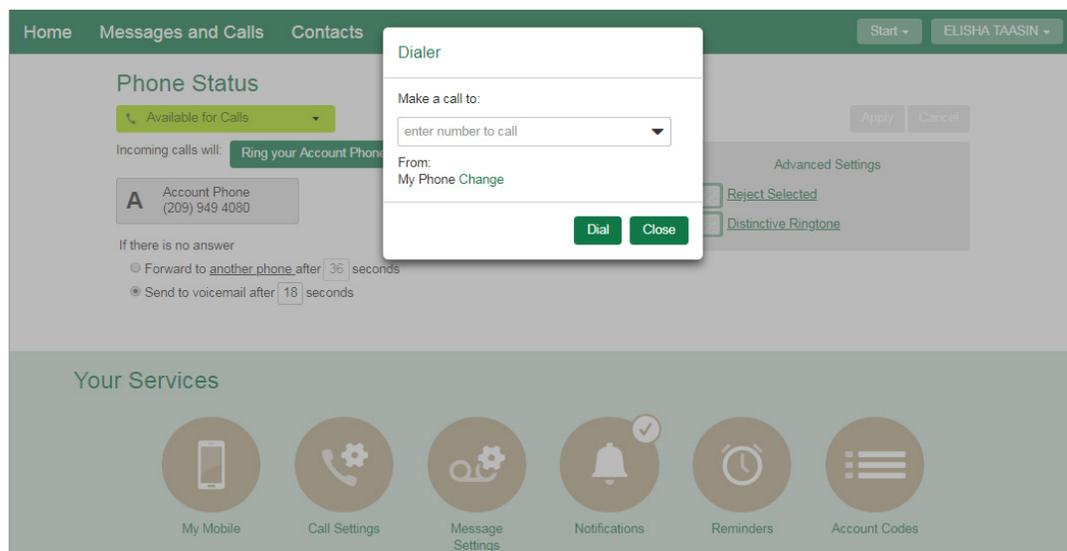
## Do Not Disturb Mode:

This option can be found under **Phone Status** on the homepage. If you set your calls to “Do Not Disturb” you will not receive any calls until you set your calls to “Available.”



## How to Make a Call:

You can **Make a Call** in the upper right hand corner. When you select “Make Call,” a Dialer pop up will appear which will allow you to select a contact from in your contact list or enter a number manually.

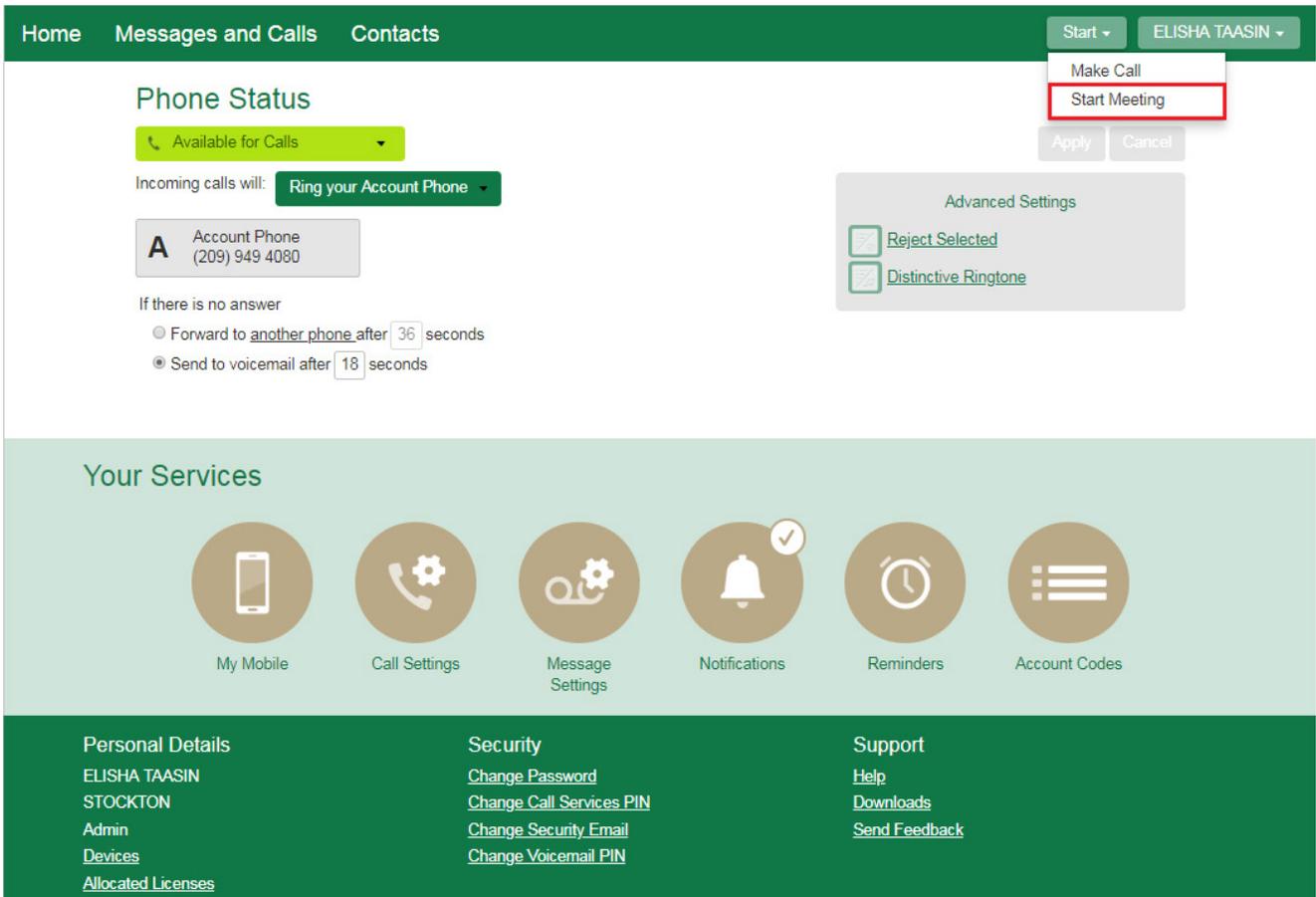


## Start a Meeting or Conference Call:

If you have upgraded your account to start meetings and conference calls you will be able to start a meeting from any device.

At the top right corner, click “**Start**” which opens the options in the drop down menu.

Once you select “Start Meeting” the **Accession Meeting** launcher will open in a new tab. If you have this application on your desktop, you can get a more in-depth instruction guide by clicking **here**.



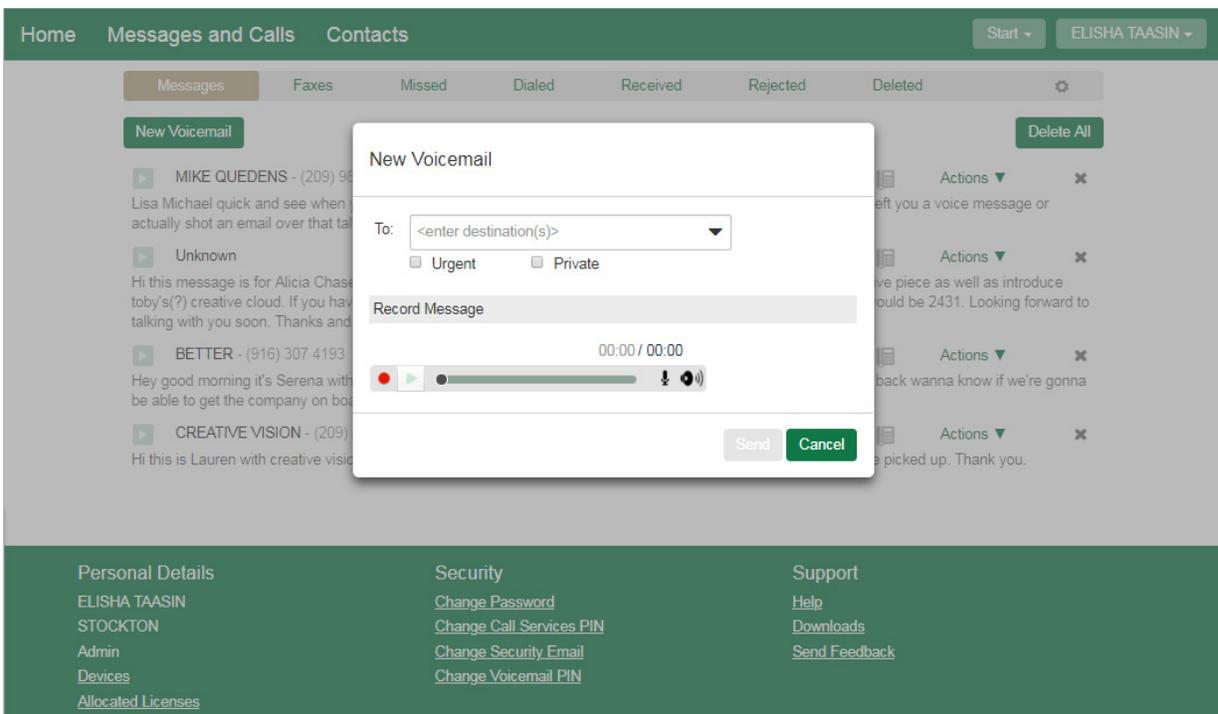
The screenshot displays the Utility Telecom user interface. At the top, there is a navigation bar with 'Home', 'Messages and Calls', and 'Contacts'. On the right side of this bar, there is a 'Start' button and a user profile dropdown for 'ELISHA TAASIN'. A dropdown menu is open from the 'Start' button, showing 'Make Call' and 'Start Meeting' (highlighted with a red box). Below the navigation bar, the 'Phone Status' section shows 'Available for Calls' and 'Incoming calls will: Ring your Account Phone'. There are also settings for 'If there is no answer' with options to forward to another phone or send to voicemail. The 'Your Services' section includes icons for 'My Mobile', 'Call Settings', 'Message Settings', 'Notifications', 'Reminders', and 'Account Codes'. At the bottom, there are three columns of links: 'Personal Details' (ELISHA TAASIN, STOCKTON, Admin, Devices, Allocated Licenses), 'Security' (Change Password, Change Call Services PIN, Change Security Email, Change Voicemail PIN), and 'Support' (Help, Downloads, Send Feedback).

# Messages and Calls

## Access Message and Calls

The **Messages and Calls** section is where you can access messages, faxes, missed calls, and much more. Here you have the ability to export your calls with one click.

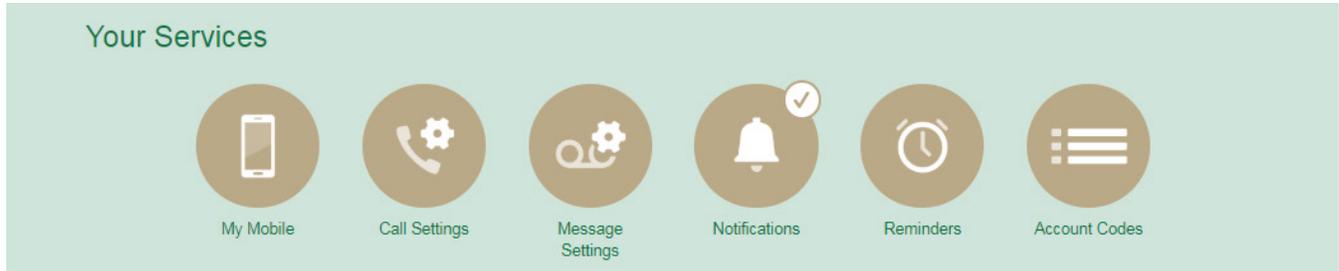
You can also record new voicemail greetings by clicking **new voicemail** in the upper left hand corner.



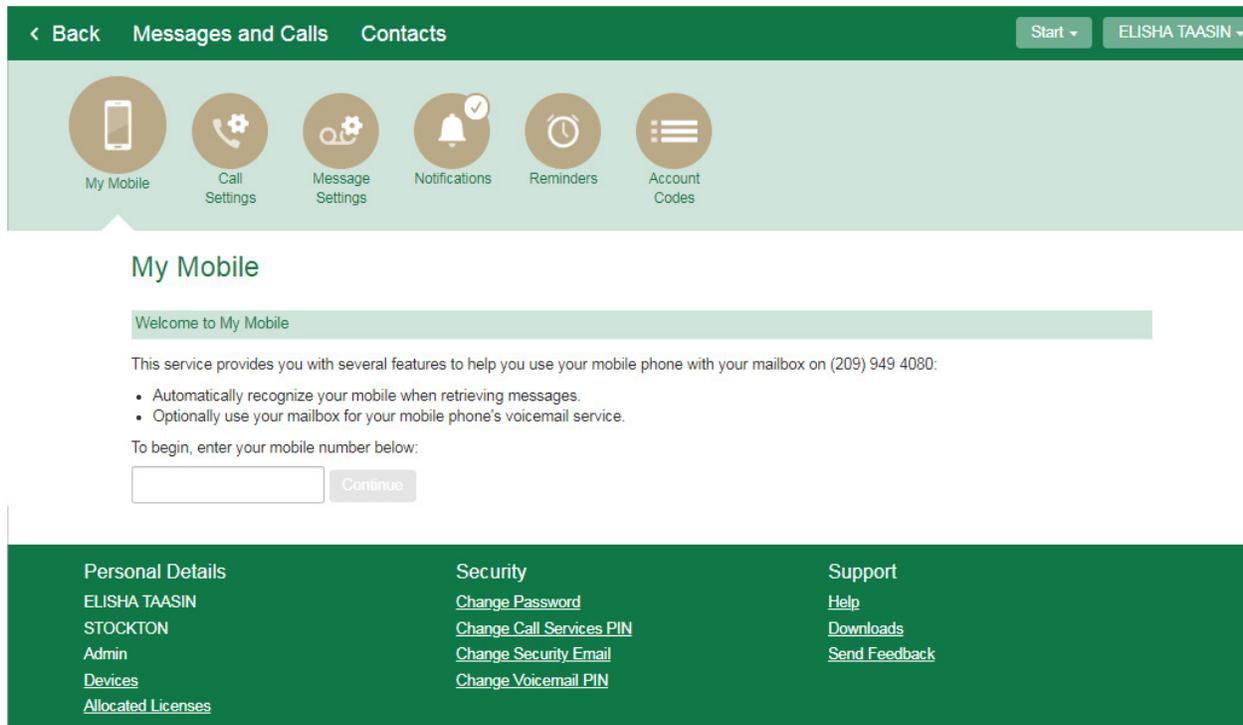
# My Mobile

## Access Mobile Settings

The **My Mobile** tab can be found under **Your Services**. This can be accessed from the bottom of your homepage.



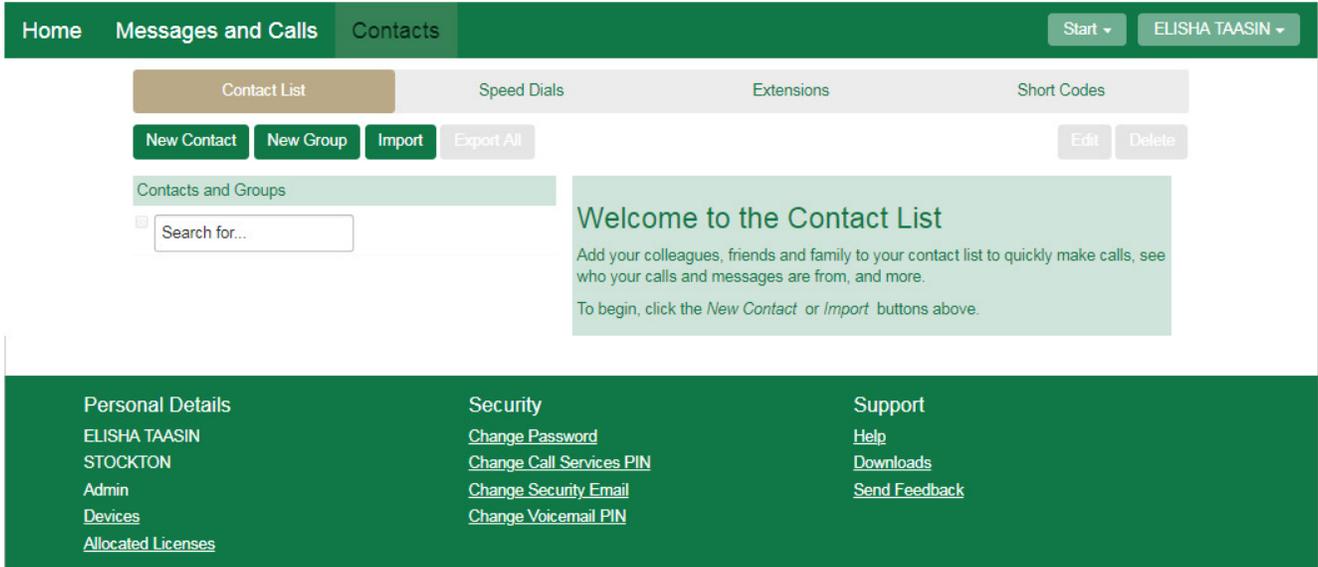
Additional features include adding or removing your personal mobile number to automatically recognize your mobile when retrieving messages or use your mailbox through your mobile phone's voicemail.



# Contacts

## Access Your Contacts

Click on the **Contacts** tab at the top of the page to access your contact list, speed dials, extensions, and short codes directly.

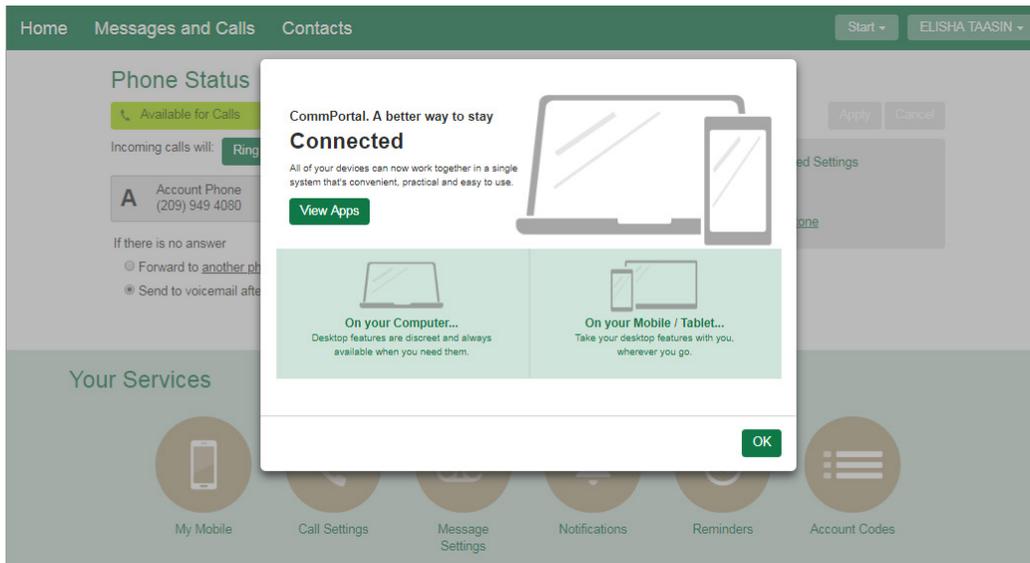


The screenshot shows the 'Contacts' page in a web application. At the top, there is a navigation bar with 'Home', 'Messages and Calls', and 'Contacts' tabs. The 'Contacts' tab is active. To the right of the navigation bar, there are 'Start' and 'ELISHA TAASIN' dropdown menus. Below the navigation bar, there are four main sections: 'Contact List' (highlighted), 'Speed Dials', 'Extensions', and 'Short Codes'. Under 'Contact List', there are buttons for 'New Contact', 'New Group', 'Import', and 'Export All'. To the right of these buttons are 'Edit' and 'Delete' buttons. Below the buttons, there is a 'Contacts and Groups' section with a search input field labeled 'Search for...'. A large green box contains the text: 'Welcome to the Contact List. Add your colleagues, friends and family to your contact list to quickly make calls, see who your calls and messages are from, and more. To begin, click the *New Contact* or *Import* buttons above.' At the bottom, there is a dark green footer with three columns of links: 'Personal Details' (ELISHA TAASIN, STOCKTON, Admin, Devices, Allocated Licenses), 'Security' (Change Password, Change Call Services PIN, Change Security Email, Change Voicemail PIN), and 'Support' (Help, Downloads, Send Feedback).

# Apps

## Access Apps for Download

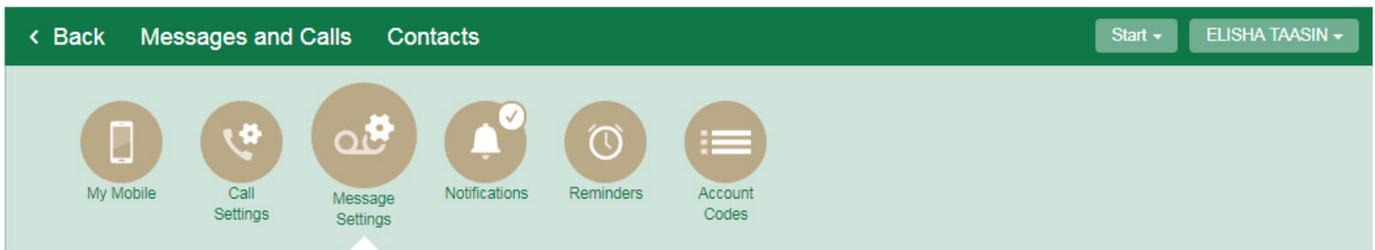
You can find your **Apps** by clicking **Downloads**, which is located under **Support** on the bottom right hand side on your homepage. Here you can view how easy it is to integrate your CommPortal Apps with your desktop, mobile phone and tablet.



# Settings

## Access Account Settings

All of your settings can be found under **Your Services** from the homepage. Here you can access the settings for **My Mobile**, **Call Settings**, **Message Settings**, and **Notifications**.



### Message Settings

Apply Cancel

#### General

- Transcribe voicemails in your inbox
  - Forward messages and faxes as emails
- Forward to:
- add an email address
  - Leave original in Inbox
  - Include action links in emails

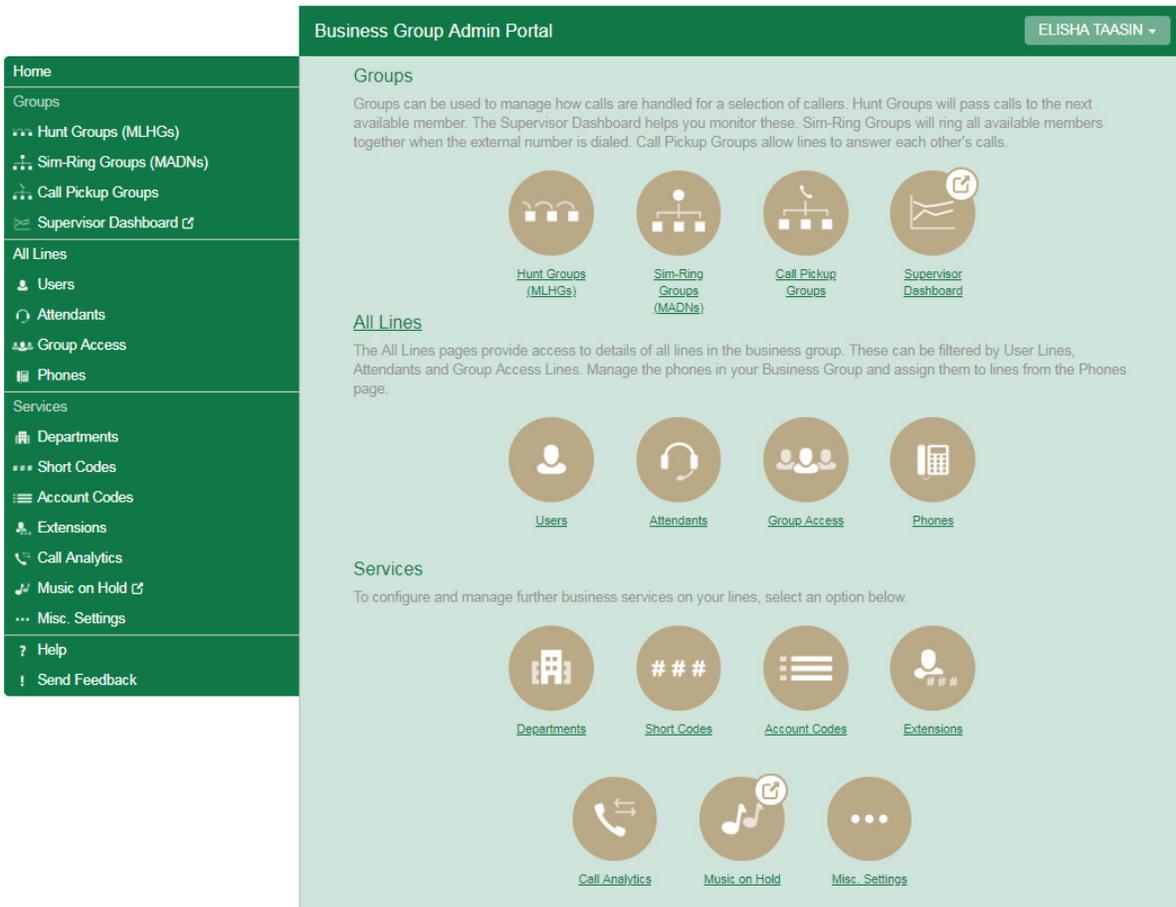
#### Mailbox Access

#### Voicemail Greeting

# Business Group Admin Portal

## Accessing the Business Group Admin Portal:

The Business Group Admin Portal can only be accessed by administrators who have the ability to change and edit user settings. Here you can view all users, phones, search call logs, edit music on hold, and much more.



The screenshot displays the Business Group Admin Portal interface. At the top, the title "Business Group Admin Portal" and the user name "ELISHA TAASIN" are visible. The left sidebar contains a navigation menu with the following items: Home, Groups (with sub-items: Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access, Phones), Services (with sub-items: Departments, Short Codes, Account Codes, Extensions, Call Analytics, Music on Hold, Misc. Settings), Help, and Send Feedback. The main content area is divided into three sections: "Groups" (explaining Hunt, Sim-Ring, and Call Pickup groups, and the Supervisor Dashboard), "All Lines" (explaining details for Users, Attendants, Group Access, and Phones), and "Services" (explaining options for Departments, Short Codes, Account Codes, Extensions, Call Analytics, Music on Hold, and Misc. Settings). Each section contains a grid of circular icons representing the respective management options.

## Accessing “Users in Department”

Business Group Admin Portal ELISHA TAASIN ▾

Home

Groups

- ... Hunt Groups (MLHGs)
- ... Sim-Ring Groups (MADNs)
- ... Call Pickup Groups
- ... Supervisor Dashboard ↗

All Lines

- Users**
- Attendants
- Group Access
- Phones

Services

- Departments
- Short Codes
- Account Codes
- Extensions
- Call Analytics
- Music on Hold ↗
- Misc. Settings

Help

Send Feedback

### Users in Department: View All ▾

Move selected to: Select department ▾ Move Download all Lines

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department	
<input type="checkbox"/>	(209) 386-5280	5280	CHRIS WHITELEY	MERCED	Actions ▾
<input type="checkbox"/>	(209) 386-5281	5281	GARY BURNTHORNE	MERCED	Actions ▾
<input type="checkbox"/>	(209) 386-5282	5282	TOU CHA	MERCED	Actions ▾
<input type="checkbox"/>	(209) 386-5283	5283	ERIC YANG	MERCED	Actions ▾
<input type="checkbox"/>	(209) 386-5284	5284	ED SILER	MERCED	Actions ▾
<input type="checkbox"/>	(209) 386-5285	5285	THOMAS FISCHER	MERCED	Actions ▾
<input type="checkbox"/>	(209) 726-0168		{MERCED MAIN NUMBER}	MERCED	Actions ▾
<input type="checkbox"/>	(209) 903-8211	8211	{test cell}	None	Actions ▾
<input type="checkbox"/>	(209) 903-8212	8212	{test}	None	Actions ▾
<input type="checkbox"/>	(209) 903-8213	8213	{8213}	TRADESHOW	Actions ▾
<input type="checkbox"/>	(209) 903-8218	8218	{TS 8218}	TRADESHOW	Actions ▾
<input type="checkbox"/>	(209) 903-8219	8219	{TS 8219}	TRADESHOW	Actions ▾
<input type="checkbox"/>	(209) 903-8222	8222	{cust6}	TRADESHOW	Actions ▾
<input type="checkbox"/>	(209) 903-8223	8223	{TRADE 8223}	None	Actions ▾
<input type="checkbox"/>	(209) 903-8226	8226	{Jim test GXP2160}	None	Actions ▾

## Accessing “Phones in Department”

Business Group Admin Portal ELISHA TAASIN ▾

Home

Groups

- ... Hunt Groups (MLHGs)
- ... Sim-Ring Groups (MADNs)
- ... Call Pickup Groups
- ... Supervisor Dashboard ↗

All Lines

- Users
- Attendants
- Group Access
- Phones**

Services

- Departments
- Short Codes
- Account Codes
- Extensions
- Call Analytics
- Music on Hold ↗
- Misc. Settings

Help

Send Feedback

### Phones in Department: View All ▾

Select department ▾ Assign to Department

Enter number... Assign to Line

Assign phones to lines using the table below or manage your phone profiles.

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department	
<input type="checkbox"/>		00:04:13:23:C7:BF	Doug Desk	(209) 948-4005	STOCKTON	Actions ▾
<input type="checkbox"/>		00:04:13:29:98:42	WAREHOUSE B	(209) 948-4061	STOCKTON	Actions ▾
<input type="checkbox"/>		00:04:13:29:9A:80	WAREHOUSE A	(209) 948-4060	STOCKTON	Actions ▾
<input type="checkbox"/>		00:04:13:2E:2C:6F	TONY CARONA		STOCKTON	
<input type="checkbox"/>		00:04:13:2E:2E:36	Jim S. Desk #1	(209) 948-4025	STOCKTON	Actions ▾
<input type="checkbox"/>		00:04:13:2E:2E:95	FRANK WILLIAMS	(661) 708-6087	LOS ANGELES	Actions ▾
<input type="checkbox"/>		00:04:13:2E:42:DF	AARON DELL	(209) 948-4001	SAN LUIS OB...	Actions ▾
<input type="checkbox"/>		00:04:13:2E:44:F9	CALVIN BYRD	(209) 948-4034	SALES	Actions ▾
<input type="checkbox"/>		00:04:13:2E:45:0B	Jim S. Home #1	(209) 948-4026	STOCKTON	Actions ▾
<input type="checkbox"/>		00:04:13:2E:45:33	TOU THAO		STOCKTON	
<input type="checkbox"/>		00:04:13:2E:73:21	ELISHA TAASIN	(209) 948-4080	STOCKTON	Actions ▾
<input type="checkbox"/>		00:04:13:33:77:21	000413337721	(209) 948-4087	None	Actions ▾

# Accessing Call Logs

Business Group Admin Portal ELISHA TAASIN ▾

- Home
- Groups
  - Hunt Groups (MLHGs)
  - Sim-Ring Groups (MADNs)
  - Call Pickup Groups
  - Supervisor Dashboard ↗
- All Lines
  - Users
  - Attendants
  - Group Access
  - Phones
- Services
  - Departments
  - Short Codes
  - Account Codes
  - Extensions
  - Call Analytics**
  - Music on Hold ↗
  - Misc. Settings
- Help
  - Send Feedback

## Call Analytics

Download CSV report of all calls to and from lines in your administration domain.

**Date Range:**

Start date:

                  month    day            year           

End date:

                  month    day            year           

**Department:**

▾

Note, the data will include the chosen department and all sub departments.

## We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or [info@uyt.co](mailto:info@uyt.co).

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