



Utility Telecom

MLHG Login Instructions

This guide is intended to help you understand how to log in and out of the Multi-Line Hunt Group (“MLHG”). If you have any questions, give us a call at 877-965-7800 or email service@uyt.co.

MLHG Login Instructions

Logging in and out of the system is done on an individual line basis; each line in an MLHG will have to be logged in and out individually.

To log in to your Multi-Line Hunt Group using your telephone:

1. Dial *16 to reach the login menu to the hunt group.
2. Dial the number of the hunt group you'd like to join followed by #.

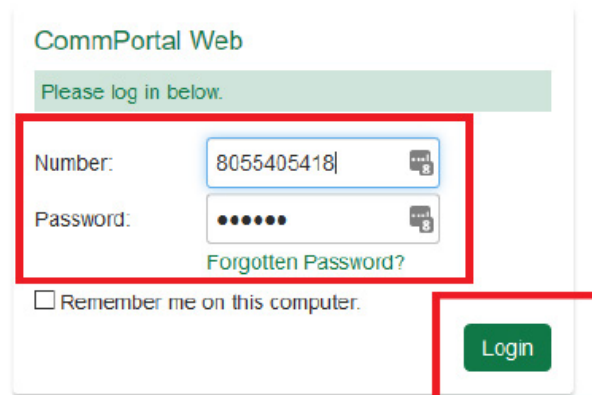
To log out of your Multi-Line Hunt Group using your telephone:

1. Dial *16 to reach the MLHG menu
2. Dial the number of the hunt group you'd like to join followed by #.
3. If you log into multiple MLHG, you can use the number 0 to log out of all groups.

To log into the MLHG using your web browser:

1. Open the web page <https://cp2.telcox.net>.
2. Please select "Continue to Website" if you get a security error message.
3. Enter your voicemail box's phone number with area code in the number field.
4. Enter your voicemail box's PIN in the password field.
5. Press the Login button.

Utility Telecom Hosted Communications System



CommPortal Web

Please log in below.

Number: 8055405418

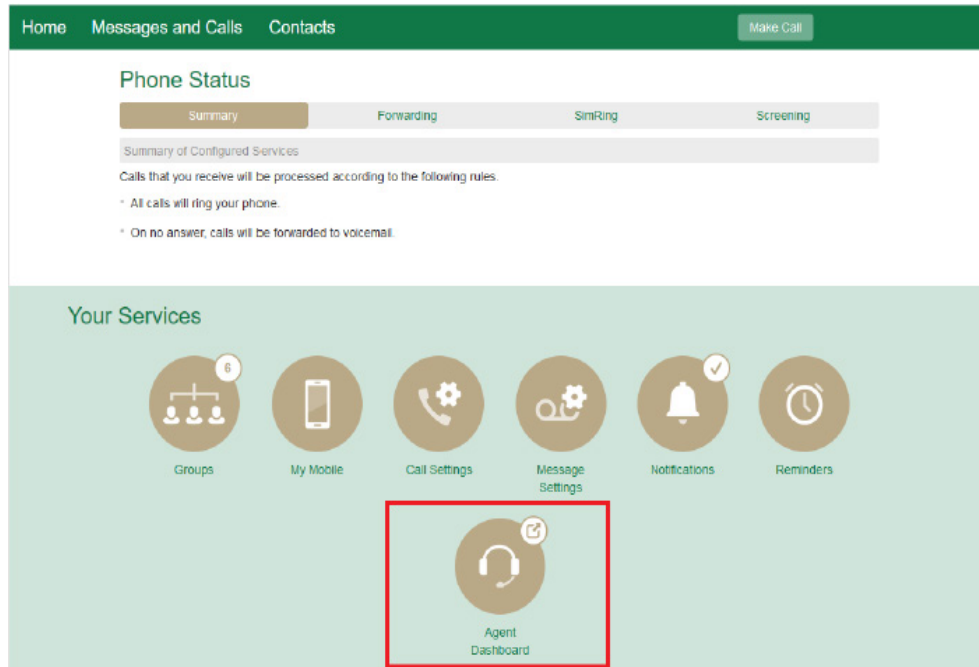
Password: ●●●●●●

[Forgotten Password?](#)

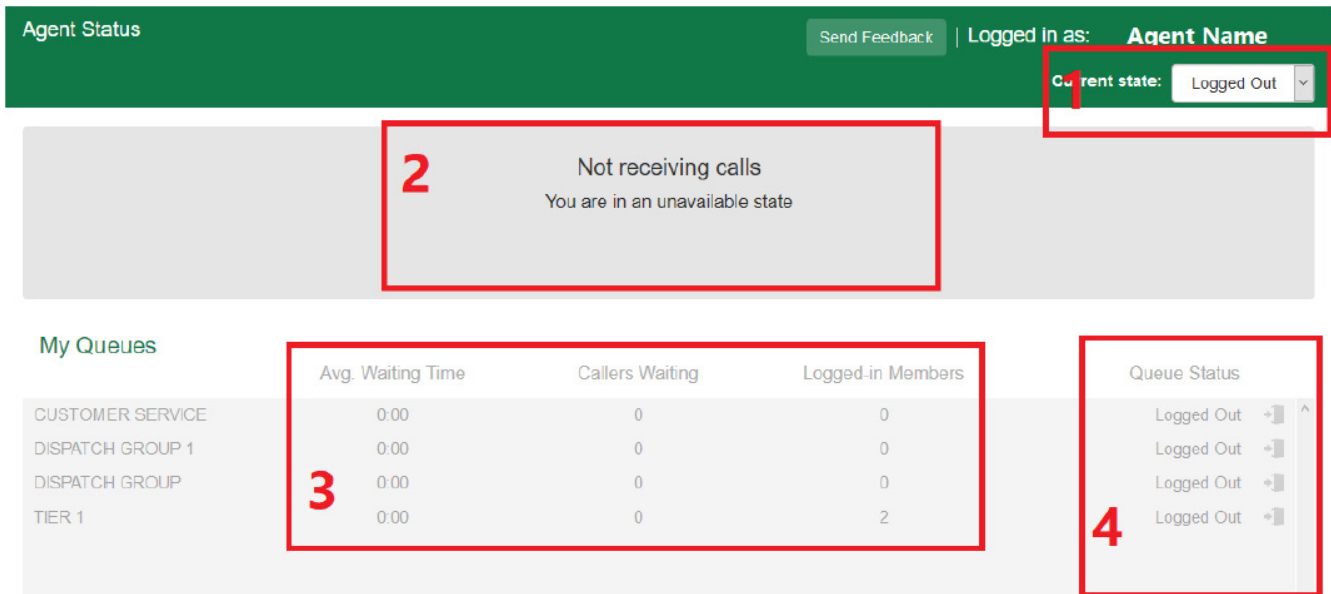
Remember me on this computer.

Login

6. Press the **Agent Dashboard** button at the bottom of the page.



7. You will be presented with the Agent Status window.



1. You can set your current status with this drop-down menu. You can set yourself to available, logged out, or any special status setup for your MLHG.
2. Incoming calls will be displayed in this window.
3. The status of each MLHG that the agent is a member of will be displayed here.
4. Agents can log in and out of individual MLHG by pressing the icon to the right of Logged Out.

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.com

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