

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.



Utility Telecom

Digital Business Communications

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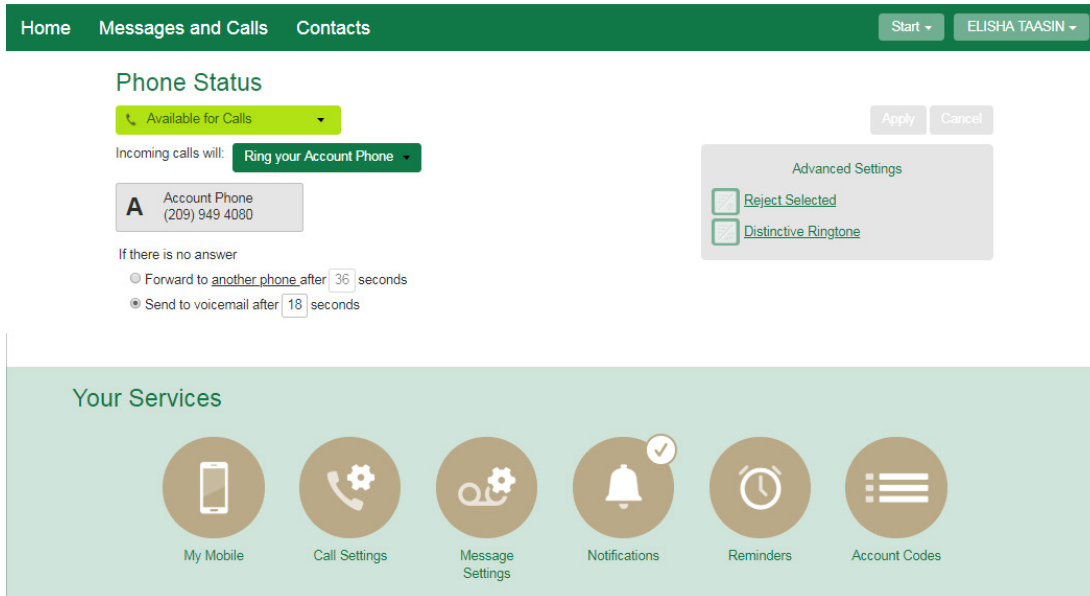
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Homepage

CommPortal 9.4 Homepage:

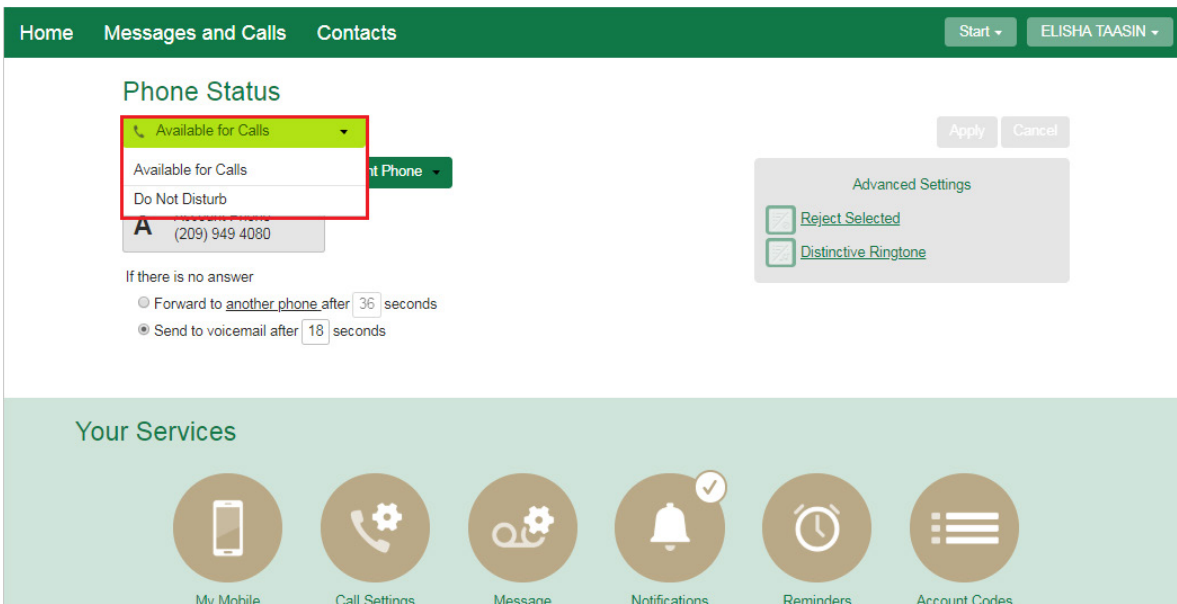
The homepage offers easy accessibility to all your features.



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

Access the Call Manager:

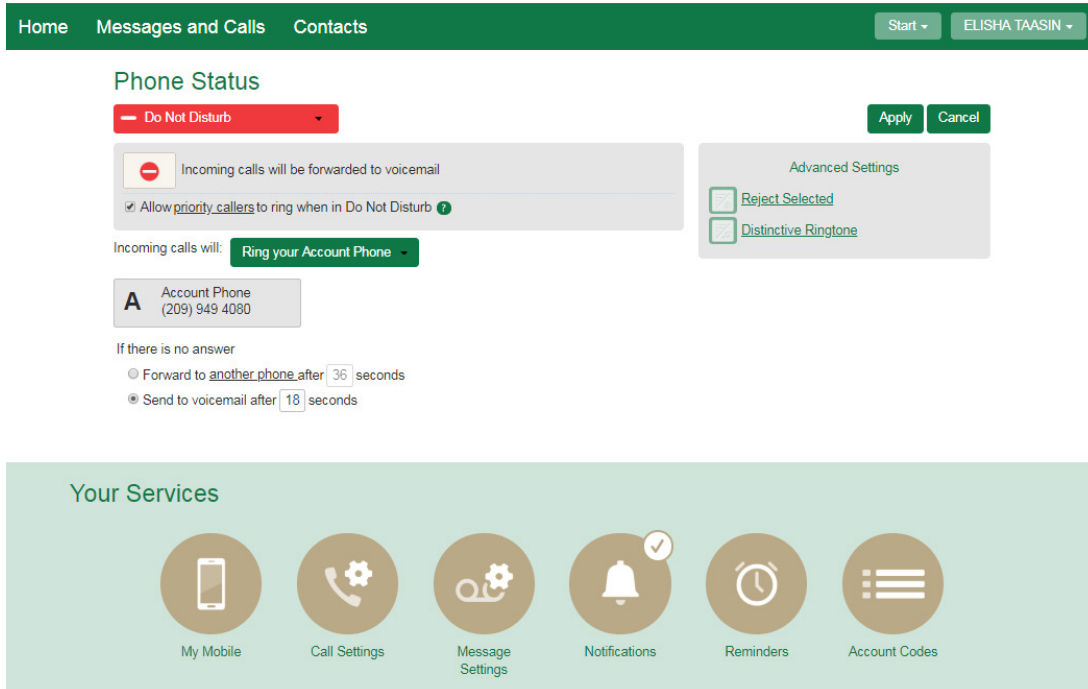
This tab can be found on the homepage under **Phone Status**. Here you can customize your voice settings, choose which phone you would like to ring from, list availability or set up call forwarding.



This screenshot is identical to the previous one, but with a red rectangle 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:

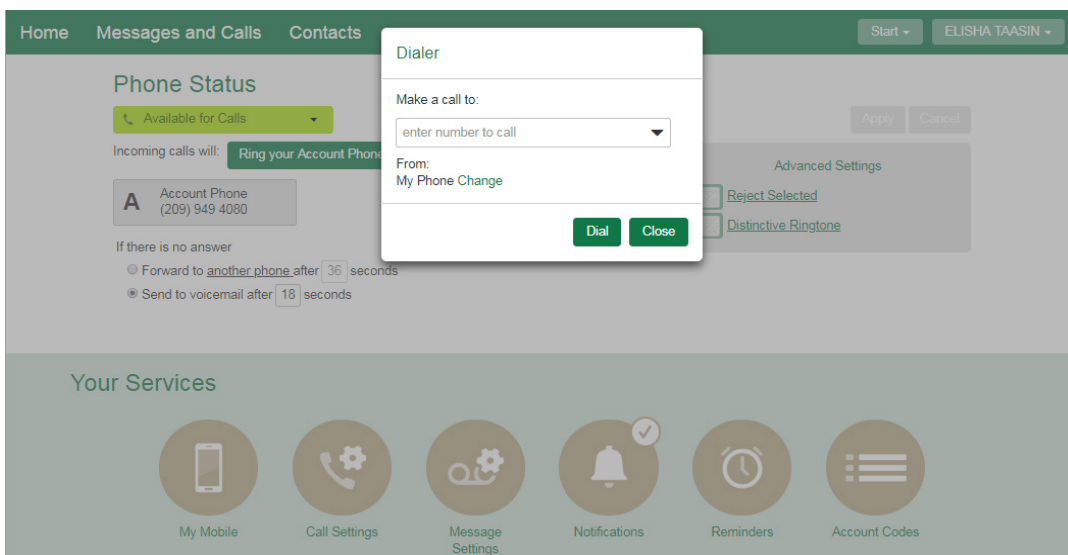
This option can be found under **Phone Status** on the homepage. If you set your calls to “Do Not Disturb” you will not receive any calls until you set your calls to “Available.”



The screenshot shows the 'Phone Status' settings page. At the top, there's a green navigation bar with 'Home', 'Messages and Calls', and 'Contacts'. On the right, there are 'Start' and 'ELISHA TAASIN' buttons. The 'Phone Status' section has a red 'Do Not Disturb' toggle. Below it, a box indicates 'Incoming calls will be forwarded to voicemail' with a checkbox for 'Allow priority callers to ring when in Do Not Disturb'. To the right, 'Advanced Settings' include 'Reject Selected' and 'Distinctive Ringtone'. Under 'Incoming calls will:', there's a dropdown for 'Ring your Account Phone'. Below that, a box shows 'Account Phone (209) 949 4080'. At the bottom, 'If there is no answer' options are 'Forward to another phone after 36 seconds' and 'Send to voicemail after 18 seconds'. The 'Your Services' section at the bottom has icons for 'My Mobile', 'Call Settings', 'Message Settings', 'Notifications', 'Reminders', and 'Account Codes'.

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.



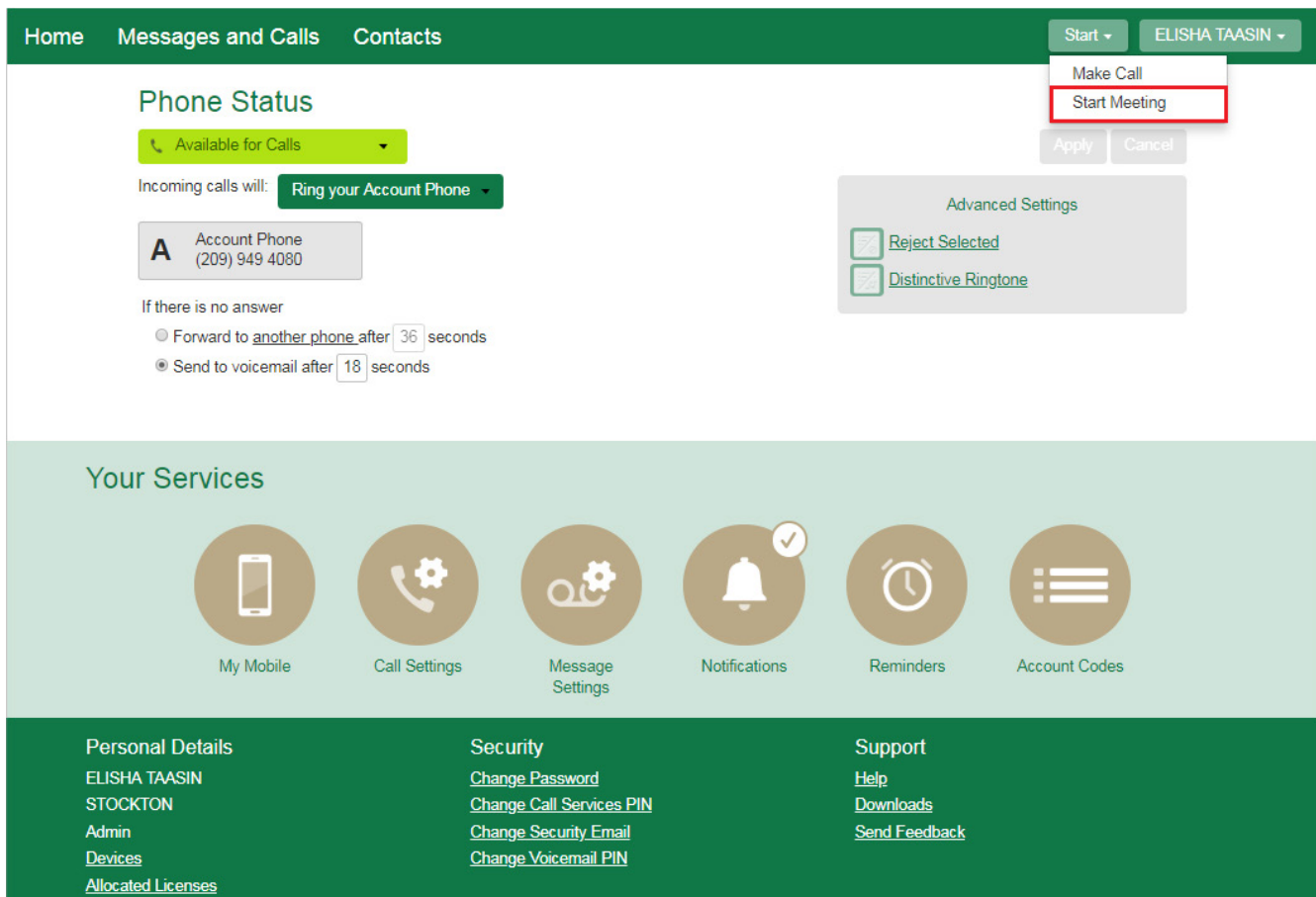
This screenshot shows the same 'Phone Status' settings page as before, but with a 'Dialer' pop-up window open in the center. The pop-up has a title bar 'Dialer' and a 'Make a call to:' section with a dropdown menu currently showing 'enter number to call'. Below this, the 'From:' field is set to 'My Phone Change'. At the bottom of the pop-up are 'Dial' and 'Close' buttons. The background settings page is dimmed.

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 UtilityTelecom web interface. At the top, there is a green navigation bar with links for Home, Messages and Calls, and Contacts. On the right side of this bar, there is a 'Start' button with a dropdown arrow, and a user profile for 'ELISHA TAASIN'. The dropdown menu is open, showing 'Make Call' and 'Start Meeting' (highlighted with a red box), along with 'Apply' and 'Cancel' buttons. Below the navigation bar, the 'Phone Status' section shows 'Available for Calls' and 'Incoming calls will: Ring your Account Phone'. It also displays the account phone number (209) 949 4080 and options for forwarding calls if there is no answer. To the right, the 'Advanced Settings' section includes checkboxes for 'Reject Selected' and 'Distinctive Ringtone'. Below these sections is a 'Your Services' area with icons for My Mobile, Call Settings, Message Settings, Notifications, Reminders, and Account Codes. The bottom of the page features a green footer with links for Personal Details, Security, and Support.

Personal Details
ELISHA TAASIN
STOCKTON
Admin
Devices
Allocated Licenses

Security
[Change Password](#)
[Change Call Services PIN](#)
[Change Security Email](#)
[Change Voicemail PIN](#)

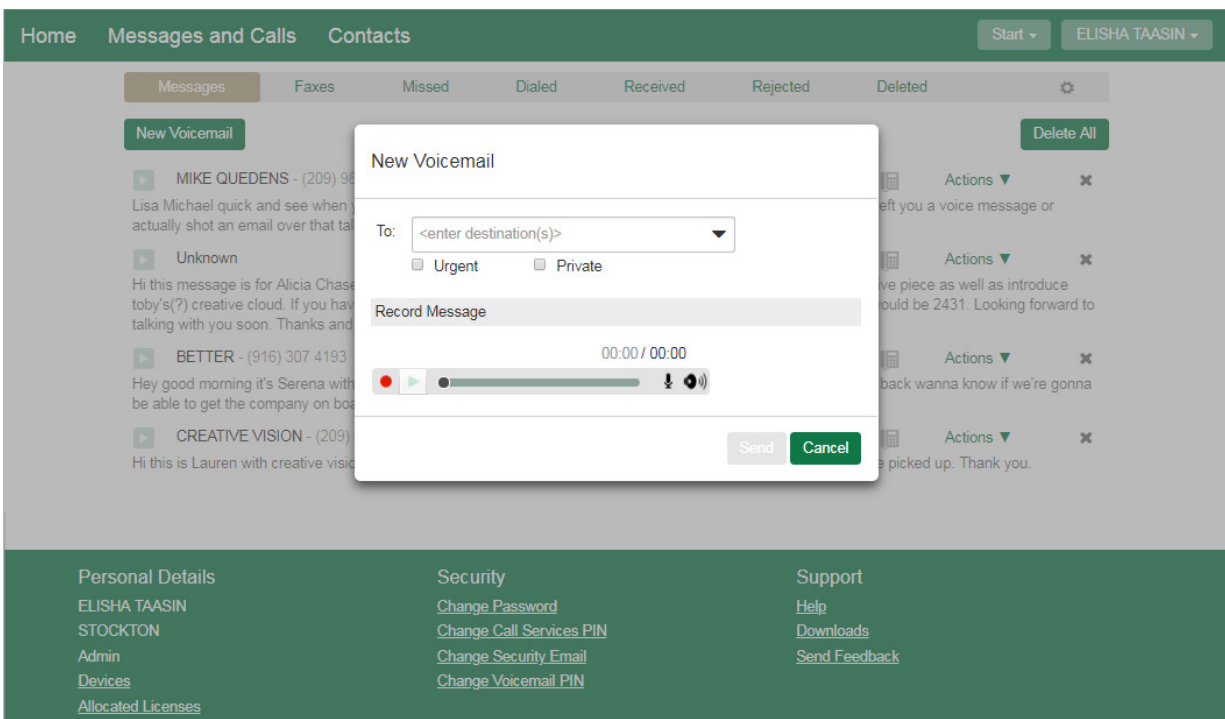
Support
[Help](#)
[Downloads](#)
[Send Feedback](#)

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.

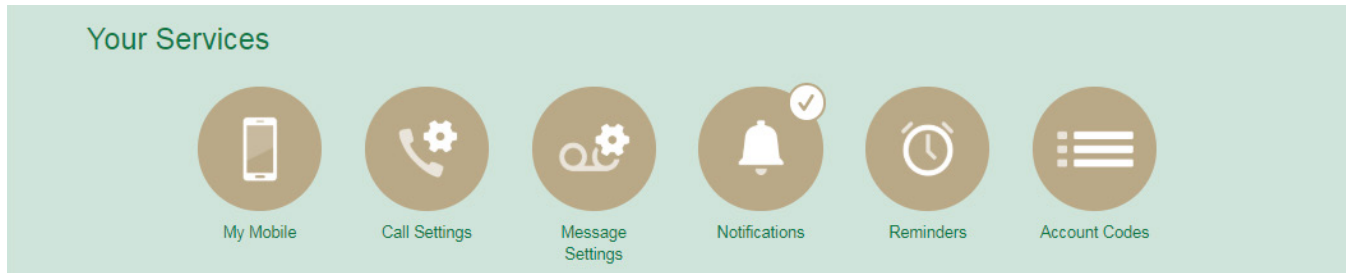
You can also record new voicemail greetings by clicking **new voicemail** in the upper left hand corner.



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.

[< Back](#) [Messages and Calls](#) [Contacts](#) [Start](#) [ELISHA TAASIN](#)

     
My Mobile Call Settings Message Settings Notifications Reminders Account Codes

My Mobile

Welcome to My Mobile

This service provides you with several features to help you use your mobile phone with your mailbox on (209) 949 4080:

- Automatically recognize your mobile when retrieving messages.
- Optionally use your mailbox for your mobile phone's voicemail service.

To begin, enter your mobile number below:

[Continue](#)

[Personal Details](#)
ELISHA TAASIN
STOCKTON
Admin
[Devices](#)
[Allocated Licenses](#)

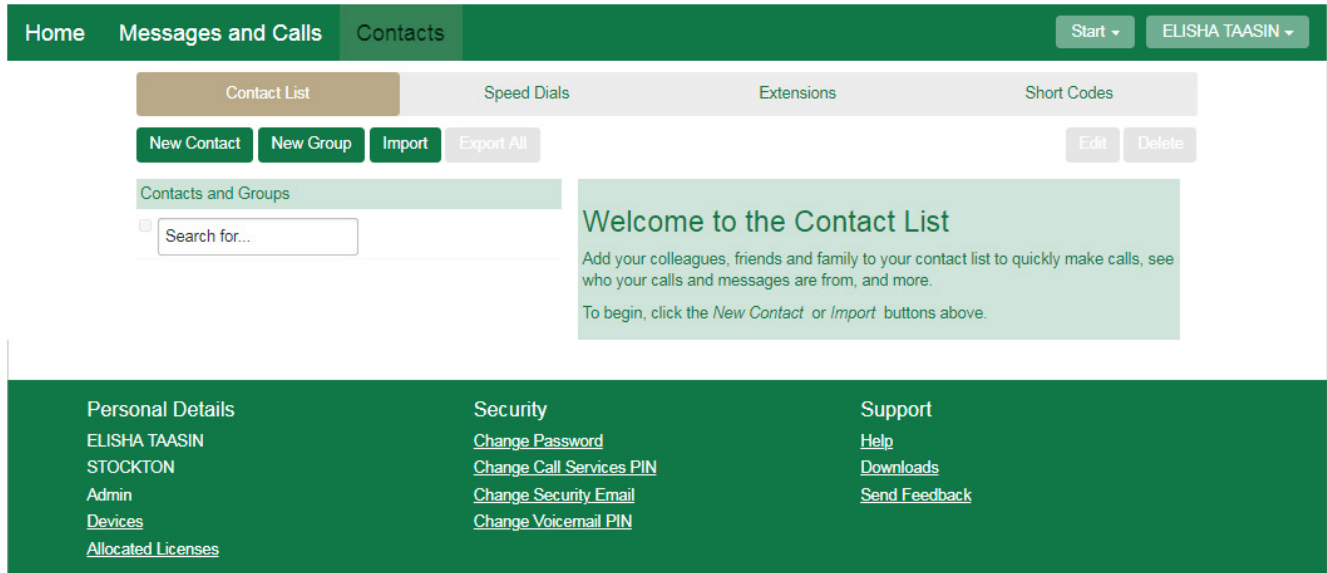
[Security](#)
[Change Password](#)
[Change Call Services PIN](#)
[Change Security Email](#)
[Change Voicemail PIN](#)

[Support](#)
[Help](#)
[Downloads](#)
[Send Feedback](#)

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 UtilityTelecom web interface. At the top is a green navigation bar with tabs for 'Home', 'Messages and Calls', and 'Contacts'. The 'Contacts' tab is selected. To the right of the tabs are two buttons: 'Start' with a dropdown arrow and 'ELISHA TAASIN' with a dropdown arrow. Below the navigation bar is a sub-navigation bar with four tabs: 'Contact List' (highlighted in brown), 'Speed Dials', 'Extensions', and 'Short Codes'. Below this sub-bar is a row of buttons: 'New Contact', 'New Group', 'Import', 'Export All', 'Edit', and 'Delete'. Below the buttons is a section titled 'Contacts and Groups' with a search bar labeled 'Search for...'. To the right of the search bar is a large green box with the heading 'Welcome to the Contact List' and the text: '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 of the page is a green footer bar with three columns of links. The first column is 'Personal Details' with links for 'ELISHA TAASIN', 'STOCKTON', 'Admin', 'Devices', and 'Allocated Licenses'. The second column is 'Security' with links for 'Change Password', 'Change Call Services PIN', 'Change Security Email', and 'Change Voicemail PIN'. The third column is 'Support' with links for 'Help', 'Downloads', and 'Send Feedback'.

Home Messages and Calls **Contacts** Start ▾ ELISHA TAASIN ▾

Contact List Speed Dials Extensions Short Codes

New Contact New Group Import Export All Edit Delete

Contacts and Groups

☐ Search for...

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.

Personal Details
ELISHA TAASIN
STOCKTON
Admin
Devices
[Allocated Licenses](#)

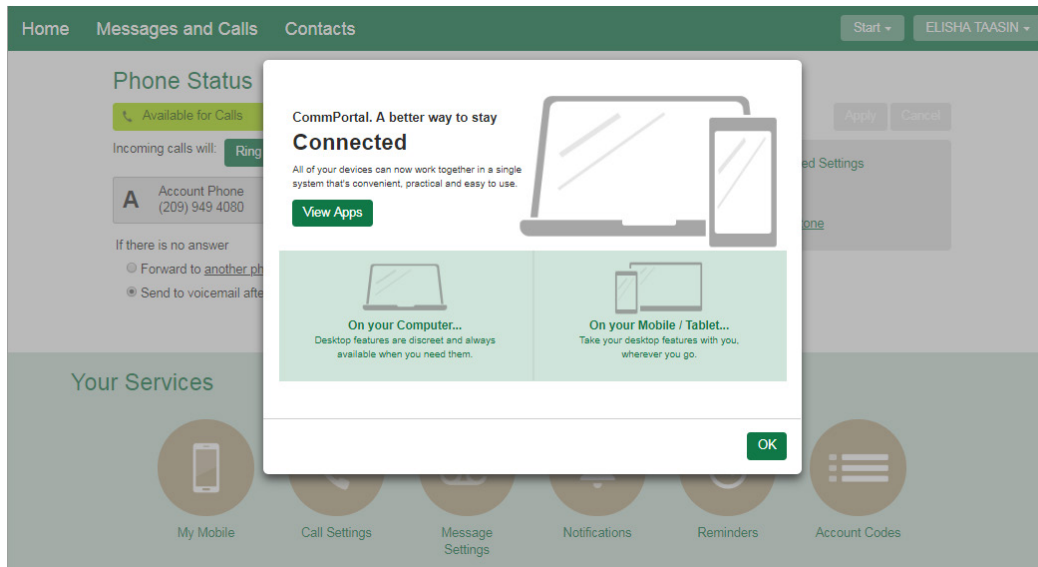
Security
[Change Password](#)
[Change Call Services PIN](#)
[Change Security Email](#)
[Change Voicemail PIN](#)

Support
[Help](#)
[Downloads](#)
[Send Feedback](#)

Apps

Access Apps for Download

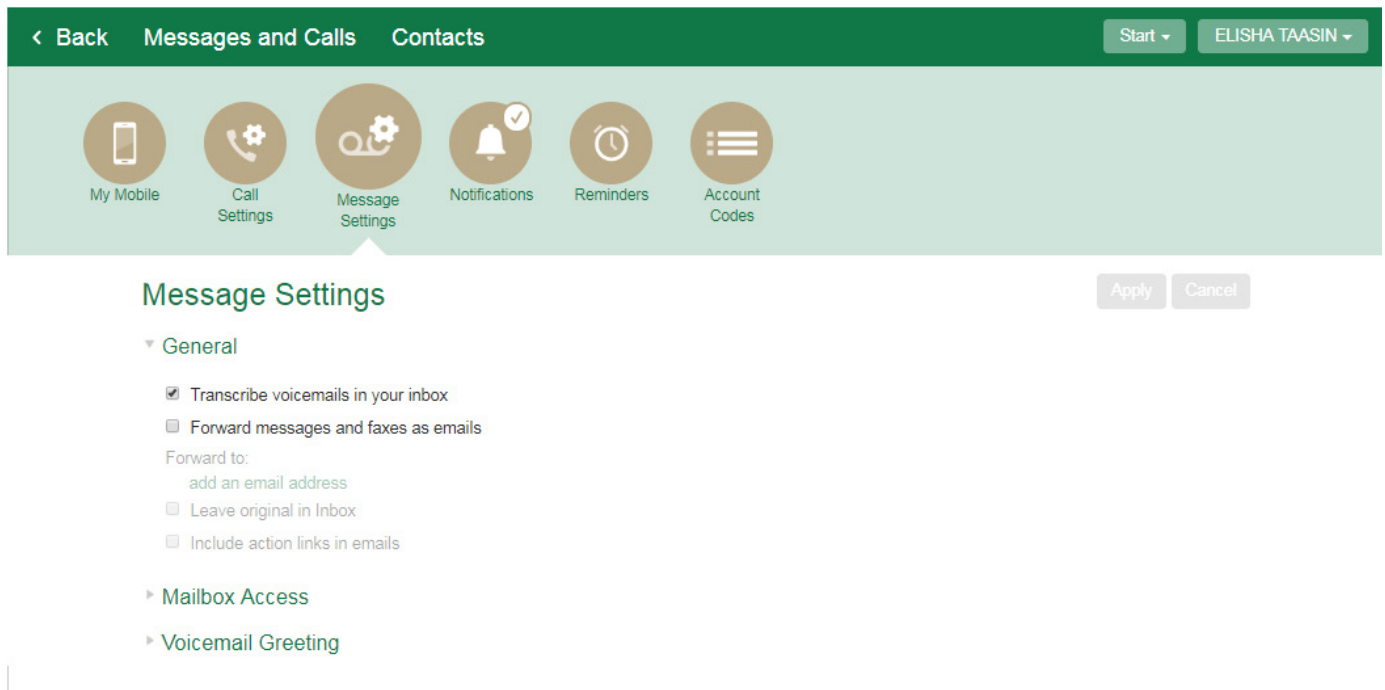
You can find your **Apps** by clicking **Downloads**, which is located under **Support** on the bottom right hand side on your homepage. Here you can view how easy it is to integrate your CommPortal Apps with your desktop, mobile phone and tablet.



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**.



The screenshot displays the Utility Telecom settings interface. At the top, a green navigation bar contains links for '< Back', 'Messages and Calls', and 'Contacts'. On the right side of this bar are buttons for 'Start' and 'ELISHA TAASIN'. Below the navigation bar is a row of six circular icons representing different settings categories: 'My Mobile' (phone icon), 'Call Settings' (phone with gear icon), 'Message Settings' (envelope with gear icon), 'Notifications' (bell icon), 'Reminders' (alarm clock icon), and 'Account Codes' (list icon). The 'Message Settings' icon is highlighted with a white arrow pointing to it. Below this row, the 'Message Settings' page is shown. It has a title 'Message Settings' and two buttons, 'Apply' and 'Cancel'. Under the title, there is a section for 'General' settings, which includes a list of options: 'Transcribe voicemails in your inbox' (checked), 'Forward messages and faxes as emails' (unchecked), 'Forward to:' (with a link 'add an email address'), 'Leave original in Inbox' (unchecked), and 'Include action links in emails' (unchecked). Below the 'General' section are two expandable sections: 'Mailbox Access' and 'Voicemail Greeting'.

< Back Messages and Calls Contacts Start ELISHA TAASIN

My Mobile Call Settings Message Settings Notifications Reminders Account Codes

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

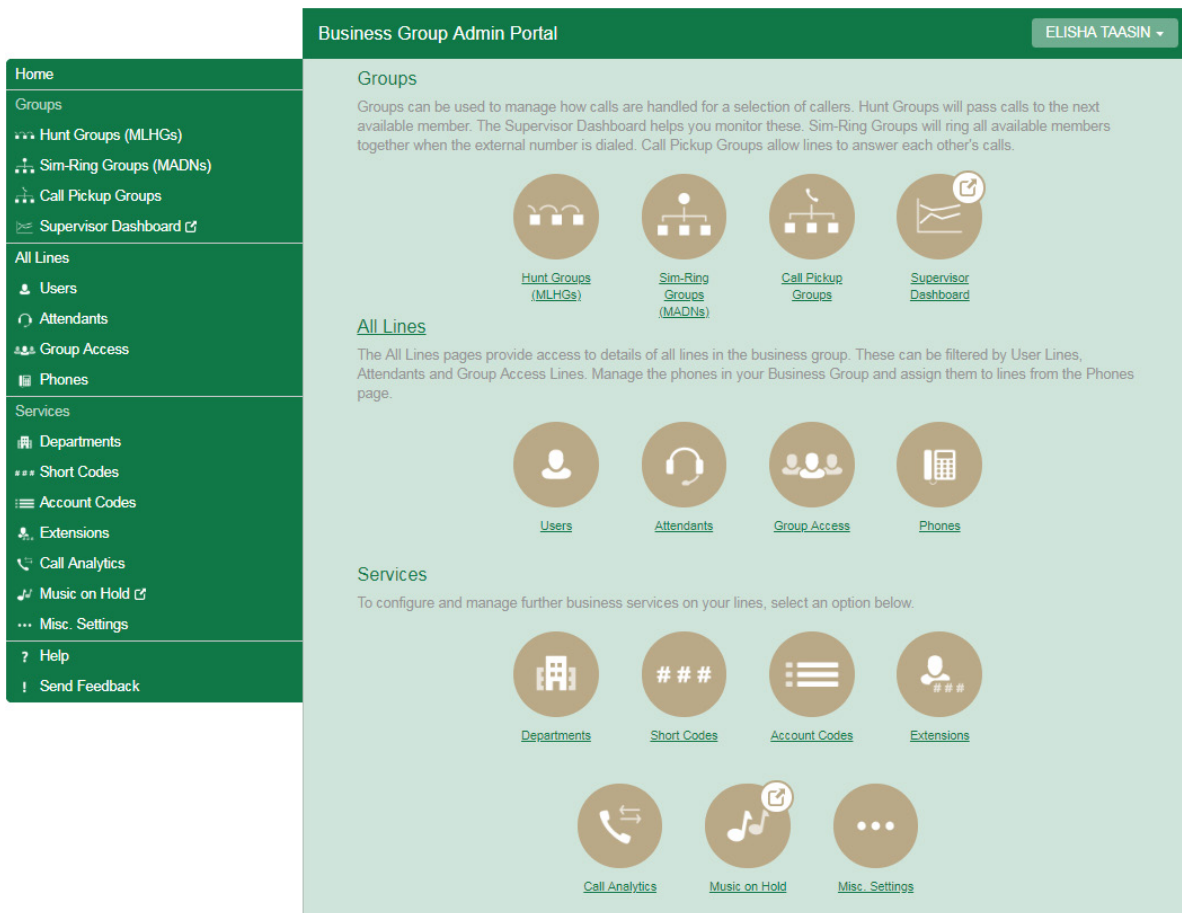
Mailbox Access

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. On the left is a dark green sidebar with a white navigation menu. The main content area has a light green header with the title 'Business Group Admin Portal' and a user profile 'ELISHA TAASIN'. Below the header, the 'Groups' section includes a descriptive paragraph and four circular icons for 'Hunt Groups (MLHGs)', 'Sim-Ring Groups (MADNs)', 'Call Pickup Groups', and 'Supervisor Dashboard'. The 'All Lines' section follows, with a paragraph and four icons for 'Users', 'Attendants', 'Group Access', and 'Phones'. The 'Services' section at the bottom features a paragraph and eight icons for 'Departments', 'Short Codes', 'Account Codes', 'Extensions', 'Call Analytics', 'Music on Hold', and 'Misc. Settings'.

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

Groups

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. The Supervisor Dashboard helps you monitor these. Sim-Ring Groups will ring all available members together when the external number is dialed. Call Pickup Groups allow lines to answer each other's calls.

All Lines

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

Services

To configure and manage further business services on your lines, select an option below.

Accessing “Users in Department”

Home

Groups

Hunt Groups (MLHG's)

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

Business Group Admin Portal

ELISHA TAASIN

Users in Department:

View All

Move selected to:

Select department

Move

Download all Lines

Telephone Number	Ext.	Name	Department	
Search for...		in any field		
(209) 948-5280	5280	CHRIS WHITELEY	MERCED	Actions
(209) 948-5281	5281	GARY BURNTHORNE	MERCED	Actions
(209) 948-5282	5282	TOU CHA	MERCED	Actions
(209) 948-5283	5283	ERIC YANG	MERCED	Actions
(209) 948-5284	5284	ED SILER	MERCED	Actions
(209) 948-5285	5285	THOMAS FISCHER	MERCED	Actions
(209) 726-0188		{MERCED MAIN NUMBER}	MERCED	Actions
(209) 903-8211	8211	{test cell}	None	Actions
(209) 903-8212	8212	{test}	None	Actions
(209) 903-8213	8213	{8213}	TRADESHOW	Actions
(209) 903-8218	8218	{TS 8218}	TRADESHOW	Actions
(209) 903-8219	8219	{TS 8219}	TRADESHOW	Actions
(209) 903-8222	8222	{cust6}	TRADESHOW	Actions
(209) 903-8223	8223	{TRADE 8223}	None	Actions
(209) 903-8226	8226	{Jim test GXP2160}	None	Actions

Accessing “Phones in Department”

Home

Groups

Hunt Groups (MLHG's)

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

Business Group Admin Portal

ELISHA TAASIN

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.

Model	MAC Address	Description	Assigned to	Department	
Search for...		in any field			
	00:04:13:23:C7:BF	Doug Desk	(209) 948-4035	STOCKTON	Actions
	00:04:13:29:98:42	WAREHOUSE B	(209) 948-4081	STOCKTON	Actions
	00:04:13:29:9A:80	WAREHOUSE A	(209) 948-4080	STOCKTON	Actions
	00:04:13:2E:2C:6F	TONY CARONA		STOCKTON	
	00:04:13:2E:2E:36	Jim S. Desk #1	(209) 948-4025	STOCKTON	Actions
	00:04:13:2E:2E:95	FRANK WILLIAMS	(209) 726-6087	LOS ANGELES	Actions
	00:04:13:2E:42:DF	AARON DELL	(209) 948-4031	SAN LUIS OB...	Actions
	00:04:13:2E:44:F9	CALVIN BYRD	(209) 948-4034	SALES	Actions
	00:04:13:2E:45:0B	Jim S. Home #1	(209) 948-4026	STOCKTON	Actions
	00:04:13:2E:45:33	TOU THAO		STOCKTON	
	00:04:13:2E:73:21	ELISHA TAASIN	(209) 948-4080	STOCKTON	Actions
	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.

Visit uyt.co Today
For Information!

