

CommPortal

USER GUIDE



Welcome to CommPortal

Please log in below.

Number:

Password:

If you have forgotten your password, please contact customer support.

***Thank You for
Selecting GTA TeleGuam
Hosted PBX Service.***

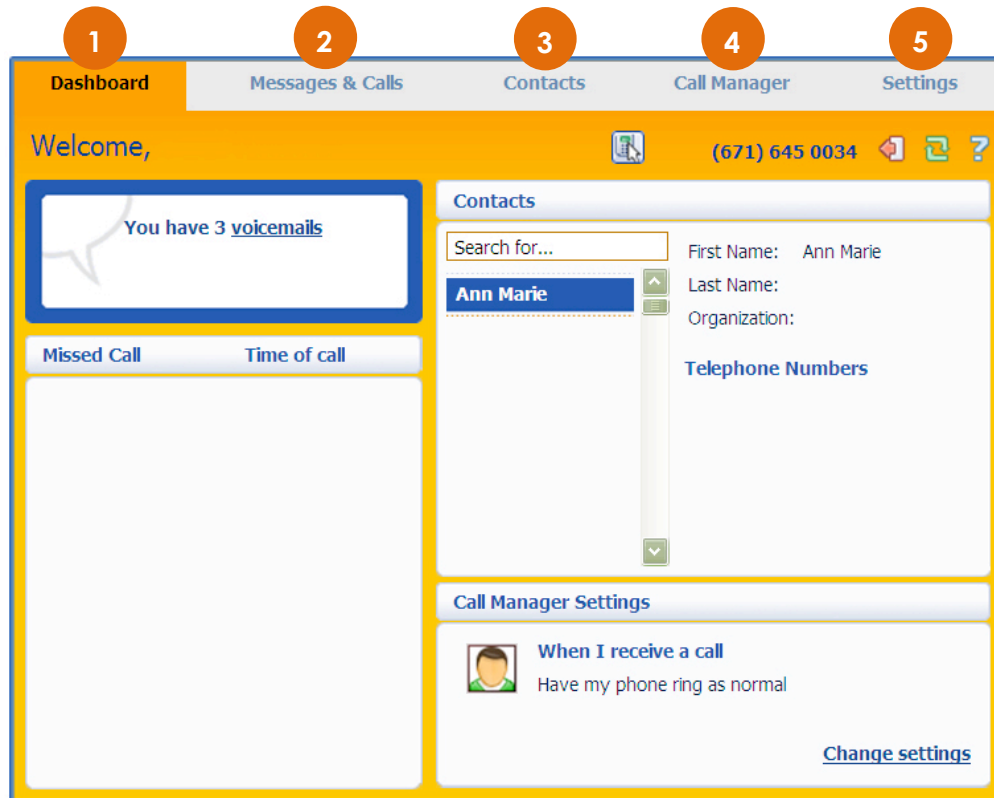
Access the CommPortal

The CommPortal is a self-admin portal which allows you to view missed calls, listen to voicemail messages, view contacts, and set up rules to handle your calls. You can access the CommPortal anywhere you have access to the Internet.

- ▶ Go to **http://services.gta.net/voice**
- ▶ Enter your 10-digit phone number. (ie. 6715551234)
- ▶ Enter your voicemail PIN.

The image at the bottom shows the five main CommPortal tabs:

- 1 Dashboard:** See a quick view of the most common functions.
- 2 Messages & Calls:** Access your call history.
- 3 Contacts:** Store and retrieve contact information.
- 4 Call Manager:** Manage how your incoming calls are handled.
- 5 Settings:** Access your call service settings.



Popular CommPortal Features

Feature	Definition	Portal Tab	Tab#
Call History	Displays a list of missed, dialed, received, and rejected calls.	Messages & Calls Tab	2
Click to Dial	Make or return a call by clicking on an icon in the Contact List or Call List display.	Dashboard Tab	1
Forward as Email	Forward a voice mail or a fax as an email attachment to a recipient of your choice.	Settings Tab > Messaging	5
Forwarding	Send incoming calls to voice mail or another number.	Call Manager Tab	4
Find Me/Follow Me	Configure outreach numbers to ring simultaneously.	Call Manager Tab > Rules	4

Dashboard

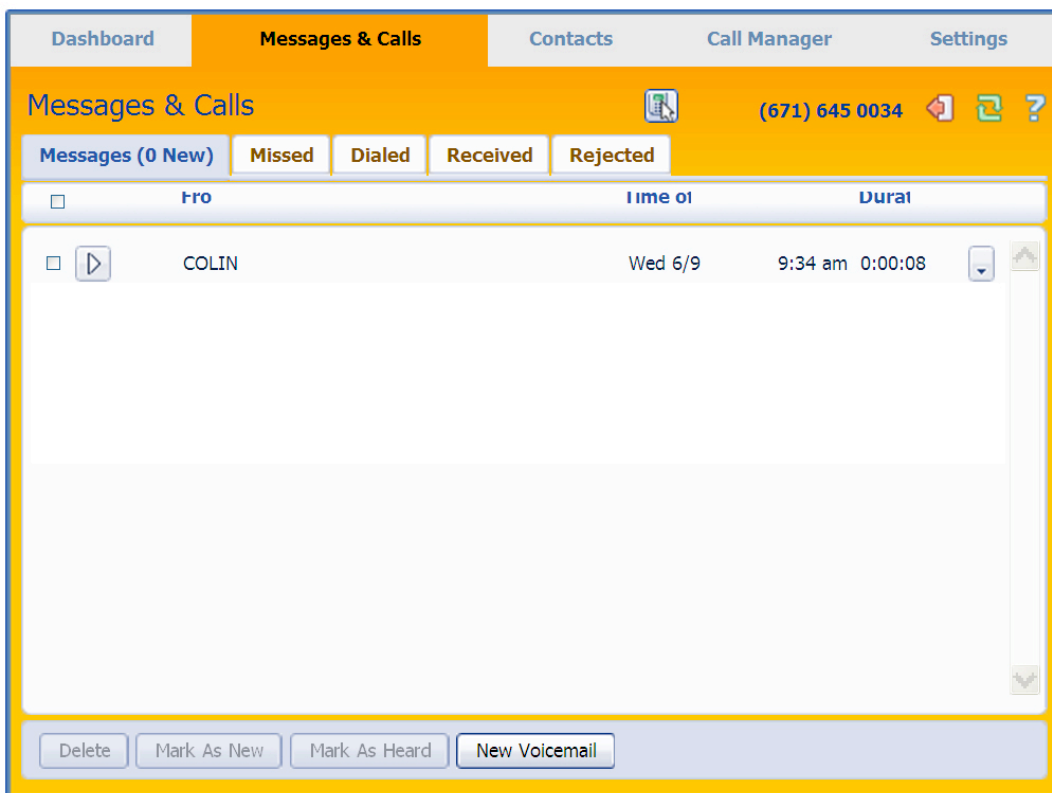
The Dashboard tab is the starting point of the CommPortal. It gives you a quick summary of new messages waiting, recent missed calls, contacts, and any special call handling rules you have set up. You can click on any [blue, underlined text](#) to jump to that section of the CommPortal.

The screenshot shows the CommPortal Dashboard interface. At the top, there are navigation tabs: Dashboard (selected), Messages & Calls, Contacts, Call Manager, and Settings. Below the tabs, the user is greeted with "Welcome," followed by a phone number (671) 645 0034 and several icons. Callout 1 points to a voicemail icon. Callout 2 points to a home icon, callout 3 to a refresh icon, and callout 4 to a help icon. On the left, a box indicates "You have 4 voicemails (1 new)", with callout 5 pointing to the word "voicemails". Below this is a "Missed Call" table with columns for "Missed Call" and "Time of call". The table shows a missed call from (671) 644 0143 on 6/7 at 2:50 pm. On the right, the "Contacts" section shows a search bar and details for "GTA Business Sales", including "First Name: GTA Business Sales", "Last Name:", and "Organization: GTA TeleGuam". Below the contact details is a "Telephone Numbers" section with a list of numbers, where callout 6 points to the number (671) 644 1000. At the bottom, the "Call Manager Settings" section shows a profile picture and the text "When I receive a call" with the setting "Have my phone ring as normal" and a "Change settings" link.


1	Click to Dial	Enter a phone number to dial using your normal phone.
2	Logout	Log out of CommPortal.
3	Refresh	Update the page with recent phone and message activity.
4	Help	Brings up the online help window
5	Voicemail	Click on your new voicemail to jump to the Messages and Calls tab to listen to your voicemail.
6	Phone Number	Click on the phone number to dial using your normal phone.

Messages & Calls

The Messages & Calls tab is your main display for new/saved voicemail and fax messages, along with recent missed, dialed, and received calls.



Click a tab to get more detail, such as a list of missed calls, etc.


To play/open a message, click 

Check the box in front of a message and use the buttons below to **Delete**, **Mark as New** or **Mark as Heard/Read**.

Click the **New Voicemail** button to record and leave a voicemail like a memo. Note: A microphone must be set up on your computer to do this.

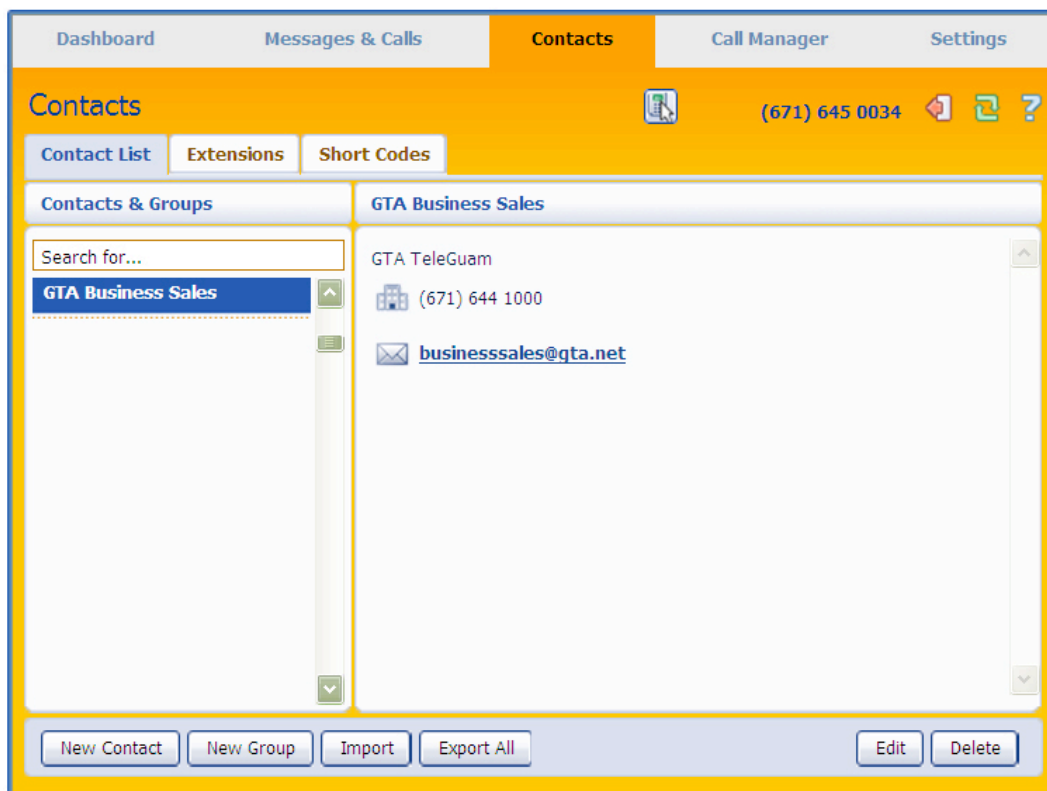
Click  at the end of the line to **View Contact**, **Reply**, **Forward as Email**, or **Forward as Voicemail**.

- ▶ **View Contact** will open the Contact tab and show you the person's info.
- ▶ **Reply** will send a voicemail back to the person who left you a message.
- ▶ **Forward as Email** will send the voicemail as an email to an address you specify.
- ▶ **Forward as Voicemail** will send the voicemail to another number.

From the **Missed**, **Dialed** and **Received** calls tabs, you can click on the name or  to jump to their Contact Information.

Contacts

The **Contacts** tab is your place to maintain contact information for friends, relatives and colleagues. You can also place your contacts into groups so you can set up notices you can dial out to groups of people.



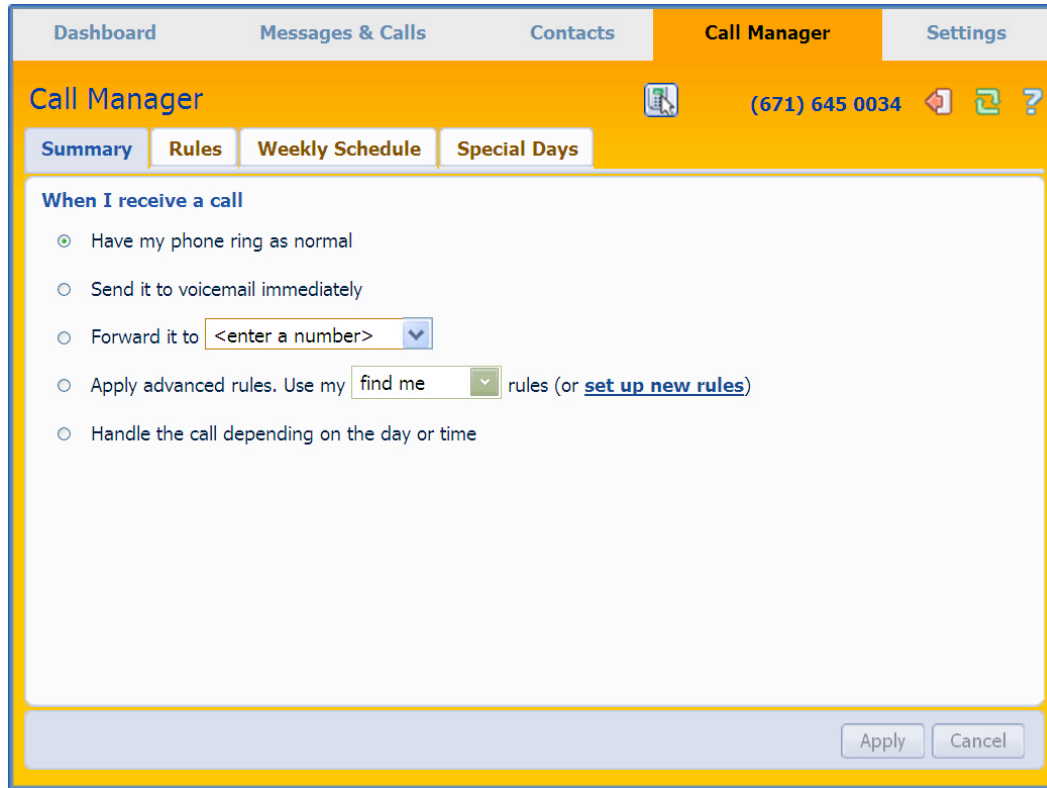
Contact List tab

- ▶ Add a New Contact by clicking the **New Contact** button.

- ▶ Add a New Group by clicking the **New Group** button. Choose a name for the group and select people from your Contacts to be in that group.
- ▶ Use the **Import/Export** buttons to import your contacts from Outlook or export your list in the Online Call Manager to your computer as a backup or your printing.

Call Manager

The Call Manager tab is where you view or change the calling rules you have in place.



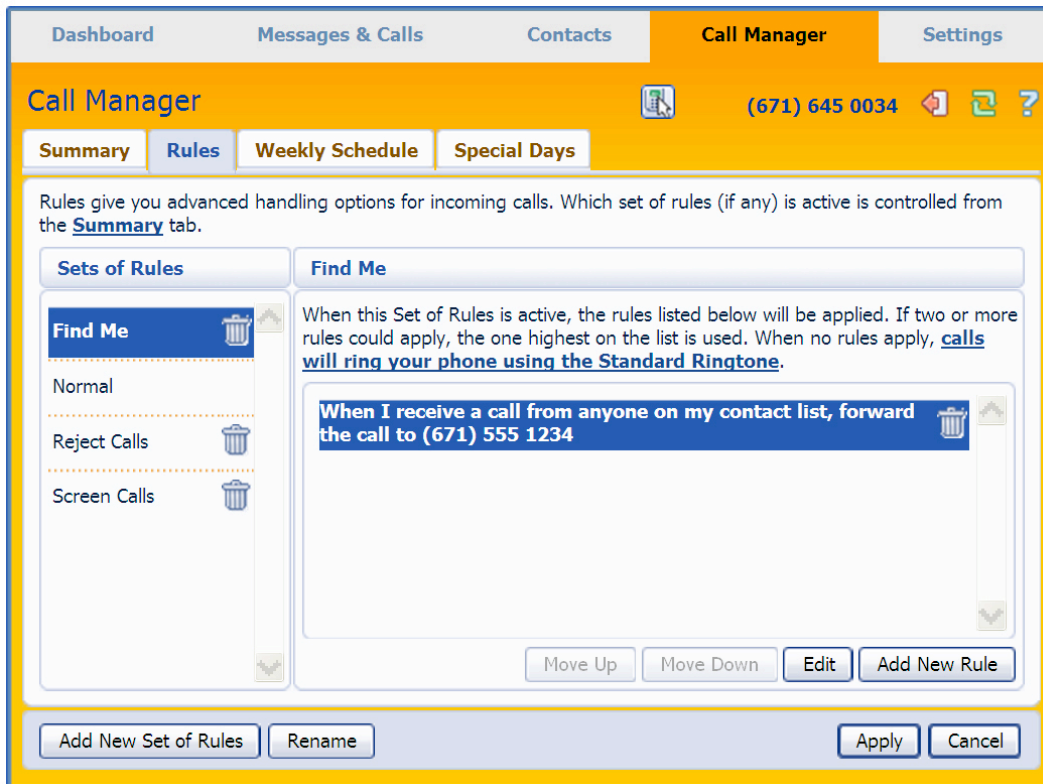
The screenshot shows the 'Call Manager' tab in a software interface. The top navigation bar includes 'Dashboard', 'Messages & Calls', 'Contacts', 'Call Manager', and 'Settings'. The 'Call Manager' section has sub-tabs for 'Summary', 'Rules', 'Weekly Schedule', and 'Special Days'. The 'Summary' tab is active, showing the heading 'When I receive a call'. Below this heading are five radio button options: 'Have my phone ring as normal' (selected), 'Send it to voicemail immediately', 'Forward it to <enter a number>' (with a dropdown arrow), 'Apply advanced rules. Use my find me rules (or [set up new rules](#))', and 'Handle the call depending on the day or time'. At the bottom right of the form are 'Apply' and 'Cancel' buttons.

Forward All Calls

- ▶ Click the **Forward it to** <enter a number> radio button.
- ▶ Enter the 10-digit phone number you would like to forward all incoming calls.
- ▶ Click the **Apply** button.

Advanced Rules

You can handle calls differently depending on who they're from. For example, you might want to forward calls from your family to your home phone, while forwarding calls from your office directly to voicemail.



► Click the **Rules** tab.

► Click the **Add New Set of Rules** button. Enter a name for the new set of rules and click the **OK** button when completed. In this example, the name of the new set of rules is “Find Me.”

► Click the **Add New Rule** button. Select who you would like the new rule to apply to. Click the **Next >** button when completed.

Add a new rule to the "Find Me" set of rules

Apply this rule to calls I receive from

- this individual contact:
- this group of contacts:
- anyone on my contact list
- anyone in my business group
- this phone number:
- a withheld number

- ▶ Select how you would like to calls to be treated. Click the **Finish** button when completed.

Add a new rule to the "Find Me" set of rules

When I receive a call from anyone on my contact list

- have my phone ring using
- send the call to voicemail
- forward the call to
- inform the caller that I am not available and reject the call
- prompt the caller to record his or her name, then ring my phone and ask me whether I wish to accept the call
- try to reach me by having more than one phone ring, together or in sequence
- prompt the caller to record his or her name, then try to reach me by having more than one phone ring and ask me whether I wish to accept the call

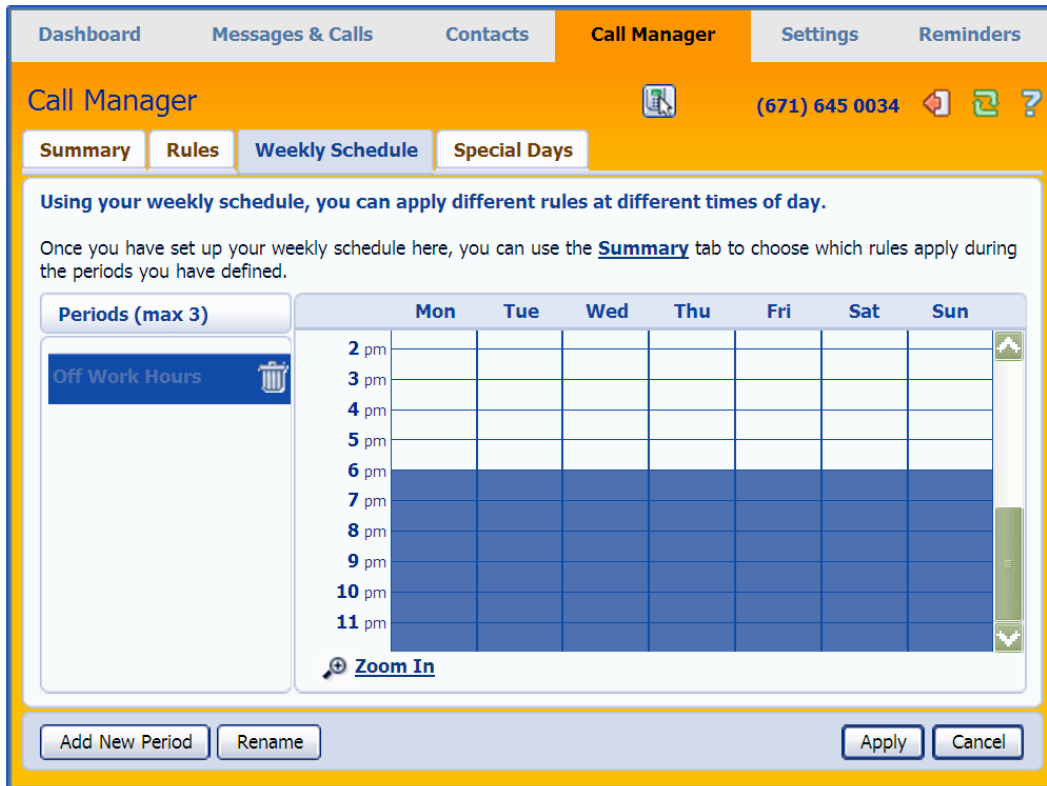
< Back Next > Finish Cancel

- ▶ You should see your new rule in CommPortal. Click the **Apply** button to activate your new rule.
- ▶ Go back to the **Summary** tab and select the **Apply advanced rules. Use my** **rules** button.
- ▶ Click the **Apply** button when completed.

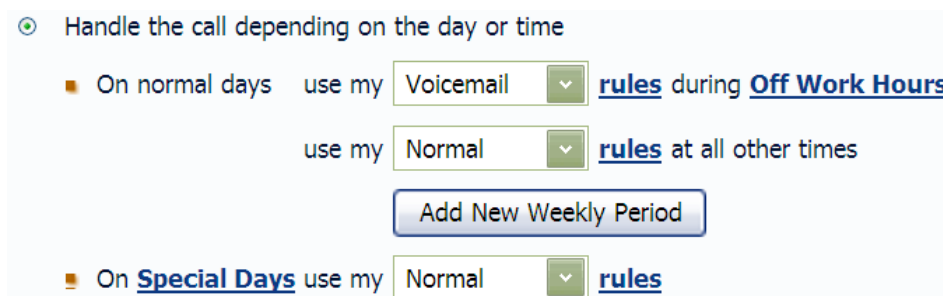
Applying Specific Rules Depending On the Day or Time

You can handle calls differently depending on what time or day the call was made. For example, you might want to forward all calls directly to voicemail at night.

- ▶ Click the **Weekly Schedule** tab.
- ▶ Click on **begin with a blank weekly schedule you can set up from scratch**.
- ▶ Click on the **Add New Period** button. Enter a name for the new period and click the **OK** button when completed. In this example, the name of the new period is "Off Work Hours."
- ▶ Select the times that you would like to associate with the period. You can click and drag to change several cells. You can also zoom in by clicking on . In this example, Monday through Friday 6:00PM to 12:00AM is associated with the "Off Work Hours" period.



- ▶ Click the **Apply** button to activate your new period.
- ▶ Go back to the **Summary** tab and select the **Handle the call depending on the day or time** button.
- ▶ You will see a drop down menu of rules to choose from and the time period(s) you just created. From the drop down menu, select the rule you would like to apply to the time period (s).



- ▶ Click the **Apply** button to save the settings.

Find Me / Follow Me

The Find Me / Follow Me feature is most useful to employees who never want to miss important calls. You can select which phone will ring, when it will begin ringing, and for how long.

Note: The following instructions are an example of how you would set up your mobile phone to ring the same time as your Hosted PBX line whenever you receive a call from someone on your contact list.

Add a new rule to the "Find Me / Follow Me" set of rules


Choose which phones you would like to ring when you receive a call from anyone on your contact list

Seconds into call:	0	30	60	90	120	
(671) 645 0034						⏪ 🗑️
(671) 482 1234	⏪					⏩ 🗑️

Phone Number: Start: End:

When Your Phone rings, use (You can only change the ringtone for Your Phone.)

If nobody picks up or all lines are busy, forward the call to

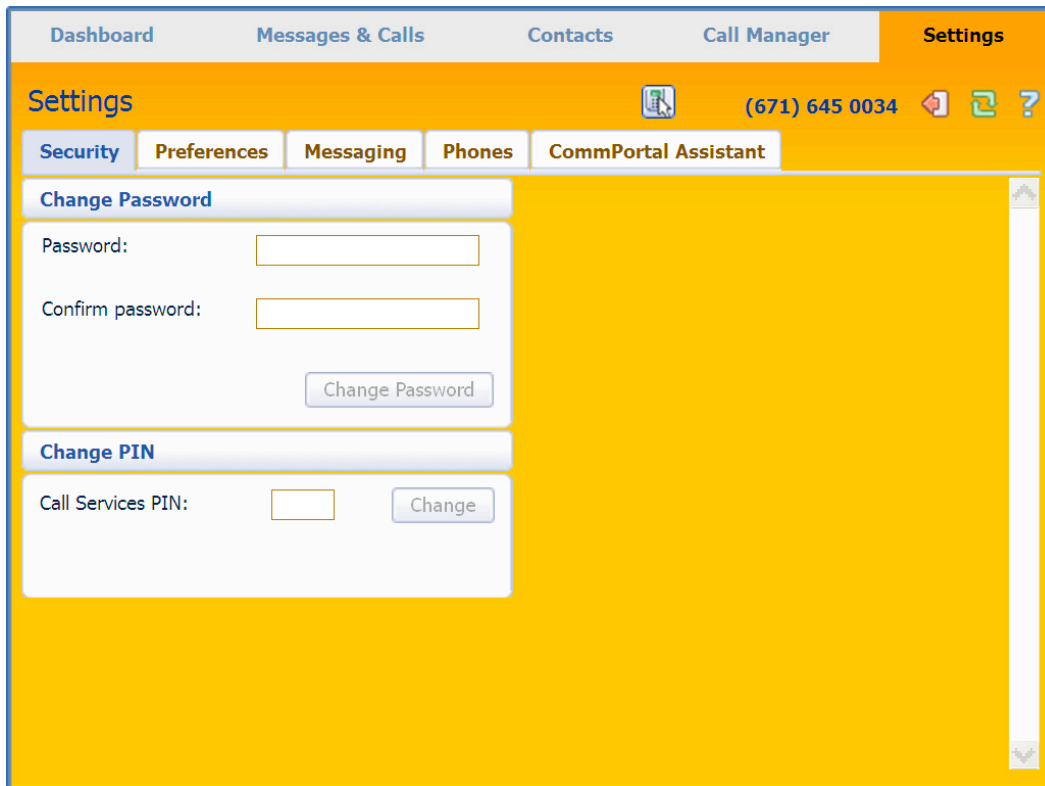
- ▶ Click the **Rules** tab.
- ▶ Click the **Add New Set of Rules** button. Enter a name, such as "Find Me / Follow Me" and click the **OK** button when finished.
- ▶ Click the **Add New Rule** button.
- ▶ Select what type of calls you would like to apply this rule to. For this example, click the **anyone on my contact list** button. Click the **Next >** button when completed.
- ▶ Click the **try to reach me by having more than one phone ring, together or in sequence** button. Click the **Next >** button when completed.
- ▶ Enter your 10-digit Hosted PBX phone number. Click the **Add** button when completed.
- ▶ Enter your 10-digit mobile phone number. Click the **Add** button when completed.
- ▶ If you would like to change when the phones will ring and for how long, you can drag or slide . Do note the duration is in seconds.
- ▶ Click on the **Finish** button when completed.
- ▶ You should see your new rule in CommPortal. Click the **Apply** button to activate your new rule.

► Go back to the **Summary** tab and select the **Apply advanced rules. Use my rules** button.

► Click the **Apply** button when completed.

Settings

The Settings tab contains most of your personal and call handling preferences.



The screenshot shows a web application interface with a navigation bar at the top containing 'Dashboard', 'Messages & Calls', 'Contacts', 'Call Manager', and 'Settings'. The 'Settings' tab is active. Below the navigation bar, there is a sub-navigation bar with 'Security', 'Preferences', 'Messaging', 'Phones', and 'CommPortal Assistant'. The 'Security' sub-tab is selected. The main content area is yellow and contains two sections: 'Change Password' and 'Change PIN'. The 'Change Password' section has two input fields labeled 'Password:' and 'Confirm password:', and a 'Change Password' button. The 'Change PIN' section has one input field labeled 'Call Services PIN:' and a 'Change' button.

Change Password for Voicemail and CommPortal

- Click on **Security** tab.
- Enter your new password.
- Reenter your new password to confirm.
- Click on the **Change Password** button when completed.

Change Voicemail Preferences

You can decide when incoming calls are forwarded to your voicemail.

▶ Click on **Preferences** tab.

▶ In the **Voicemail Preferences** box, enter how many seconds will your Hosted PBX line ring before the call is transferred to your voicemail.

Forward All Voicemail to Email

Voicemail and Fax Auto-Forwarding

Auto-forward all voicemail messages and faxes as emails to:
joe_shmoe@domain.com

Leave a copy of forwarded voicemail messages and faxes in the inbox.

▶ Click on **Messaging** tab.

▶ Click on the **Settings** button.

▶ Check the **Auto-forward all voicemail messages and faxes as emails to:** box.

▶ Enter the email address you would like to forward your voicemails messages to.

▶ If you would like to leave a copy of your voicemails in your VM inbox, check the **Leave a copy of forwarded voicemail messages and faxes in the inbox** box.

▶ Click the **Apply** button when completed.

Receive Email Notifications of Voicemail

▶ Click on the **Messaging** tab.

▶ Click on the **Email** button.

▶ Check . Once you select it, you would see the following



▶ Click the **New Entry** button to enter an email address.

▶ Click the **Apply** button when completed.

Receive Outdial Notifications of Voicemail

Receive a phone call notification when you have a new voicemail message.

- ▶ Click on the **Messaging** tab.
- ▶ Click on the **Outdial** button.
- ▶ Check . Once you select it, you would see the following

Send outdial notification of incoming messages to the following phone, according to the [schedule](#):
This service is currently **ACTIVE**

- ▶ Specify the phone number to set outdial notifications to.
- ▶ Verify the other **Outdial** settings.
- ▶ Click the **Apply** button when completed.

Configure Your Phone

Configure the programmable keys of your IP Phone through CommPortal.



- ▶ Click on the **Settings** tab.
- ▶ Click on the **Phones** button.

- ▶ Click on the **Configure your phone** button. A new window will pop up with an image of your Hosted PBX IP Phone.
- ▶ Click on any of the programmable softkeys and assign a feature to the key.
- ▶ Once you're done programming the softkeys, click on the **Save changes** button.
- ▶ Reboot your Hosted PBX IP Phone to see the changes made.


CommPortal Assistant

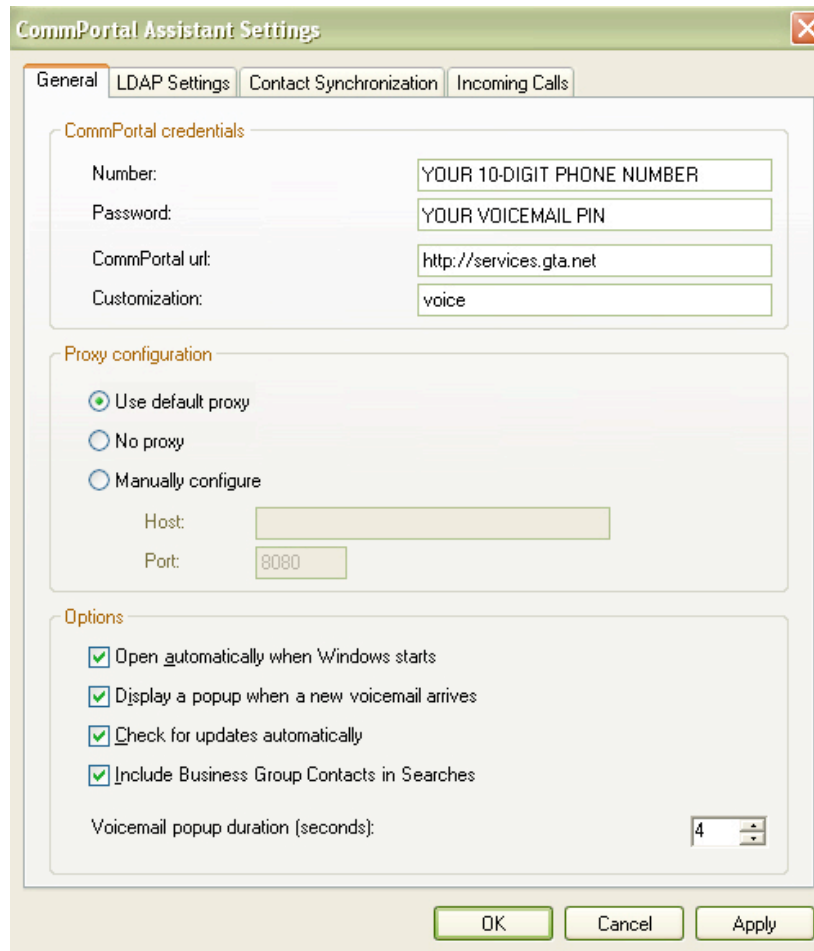
The CommPortal Assistant is a thin software client which runs on your PC and offers a convenient and fully-integrated route into your account.

Download the CommPortal Assistant

- ▶ Click on the **Settings** tab.
- ▶ Click on the **CommPortal Assistant** button.
- ▶ Click on the **download the toolbar installer** link.
- ▶ A pop-up will ask "Do you want to run or save this file?" Select the **Run** button.

Configure the CommPortal Assistant

- ▶ Right-click the  icon on your Taskbar located at the bottom of your screen.
- ▶ Select the **Configure** option.
- ▶ On the **General** tab, enter the **CommPortal credentials** and **Proxy configuration** settings as shown below. The **Options** settings can be set based on your personal preferences.



► Click on the **OK** button when completed.

Get Additional Help

Visit www.gta.net/customer-support/contact to fill out our Online Contact Form or call Customer Care at 644-4GTA (4482).