### CALL MANAGER

The Phone Status panel in the center of the CommPortal Home page displays your Call Manager where you can manage how incoming calls are routed to you.





# DOWNLOADING APPS

You can use the Downloads link, located at the foot of the CommPortal Home page, to access a range of apps that you can download onto your computer or your mobile/tablet so that you can always have access to the key CommPortal features on your desktop or mobile device.

# CHANGING SETTINGS

The panel at the bottom of the CommPortal Home page allows you to make various changes to your settings. For example:

- To configure your phone according to your preferences, use the Devices link. On the screen that appears, use the 'set keys' link to configure your phone according to your preferences.
- To change your password and/or PIN, or your security email address, click on the links under Security at the bottom of the Home page.



ome Messages Contacts	Make Call	
Groups Cat Settings Generation Settings Settings		
Call Settings		
✓ General		
Caller transfer is not available as no operator number has been set for your business group.		
<ul> <li>Withhold caller ID when making calls</li> </ul>		
If not withheld, signal my name as:		
Provide caller ID for incoming calls		
Provide caller name for incoming calls		
<ul> <li>Call Forwarding</li> </ul>		
Ask me for a forwarding number each time I turn on forwarding from my phone using an access code:		
Immediate Forwarding		
Busy Forwarding		
No Answer Forwarding		
Choose which types of phone numbers should be blocked.		
Local		
National and Mobile		
International		
Premium Rate		
Operator		
Directory		
Access Codes		
Access codes that change configuration		

The Calls Settings page allows you to control various call settings, for example withholding your caller ID and configuring Call Forwarding, Call Blocking or Call Jump settings. If applicable.

The Messaging Settings page enables you to control how your messages are handled, for example, you manage mailbox settings, customize how you are notified of a voicemail, configure greetings, and more. Using Voicemail Greetings you can personalize your voicemail greeting by recording an announcement (a microphone is required).



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**QRG1220** 

prtc.us



# **Hosted Voice Quick Reference Guide**

# WELCOME

Welcome to Hosted Voice! This guide is intended to get you up and running with the basic features associated with the product. For more in-depth information, please see the tutorial videos on our website at prtc.us/business-voice.

As always, you can also contact our local Technical Support team at 843-538-5481 and we will be happy to assist you.

CommPortal is the web portal used to configure the features on your new phone system. With CommPortal, you can:

- Listen to voicemail messages
- Manage your contacts
- Set up rules to route your calls
- Perform many other functions ٠

To get started, go to the login page at: managemyservices.prtc.us (Consult your administrator regarding your default password. Once you log in, you will be prompted to create a new password.)

\* This guide is representative and may vary from your individual CommPortal screen.

# GETTING ORIENTED

Once you are logged in, you will see the CommPortal Home page:



### HOME PAGE

The CommPortal Home page is the main screen for the portal where you can view your Call Manager settings and access a range of other services.

- Messages Click this link to view and retrieve any voicemails
- Contacts Import your contacts from Outlook or create new ones, then click on a name to dial
- Phone Status Control your Call Manager settings
- Make Call Not Enabled
- Downloads Download apps, for example, Accession Communicator
- Send Feedback Report bugs or make suggestions for improvements to the CommPortal interface
- Your Services Use these links to access a range of services available with your CommPortal account, for example, to change your call, message and notification settings, or set up a reminder call.

## MESSAGES

Home	Messages	Contacts				Make Cal	
	Me	essages	Deleted			¢	
	New Voicem	ail				De	elete All
	> ROCHES	STER, NY - (000) 000 000	Wed 10/28, 3:56 pr	n, 59 secs		Actions <b>v</b>	×
	► ROCHES	STER, NY - (000) 000 000	Mon 10/26, 11:34 an	n, 28 secs		Actions <b>v</b>	×
	PRTC -	(000) 000 000	Fri 10/23, 8:58 an	n, 22 secs		Actions <b>v</b>	×
	PRTC -	(000) 000 000	Thu 10/22, 11:15 an	n, 19 secs		Actions <b>v</b>	×
	MITCHE	LL, SD - (000) 000 000	Thu 10/22, 10:10 an	n, 17 secs		Actions <b>▼</b>	ж
	► ROCHES	STER, NY - (000) 000 000	Wed 10/21, 12:18 pr	n, 55 secs		Actions <b>▼</b>	ж
	NWALTE	RBOR, SC - (000) 000 00	0 Wed 10/21, 12:15 pr	n, 42 secs		Actions <b>v</b>	×
	MIP - (0	00) 000 000	Tue 10/20, 11:25 an	n, 42 secs		Actions <b>▼</b>	×
	CHICAG	O, IL - (000) 000 000	Mon 10/19, 12:26 pr	n, 38 secs		Actions <b>▼</b>	×
	PRTC H	elp Desk - (000) 000 000	Fri 10/16, 2:39 p	om, 4 secs		Actions <b>▼</b>	×
	MITCHE	LL, SD - (000) 000 000	Tue 10/13, 9:20 an	n, 37 secs		Actions <b>▼</b>	ж
	CHARLO	DTTE, NC - (000) 000 000	Wed 10/7, 1:00 pr	n, 25 secs		Actions <b>v</b>	х
Pe	rsonal Details	Seci	ırity		Support		ĺ
			ge Password		Help		
Net	work Operations	Chan	ge Call Services PIN		Downloads		
Adr		Config	gure Account Email 🕜		Send Feedl	back	
Dev	<u>/ices</u>	Chan	<u>ge Voicemail PIN</u>				

The Messages tab displays all recent activity. Here you can retrieve voicemails.

Use the Action drop-down alongside each message to mark as Heard (or) New, Forward as Email, or Forward as Voicemail, or click the trash icon to delete it.

Click the 'play' arrow button to listen to a voicemail. Note that you can listen to your voicemails in any order. A window (as shown over the Messages and Calls screen) will open to display the voicemail player where you can listen to and manage the message.

Click the 'New Voicemail' button at the top of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function).

## CONTACTS

The Contacts page enables you to manage all of your contact information. Within it, you can create new contacts (using recent call information like a missed call, or create a new one from scratch), create groups of contacts, or import/export your contacts.

Home	Message
	New Co
	Contacts
	Selec

Network Oper Admin Devices

- Open Outlook and go to the 'File' tab then 'Open Export'
- A new window should appear
- Select Export to File click Next
- Select Comma Separated Values from the list and click Next
- Documents
- Go back to the CommPortal Contacts page
- Choose File
- Click Import

Welcome to PRTC!							
	F	RT	C				
es Contac	cts		Make Call				
Contact List		Extensions	Short Codes				
ontact New O	Sroup Import						
s and Groups		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.					
ls	Security		Support				
s	Change Password Change Call Services PIN Configure Account Email Change Voicemail PIN		Help Downloads Send Eeestkack				

e fastest way to add your contacts is to import them from your email ogram. If you use Microsoft Outlook, follow these instructions:

Select Contacts and click Next

- Save exported file as 'Outlook Contacts' and click Next - save in a place you can easily locate such as the Desktop or My

- Click the Import button
- Click the Browse button to find the 'Outlook Contacts' file
- Your contacts are now in CommPortal!