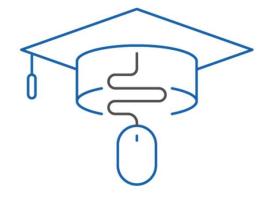
THE Communications STACK Provider[™]



NHC Academy Training Module

Hosted Voice Standard Comm-portal

What you'll learn today.



Agenda

- 1. Logging In
- 2. Help
- 3. Home Call Manager
- 4. Messages and Calls
- 5. Contacts
- 6. Groups
- 7. Settings

Log In

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CommPorta	l Web
Please log in b	elow.
Number:	5558675309
Password:	
Remember n	ne on this computer.
If you have forg customer suppo	Login otten your password, please contact ort.

Open up a web browser Navigate to https://commportal.nhcgrp.com

You will need to enter the following information.

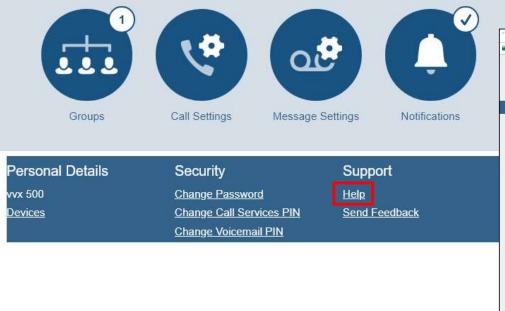
Number – This is your 10-digit telephone number.

Password – This is your Commportal Password

Comm-Portal Help

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Your Services



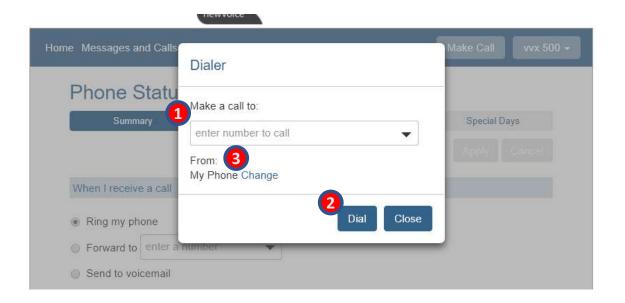
For on demand help, click on the Settings <u>Help</u> hyperlink.

(located at the bottom of the page)

New Horizons Commuation	s Corp. [US] https://commportal.nhcgrp.com/modern/ses	Q
Home	Phone Status	-
Messages and Calls Contacts	Call Manager is a service that monitors your incoming calls, and handles them	l
Phone Status	according to your parameters. You can set it up to handle incoming calls differently	
Call Settings Message Settings	based on the time of day, the date, and depending on who is calling.	
Notifications	You can select from a number of different options for how you want Call Manager to	
Send Feedback	treat your calls. The following are just a couple of examples of the sort of things Call Manager can do for you.	
	 During your working hours, forward calls to your mobile phone, only for people in your contact list, and send all other calls to voicemail. 	
	 If you are unable to answer the initial call, ring other numbers in a sequence or all at the same time. 	
	How Does Call Manager Work?	
	You can configure Call Manager by defining "Rules", a "Weekly Schedule", and "Special Days".	
	Rules, which are always part of a "Set of Rules". tell Call Manager what to do when	÷

Make Call Button – Click To Dial

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When used, outbound calls will display your office number as if you were calling from your desk phone. Can be used as "click to dial" with your desk phone from the Comm-portal. Enter the 10-digit TN and click dial, your desk phone will begin to ring, pick it up and the outbound call will begin.

To Use the feature:

- **1**. Enter a number into "Make a call to": field.
- 2. Click "Dial"

*It will call your phone and then dial out to the party you wish to call. To change the telephone you originate the call from:

3. Click Change next to From: My Phone.

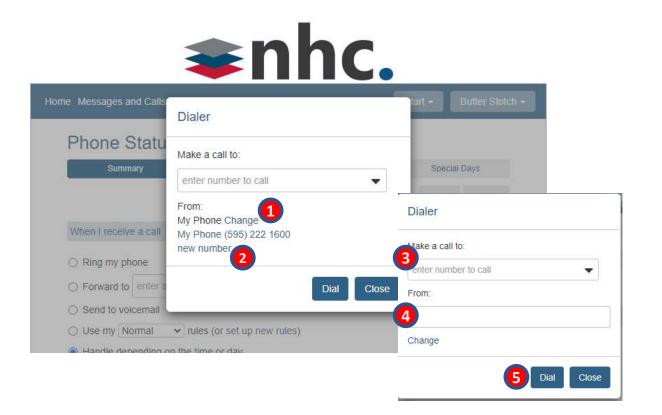
Enter a new tn.

Enter a number into Make a call to: field.

Click Dial

Make Call Button – Click To Dial cont.

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To change the phone you originate the call from:

- 1. Click Change next to From: My Phone.
- 2. Click "new number" link
- 3. Enter the Telephone number you wish to call
- 4. Enter the telephone number you wish to place the call from.
- 5. Click Dial

The New telephone number that you enter in the "From" field will begin to ring, pick it up and your outbound call will begin.

CommPortal – Home Menu

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1 Home Mess	2 sages and Calls (5)	3 Contacts		Make Call vvx 5	00 -
Pho	ne Status				
	Summary	Rules	Weekly Schedule	Special Days	
When	l receive a call				[
 Ring For 	Your Se	ervices			
Ser		1 Groups	5 Call Settings	Message Settings	7.Notifications

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Home : Provides a view of the most common functions

- 1. Home : Provides a view of the most common functions. Phone Status Summary (Call Manager). Allows you to manage how incoming calls are handled.
- 2. Messages & Calls : Provides call history, allows you to manage and listen to voicemails.
- **3. Contacts** : Provides a method for storing and retrieving contact details
- **4. Groups**: Allows you to manage the Hunt Groups you are subscribed to.
- **5. Call Settings** :General call settings
- 6. Message Settings : Displays the settings for voice mail.
- 7. Notifications : Provides access to Notification settings

Home Screen - Call Manager

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Home Messages and Calls (5) C	ontacts		Make Call	vvx 500 -
Phone Status				
Summary	Rules	Weekly Schedule	Special Days	
When I receive a call				
Ring my phone				
Forward to enter a number	er 🔻			
Send to voicemail				
Call Manager lets you decide	who, how and whe	en callers can reach you. Lea	arn more	
Set up rules for more advanc	ed control.			
Set a weekly schedule to app	ly different rules ba	ased on time, or day of the w	eek.	
Additional options				

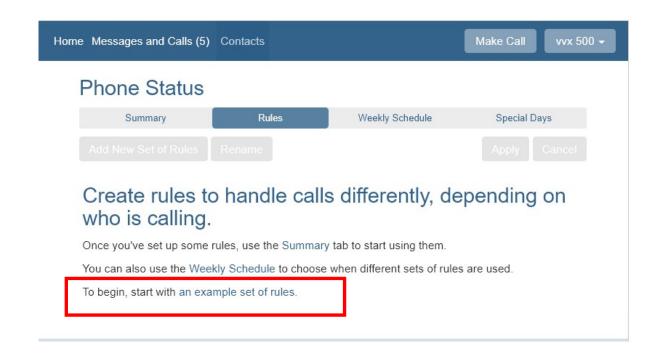
The Call Manager allow you define how incoming calls are handled.

You have a number of choices on how Incoming calls can be handled.

- Ring your Phone
- Send to Voicemail
- Forward to another number
- Use one of your Set of Rules
- Use a different set of rules depending on time of day.

Call Manager - Rules

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The Call Manager rules tabs give you a number of options to work with. To get started with an Example set of rules Click start with an example set of rules.

Call Manager – Rules cont...

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ome Messages and	l Calls (5)	Contacts		Make Call	vvx 500 -
Phone St	tatus				
Summar	y	Rules	Weekly Schedule	Special Day	s
Add New Set o	of Rules	Rename		Apply (Cancel
Rules give you a active from the S Sets of Rules	Summary t		ming calls. You can choose	e which set of rule	es is
Normal Reject Calls	×	When I receive a call fro say their name before I	om an anonymous number, accept the call	ask the caller to	×
Screen Calls	×	Default: The call will ring	your phone using the Stan	dard Ringtone	

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The Example Set of rules will give you:

- Normal Calls
- Rejected Calls
- Screen Calls

There is also the option to Add New Set of Rules By Selecting the Add New Set of Rules Button Add New Set of Rules

- To Remove a Set of rules click the X Next to the rule.
- Hit Apply to save the changes.
- Each Set of Rules have different options that you can configure via the **Edit** button.

Call Manager – Rules cont...

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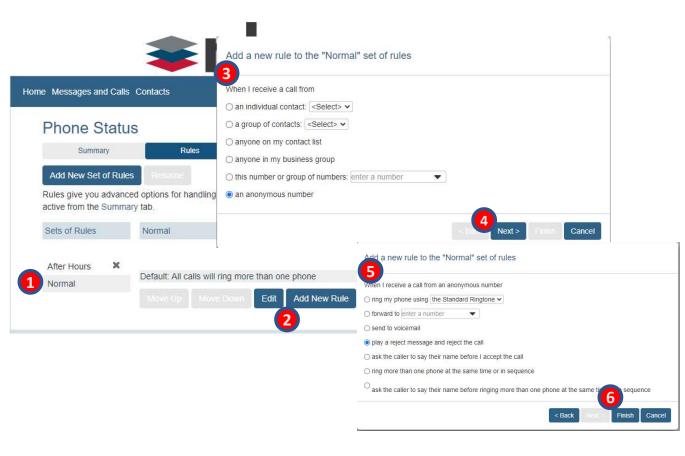
When no rules apply in the "Normal" set of rules
When no rules apply
● ring my phone using the Standard Ringtone ▼
◎ forward to enter a number
send to voicemail
play a reject message and reject the call
ask the caller to say their name before I accept the call
ring more than one phone at the same time or in sequence
$^{\odot}$ ask the caller to say their name before ringing more than one phone at the same time or in sequence
< Back Next > Finish Cancel

Rules that can be created for inbound calls:

- Ring My Phone (Default For Normal)
- Forward to (allows forwarding to another number)
- Send to voicemail (sends all calls to voicemail)
- Reject the call (rejects all calls) (Default for Reject Calls)
- Ask the caller to say their name before I accept call
- Ring more than one phone at the same time or in sequence
- Ask the caller to say their name before Ringing more than one phone at the same time or in sequence

Call Manager – Rules cont...

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Once you have your rule created you can add sub-set of rules that will allow you to screen phone calls.

- 1. Click on the Rule you wish to add phone screening rules to
- 2. Click "Add new Rule"
- 3. New screen appears, select the option of screening you would prefer.
- 4. Click Next
- 5. Select the treatment you would like the screened call to have. I.E. "Play a reject message and Reject call"
- 6. Click Finish

Screen Calls Allows screening for

- An individual contact (select contact)
- A group of contacts (select contacts)
- Anyone on my contact list
- Anyone in my business group
- This group of numbers (numbers need to be specified)
- Any anonymous number

Call Manager – Timing

When no rules apply in the "Normal" set of rules When no rules apply ining my phone using the Standard Ringtone forward to enter a number forward to

onecco minor prior	nes you wo	uld like to ring whe	en no rules apply		
Seconds into call:	0	30	60	90	120
My Phone		0			×
(555) 867 5309		0 0			×
Dia	the Sta	ndard Ringtone 🔻			
If I don't answer or					

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Configuration of ring more that one phone at a time of in sequence. When Enabled it allows you to redirect calls to alternate telephone numbers.

You Can configure multiple destinations to ring in sequence, simultaneously, or in a combination.

To Start Either Add a New set of rules or Hit Edit to an existing set.

- 1. Select the Radio Button for ring more than one phone.
- 2. Hit Next
- 3. Add 1st phone to ring and determine the start and end time for phone to ring
- 4. Click Add
 - * Repeat for all additional phones
- 5. Choose a option for if the call is not answered
- 6. Click Finish

Call Manager – Timing cont...



Home Messages and	d Calls (5)	Contacts		Make Call	vvx 500 🗸
Phone St	tatus				
Summar	у	Rules	Weekly Schedule	Special Da	ys
Add New Set of Rules give you a active from the S	dvanced		ming calls. You can choos		Cancel es is
Sets of Rules		Normal	_		
Normal Reject Calls Screen Calls	× ×	Default: All calls will ring Move Up Move Do		Rule	

Click **Apply** to activate the changes

Call Manager – Applying Rules



Home Messages and Calls (5)	Contacts		Make Call	vvx 500 👻
Phone Status				
Summary	Rules	Weekly Schedule	Special Days	
			Apply Car	ncel
When I receive a call				
Handle depending on the second sec	3 rules (or set up new ne time or day	rules) sed on time, or day of the we	eek.	

1. Click back on the Summary tab.

- 2. Place the radio button on Use my Rules.
- Use the drop-down boxes to configure which Rule you want to use, if any.
- 4. Click Apply to save changes

Call Manager – Weekly Schedule

\$nhc

Home Messages and Calls (5)	Contacts		Make Call VVX 500 -
Phone Status			
Summary	Rules	Weekly Schedule	Special Days
Apply different rules t To begin, you can start with	018-3431 0428-040000	ed on the time, or day	of the week.
An example schedule t A blank schedule	hat you can customiz	ze (recommended)	

The weekly schedule tab allows you apply different rules and handle calls based on a specific time period.

To Get Started Choose from:

An example schedule that you can customize

Or

A blank schedule

Call Manager – Weekly Schedule

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85	2,222							-	
Phone Sta	atus								
Summary		Rules		(w	eekly Sch	edule		Special Day	5.)
	Renam	e					3	Apply C	ancel
Using your wee day.	ekly sche	dule, yo	u can a	apply d	ifferent	rules	at diffe	rent time	s of
Once you have set rules apply during t				, you can	use the	Summa	ary tab to	choose wh	ich
Periods (max 3)		Mon	Tue	Wed	Thu	Fri	Sat	Sun	
		1 am 2 am							
Lunch		3 am 4 am							
Weekend	×	5 am 6 am	-						
Working Hours	10	7 am 8 am 9 am 1 am 2 pm 2 pm 2 pm 2 pm 3 pm 5 pm 5 pm 6 pm 7 pm 9 pm 9 pm							

For our example we have chosen

(An example schedule that you can customize)

To Make Changes to the Hours:

- 1. Click on the Period you want to activate.
- 2. Using your mouse, click & drag over the day and time you want that period active.
- 3. Click Apply to save changes

* Note: Periods are color coded to match the entries on the schedule. White spaces are considered all other times.

Call Manager – Applying the weekly Schedule

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ome Messages and Calls (5)	Contacts		Make Call Vvx 500 -
Phone Status			
Summary	Rules	Weekly Schedule	Special Days
			Apply Cancel
When I receive a call			
Ring my phone			
Forward to enter a nu	mber 💌		
Send to voicemail			
Use my Normal •	rules (or set up new	rules)	
Handle depending on t	he time or day		
On normal days use my	After Hours * rules d	luring Lunch	
use my	After Hours • rules d	luring Weekend	
use my	Normal • rules d	luring Working Hours	
use my	After Hours * rules a	t all other times	
On Special Days use my	After Hours V rules		

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To apply the schedule go back to the summary Tab.

- Please the radio button on (Handle depending on the time or day)
- 2. Use the drop down boxes to configure which Rule is used during that particular period.
- 3. Click Apply to save changes.

* Note: At all other times would be anything that is not colored in on the calendar and would be represented by a white space.

Messages and Calls

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Messages (5 New) Missed	Dialed	Received	Rejected	De	eleted	0
ew Voicemail						Delete Al
CVS CAREMARK - (866) 730 7569		Tue 6/20, 1	23 pm, 57 secs		Actions V	×
CVS CAREMARK - (866) 730 7569		Tue 6/20, 9	21 am, 59 secs	10	Actions V	×
CVS CAREMARK - (866) 730 7569		Mon 6/19, 5	09 pm, 59 secs	圖	Actions v	х
TOLL FREE CALL - (866) 505 6264		Mon 6/19, 3:	06 pm, 28 secs	1	Actions V	×
CVS CAREMARK - (866) 730 7569		Mon 6/19,	1:07 pm, 1 min		Actions v	×
Personal Details	Security		Sup	port		
wx 500	Change Pas	sword	Help			

The Messages and calls tab allow you to perform a number of activities.

You can listen to your voicemails on you PC. You can click on the play button to listen.

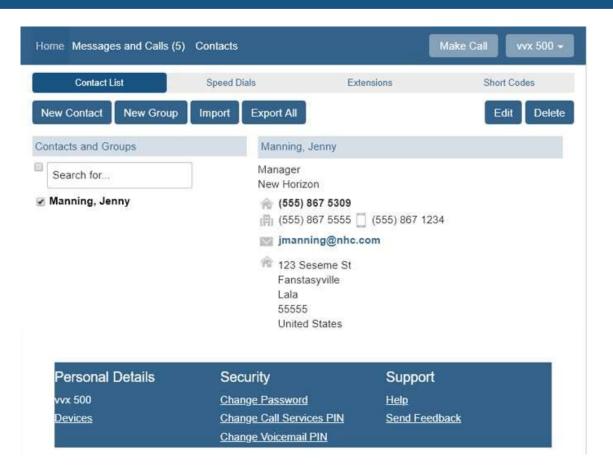
You can manage your voicemails and perform such actions as Reply, Mark as Heard, Forward as Email or Voicemail.

Click on actions Actions Button to see dropdown. To delete a voice mail hit the x button.

You can view call information on your Missed, Dialed, Received, Rejected calls, and view Deleted voicemails.

Using the Export button, You can also export your missed, dialed and received calls in a CSV format (Comma Separated Values).

Contacts



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The Contacts tab allow you to manage your Comm-Portal Contact List as well as you personal speed dials.

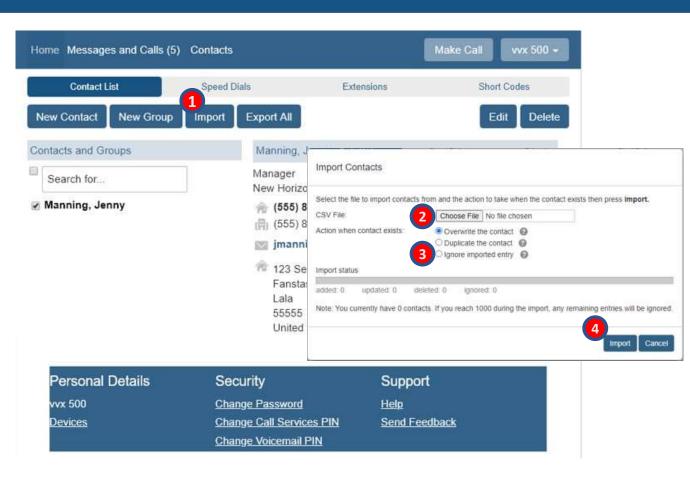
It also allow you to view the Extensions and Short code in your business group.

To Add a new contact select the New Contact button and fill in the desired fields.

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Contacts – Importing

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The Comm-Portal will allow you to store up to 1000 contacts.

You can import your contact list via a .csv file.

To get a sample .csv file 1st enter a contact manually. Then click Export All. This will download the file and provide you the correct format for uploading.

- Once your .csv file is ready, Select Import at the bottom of the screen to launch the Import Contacts popup.
- 2. Use the Choose File button to search for the file on your PC.
- 3. By default, the new contact details will replace existing ones if the names are the same.
- 4. Click Import.

Contacts – Speed Dials

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nd Calls (5) C	ontacts		Make Call vvx 5	500 -
÷.	Speed Dials	Extensions	Short Codes	
St (1972)	CC (CC)	10	49.	ancel
Number		New Speed Dial		
(555) 867 5	5309 🗙	Speed Dial:	3	10
		Number:	2 5555551234	
		Add		
tails	Security	Suppor	rt	
	Change Password	Help		
	Change Call Services PI	N Send Fe	odback	
	codes can rang Number	r by allowing you to assign a one or two digit codes can range from 2-9. Two digit codes on the second seco	r by allowing you to assign a one or two digit code to speed dia codes can range from 2-9. Two digit codes can range from 20- Number (555) 867 5309 X Speed Dial: (555) 867 5309 X Speed Dial: (3 Add tails Security Suppor Change Password Help	r by allowing you to assign a one or two digit code to speed dial to different telephone codes can range from 2-9. Two digit codes can range from 20-49. Number (555) 867 5309 Number: 3 Add tails Security Change Password Support Help

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The Comm-Portal will allow you add up to 29 personal speed dials.

You add the by doing the following.

- 1. Choose the number you wish for your speed dial from the drop-down menu.
- 2. Enter your 10-digit telephone number
- 3. Click Add
- 4. When you have made all of your entries click Apply.

To Delete an individual speed dial click the **x** next to it and hit Apply.

To delete all contqacts click clear list button and then hit apply.

Contacts – Extensions and Short Codes

\$nhc

	Contact List	Speed Dials	Extension	Short Codes		
	isions allow you to quickly d usiness Group and the exte			ble below shows all the lines in		
irc	h for					
	Name	Tei	ephone Number	Extension		
	5952003196	(59	5) 200 3196			
	5952003197 Jon VVX 300	51 5	Home Messages a	nd Calls (5) Confacts		Make Call vvx 5
į.	sla Test 3: Admin	5	Contact List	Speed Dials	Extensions	Short Codes
	test 4800: Admin	č	CONTRACTOR	Speed Diam	CATERISIONS	Short Codes
			Short codes allow y	ou to quickly dial common numbers.	The table below shows f	be a selected that all out according to the
	test 4801	6	othere coulds direct y	rea to quickly and common numbers.	The table below provide	ne snon codes currently i
	test 4804: Admin	¢.	operation.	to query dat common numbers.		ne snon codes currently i
	CONTRACTOR SALES AND	6 6	operation.	na lo quicky alai common numbers.		ne snon codes currently i
	test 4804: Admin test 670: Admin test	6 6 6		ua lo quicky dei common numbers.	110.1000.0000.01010101	ne short codes currently i
	test 4804: Admin test 670: Admin	6 6 6 6 6	operation.	Telephone Number or Service /		ne snort codes currenny i
5	test 4804: Admin test 670: Admin test		operation.	2 1 919		ne snort codes currenny i
	test 4804: Admin test 670: Admin test	Security	operation. Search for Short Code	Telephone Number or Service		ne snort codes currenny i
P	test 4804 Admin test 670 Admin test vvx 500 Admin	Change Pass	operation. Search for Short Code	Telephone Number or Service		ne snort codes currenny i
P v	test 4804 Admin test 670: Admin test vvx 500: Admin ersonal Details	CONTRACTOR OF A	operation. Search for Short Code	Telephone Number or Service		ne snort codes currenny i
P	test 4804 Admin test 670: Admin test vvx 500: Admin ersonal Details x 500	Change Pass	operation. Search for Short Code 999	Telephone Number or Service / (555) 867 5309	Access Code	
P 9	test 4804 Admin test 670: Admin test vvx 500: Admin ersonal Details x 500	Change Pass Change Call	operation. Search for Short Code	Telephone Number or Service / (555) 867 5309		
P	test 4804 Admin test 670: Admin test vvx 500: Admin ersonal Details x 500	Change Pass Change Call	operation. Search for Short Code 999	Telephone Number or Service / (555) 867 5309	Access Code	
5	test 4804 Admin test 670: Admin test vvx 500: Admin ersonal Details x 500	Change Pass Change Call	operation, Search for, Short Code 999 Personal De	Telephone Number or Service A (555) 867-5309	Access Code Supp I Help	

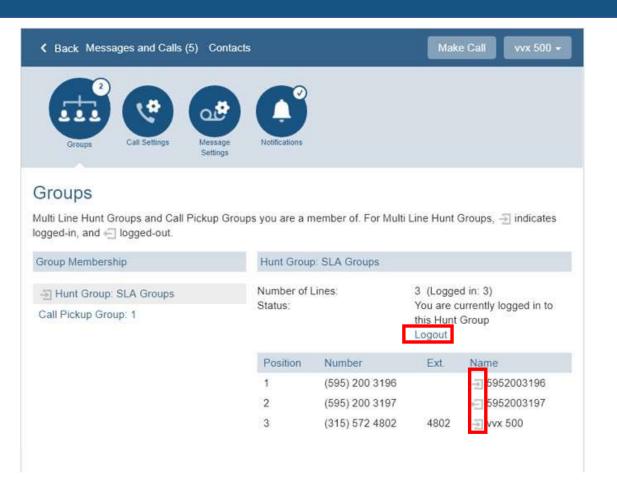
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The Extensions and Short Codes tab displays all of the extensions and short codes within your business group.

This information is for viewing and information purposes only and cannot be modified through the Comm-Portal.

Only a business group administrator can make changes using the administrator portal.

Groups



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The Groups tab shows you any Multiline Hunt Groups you may be part of.

It shows the other members of the group and their Status in the group (logged in or out)

It also allows you to (If Allowed) log in or out of the hunt group. Press the Logout/Login option where the red arrow indicates.

Arrow pointed left = Logged out

Arrow pointed to right =Logged in

*This tab will not be visible if you are not part of a Multiline Hunt Group.



Settings – Account Password

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Personal Details	Security	Support	
vvx 500	1 Change Password	<u>Help</u>	
Devices	2 Change Call Services PIN	Send Feedback	
	3 Change Voicemail PIN		

* Note: Password settings are at the bottom of the Home page.

1. Account Password: Allows you to change your login password for the CommPortal.

- 2. Call Services Pin: Allows you to change your PIN for Remote Call Services.
- 3. Voicemail Pin: Allows you to change your PIN for Voicemail

Settings – Changing Passwords

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Current password:	
New password:	
Confirm new password:	
	4 Confirm Cancel
Change Call Services	PIN
New PIN:	
New Fill.	
	2 Confirm Cancel
Change Voicemail PI	N
Current PIN	
New PIN:	

- 1. Enter Current Password
- 2. Enter New Password
- 3. Confirm New Password
- 4. Click **Confirm** to save changes

Note: Password must be alphanumeric and contain at least one letter and one number. (8 to 20 characters)

- 1. Enter New PIN
- 2. Click Confirm

Note: Password must be 4 numbers long.

- 1. Enter New PIN
- 2. Confirm new PIN
- 3. Click Confirm

Note: Password must be 6-20 numbers long with no numbers in a sequence. It also cannot be the number of the line or contain a part of the number

Settings – Account Devices

anhc

Personal Details ^{vvx 500} <u>Devices</u>	Change Password Help	pport 2 <u>d Feedback</u>
	Devices	
	Desk Phone (315) 572 4802 set key	<u>s</u>
		ок

The Devices link allows you to access the interface that you can use to configure You desk phone.

Clicking the link Devices then Set Keys will open a separate interface allowing you to add and remove soft keys from your desk phone.

*Note: Options for programming keys on your phone depend on the type of phone ordered.

* Note: Devices settings are at the bottom of the Home page.

Settings - Call

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Call Settings

General

Caller transfer is not available as no operator number has been set for your business group.

Provide caller ID for incoming calls

Provide caller name for incoming calls

Call Forwarding

Ask me for a forwarding number each time I turn on forwarding from my phone using an access code

Immediate Forwarding

Busy Forwarding

Call Blocking

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

General

Withhold caller ID when making calls: Check this box to withhold you out going caller ID.

Provide caller ID for incoming calls: Check this box to receive caller ID number from incoming calls.

Provide caller name for incoming calls: Check this box to receive caller ID Name from incoming calls.

Call Blocking

Allows you to restrict which types of calls can be dialed from your telephone.

Check the boxes of the types of calls you wish to disallow.

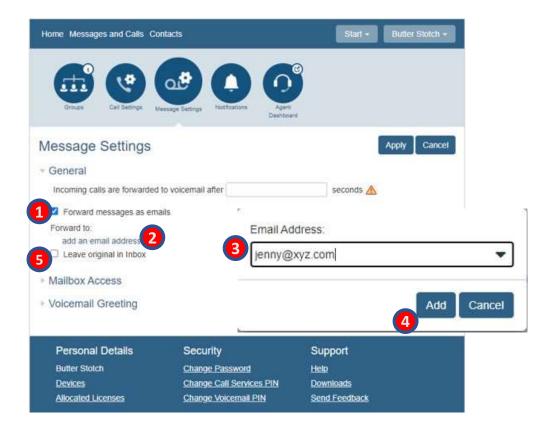
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Apply

Cancel

Settings – Messages - General

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Configure various aspects of your messaging service.

Incoming calls are forwarded to voicemail after ... Allows you to change how many rings before a call will go to voicemail. (1 ring = 5 seconds).

Enable Live Screening rings your phone with a different ringtone when a caller is being sent to voicemail. You can pick up the phone and hear the voicemail as it is being recorded without the caller knowing that you are listening in.

Forward messages and faxes as emails allows you to sends voicemails (as .wav file) to your email. To enable and configure

- 1. Place a checkmark in the box next to Forward messages as emails.
- 2. Click on add an email address.
- 3. New window will pop-up enter e-mail address and click Add.
- 4. Click the Apply Button.
- Leave Original in Inbox allows you to leave a copy of the voicemail in your voicemail box and/or just forward it to your email.

Settings – Messages – Mailbox Access

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Apply Cancel
Apply Cancel

Skip Pin – If Skip PIN is enabled, then when accessing your mailbox from your own telephone you are not required to enter your PIN.

Fast Login – if enabled, when accessing your mailbox from your desk telephone, your phone number is recognized automatically and you only need to enter your PIN

Auto-Play – Messages automatically play when voicemail is accessed.

Voicemail Playback – When your messages are played, you can choose whether you wish to hear the message details (who the message is from and when it was left), the message itself, or both.

Settings – Messages - Greetings

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K Back Messages and Calls (5) Contacts	Make Call vvx 500 -
Groups Call Settings Message Settings Notifications	
Message Settings	Apply Cancel
* General	
Mailbox Access	
 Voicemail Greeting 	
Use the greeting: System with number •	
* more options	
Use a different greeting when I'm in a call. record	
Use different greeting within my business group. record	

Allows you to record a greeting using a microphone attached to PC.

Record multiple greetings:

- personal greeting
- extended absence
- recorded name.

Configure which greeting to play when a caller gets your voice mail.

More Options allows you to use a different greeting when you are in a call or getting a call from someone in your business group.

Settings – Notifications – MWI



Back Messages and Calls (5) Contacts	Make Call v	vx 500 🛩
Groups Call Settings	Message Settings		
Notifications • Message Waiting Indica Send phone notification of inc	Clear List New Entry	Apply	Cancel
Phone Number	Urgent Voicemail	All Voicemail	
(315) 572 4802		8	×
Outdial			
▶ Override			

Specify if you want your Message Waiting Indicator light to flash when you receive a voicemail message.

Settings – Notifications – Outdial

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C Dark Messages and Galls (5) Gordacts	Make Call we fill -
Notifications	Apply Cancel
 Message Waiting Indicator 	
- Outdial	
Send outdial notification of incoming messages, according to the schedule	
Specify the phone number to send outdual notifications to	
Choose the incoming messages that should be notified to the specified phone	outliber
III Urgent Voicemail	
III All Vocemail	
Set a reity smit and delay between reity attempts until the message is marked	as read
3 Number of outdial retry attempts	
11 Delay between retries (minutes)	
 Stop retries when you answer the call 	
Stop retries only when you access your viscemail	
* Override	

This feature enables you to configure the voicemail system to call you whenever you receive a new message.

User can specify the number of attempts the system tries to reach you

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Thank you for learning with us today!

Have Questions? Visit <u>nhcgrp.com/academy</u> for more information.