# USER CommPortal
## Quick Reference Guide

CommPortal gives you a powerful and easy to use on-line interface to use manage and access your voice mail and phone settings.

See complete VVX Phone User Guide for additional instructions.

### Logging in to CommPortal
1. Go to https://myfeatures.itstelecom.net
2. Enter your 10 digit phone number
3. Enter your default password:
4. You can change the password after that time.

### CommPortal Home Page (see the image at right)
The CommPortal home page is the main screen where you can view Call Manager settings, new voice messages, recent received and missed calls, contacts, and a range of other services.

### Change Password
1. Go to Security column at bottom of Home Page.
2. Select Change Password link.
3. Follow the prompts to change your Password.

**Change Password**

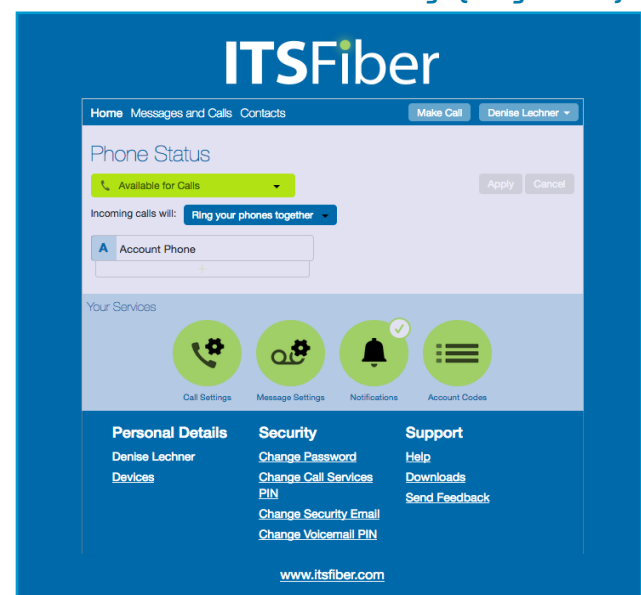Current password: ••••••••
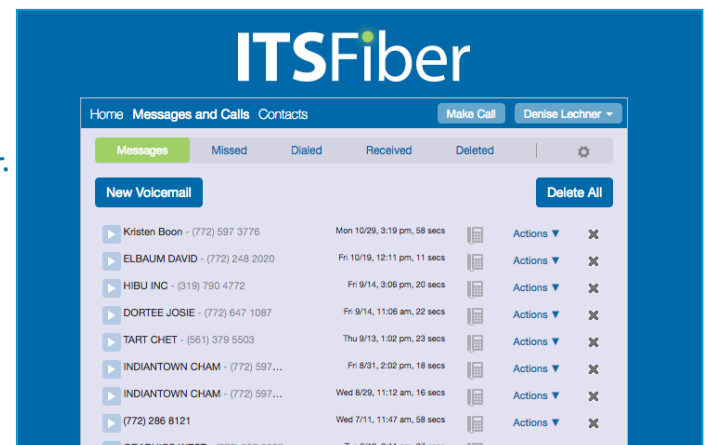
New password:

Confirm new password:

Confirm   Cancel

**CommPortal Home Page (image below)**

ITSFiber

Home  Messages and Calls  Contacts        Make Call    Denise Lechner ▾

Phone Status

☎ Available for Calls ▾                    Apply   Cancel

Incoming calls will:  Ring your phones together ▾

A  Account Phone

Your Services

Call Settings    Message Settings    Notifications    Account Codes

| Personal Details | Security | Support |
| --- | --- | --- |
| Denise Lechner | Change Password | Help |
| Devices | Change Call Services PIN | Downloads |
| | Change Security Email | Send Feedback |
| | Change Voicemail PIN | |

www.itsfiber.com

### Messages & Calls (see image at right)
• The Messages & Calls link/tab displays all call activity. Here you can retrieve voice mails and play, delete, or mark as heard/unheard. Note that you can listen to your voice mails in any order. A window will open to display the Voicemail Player.

• Use the Action drop-down alongside each message to mark message as Heard or forward as an email.

• Click on one of the sub-tabs like Missed, Dialed and Received Calls to show you all your recent called activity.

*Note: Your portal views may appear different than images at right depending on your settings and subscribed services.*

ITSFiber

Home  Messages and Calls  Contacts        Make Call    Denise Lechner ▾

Messages    Missed    Dialed    Received    Deleted        ⚙

New Voicemail                                    Delete All

| | | |
| --- | --- | --- |
| ▶ Kristen Boon - (772) 597 3776 | Mon 10/29, 3:19 pm, 58 secs | Actions ▾  ✖ |
| ▶ ELBAUM DAVID - (772) 248 2020 | Fri 10/19, 12:11 pm, 11 secs | Actions ▾  ✖ |
| ▶ HIBU INC - (319) 790 4772 | Fri 9/14, 3:06 pm, 20 secs | Actions ▾  ✖ |
| ▶ DORTEE JOSIE - (772) 647 1087 | Fri 9/14, 11:06 am, 22 secs | Actions ▾  ✖ |
| ▶ TART CHET - (561) 379 5503 | Thu 9/13, 1:02 pm, 23 secs | Actions ▾  ✖ |
| ▶ INDIANTOWN CHAM - (772) 597... | Fri 8/31, 2:02 pm, 18 secs | Actions ▾  ✖ |
| ▶ INDIANTOWN CHAM - (772) 597... | Wed 8/29, 11:12 am, 16 secs | Actions ▾  ✖ |
| ▶ (772) 286 8121 | Wed 7/11, 11:47 am, 58 secs | Actions ▾  ✖ |
| ▶ GRAPHICS WEST - (772) 597 3987 | Tue 6/19, 9:11 am, 27 secs | Actions ▾  ✖ |

## Call Manager

• The Phone Status panel in the center of the CommPortal Home page displays your Call Manager. Here you can set your availability status and control how incoming calls are routed to you and how outgoing calls can be forwarded to other phones.

• The section on the left is where you set your status to Available or Do Not Disturb or to Forward All Calls.

**Click on the appropriate icon to change various settings from the CommPortal Home Page.**

## Changing Your Settings (see images at right)

You can view and change CommPortal settings directly using icons in the Your Services section on the Home page.



### Call Settings

Use Call Settings to configure your call services, select how Caller ID is displayed, and more.

### Message Settings

Use Message Settings to control how your messages are handled including sending Voice mail-to-Email and to configure Mailbox Access.

### Setup Voice Mail-To-Email

1. Select the Message Settings icon
2. Select the check box that Forwards Messages as Email
3. Click Edit under Forward to:
4. Enter email address where you want message to go.
5. Select any other settings you would like.

### Notifications

Click Notifications to set up how you will receive notifications whenever you receive new messages.

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On the bottom panel of Home page there are additional LINKS to perform additional tasks.

### Devices

Under Personal Details click on Devices link to configure your phone keys.



### Configure Your Phone Keys

1. Select the Devices icon
2. Select the Set Keys to configure your desk phone

Note: Your portal views may appear different than images at right depending on your settings and subscribed services.