



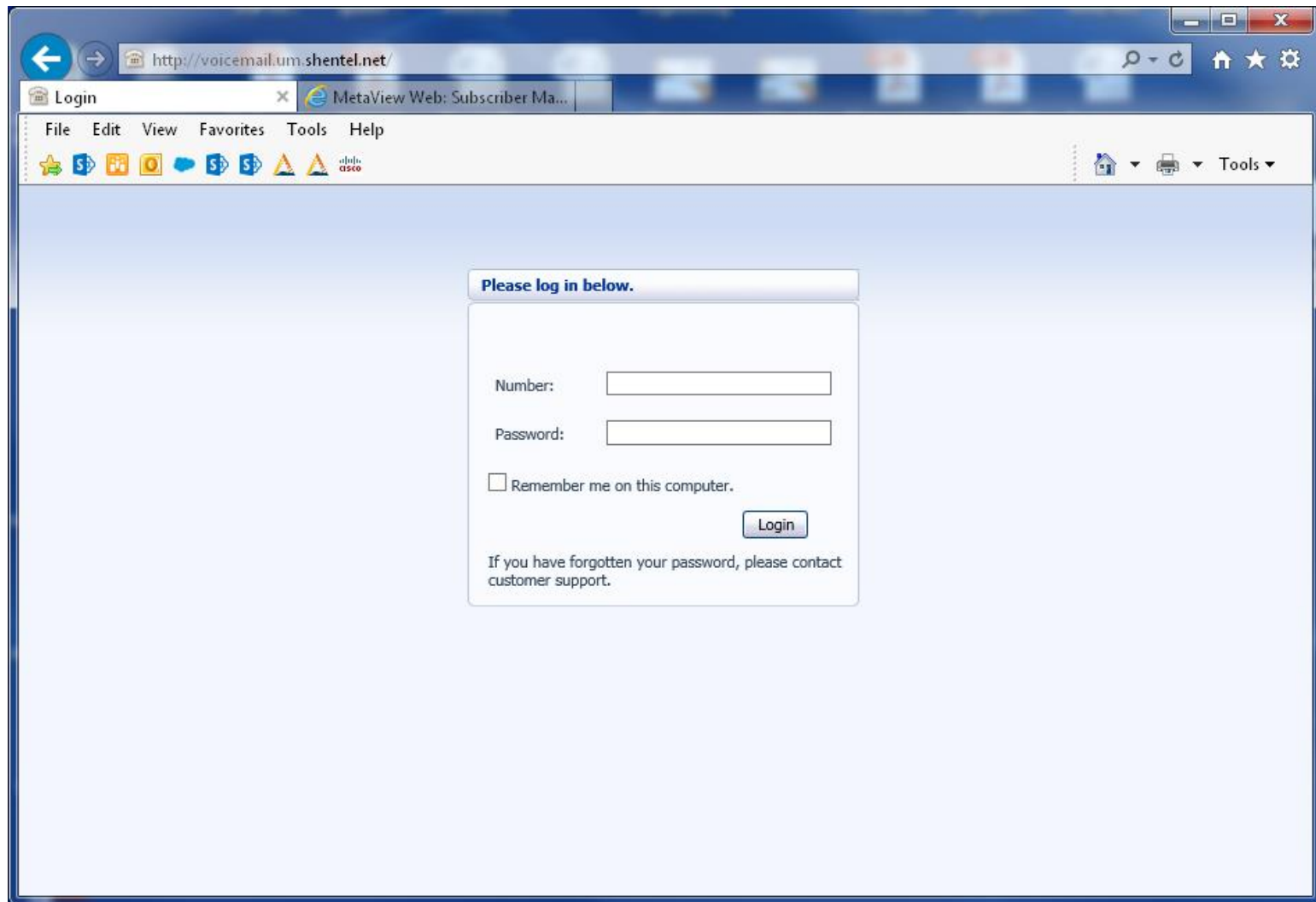
CommPortal user guide

Commportal User Access

- Commportal is a website that allows the individual user to customize their communications preferences.
- To access the Commportal web portal you will need to know your phone number and password. This will be setup during the install and conveyed to you by the Shentel engineer.
- To access the website enter the following URL into the navigation bar on your web browser.

<http://voicemail.um.shentel.net/>

- Enter your number and password in the login fields on the CommPortal Website.



Dashboard

- Dashboard screen will show message information, configured contacts and configured settings

The dashboard interface is titled '200' in the top left corner and features a navigation bar with the following tabs: Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. A notification box in the top left corner states 'You have 9 messages (9 new)'. Below this, a 'Missed Call' table lists several entries with their respective times and dates. To the right, the 'Contacts' section includes a search bar and a message indicating that there are no contacts currently listed. At the bottom right, the 'Settings' section lists four options: Forward, Do Not Disturb, SimRing, and Reject Anonymous Calls, all of which are currently 'Inactive'.

Missed Call	Time of call
STARKE FL	1/7 12:18 pm
70	1/5 10:28 am
World Fnc Bank	12/31 2:57 pm
World Fnc Bank	12/31 2:54 pm
5409083482	12/29 2:43 pm
5409083482	12/29 2:40 pm
RITE AID PHAR...	12/29 10:17 am
(540) 459 9349	12/27 1:56 pm
(540) 459 9349	12/26 1:56 pm
COMENITY	12/23 6:14 pm

Settings	Status
Forward	Inactive
Do Not Disturb	Inactive
SimRing	Inactive
Reject Anonymous Calls	Inactive

Messages and Calls

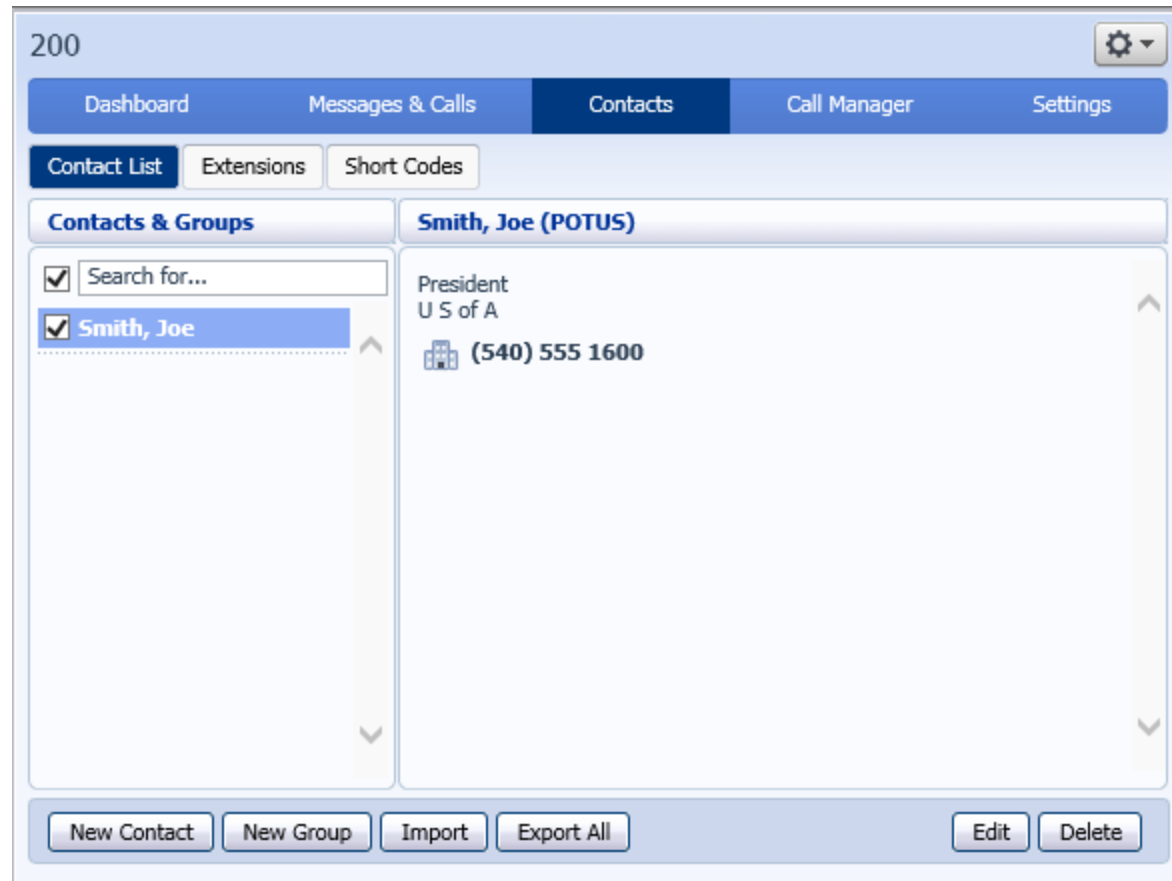
- Messages and Calls screen will allow you to see your messages and call logs.
- Users can listen to voicemail messages on their computer, delete messages and apply actions to each message individually.
- Users can see their Missed, Dialed, Received and deleted calls from this screen.

The screenshot shows a web interface for managing messages and calls. At the top, there are navigation tabs: Dashboard, Messages & Calls (selected), Contacts, Call Manager, and Settings. Below these are filters for Messages (9 New), Faxes (0 New), Missed, Dialed, Received, and Deleted. The main area displays a list of messages with columns for play button, sender, date/time, duration, and actions. A red box highlights the 'Missed', 'Dialed', 'Received', and 'Deleted' filter buttons, with a callout stating: "These buttons will allow you to see call logs." Another red box highlights the 'Actions' dropdown menu for a message, with a callout stating: "Use this pull down to change actions related to this voicemail." The dropdown menu options are: Reply, Mark as heard, Forward as Email, and Forward as Voicemail. A third red box highlights the 'X' delete icon next to a message, with a callout stating: "Use this to delete voicemails." A fourth red box highlights the play button for a 'TOLL FREE CALL' message, with a callout stating: "Use this to listen to your voicemails on your computer." At the bottom, there are buttons for 'New Voicemail' and 'Delete All'.

Sender	Date/Time	Duration	Actions
70	Tue 1/5, 10:20 am	6 secs	Actions ▼
World Fnc Bank	Thu 12/31, 2:58 pm		
RITE AID PHARMA	Tue 12/29, 10:17 am		
Anonymous	Sun 12/27, 1:57 pm		
Anonymous	Sat 12/26, 1:58 pm	58 secs	Actions ▼ X
COMENITY	Wed 12/23, 6:15 pm	17 secs	Actions ▼ X
COMENITY	Thu 12/17, 3:26 pm	34 secs	Actions ▼ X
COMENITY	Thu 12/10, 1:39 pm	20 secs	Actions ▼ X
TOLL FREE CALL	Thu 11/12, 11:33 am	13 secs	Actions ▼ X

Contacts

- Contacts screen will allow you to add contacts and configure groups.




- Extensions allow you to view other numbers in the Business Group.

200


Dashboard Messages & Calls **Contacts** Call Manager Settings

Contact List **Extensions** Short Codes

Extensions allow you to quickly dial other numbers in the Business Group. The table below shows all the lines in the Business Group and the extensions that are currently in operation.

Name	Telephone Number	Extension
100	(540) 984 8677	100
200	(540) 984 8678	200
 300: Admin	(540) 984 8679	300
400	(540) 984 8680	400

- The short codes tab shows which numbers have been configured on your system.
- Short codes allow you to quickly dial common numbers from your phone.
- Short codes can be setup in the business group admin account.

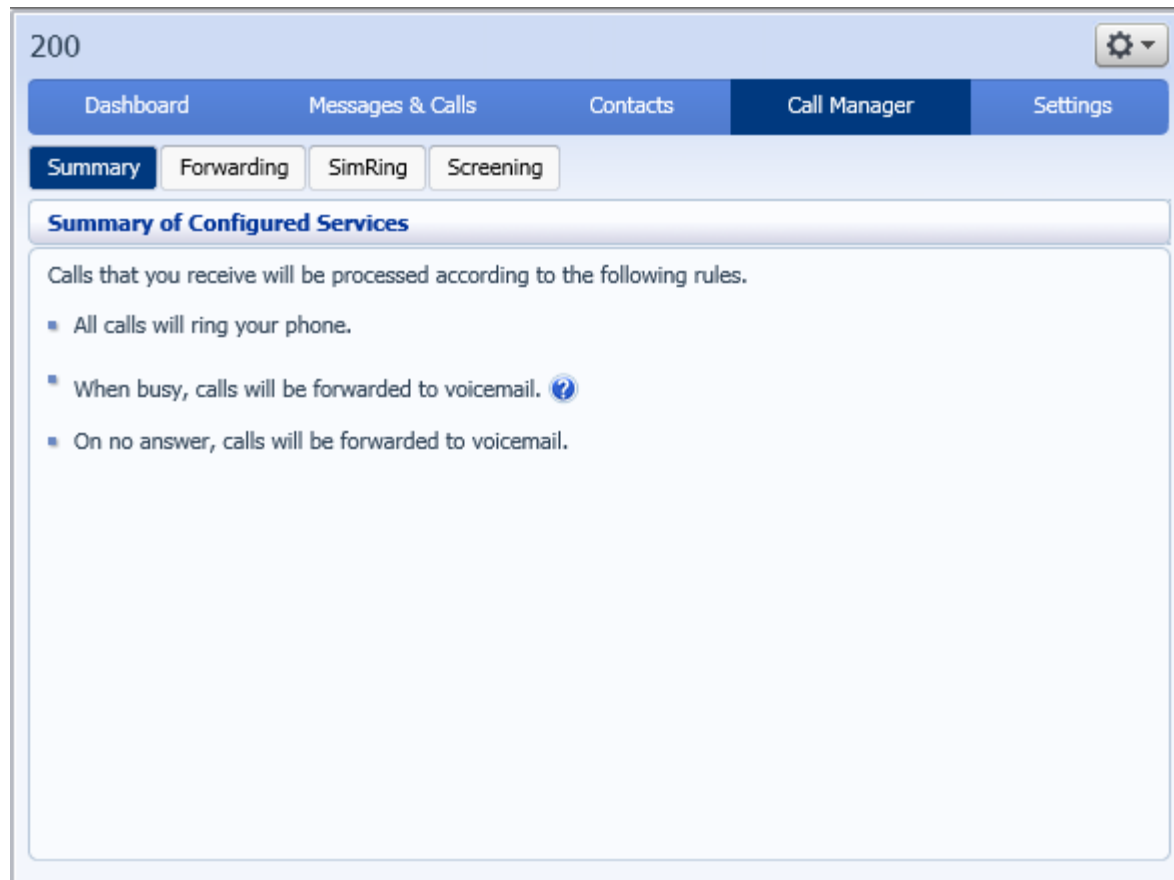



The screenshot displays a web interface for a Shentel system. At the top left, the number '200' is shown. A navigation bar includes 'Dashboard', 'Messages & Calls', 'Contacts' (which is the active tab), 'Call Manager', and 'Settings'. Below this, there are sub-tabs for 'Contact List', 'Extensions', and 'Short Codes'. A descriptive text block states: 'Short codes allow you to quickly dial common numbers. The table below shows the short codes currently in operation.' Below the text is a table with two columns: 'Short Code' and 'Telephone Number or Service Access Code'. A search bar is positioned above the table. The table contains one entry: a short code of '5' and a telephone number of '*96'. A vertical scrollbar is visible on the right side of the table.

Short Code	Telephone Number or Service Access Code
5	*96

Call Manager

- The Call Manager tab allows a user to configure call behavior rules.
- Call Forwarding, SimRing and call screening can be configured through the settings options available from the Call Manager option.




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Dashboard Messages & Calls Contacts **Call Manager** Settings

Summary Forwarding SimRing Screening

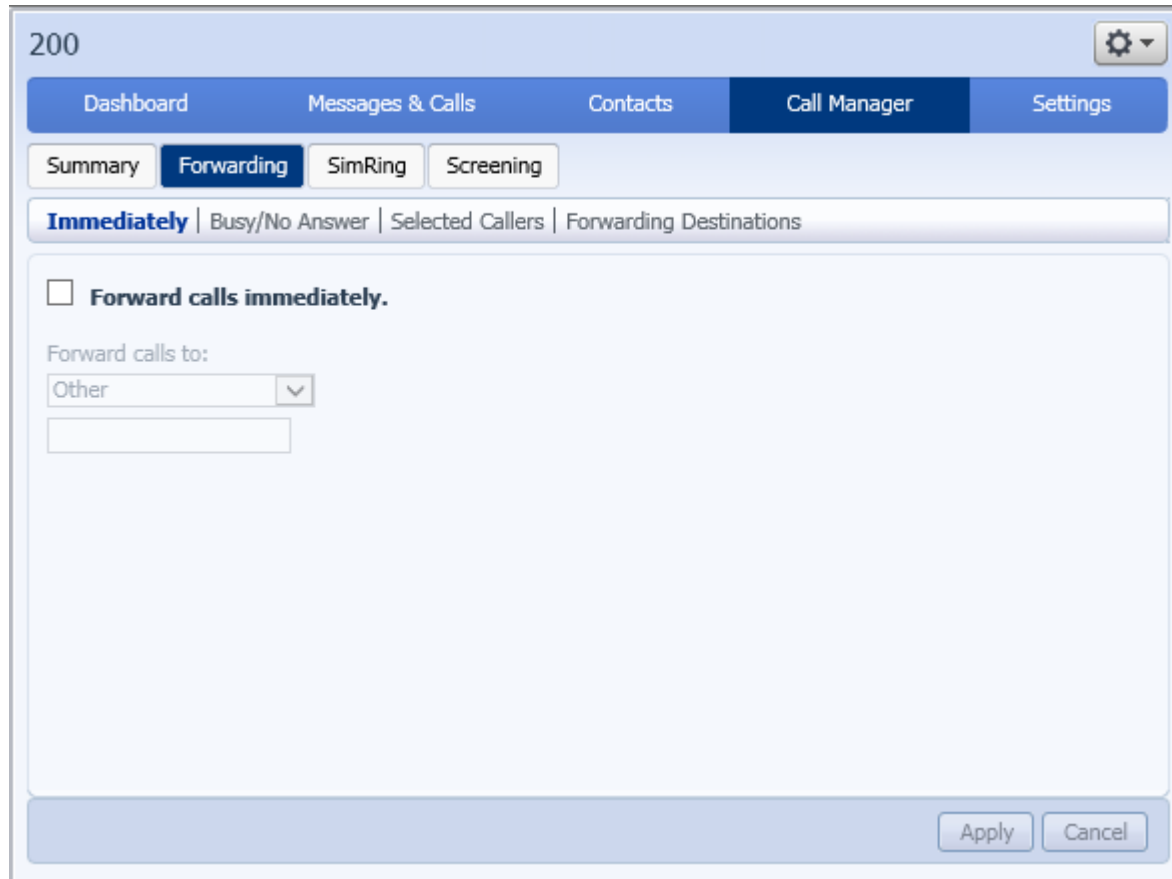
Summary of Configured Services

Calls that you receive will be processed according to the following rules.

- All calls will ring your phone.
- When busy, calls will be forwarded to voicemail. 
- On no answer, calls will be forwarded to voicemail.

Call Forwarding Options.

- Allows the user to forward incoming calls based on desired criteria.
- A Forwarding Destination must be configured before any other forwarding options can be configured.
- Incoming calls can be forwarded immediately, if the user is busy or is away and for selected callers.



The screenshot displays a web-based interface for configuring call forwarding. At the top, the user ID '200' is shown next to a settings gear icon. Below this is a navigation bar with tabs for 'Dashboard', 'Messages & Calls', 'Contacts', 'Call Manager' (which is active), and 'Settings'. Underneath the navigation bar are sub-tabs: 'Summary', 'Forwarding' (selected), 'SimRing', and 'Screening'. The main content area has a breadcrumb trail: 'Immediately | Busy/No Answer | Selected Callers | Forwarding Destinations'. The 'Immediately' section is currently active and contains an unchecked checkbox labeled 'Forward calls immediately.'. Below this checkbox, the text 'Forward calls to:' is followed by a dropdown menu set to 'Other' and an empty text input field. At the bottom right of the interface are 'Apply' and 'Cancel' buttons.

Forwarding Destinations.

- Multiple destinations can be configured allowing a user to direct calls to any desired number.
- A Forwarding Destination must be configured before any other forwarding options can be configured.

The screenshot shows a web interface for configuring forwarding destinations. At the top, there is a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. Below this, there are sub-tabs for Summary, Forwarding, SimRing, and Screening. The current view is 'Forwarding Destinations' under the 'Forwarding' sub-tab. The interface is titled '200' and includes a settings gear icon. The main content area is divided into two sections: a list of existing destinations and a 'New Destination' form. The list of destinations includes 'My Cell Phone' with number '(540) 555 1234' and 'Home Phone' with number '(540) 555 4321'. A red warning message states: 'Forwarding Destinations must be added before any call forwarding options can be configured.' The 'New Destination' form has fields for 'Destination' and 'Number', and 'Add' and 'Clear' buttons. At the bottom, there are 'Clear List', 'Apply', and 'Cancel' buttons.

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Dashboard Messages & Calls Contacts **Call Manager** Settings

Summary **Forwarding** SimRing Screening

Immediately | Busy/No Answer | Selected Callers | **Forwarding Destinations**

Manage your forwarding destinations.

Destination	Number	
My Cell Phone	(540) 555 1234	✕
Home Phone	(540) 555 4321	✕

Forwarding Destinations must be added before any call forwarding options can be configured.

New Destination

Forwarding destinations allow you to configure where your forwarding services route to by name rather than number.

Destination:

Number:

Add destinations in this area.

Call Forwarding Options.

- Immediately forward calls to user destinations.

The screenshot shows a web interface for configuring call forwarding for user 200. The interface has a top navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager (selected), and Settings. Below this is a sub-navigation bar with tabs for Summary, Forwarding (selected), SimRing, and Screening. The main content area is titled 'Immediately' and includes options for Busy/No Answer, Selected Callers, and Forwarding Destinations. The 'Forward calls immediately' checkbox is checked. The 'Forward calls to:' dropdown menu is set to 'My Cell Phone', and the phone number '(540) 555 1234' is displayed in a text field. At the bottom right, there are 'Apply' and 'Cancel' buttons.

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Dashboard Messages & Calls Contacts **Call Manager** Settings

Summary **Forwarding** SimRing Screening

Immediately | Busy/No Answer | Selected Callers | Forwarding Destinations

Forward calls immediately.

Forward calls to:

My Cell Phone

(540) 555 1234

Apply Cancel

Busy/No Answer.

- Busy/No Answer will allow calls to be forwarded based on user current status.

The screenshot shows a web interface for configuring call forwarding settings. At the top, there is a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. Below this, there are sub-tabs for Summary, Forwarding, SimRing, and Screening. The 'Forwarding' tab is active, and the 'Busy/No Answer' option is selected. The interface is divided into two columns: 'Forward calls when no answer' and 'Forward calls when busy'. Both columns have checkboxes for enabling forwarding, which are checked. The 'no answer' column shows a dropdown for 'My Cell Phone' and a text input for '(540) 555 1234'. The 'busy' column shows a dropdown for 'Home Phone' and a text input for '(540) 555 4321'. A 'Forward unanswred call after' field is set to '36' seconds. At the bottom right, there are 'Apply' and 'Cancel' buttons.

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Dashboard Messages & Calls Contacts **Call Manager** Settings

Summary **Forwarding** SimRing Screening

Immediately | **Busy/No Answer** | Selected Callers | Forwarding Destinations

Use same call forwarding configuration for both services.

Forward calls when no answer	Forward calls when busy
<input checked="" type="checkbox"/> Forward calls if you do not answer.	<input checked="" type="checkbox"/> Forward calls if your line is busy. ?
Forward calls to: My Cell Phone ▼ (540) 555 1234	Forward calls to: Home Phone ▼ (540) 555 4321
Forward unanswred call after 36 seconds.	

Apply Cancel

SimRing.

- SimRing allows incoming calls to ring multiple numbers simultaneously.

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Dashboard Messages & Calls Contacts **Call Manager** Settings

Summary Forwarding **SimRing** Screening

SimRing

SimRing allows incoming calls to simultaneously ring a number of phone numbers.

Destination	Description	
My Cell Phone		X
Home Phone		X

New SimRing Number

Destination: Other

Forwarding? Yes No

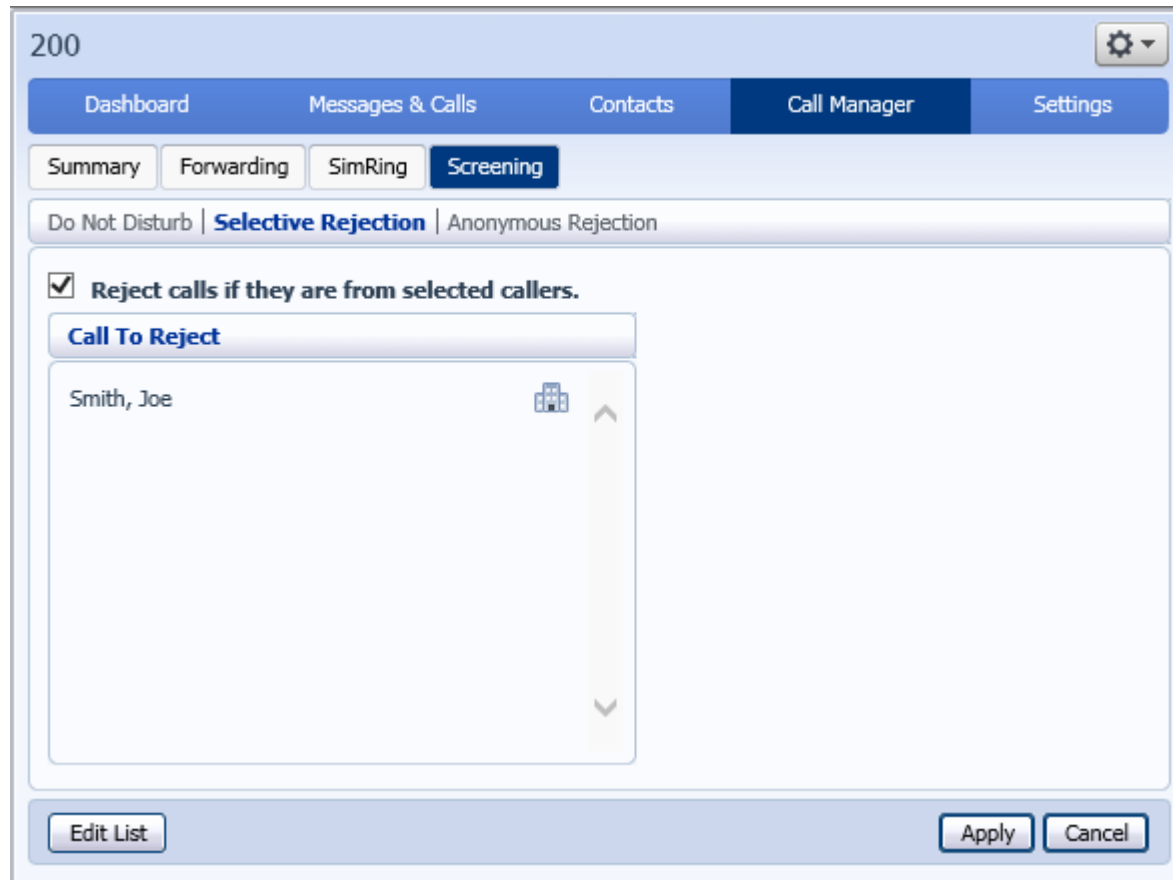
Description:

Add Clear

Clear List Apply Cancel

Call Screening.

- Screening allows a user to reject calls based on user preferences.
- Screening allows a user to place their phone on Do Not Disturb.
- Selective rejection allows a user to reject calls from certain callers.
- Anonymous rejection allows users to reject calls from all anonymous callers.



The screenshot shows a mobile phone interface for call management. At the top, the number '200' is displayed. Below it is a navigation bar with tabs for 'Dashboard', 'Messages & Calls', 'Contacts', 'Call Manager', and 'Settings'. Under 'Call Manager', there are sub-tabs for 'Summary', 'Forwarding', 'SimRing', and 'Screening'. The 'Screening' tab is active, showing options for 'Do Not Disturb', 'Selective Rejection', and 'Anonymous Rejection'. The 'Selective Rejection' option is selected. A checkbox labeled 'Reject calls if they are from selected callers.' is checked. Below this, a list titled 'Call To Reject' contains one entry: 'Smith, Joe'. At the bottom of the screen, there are buttons for 'Edit List', 'Apply', and 'Cancel'.

Settings

- Users can see and change their account information, change passwords and pins, change incoming/outgoing call behavior, setup the option to forward voicemails to a users Email account configure reminders and notifications. Users can also change personal voicemail greetings and change the type of greetings.

200

Dashboard Messages & Calls Contacts Call Manager Settings

Account Calls Messages Notifications Reminders

Personal Details

Name	200
------	-----

Security

Account Password	change
Call Services PIN	change
Voicemail PIN	change

Devices

Desk Phone	(540) 984 8678 set keys
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Calls

- General options for making and receiving calls can be configured in the Calls tab.

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Dashboard Messages & Calls Contacts Call Manager Settings

Account Calls Messages Notifications Reminders

General

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

Withhold caller ID when making calls

Display caller name for incoming calls

Display caller number for incoming calls

Call Forwarding

Ask me for a new forwarding number each time I turn on forwarding from my phone:

Immediate Forwarding

Busy Forwarding

No Answer Forwarding

Unblock Remote Forwarding

Call Blocking

Choose which types of phone numbers should be blocked

Apply Cancel

Messages

- Voicemail can be forwarded to an Email under this option.
- Changes to mailbox access and voicemail greeting can be configured through the messages tab.

The screenshot shows a web interface for configuring messages. At the top, there is a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. Below this, there are sub-tabs for Account, Calls, Messages (selected), Notifications, and Reminders. The main content area is divided into three sections: General, Mailbox Access, and Voicemail Greeting. The General section includes options for forwarding incoming calls to voicemail after a specified time (20 seconds), forwarding messages and faxes as emails, and leaving the original in the inbox. The Mailbox Access section includes options for skipping PIN, fast login, auto-play voicemail, auto-play fax, and voicemail playback. The Voicemail Greeting section includes a dropdown menu for selecting a greeting and a record button. At the bottom right, there are Apply and Cancel buttons.

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Dashboard Messages & Calls Contacts Call Manager Settings

Account Calls Messages Notifications Reminders

General

Incoming calls are forwarded to voicemail after seconds

Forward messages and faxes as emails

[add an email address](#)

Leave original in Inbox

Mailbox Access

Skip PIN

Fast Login

Auto-play voicemail

Auto-play Fax

Voicemail playback


Voicemail Greeting

Use the greeting:

Apply Cancel

Notifications

- Allows changes to message notification.

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Dashboard Messages & Calls Contacts Call Manager **Settings**

Account Calls Messages **Notifications** Reminders

[MWI](#) | [Pager](#) | [Override](#)

Send phone notification of incoming messages to the following phone numbers

Phone Number	All Faxes	Urgent Voicemail	All Voicemail	
(540) 984 8678	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Clear List New Entry Apply Cancel

Reminders.

- Allows a user to configure a reminder for different events.

The screenshot shows a user interface for configuring reminders. At the top, there is a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. Below this is a sub-navigation bar with tabs for Account, Calls, Messages, Notifications, and Reminders. The main content area is split into two panels. The left panel, titled 'Occurs' and 'Time', displays the message 'You have no reminders.' and a vertical scrollbar. The right panel, titled 'New Reminder', contains instructions: 'You can configure reminders either to occur once in the next 24 hours, or to repeat daily or weekly.' Below this, there are configuration fields: 'Occurs:' with a dropdown menu set to 'Every Monday', and 'Time:' with input fields for '9' (hour), '30' (min), and 'am' (am/pm), with labels 'hour', 'min', and 'am/pm' below them. An 'Add' button is positioned below the time fields. At the bottom of the interface, there are three buttons: 'Clear List' on the left, and 'Apply' and 'Cancel' on the right.