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This chapter details the features that are available to Voicemail subscribers using the CommPortal.

1.0 CommPortal Common Items

The CommPortal has several buttons on it that are present whichever screen you are on. In top right corner, a drop down menu for Help, Refresh and Logout will always appear. Depending on your Voicemail subscription, you may not see all these options.

- **Logout.**
  To log out of your current CommPortal session.

- **Refresh.**
  To refresh the details shown on the current page. For example, when you are looking at your messages this will check whether there are any new ones.

- **Help.**
  Click to bring up the help information for the current screen.

1.1 Logging In

To log in, follow these steps:

01 Open a browser and point it at http://voicecenter.xx.windstream.net (Note: insert state abbreviation for “xx”)
02 Enter your phone number.

03 Enter your password.

2.0 Dashboard Tab

The Dashboard is the initial screen that most users will see when they first log in to CommPortal.

The Dashboard provides a quick view of the most common CommPortal functions at a glance.

- A count of voicemail messages in mailbox, with an indication of how many are new.
- Contact list, for quick access to names and telephone numbers.
- A summary of the current settings for frequently-used services.

Each of these functions is displayed in its own area of the screen, and you can click on the links for more details or to modify the settings. Many users will find they can access all the functions required for everyday use simply by using the information and links displayed on the Dashboard.

The tabs across the top of the Dashboard provide access to more detailed information and settings.

2.1 New Messages

The Dashboard provides an instant check of whether there are any new (unheard) voicemail messages. It also displays the total number of voice messages currently held in your mailbox. A single click on the voice messages takes you to the Messages and Calls display for access to all these messages.

2.2 Contacts

The Dashboard provides quick access to your Contact List – the address book of known callers’ names and telephone numbers. For each contact, the display shows the contact’s name, organization name, and up to three different telephone numbers (home, office and mobile).

You can add or edit entries in this list using the Contacts tab.

2.3 Settings

The Dashboard shows a summary of the settings for some important call services.
3.0 Messages And Calls Tab

The Messages and Calls tab provides access to:
- Voicemail messages.

3.1 Messages

All of your voicemail messages are displayed in a list within the CommPortal. Additionally, any system messages (for example delivery reports, read reports and indications that you have missed a reminder) are also displayed in this list. Using this display, you can:

- Listen to a specific voicemail by clicking on the entry in the list – with no need to listen to all messages to find the relevant one, as you would in a telephone user interface
- Use the Voicemail Player to play voicemail messages, as described below
- From the drop down menu in right corner, see whether
  - a message has already been heard
  - a message has been marked urgent or private
  - the sender has requested a read receipt
- mark a message as heard or new
- Delete messages when they are no longer required
- Save a message to your computer
- Hover your mouse over the number with the hyperlink and click to add a contact:
  - Add the sender to the Contact List
  - Record and send a voicemail message to another Voicemail user in reply to a selected message
  - Forward a selected voicemail to another Voicemail user, with the option to record an introductory message
  - Forward a selected voicemail as an e-mail attachment, to one or more e-mail addresses, and with the option to mark the e-mail urgent or private.

*Messages marked with the 🎤 private icon cannot be forwarded to another recipient.*

3.2 Message Quotas

The ⚠️ icon appears in the top right hand corner when your mailbox has exceeded 90% of its quota for voicemail messages.
You can click on this icon to see a pop-up that shows the current status of their mailbox.

- If your mailbox is nearly full, the pop-up shows how much of your mailbox quota is being used. This may refer to the number of messages or the total amount of data. It also shows what the quota limits are for your account.
- If you have actually met this quota limit, the pop-up displays the message ‘Your inbox is full’ and gives details of how the quota has been used, along with the quota limits that apply to your mailbox. You will then have to delete old messages in order to receive new ones.

### 3.3 The Voicemail Player

You can click on the icon alongside any of your messages to launch the Voicemail Player.

**Figure 3. Voicemail Player**

Information about the selected message will be displayed, and you can then listen to the message by clicking on the Play button, and adjust the volume of the playback using the slider.

You can click on the or icons to move to the previous or next message in your mailbox, without having to return to the Messages and Calls screen.

### 3.4 Voicemail Reply And Voicemail Composer Pop-Ups

The Reply to Voicemail pop-up illustrated below appears when you click on the icon alongside a voicemail message, and select the Reply menu option.
Figure 4. Reply To Voicemail

You can use this to:

- Record a reply to this voicemail
- Send it to one or more other Voicemail users
- Optionally mark the message urgent and/or private
- Listen to the original voicemail and then reply when you are finished recorded.

The telephone number of the original sender will automatically be filled in when the pop-up opens, but you are able to change this or add other recipients. Multiple recipients should be entered with ";" separators.

The To field uses an auto-complete function, which provides a list of suggestions with phone numbers retrieved from your Contacts list. Alternatively, clicking on the downward arrow alongside this field displays your entire Contact List, from which you can select one or more recipients.

Alternatively, if you want to record a completely new voicemail, you should select the New Voicemail button at the foot of the screen to launch the Voicemail Composer pop-up. This will allow you to record a new voicemail and is very similar to the Reply to Voicemail pop-up shown.

3.5 Forwarding Voicemails As E-mails

The Voicemail Forwarding pop-up appears when you select the Forward as E-mail menu option after clicking the icon alongside a selected voicemail.
You can type in the required e-mail address(es) in the To, Cc and Bcc fields, separated by a semicolon (";") if there is more than one recipient.

Alternatively, you can enter some text in these fields – for example the first name of the recipient – to display a list of possible matches from the Contacts List that can then be selected and automatically added. Clicking on the downward arrow alongside these fields displays your entire Contact List, from which you can select one or more recipients.

The source e-mail address is always set to an e-mail address containing your telephone number. This cannot be changed and is not displayed. The Reply-To address is always set to a “no-reply” address at the Windstream domain.

The Subject field defaults to that shown above, but you can edit this if you wish.

A voicemail is always forwarded by e-mail as a .wav attachment.

You can type a message for the recipient(s) in the e-mail body.

3.6 Forwarding Voicemails As Voicemails

The Forward as Voicemail pop-up appears when you select the Forward as Voicemail menu option after clicking the icon alongside a selected voicemail.

As with the other forwarding options, you can select one or more recipients, mark the message urgent or private.

You can also record an introduction that will be played before the original voicemail, or listen again to the original voicemail.
4.0 Contacts Tab

**Contact lists** allow you to associate the name and details of a caller with one or more telephone numbers (such as home, office and cellphone numbers). You can also record postal and e-mail addresses for your contacts.

The interface includes a powerful search facility, allowing you to look up a contact by name, organization name, telephone number or address.

![Figure 7. CommPortal Contact List Display](image)

As well as being useful simply as a way of storing and retrieving contact details, Contact Lists enhance other services within CommPortal.

- The Messages and Calls tab makes use of the contact list to display the names of callers rather than just their telephone numbers.
- The **auto-complete** function provides a list of suggestions retrieved from the contact list when you enter data in a To, Cc or Bcc field, while sending messages to other Voicemail users.
- Services such as Call Manager allow you to specify accepted callers by selecting them from the contact list, without having to type in their numbers.

4.1 Import And Export

You can download your contacts to a comma separated value file, for use outside CommPortal, by pressing the Export All button. You can select the format of CSV file you want to create from Outlook/Outlook Express compatible, Windows Contact on Vista and Native Format.

You can also upload a file containing contacts into CommPortal.
Before the import starts, the Voicemail platform will check the file is suitable for upload. The file must use the Windows comma separated variable format (CSV) and contain a suitable header line that describes the column contents for each contact. A maximum of 1000 contacts can be included in this file.

4.2 Contact Groups

You can also use your Contact Lists to set up groups of contacts, by clicking on the New Group button at the foot of the Contact Lists screen.

- You will be prompted to give the new Group a name and a two-digit numeric telephone ID.
- All the entries on your Contact List will also be displayed, and you can use the checkboxes to select the people or Groups who should be members of this Group.
- Contacts can be members of more than one Group, and a Group can also be a member of another Group.

Groups are shown in bold type in the Contacts list, identified by the icon. The details and membership of your Groups can subsequently be edited or deleted by clicking on the Group entry in the Contact List.

You can use these Contact Groups to address a single message to several subscribers, using CommPortal. You can also use these Groups when setting up rules for call handling using the Incoming Call Manager.

5.0 Call Manager Tab

5.1 Call Manager

The Call Manager tab allows you to manage how incoming calls are handled. It provides a single management interface for all the services affecting incoming calls that you are subscribed to, so you can easily see which services are active and how they interact.

The tabs displayed on the Call Manager screen will vary according to which services you have subscribed to.

Figure 8. CommPortal Call Manager Display
5.2 Follow Me Service

The **Follow Me** service allows you to set up rules so that a defined sequence of additional local toll-free telephone numbers are rung when you receive an incoming call but do not answer your primary line.

Figure 9 shows the Follow Me tab, where you can set up the Find Me Follow Me service.

**Figure 9. Follow Me Display**

![Follow Me Display](image)

The Follow Me tab allows you to

- Enable or disable the Follow Me service
- Enable or disable asking the caller for their name
- View and modify whether the Follow Me service operates in simultaneous mode (in which case all target telephone numbers are attempted at once) or sequentially (in which case targets are attempted in order)
- View and edit the list of target telephone numbers, for example by adding new numbers or using the up and down arrow icons to reorder the list.

Clicking on an existing entry in the list or the Add Rule button at the bottom of the screen brings up a dialog box that allows you to specify:

- The ring duration
- The step when this rule should be applied – if “simultaneous ring” is selected this setting has no effect
- The schedule (days of the week and the time) during which this target applies.
As with many of the CommPortal screens, you must press Apply for any changes to take effect. You will see a warning message if you navigate away from the screen without doing this.

5.3 Reminders

With the Reminders service you can see a list of all the reminder calls currently set up for your line and modify or delete them, as well as create new ones.

You can configure both one-off reminder calls and regular reminder calls.

- One-off reminders are made once at a set time, up to 24 hours after the reminder was configured.
- Regular reminders are made at a set time on a number of days, depending on the particular options selected.

6.0 Settings Tab

The Settings tab provides access to various pages, giving details of Call Service settings you are unlikely to change regularly. These include, for example, security options (password and PIN), messaging options, etc.

6.1 Messaging

When you use the Voicemail and Unified Messaging services, you can use the various tabs below the Messaging page to access settings for these messages.

6.2 Settings Tab

The Settings tab, shown below, allows you to change the general settings for your account.

Figure 10. Messaging Settings
You can use the **Settings** tab to change a number of options.

- To configure the Timezone your account uses by selecting it from a drop-down menu.
- To configure auto-forward for all voicemail messages to a specified e-mail address by
  - Turning on the feature
  - Supplying the e-mail address
  - Choosing whether to leave a copy or delete any forwarded messages
  - Choosing whether to include action links in the outgoing message.

Clicking on action links will allow you to log in to your account, to mark messages as read (deactivating any message waiting indicators), or even to delete them. This saves you from having to manage your account separately using CommPortal at a later date.

You can use the **Mailbox** tab to configure mailbox settings, including:

- Enabling or disabling fast login
- Allow callers to send numeric pages
- Message ordering and playback options.

Note: If you uncheck the Fast Login box the voicemail system will not recognize you when you call from your telephone number to check messages. The system will then prompt you to enter your 10 digit mailbox number.

Finally, you can use the **Greetings** tab to:

- Select your default greeting
- Use the Greeting Recorder to record your name and other voicemail greetings selected from a dropdown box, for example greetings to be used out-of-hours or during an extended absence

### 6.3 Notifications

When using the Voicemail services, you can set options for how you wish to receive notifications whenever a new message arrives. The bar under **Messaging** shows the tabs for the different notification options available to you, for example **MWI (Message Waiting Indicator)**, **E-mail**, **Outdial** and **Pager Notifications**.
As an example, the screenshot below shows the display that you can use to set up Outdial Notifications. This type of notification allows you to configure a telephone number that the Voicemail system should call whenever a new message arrives in your account.

Under the Settings Tab you can:

- Configure all voice mail messages to be auto forwarded as e-mail.
- The e-mail notification will have a .wav file attached with a copy of the voice mail message.
- Configure up to 3 e-mail addresses separated by a semi-colon.
- Leave a copy of forwarded voice mail messages in the inbox, which would need to be deleted by logging into your mailbox by phone.
- Choose to include action links in the forwarded message. These links allow you to perform actions (e.g. deleting the voicemail) on the copy of the message stored in your messaging service.

Figure 11. Outdial Notifications
- Enable or disable the notification type by clicking the box on the left-hand side of the screen. A green tick in this box indicates that this notification type is enabled, an empty box indicates that it is currently disabled – this will be confirmed by the screen message stating whether the service is currently Active or Inactive.

- Choose which events – Urgent Voicemails or All Voicemails – will trigger a notification to a particular target.

- Enter or modify targets for notification types.

For Outdial notifications, you can additionally:

- Configure a schedule containing periods when outdial notifications are sent – during inactive periods (for example overnight) any unheard message still activate the MWI, but the outdial notification is postponed until the next active period in the schedule.

- Control the delay between receiving a message and sending out a notification.

- Control how many times, and at what interval, the Voicemail system re-tries the call if the notification is not acknowledged.

- Control what you have to do to acknowledge the notification: simply answer the outdial call, or proceed to access your voicemail. Using the latter setting prevents a notification being lost because the call was picked up by an answering machine or another person taking the call.

The following screen illustrates options available to you when configuring voicemail notifications.

**Figure 12. MWI Notifications**

Note: Windstream recommends phone notifications be left at the default active setting on your mailbox number or you will not get notified of any new messages.
6.4 Pager Notifications

Figure 13. Pager Notifications

These notifications can be sent to any local or toll-free outdial, numeric, and alphanumeric e-mail pager types.

When you select the Pager tab, CommPortal displays a summary of entries that have already been configured – including pager type, pager e-mail address or pager provider, pager number, callback number and types of message that cause the notification to be sent.

Selecting an entry from the list displays details in the Edit Pager Entry popup dialog, and allows you to specify the behavior and set the schedule that should be used for this type of notification. You will also see a similar page if you click on New Entry to set up a new pager.

Figure 14. New Pager Entry
6.5 Pager Profiles

If one or more pager profile templates has been defined, you can select a pager from the Provider dropdown list. You will then see the configuration screen shown, but some of the fields may already have been completed. You can then add your remaining configuration and set the schedule for these notifications. You can also configure pagers not included in the list, by selecting Custom from the dropdown list and completing all the configuration information.

6.6 Notification Schedule Override

You can also override the schedules you have configured for your pager and outdial notifications. Once activated, only the override schedule applies and notifications are only delivered to the specified local phone, e-mail address or pager until a configured expiry date or until it is manually disabled. You can only activate the override schedule if you have enabled the outdial or pager notifications service.

Figure 15. Notification Schedule Override
7.0 Group and Sub-Mailbox Settings

Additional charges apply for group or family account Sub-Mailboxes. Contact a Windstream representative for additional information and pricing.

7.1 Group Account

A group account allows you to have a number of Sub-Mailboxes, all part of a single account.

- There is only a single access number to the group of mailboxes. When a caller rings that number, they are presented with a menu asking them to select who they would like to leave a message for.

7.2 Mailbox Number, Primary and Secondary Subscribers

Each secondary Sub-Mailbox has a Mailbox number. After dialing your line, a caller must press this number to be connected to the secondary Sub-Mailbox.

All group accounts have a primary subscriber, and a number of secondary subscribers. The primary subscriber can change a number of settings on behalf of the whole group while secondary subscribers can change settings applicable to their own Mailbox.

7.3 Group Greeting

If you are the primary subscriber, you can change the Group Greeting for your Mailbox. This is the message that plays when a caller reaches your group Mailbox, and explains which button to press on their phone to reach the required group member’s Mailbox.
data. voice. network. cloud.