

Aastra Quick Start User Guide

GET STARTED WITH YOUR NEW HOSTED VOICE SOLUTION.

Thank you for choosing EarthLink Business Hosted Voice solution. The information below will help you with to get more comfortable with your new telephone system.

Aastra General Button Options



PLACE YOUR 911 LABEL ON YOUR PHONE.



BUTTON OVERVIEW



Goodbye

Goodbye Button - Use this button to disconnect a call.



Options

Options Button - Use this button to customize your phone.



Hold

Hold Button - Allows you to put a call on hold.



Redial

Redial Button - Allows you to pull up your most recent call list to call again



Volume Buttons - Use these buttons to turn the volume either up or down while on a call.



Navigation Buttons - Use these buttons for basic navigation, such as between menus



Speaker/
Headset

Speaker/Headset Button - Use this button to go hands free either through use of the Speakerphone or through a Headset.



Mute

Mute - Use this button to disable the caller to hear you.

VOICEMAIL

Setting Up Your Mailbox

This process will take about two minutes.

1. Dial *99
2. You will be prompted to enter your PIN
3. When you have signed in, you will go to one of two menus:
 - If you have not completed setting up your mailbox you will be redirected to the first-time sign-in menu described below.
 - Otherwise, you will be redirected to the Main menu.

First-Time Sign In

- When you sign in for the first time, you must set up your mailbox. First time sign-in involves three steps:
 1. Recording your greeting
 2. Recording your name
 3. Changing your PIN
- You may skip the first-time sign-in once by pressing **, but after skipping it once, you must complete the first two steps before you can enter your mailbox and listen to messages.
- You can end the setup process at any time by ending the call. You will be asked to complete the remaining setup steps the next time you enter your mailbox.

Changing Your Pin

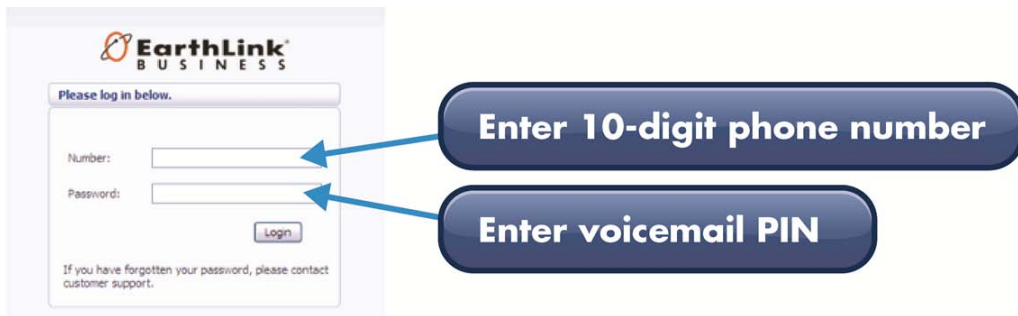
- When setting up your mailbox PIN it must meet the following criteria:
 - Must be between 6 and 20 digits long
 - Cannot be part of your telephone number
 - Cannot repeat a single digit more than two (2) times
 - Cannot be a sequence of numbers such as "123456"

**CALLERS CAN LEAVE MESSAGES FOR YOU
EVEN IF YOU HAVE NOT SET UP YOUR MAILBOX.**

COMMPORTAL

The CommPortal is a self-admin portal that allows you to view missed calls, listen to voicemail messages, view contacts, and set up rules to handle your calls. You can access the CommPortal anywhere with access to the Internet.

- Go to <https://voip.elnk.us/>



- When you first login to CommPortal, you will see the following tabs:



DASHBOARD

Most of your everyday needs will be met by the functionality in the Dashboard.

The screenshot shows the EarthLink Business dashboard interface. At the top, there is a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, Apps, and Settings. The main content area is divided into several sections:

- Voicemail:** A notification box states "You have 24 voicemails". A callout box labeled "Access Voicemail" points to this section.
- Missed Call Log:** A table listing missed calls with columns for name, date, and time. A callout box labeled "Missed Call Log" points to this table.
- Contacts:** A list of contacts with a search bar. A callout box labeled "Contacts Click to Dial" points to the contact list.
- Call Manager Settings:** A section for configuring call handling rules. A callout box labeled "Call Settings For Incoming Calls" points to this section.

Missed Call	Time of call
Keenan Rachel	5/24 2:01 pm
Scott Yelton (...)	5/24 8:47 am
Michelle ALCO	5/23 1:03 pm
Michelle ALCO	5/23 1:03 pm
Michelle ALCO	5/23 10:19 am
Michelle ALCO	5/20 2:56 pm
CHOICE ONE C...	5/20 1:24 pm
Earthlink	5/20 9:38 am
Earthlink	5/18 2:37 pm
Cell Phone ALCO	5/18 7:30 am

See **CommPortal Assistant Installation Guide**.

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