



QUICK START GUIDE

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# Hosted Voice End User CommPortal

# Welcome

This guide is intended to get you up and running with the basic features associated with Hosted Voice.

You can also contact our Customer Care team at 877.737.5249, and we will be happy to assist you.

CommPortal is the web portal used to configure the features on your new phone system. With CommPortal, you can:

- + View missed calls
- + Listen to voicemail messages
- + Manage your contacts
- + Set up rules to route your calls
- + Perform many other functions

To get started, go to the login page at: <https://windstreamvoip.com>

(Consult your administrator regarding your default password. Once you log in, you will be prompted to create a new password.)

NOTE: This guide is representative and may vary from your individual CommPortal screen.

## Getting oriented

Once you are logged in, you will see the CommPortal Home page:

## Home page

The CommPortal Home page is the main screen for the portal where you can view your Call Manager settings and access a range of other services.

1. **Messages and Calls** – Click this link to view and retrieve any voicemails
2. **Contacts** – Import your contacts from Outlook or create new ones, then click on a name to dial
3. **Phone Status** – Control your Call Manager settings
4. **Make Call** – Make a call direct from CommPortal
5. **Start Meeting** – Start an Accession Meeting (if subscribed to Platinum seat)
6. **Security** – Use these links to change your password or security email address
7. **Downloads** – Download apps, for example Accession Communicator
8. **Send Feedback** – Report bugs or make suggestions for improvements to the CommPortal interface
9. **Your Services** – Use these links to access a range of services available with your CommPortal account, for example to change your call, message and notification settings, or set up a Reminder call

The screenshot displays the CommPortal Home page interface. At the top, there is a navigation bar with 'Home', 'Messages and Calls (13)', and 'Contacts'. A user profile 'John Smith' is visible in the top right corner. The main content area is divided into several sections:

- Phone Status:** A section titled 'Choose how calls to (501) 203 0006 will be directed.' It includes a 'Phone Status' dropdown menu with options like 'Available', 'Do Not Disturb', and 'Forward All Calls'. Below this are settings for 'Normal callers' (e.g., 'Ring my phones at the same time'), 'Anonymous', 'VIP - Active', 'Unwanted', and 'Additional options'.
- Your Services:** A grid of service icons including 'Groups', 'My Mobile', 'Call Settings', 'Message Settings', 'Notifications', 'Reminders', 'Account Codes', 'Group Mailboxes', and 'Agent Dashboard'.
- Personal Details:** A section for user information (John Smith) and links for 'Development', 'Devices', and 'Set Emergency Location'.
- Security:** A section with links for 'Change Password', 'Change Call Services PIN', and 'Change Security Email'.
- Support:** A section with links for 'Help', 'Downloads', and 'Send Feedback'.

Numbered callouts (1-9) are overlaid on the image to indicate specific features: 1 points to 'Messages and Calls (13)', 2 to 'Contacts', 3 to 'Phone Status', 4 to the 'Make Call' button, 5 to 'Start Meeting', 6 to the 'Security' section, 7 to 'Send Feedback', 8 to 'Send Feedback' in the Support section, and 9 to the 'Your Services' section.

## Messages and calls

The Messages and Calls tab displays all recent call activity. Here you can retrieve voicemails and view calls based on whether they were missed, received, dialed, or deleted.

Click on one of the sub-tabs to get more detail. From the Missed, Dialed, and Received tabs you can click on the name and either call them, add them to your contacts, or jump to the caller's existing contact information.

Use the Action drop-down alongside each message to mark as Heard (or) New, Forward as Email, or Forward as Voicemail, or click the 'Trash' icon to delete it.

Click the 'Play' arrow button to listen to a voicemail. Note that you can listen to your voicemails in any order. A window (as shown over the Messages and Calls screen) will open to display the Voicemail player where you can listen to and manage the message.

Click the 'New Voicemail' button at the top of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function).

The screenshot displays the 'Messages and Calls' interface. At the top, there are navigation tabs: 'Home', 'Messages and Calls (13)', and 'Contacts'. Below these are sub-tabs for 'Messages (11 New)', 'Faxes (2 New)', 'Missed', 'Dialed', 'Received', 'Rejected', and 'Deleted'. A 'New Voicemail' button is visible on the left, and a 'Delete All' button is on the right. The main area shows a list of voicemails with details such as phone numbers, dates, and times. A playback window is open over the message from (813) 281 5661, showing a message that says 'No transcription available for this message.' The playback controls at the bottom of the window show the message is 00:00 long.

**Personal Details**  
John Smith  
Development  
Devices  
Set Emergency Location

**Security**  
[Change Password](#)  
[Change Call Services PIN](#)  
[Change Security Email](#)

**Support**  
[Help](#)  
[Downloads](#)  
[Send Feedback](#)

## Contacts

The Contacts page enables you to manage all of your contact information. Within it, you can create new contacts (using recent call information like a missed call, or create a new one from scratch), create groups of contacts, or import/export your contacts.

The fastest way to add your contacts is to import them from your email program. If you use Microsoft Outlook, follow these instructions:

- + Open Outlook and go to the 'File' tab and then 'Import and Export'
- + A new window should appear
- + Select 'Export to File' and click 'Next'
- + Select 'Comma Separated Values' from the list and click 'Next'
- + Select 'Contacts' from the folder tree and click 'Next'
- + Save exported file as 'Outlook Contacts' and click 'Next'
- + Go back to the CommPortal Contacts page
- + Click the 'Import' button
- + Click the 'Browse' button to find the 'Outlook Contacts' file
- + Click 'Import'
- + Your contacts are now in CommPortal

The screenshot displays the CommPortal interface for managing contacts. At the top, there are four tabs: 'Contact List' (highlighted in orange), 'Speed Dials', 'Extensions', and 'Short Codes'. Below the tabs are four buttons: 'New Contact', 'New Group', 'Import', and 'Export All'. On the right side, there are 'Edit' and 'Delete' buttons. The main content area is divided into two sections. On the left, under 'Contacts & Groups', there is a search box containing 'Smith' and a list of contacts: 'Smith, Andy', 'Smith, Guy' (selected with a blue checkmark), and 'Smith, Xara'. On the right, the details for 'Smith, Guy' are shown. The details include: 'CEO', 'Example Company', phone numbers '(123) 675 6291', '(123) 565 8941', and '(123) 980 0413', email 'Guy38@hotmail.com', and phone number '5553171453'. There are also two address entries: '988 Main Street, New Orleans, LA 90934, US' and '788 Main Street, Paris, IL 93828, US'. At the bottom, it says 'Member of VIP callers' with a link.

## Making calls from CommPortal

You can make a call direct from CommPortal by clicking 'Make Call' to launch the Dialer.

On the Dialer you can enter the number you want to call, either by typing it in or selecting from a dropdown list of your Contacts, and also choose which of your telephone numbers will be used to make the call.

## Call manager

The Phone Status panel in the center of the CommPortal Home page displays your Call Manager where you can set your availability status and manage how incoming calls are routed to you.

The top section on the left enables you to change your setting from 'Available' to 'Do Not Disturb,' allowing you to route calls directly to voicemail if you're busy. There is also a forwarding option that enables simultaneous ring with your mobile device.

The panel on the right allows you to set up how calls from various different types of callers are handled. You can use options on this screen to add numbers to VIP and Unwanted callers lists.

## Downloading apps

You can use the Downloads link, located at the foot of the CommPortal Home page, to access a range of apps that you can download onto your computer or your mobile/tablet so that you can always have access to the key CommPortal features on your desktop or mobile device.

### Phone Status

Choose how calls to (501) 203 0006 will be directed.

Apply Cancel

Available

Do Not Disturb

Forward All Calls

**Normal callers**

- Ring my phones at the same time:
  - My Phone (501) 203 0006
  - My Mobile (123) 456 7890  
[change my phones](#)
- Forward to another phone
- Send to voicemail

**Anonymous**

**VIP - Active**

- Ring my phones at the same time:
  - My Phone (501) 203 0006
  - My Mobile (123) 456 7890  
[change my phones](#)
- Forward to another phone

[Manage VIP callers](#)

**Unwanted**

- Reject
- Send to voicemail

[Manage Unwanted callers](#)

**Additional options**

[You have no Unwanted callers](#)

## Changing settings

The panel at the bottom of the CommPortal Home page allows you to make various changes to your settings. For example:

- + To configure your phone according to your preferences, use the Devices link. On the screen that appears, use the 'set keys' link to configure your phone according to your preferences.
- + To change your password and/or PIN, or your security email address, click on the links under Security at the bottom of the Home page.

The Calls Settings page allows you to control various call settings, for example withholding your caller ID and configuring Call Forwarding, Call Blocking, or Call Jump settings.

The Messaging Settings page enables you to control how your messages are handled, for example you manage mailbox settings, customize how you are notified of a voicemail, configure greetings, and more. Using Voicemail Greetings you can personalize your voicemail greeting by recording an announcement (a microphone is required).

The screenshot shows the 'Message Settings' page with the following sections:

- General**
  - Incoming calls are forwarded to voicemail after  seconds
  - Transcribe voicemails in your inbox
  - Enable live screening
  - Enable video messaging
  - Forward messages and faxes as emails
  - Forward to:
    - andy.randall@domain.com [edit](#) | [remove](#)  Voicemails  Faxes
    - mike.birmingham@domain.com [edit](#) | [remove](#)
    - [add an email address](#)
  - Leave original in inbox
  - Include action links in emails
- Mailbox Access**
  - Skip PIN
  - Fast Login
  - Auto-play voicemail
  - Auto-play Fax
  - Use short prompts
  - Play greeting warning
  - Voice mail playback:
  - Message playback order:
- Voicemail Greeting**
  - Use the greeting:  [edit](#)
  - [more options](#)
  - Use a temporary greeting:  [edit](#)
  - Use this greeting until:   on
  - On expiry:

### About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

For more product help, visit [windstreamenterprise.com](http://windstreamenterprise.com)

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ENTERPRISE**  
CONNECT. TRANSFORM. ELEVATE.