

Welcome

We're excited to introduce you to your new Hosted PBX. This Quick Start Guide will get you up and running with the basic features associated with your service.

For more in-depth information, please see the tutorial videos on our website at <https://momentumtelecom.com/support/>

As always, you can also contact our local customer care team at 855.216.4334 and we'll be happy to assist you.

Get Started

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://portal.cloudnetgroup.com/>

(Consult your administrator to get 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.

The screenshot shows the CommPortal interface with the following callouts:

- 1**: Home navigation link
- 2**: Messages and Calls (13) navigation link
- 3**: Phone Status link
- 4**: Make Call button
- 5**: Start Meeting and Manage Webinars buttons
- 6**: Phone status options: Available, Do Not Disturb, Forward All Calls
- 7**: Security section with links: Change Password, Change Call Services PIN, Change Security Email
- 8**: Support section with links: Help, Downloads, Send Feedback
- 9**: Agent Dashboard icon
- 10**: Your Services section containing icons for Groups, My Mobile, Call Settings, Message Settings, Notifications, Reminders, Account Codes, Group Mailboxes, and Agent Dashboard

Get 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, such as:

- 1. Messages and Calls (13)** – Click this link to view and retrieve voicemail messages.
- 2. Contacts** – Import your contacts from Outlook or create new ones, then click on a name to call.
- 3. Phone Status** - Control your Call Manager settings here.
- 4. Make Call** – Make a call directly from CommPortal.
- 5. Start Meeting** – Start an Accession Meeting.
- 6. Manage Webinars** - Create or manage your Accession Webinars.
- 7. Security** - Use these links to change your password or security email address.
- 8. Downloads** – Download apps, such as Accession Communicator.

9. Send Feedback – Report bugs or make suggestions for improvements to the CommPortal interface.

10. Your Services – Use these links to access a range of services, such as changing your **Call**, **Message** and **Notification Settings**, or setting up a **Reminder** call.

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** button (arrow) to listen to a voicemail. Note that you can listen to your voicemails in any order. A window 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. (*Note: Your computer must have a microphone to use this function.*)

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, then **Import and Export**.
- A new window should appear.
- Select **Export to File**, then 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**. Save the file in a place you can easily locate such as the Desktop or My Documents.
- 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!

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 **Phone Number** you want to call, either by typing it in or selecting from a dropdown list of your **Contacts**. You also can choose which of your phone 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.

A forwarding option 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.

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).

Message Settings

▼ 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:

	Voicemails	Faxes
andy.randall@domain.com edit remove	<input type="checkbox"/>	<input checked="" type="checkbox"/>
mike.birmingham@domain.com edit remove	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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

Voicemail playback:

Message playback order:

▼ Voicemail Greeting

Use the greeting: [edit](#)

> more options

- Use a temporary greeting: [edit](#)

Use this greeting until: on [calendar](#)

On expiry: