

The logo features the text 'MCTV' in a bold, grey, sans-serif font. A vertical orange line is positioned to the right of 'MCTV'. To the right of the line is the text 'BusinessPro' in a grey, sans-serif font, with a registered trademark symbol (®) at the end. The background consists of a large, light grey circle with a smaller, slightly offset light grey circle inside it, creating a layered effect.

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Hosted Voice
CommPortal Quick Start Guide

WELCOME

The information in this guide is intended to help you navigate CommPortal, the online portal for your company's phone system. With CommPortal, you can view missed calls, listen to voicemail messages, manage your contacts, set up rules for routing your calls, and much more.

Please contact your organization's phone system administrator for questions or assistance.

This guide is representative and may vary from your individual CommPortal screen. All options shown may not be available.

GETTING STARTED

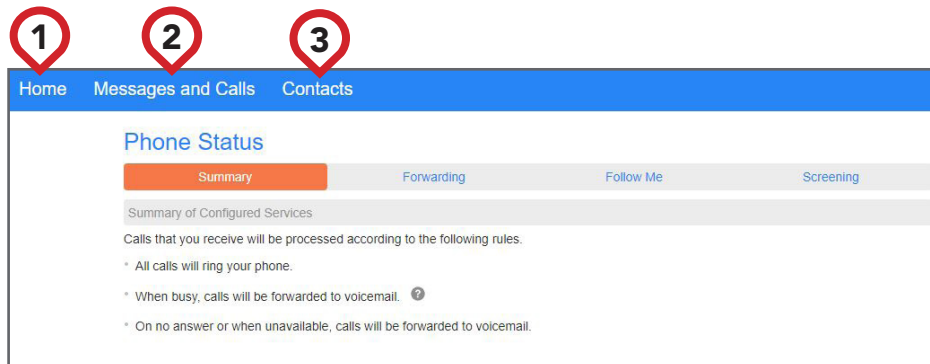
Contact your administrator regarding your default password.

Log in to CommPortal at <http://digitalphone.mctvcpi.com>.

CommPortal Options

Upon logging in, you will see your home screen and the following menu options along the top of the screen:

1. **Home:** Provides quick access to the most commonly used functions & current status of service.
2. **Messages and Calls:** Access and manage recent calls and messages.
3. **Contacts:** Store, retrieve and manage your contact information.



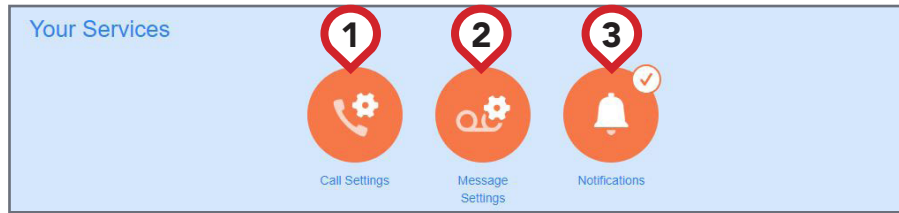
PHONE STATUS

Check for the current status of calls and options for handling them.

1. Calls 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", or when unavailable, calls will forward to voicemail.
2. When busy or unavailable, forward your calls immediately.
3. Allow your calls to follow you wherever you go using call-forwarding when out of the office.
4. Screen your calls by rejecting all or selected calling numbers.

YOUR SERVICES

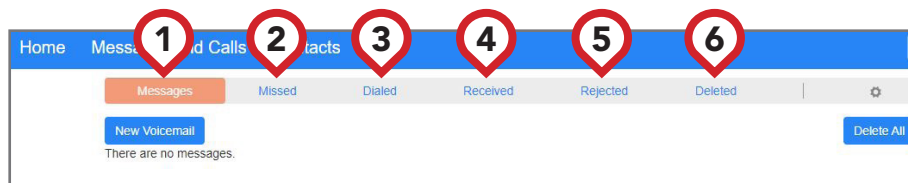
1. **Call Settings:** Change settings for your phone or calling preferences.
2. **Message Settings:** Manage voicemail and messaging options
3. **Notifications:** Monitor and manage your message-waiting indicators.



MESSAGES AND CALLS

Call tracking and voicemail are easily checked in your messages and calls section.

1. **Messages:** Listen, reply or forward messages.
2. **Missed:** See a listing of calls missed and add caller to contacts.
3. **Dialed:** Make note of recently dialed calls.
4. **Received:** View a history of calls received.
5. **Rejected:** View a list of all rejected calls.
6. **Deleted:** Restore or permanently remove deleted messages.



CHANGING YOUR PASSWORD

Changing your password is simple. Under the **SECURITY** section at the bottom of the home page, click **CHANGE PASSWORD**. New passwords are required to include four to twenty characters.

A screenshot of the 'Change Password' form. The title 'Change Password' is at the top left. Below it are three input fields: 'Current password:', 'New password:', and 'Confirm new password:'. At the bottom right, there are two buttons: 'Confirm' and 'Cancel'.

ORGANIZING YOUR CONTACTS

Import your Outlook contacts to your list in it's entirety, and trim old or unused names as needed using the **ACTION WHEN CONTACT EXISTS** feature.

Import Contacts

Select the file to import contacts from and the action to take when the contact exists then press **Import**.

CSV File: No file chosen

Action when contact exists:

- Overwrite the contact ?
- Duplicate the contact ?
- Ignore imported entry ?

Import status

added: 0 updated: 0 deleted: 0 ignored: 0

Note: You currently have 0 contacts. If you reach 1000 during the import, any remaining entries will be ignored.

View and search frequently used contacts. For example, see below:

Contacts and Groups

Search for...

- Business Sales
- Marketing Group
- Phone Group
- Technical Support
- Company, ABC
- Company, Billing
- Company, XYZ
- Doe, Jane
- Doe, John

View and edit speed dials, extensions and short codes easily from your Contacts Page.

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www.MCTVOhio.com/BusinessPro