



*Getting Started With*  
**CommPort**  
***For Business Voice***

*Learn how to configure phone features  
on your new phone system.*



 **ATC**  
**Communications**  
[www.atcnet.net/business-voice](http://www.atcnet.net/business-voice)

## WELCOME

Welcome to ATC Business Voice! This guide is intended to get you up and running with the basic features associated with the product.

For more in-depth information, visit

<http://www.atcnet.net/business-voice/business-support>

## COMMPORTAL

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

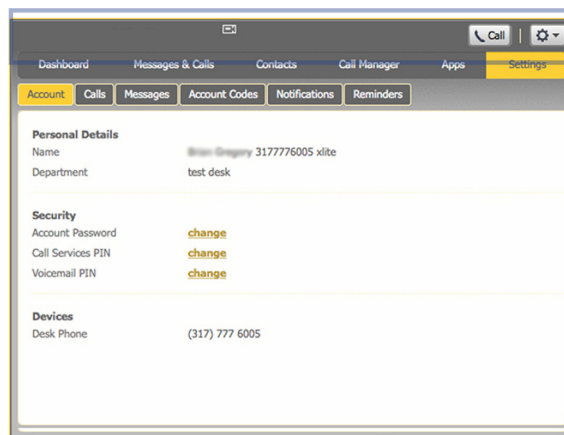
To get started, go to the login page at:

<http://commportal.atcnet.net> (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 images may vary from your individual CommPortal screens.

## Getting Oriented

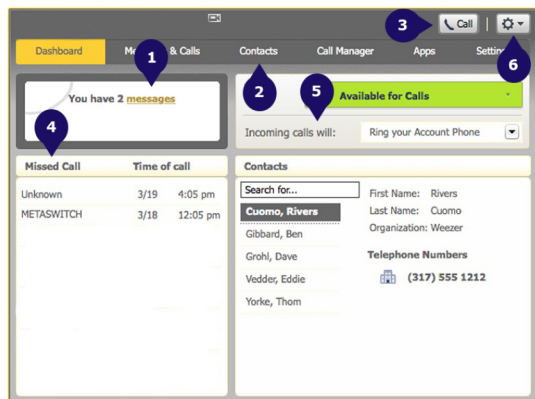
Once you are logged in you will see the main CommPortal screen with the following menu options:



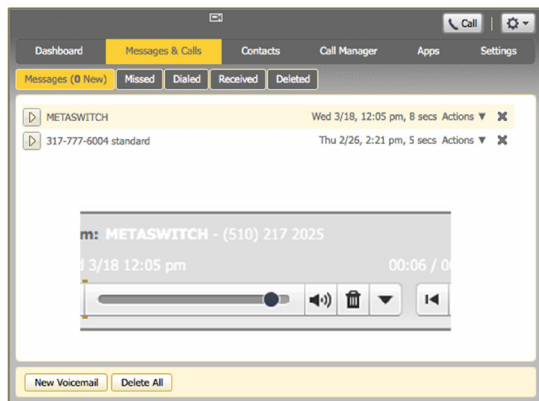
- **Dashboard** - Quick view of most common functions
- **Messages and Calls** - Access call history
- **Contacts** - Store and retrieve contact information
- **Call Manager** - Manage how your incoming calls are handled
- **Apps** - Adds applications to your service
- **Settings** - Change your call settings

## Dashboard

CommPortal Dashboard is the main screen for the portal. On it you can view a range of information including recent calls, messages, contacts, and customized settings.



1. **Voicemails** - Click this area to view and retrieve voicemails
2. **Contacts** - Import your contacts from Outlook or create new ones, then click on a name to dial
3. **Call Button** - Use to make new calls to numbers that may not be in your address book
4. **Missed Calls** - Click any missed call in the list to call the number back
5. **Active Settings** - For example, if you are forwarding your number, that information would appear here; click to adjust
6. **Settings** - Logout, refresh or scroll to Help to view step-by-step tutorials describing how to perform tasks within a user's CommPortal



## 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 subtabs to get more detail. 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 and you will have the option to save or delete either on the player screen or main screen.

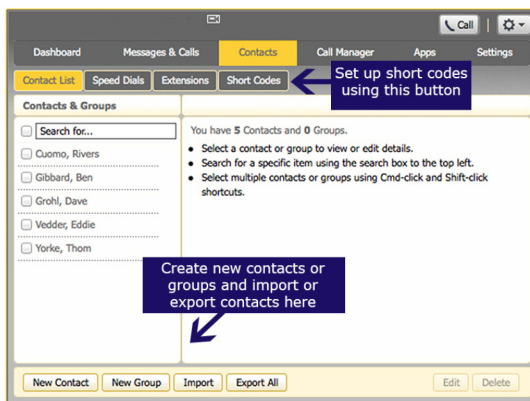
Click the 'New Voicemail' button at the bottom of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function).

Click the (icon) at the end of the line to mark as Heard/New, Forward as Email, or Forward as Voicemail.

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.

## Contacts

The Contacts tab 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 creating a new one from scratch), create groups of contacts, or import/export your contacts.

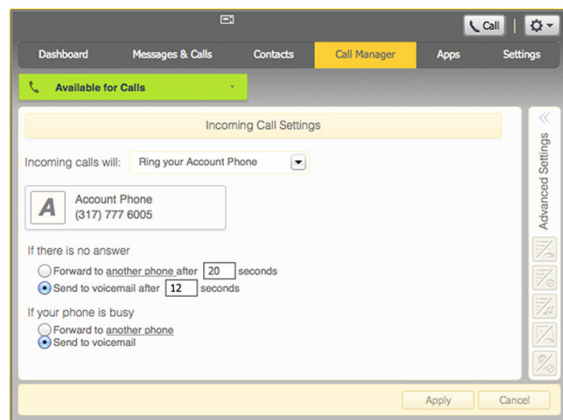


The fastest way to add your contacts is to import them from your email program. If you use Microsoft Outlook, follow these instructions:

- Open Outlook and go to the File tab, then Import and Export
- A new window should appear
- Select Export to File 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, then save in a place you can easily locate such as the Desktop or My Documents
- Go back to the CommPortal Contacts tab
- Click the Import button
- Click the Browse button to find the Outlook Contacts file
- Click Import
- Your contacts are now in CommPortal!

## Call Manager

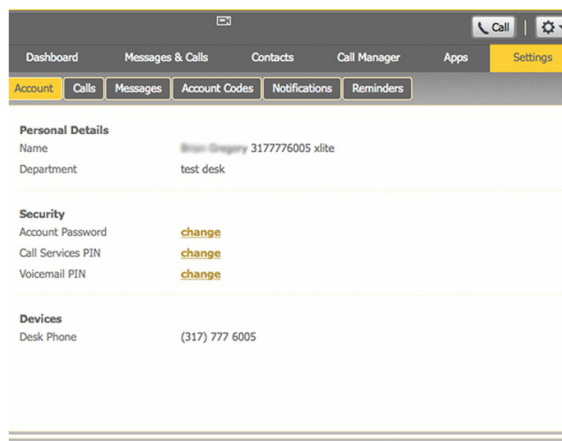
The Call Manager tab enables you to manage how incoming calls are routed to you. The top section enables you to change your setting from Available to Do Not Disturb, allowing you to route calls directly to voicemail if you're busy. There is also a forwarding option that enables simultaneous ring with your mobile device.



## Settings

To change your password and/or PIN, click on the security options on the Accounts tab. The Messaging tab enables you to receive notification of a voicemail as an email, manage mailbox settings, customize how you are notified of a voicemail, configure greetings, and more. From Greetings you can personalize your voicemail greeting by recording an announcement (a microphone is required).

Use the set keys link (shown below) to configure your phone according to your preferences. Once you configure your phone, you should not need to use this tab frequently.



## Technical Support

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