Hosted Phone System Guide

YEALINK

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COMMPORTAL MANAGEMENT

Access the CommPortal at *https://commportal.wabash.com*. Then log in using your given credentials.

MaX UC App (Premium Attendant Only)

To download the MaX UC app to your computer, in the CommPortal:
1. Near the bottom of the page under support, select *Downloads*
2. Select *On your Computer*
3. Select *OK*
4. Follow the on-screen instructions, using your credientials

Announcements

You must be logged in as the Administrator using *https://commportal.wabash.com/bg*

There are two ways to add or change announcements/recordings.

- Using a Headset or Microphone

1. In the CommPortal, select *Attendants* on the left side
2. Select either *Easy* or *Premium Attendants*
3. Select *Open in New Window*
4. Select *Announcements*
    i.   Add new Announcement
    ii. Name your recording
    iii. Record your announcement
   iv. Save
    v.   Add

- Using a Handset

1. Dial your Auto Attendant number
2. Dial *6 (ignore the active/inactive message)
3. Enter the pin number
4. Follow the prompts to record
5. Go to the CommPortal to set

Call History

To view your call history in the CommPortal:

1. Select *Messages and Calls* from the top of the page
2. Toggle between the options to view the history

*To view your call history from your desk phone, please see the Call History topic in the Using Your Phone section.
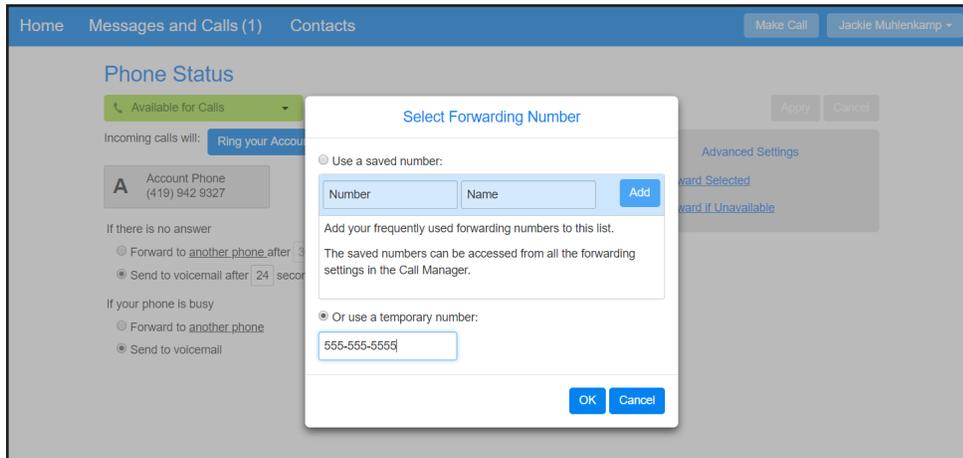

Forward Calls

To forward calls to another phone instead of voicemail, follow these steps in the CommPortal:

1. On the main screen, under *If there is no answer*, select the button next to F*orward to another phone*
2. Select another phone
3. Add the number you would like the call to forward to, then select *OK*

Intercom | Automatic Answer

The automatic answer setting determines whether the phone may answer certain types of calls, (usually this is used for intercom calls). To change this setting, follow these steps:

1. After logging into the CommPortal, select *Devices* at the bottom left
2. Select *Set Keys*
3. Below the image of the desk phone, select *Edit*
4. Select *User* and then *Call Services*
5. Change the Automatic Answer radio button to *No* to turn off auto answering, or *Yes* to turn on
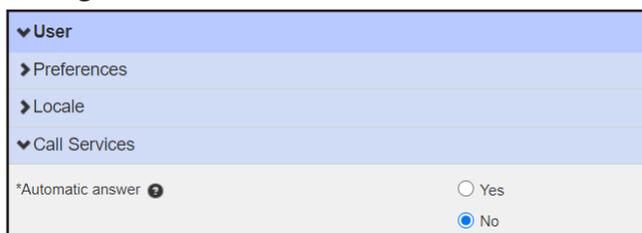
6. Select *Save Changes*

Keys

Each key on your desk phone can be customized to give you quick access to options you use most, including speed dialing. Keys can be changed in your CommPortal.

1. At the bottom of the CommPortal page, select *Devices* from the Personal Details column.
2. A window will pop-up with the devices you are able to edit. Select *set keys*.
3. Select the *Edit* button under the phone you would like to edit.
4. Select Programmable Line Keys and se the following images to program the keys:

   - Inner Company Extension

⌄ Key 7	Shop Phone		
Soft key action	Enhanced Monitor Extension ⌄		Reset
Line ❓	Line 1 ⌄		
Extension ❓	409		
Label	Shop Phone		

   - External Number (ie Cell Phone)
      - Be sure to add "91" before the 10-digit number, just as you would normally dial.

⌄ Key 8	Charlie Cell		
Soft key action	Speed Dial ⌄		Reset
Line ❓	Line 1 ⌄		
*Number ❓	4199429340		
*Label	Charlie Cell		

6. Save. *Your phone will reboot.*

Missed Call Notification

To disable the "Missed Calls" notification message on your desk phone:

1. At the bottom of the CommPortal page, select *Devices* from the Personal Details column.
2. A window will pop-up with the devices you are able to edit. Select *set keys*.
3. Select the *Edit* button under the phone you would like to edit.
4. Select *Features*
5. Select *Notification Popups*
6. Find the "Display missed call popups" topic and select *No.*

To disable the "Missed Call" flash indicator your desk phone:
1. At the bottom of the CommPortal page, select *Devices* from the Personal Details column.
2. A window will pop-up with the devices you are able to edit. Select *set keys*.
3. Select the *Edit* button under the phone you would like to edit.
4. Select *Preferences*
5. Select *Power LED*
6. Find the "Power LED flash for missed calls enable or disable" topic and press *Apply.*

Voicemail | Greeting

To set up your voicemail greeting, follow these steps:

1. In the CommPortal, select *Message Settings*
2. Select *Voicemail Greeting*
3. Select the type of greeting from the drop down, then select *edit*
4. Here you can record (red circle) or listen to (play button) your greeting
   - To record, you must give CommPortal permission to your microphone, if asked
5. Select *save*

Voicemail greetings can also be setup and changed using your deskphone. See the *Voicemail | Greeting* topic in the Using Your Phone section.

Voicemail | Email Notification

To receive an email notification of a voicemail message, follow these steps:

1. In the CommPortal, select *Notifications*
2. Select *Email*
3. Select the box next to *Send email notification of incoming messages to the following address*
4. Select *New Entry*, and enter the email address you would like to receive voicemail, select *Add*
5. Select the box under *All Voicemail*
6. Select *Apply*

Multiple email addresses can be added by repeating steps 3-6.
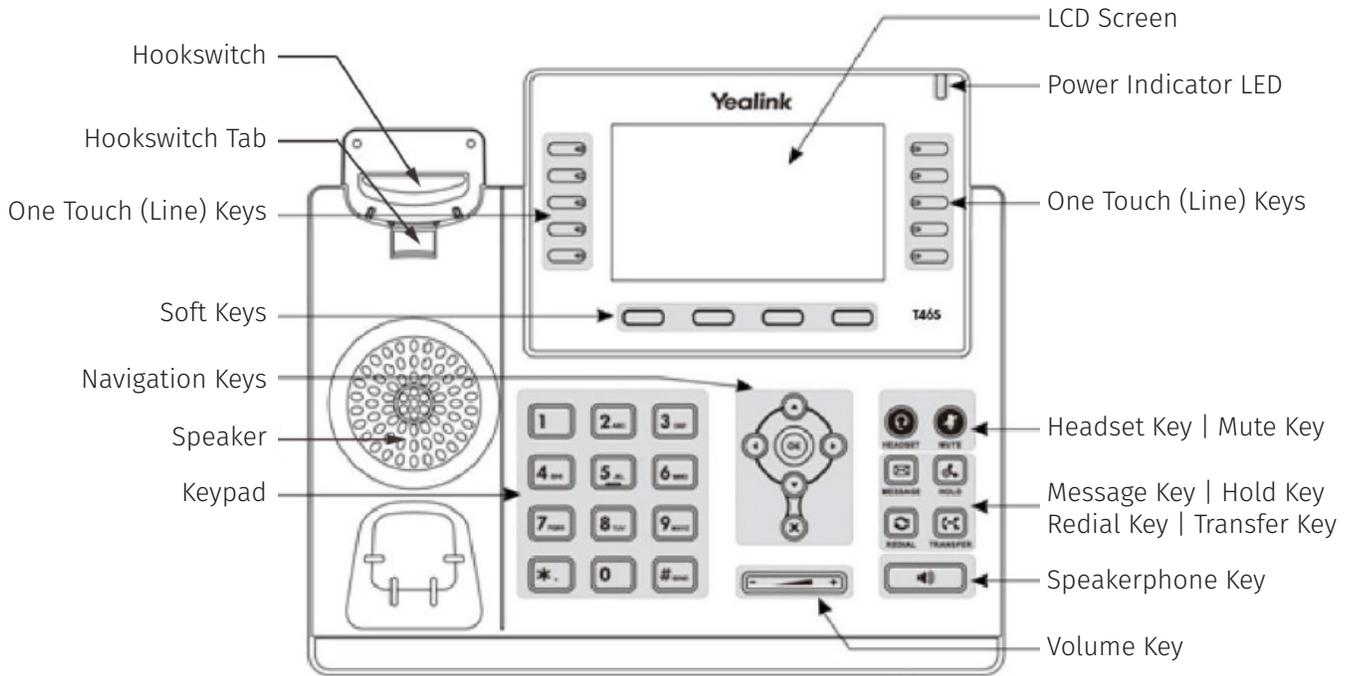
Voicemail | Message to Email

Voicemail messages can be send to an email address as a .wav file. To set up this function:

1. In the CommPortal, select *Message Settings*
2. Under General, select the box next to *Forward messages as emails*
3. Select *add an email address*
4. Enter the email address you would like to receive the voicemail, select *Add*
5. Select *Apply* to save the change

USING YOUR PHONE

Phone Keys & Hardware

Hookswitch

Hookswitch Tab

One Touch (Line) Keys

Soft Keys

Navigation Keys

Speaker

Keypad

LCD Screen

Power Indicator LED

One Touch (Line) Keys

Headset Key | Mute Key

Message Key | Hold Key
Redial Key | Transfer Key

Speakerphone Key

Volume Key

Make a Call

To make a call from your desk phone, follow these steps:

- Call an External Number
    - Dial the phone number

- Call an Extension
    - Dial the extension number
    - You may need to select *Dial* to begin the phone call if you do not hear a dial tone.

- Call a Speed Dial *(one touch key)*
    - Select the key on your phone/sidecar

Conference Call

To make a conference call, or add a person to your current call, follow these steps:

1. With one person on the line, select *Conference*
2. Enter the extension or phone number, then select *Send*
3. When connected to the second party, select *Conference*. You will then have both parties.

Transfer a Call

There are three options of how to transfer a phone call.

- CONSULTIVE: Speak with the requested party before transferring
    1. Select *Transfer*
    2. Enter the Extension or phone number (do not use one-touch buttons)
    3. Select *Call*
    4. After speaking with the dialed party, select *Transfer*

- BLIND: Transfer the call directly to the requested party, Caller ID will show
    1. Select *Transfer*
    2. Enter the Extension or phone number
    3. Press *B Transfer*

- VOICEMAIL: Transfer the call directly to the requested party's voicemail
    1. Select *Transfer*
    2. Enter *15 + the Extension or phone number
    3. Select *Send*

Call History

To check your call history on your desk phone, select the History key:

- Navigate between All calls, Missed calls, Placed calls, Received calls, and Forwarded calls

* To view your call history in the CommPortal, please see the Call History topic in the CommPortal section.

Missed Call Notification

If you miss a phone call, a "# Missed Calls" notification message will appear on the top right corner of the screen on your desk phone.

- View Missed Calls
    1. Select the down arrow of the circle navigation key
    * This will also remove the "# Missed Calls" notification message

* The "# Missed Calls" notification message can be disabled in the CommPortal. See the Missed Call Notification topic in the CommPortal section.

Voicemail

When you receive a voicemail, a red light will flash on the top right of your desk phone. There are two ways to check your voicemail:

* Voicemail must initially be set up on your phone and you will need to change your pin number.

- Phone Key
    1. Select the envelope "mail" key on your desk phone (left of the number keys)
    2. Enter your pin number
- Dial In
    1. Dial *15
    2. Enter your pin number

To check your voicemail when you are away from your desk, on any phone:

1. Dial 419-942-MAIL (6245) and follow the prompts:
2. Dial the number you want to check the voicemail for
3. Enter your pin number

Voicemail | Greeting

To set up your voicemail greeting, follow these steps:

1. On your desk phone, dial *15
2. Dial your pin number
3. Dial 3
4. Follow the prompts to record your voicemail greeting

Voicemail greetings can also be setup and changed in the CommPortal. See the *Voicemail | Greeting* topic in the CommPortal section.

Voicemail to Email

Voicemail messages can be sent to an email address as a .wav file. To set this up, see the *Voicemail | Message to Email* topic in the CommPortal section.

A notification of a voicemail may also be sent to your email. To set this up, see the *Voicemail | Email Notification* in the CommPortal section.

Headset Configuration

To configure a headset to a desk phone, simply plug the headset in.

MaX UC Mobile App (Premium Users Only)

MaX UC is a mobile app that allows you to take the functions of your desk phone with you. To get started, follow these steps:

1. Download the MaX UC app from your device's app store. This is a free app.
2. Enter your phone number (DID number)
3. Enter your password
4. Log in

TROUBLESHOOTING

Headset Noise

If you experience extra noise or echoing on your headset, you may have interference with another headset. To fix do the following:

- Check to be sure the bottom dial is set to 2 or 3
- Make sure the slide switch is on "A"

Restart Phone

If your phone needs to be rebooted, follow these steps:

1. Select the *Menu* button
2. Using the Navigation (arrow) keys, select *Settings*
3. Select *Basic*
4. Navigate down to *#9 (Reboot)*
5. Select *Enter*
6. When asked "Are you sure?" select *OK*

FAQs

Call Ring Back

Do calls ring back after being on hold for a time?

- They can. We can set calls to ring back at your company's choice of length.

Dialing 911

How do I dial 911 in case of emergency?

- To dial 911, simply dial 9-1-1.