Smithville Cloud Voice

CommPortal Quick Start User Guide (CLEC)

Welcome to Smithville Cloud Voice!

This guide is intended to get you up and running with the basic features associated with your new line. For more in-depth information, please see the tutorial videos on our website at smithvillebusiness.com/cloudvoice-clec or check in with your company's assigned **Business Group Administrator (BGA)**.

Getting Started

To log in, go to commportal.smithville.com. Consult your BGA regarding your default password. After your initial log in, you will be prompted to create a new password.

Home Tab

After you have logged in, you will see the *CommPortal* **Home tab** which is the main screen for the portal where you can view your *Call Manager* settings and access a range of other services.

Setting up your Voicemail

You can set up your voicemail by using the *CommPortal*, following the instructions below, or you can use a phone.

To set up using the *Commportal*, you must use a device that has a microphone and a speaker in order to record and listen to your voicemail greeting.

1. On the *Home tab*, see *Your Services* section towards the lower half of the page.

2. Select *Message Settings* Icon. The message settings page will open.

3. Select *Voicemail Greeting.*

To set up using a phone we recommend that you use a mobile phone or your new Cloud Voice number. Follow the instructions in our full *CommPortal User Guide* found at smithvillebusiness.com/cloudvoice-clec.

Note: If you're using a Smithville phone number that is not *your new Cloud Voice number* to set up your *CommPortal* the voicemail system will only provide options for the Smithville phone number you are using to call into the system.

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Making a Call

One benefit of your Cloud Voice product is having several methods to make a call.

- **To use a desktop IP phone,** please contact your company's BGA and request a link to the manufacturer's quick start guides.

- **To use the mobile app on your phone,** go to smithvillebusiness.com/cloudvoice-clec and click *MaxUC Mobile* for information on downloading the app and instructions on how to use it.

- **To use your desktop or tablet,** click *Downloads* at the bottom of the *CommPortal* window under *Support* and follow instructions. Once you have downloaded your app, go to smithvillebusiness.com/cloudvoice-clec and click *MaxUC Desktop* for information on downloading the app and instructions on how to use it.

**Using the *CommPortal* to make a call.**

1. Click *Make Call* and then enter the number you wish to call into the *Dialer* pop-up window.
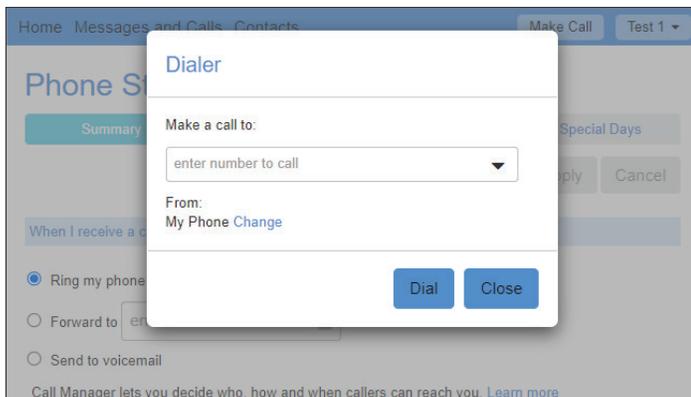
2. If you have more than one Cloud Voice number, you can select the number from which the call will originate by clicking *Change* in the *From* field and then selecting the number from which you wish the call to originate.

3. The system will then ring *your* selected Cloud Voice number on any device you have set up.

4. After you pick up the device you wish to use, you will next be connected to the number you initially entered into the *Dialer*.

Retrieving Voicemail Messages and Viewing Call Records

The *Messages and Calls* tab displays all recent call activity. You can retrieve voicemails and view calls based on if they were *missed*, *received*, *dialed*, or *deleted*.
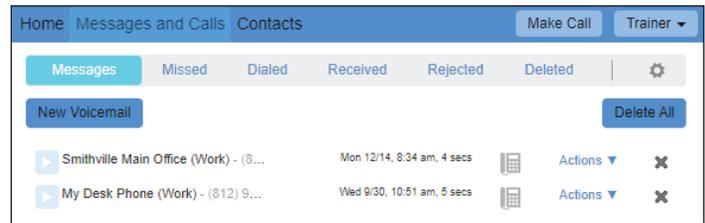
To listen to a voicemail message click the *Messages* sub-tab and click the *Play* button associated with the message you wish to listen to. A window will open to display the *Voicemail Player* where you can listen to and manage the selected message. You can listen to your voicemail messages in any order.

To delete a message click the *X* icon to the right of the call you wish to delete.

In the *Messages* sub-tab you can use the *Actions* drop-down alongside each message to mark voicemail messages as *Heard* or *New*, *Forward as Email*, or *Forward as Voicemail*, **To view call records** click the *Missed*, *Dialed*, or *Received* sub-tabs and a list of calls that fall within the selected category will be displayed. By clicking on a call you can choose to dial the number, add the number to your contacts, or view the caller's contact information if it has previously been saved in your contacts.

Help

Please see the *Support* section at the bottom of the *CommPortal Home Tab*. Click *Help* in order to access information about the *CommPortal* parts and how to use Cloud Voice *CommPortal* features.

For more in-depth information regarding your *CommPortal*, go to our online resource at smithvillebusiness.com/cloudvoice-clec to download Smithville's *Cloud Voice CommPortal User Guide*, and other Cloud Voice related material.