



# Phone User Guide

## Contents

Contacts and Speed Dials.....	2
Adding Contacts .....	2
Editing/Deleting Contacts .....	2
Transferring Calls .....	2
Forwarding.....	3
Conferencing.....	3
Logging in to CommPortal .....	3
Business Call Manager (BCM) .....	4
Phone Status.....	4
Do Not Disturb (DND) .....	4
Advanced Settings.....	5
Message Settings .....	6
Voicemail .....	6
Setting Up Your Voicemail .....	6
Recording your No Answer Greeting.....	7
Checking your Voicemail .....	7
Submitting a Trouble Ticket .....	7



# Phone User Guide

## Contacts and Speed Dials

For adding/deleting contacts to your directory and setting up speed dials on your home screen.

### Adding Contacts

1. Press The "Home" Button and the select "Directories"
2. Press the "+" to add a contact.
3. Enter in the following fields:
  - a. First Name
  - b. Last Name
  - c. Contact (Must be 10-digit telephone number or 4-digit extension)
  - d. Favorite Index (optional)
    - i. If you would like this contact to be a speed dial on your home screen, enter in a number for which you would like this contact to be organized by. (2,3,4, etc...)
    - ii. If you do not want this contact to appear on your home screen, leave this field blank.
4. Once the information is entered press "Save".

### Editing/Deleting Contacts

1. Press The "Home" Button and the select "Directories"
2. Select the contact you would like to edit or delete.
3. To **Edit** the contact information, press the "pencil" icon or "Edit".
4. To **Delete** the contact, press the "Trash Can" or press "More" then "Delete"

## Transferring Calls

1. There are two types of transfers:
  - a. **Regular:** You will be able to talk to the transferring party before sending the call to them.
  - b. **Blind:** Call will immediately ring through to the transferring party as if the call was coming directly to them.
2. While on an active call, first hit "Transfer". (This will automatically place the caller On Hold)
3. Then either dial the number you would like to transfer to or Press "Directory" and choose from your list of contacts. Then Press the "Green Phone" Icon or "Send".
  - a. If you want to do a **Blind** Transfer. Hit "Blind" before entering your party's extension. The call will immediately transfer after pressing the "Green Phone" icon or "Send".



# Phone User Guide

- b. **To transfer straight to voicemail Dial 7 and then the party's extension**
4. If the transferring party chooses to accept the call press "Transfer" again and the call will be transferred immediately. You may hang up your phone.

## Forwarding

1. To forward your phone to another number such as a cell phone or another extension press "Forward" on your home screen or press the "Home" Button and then Press "Forward". Then Choose from the following options:
  - a. **Always:** All calls will ring straight through to the destination you choose.
  - b. **No Answer:** Instead of going to voicemail, your calls will forward if you do not answer after a set number of rings.
  - c. **Busy:** In the event your phone rings busy, your call will be forwarded instead of going to voicemail.
2. In the Contact field, enter the phone number you would like the calls to forward to.
3. To activate the service, press "Enable"
4. To turn the service off, press "disable"

## Conferencing

1. To add people to a call you are currently on, press "Confrnc" from your active call screen. (This will automatically place the other party on hold).
2. Dial the extension or phone number of the person you would like to add to the call. Then press the "Green Phone" icon or "Send".
3. Once the person receives the call you can then press "More" and then "Confrnc"
4. This will join all calls together in an N- Way Call.

## Logging in to CommPortal

1. In a browser navigate to [ctcbusiness.net/commportal](http://ctcbusiness.net/commportal)
2. Enter your 10-digit telephone number in the Number box
3. Enter the Password given to you by CTC. *If you don't know this password, please call 208-229-9000.*



# Phone User Guide

4. On first-time login, you will be asked to change your password.

## CommPortal Web

Please log in below.

Email / Number:

Password:

[Reset Password](#)

Remember me on this computer.

Login

## Business Call Manager (BCM)

Business Call Manager enables subscribers to configure and update how their incoming calls should be managed depending on whether they are available for calls.

### Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your phones in order

	0s	60s	120s	180s
<b>A</b> Account Phone				
<b>M</b> My Mobile				
<b>1</b> 1208369912...				

If there is no answer

Forward to another phone after  seconds

Send to voicemail after  seconds

If your phone is busy

Forward to another phone

Send to voicemail

Advanced Settings

Forward Selected  
Callers from the forwarding list will be forwarded to My Mobile

Reject Selected

Distinctive Ringtone

Forward if Unavailable

Anonymous Callers  
Calls from anonymous callers will be rejected without going to voicemail

## Phone Status

### Do Not Disturb (DND)

Subscribers use a simple drop-down to set their phone status to Available for Calls or to Do Not Disturb.

Do not Disturb

Incoming calls will be forwarded to voicemail

Allow priority callers to ring when in Do Not Disturb



# Phone User Guide

When the drop-down is set to Do Not Disturb, calls will be forwarded to voicemail, although the subscriber can use the link to configure a list of priority callers who can still ring their phone.

## Incoming Call Settings

Subscribers can use drop-down and input fields to configure how their incoming calls are managed.

This includes:

- Configuring which phone(s) will ring, setting the order in which these phones will be tried and how long each phone will be allowed to ring
- Forwarding calls to another number
- Setting the behavior if the subscriber either does not answer the call within a specified time period or all their configured phones are busy

## Advanced Settings

The Advanced Settings panel allows subscribers to configure and activate the following range of advanced call services. Subscribers will only see the call services that they are subscribed to.

- **Forward Selected** - calls from numbers on a forwarding list created by the subscriber will be forwarded to another telephone number configured by the subscriber.
- **Reject Selected** - calls from numbers on a rejection list created by the subscriber will be rejected
- **Distinctive Ringtone** - calls from numbers on a list created by the subscriber will use a different ringtone.
- **Forward If Unavailable** - the number that calls will be forwarded to if the subscriber's phone is unavailable, for example because it has been disconnected or there is a fault on the line.

nooming calls will: Ring your phones in order

	0s	60s	120s	180s
A Account Phone				5
M My Mobile		2	4	5
1 1208369912...	1		4	5

If there is no answer

Forward to another phone after 36 seconds

Send to voicemail after 12 seconds

If your phone is busy

Forward to another phone

Send to voicemail

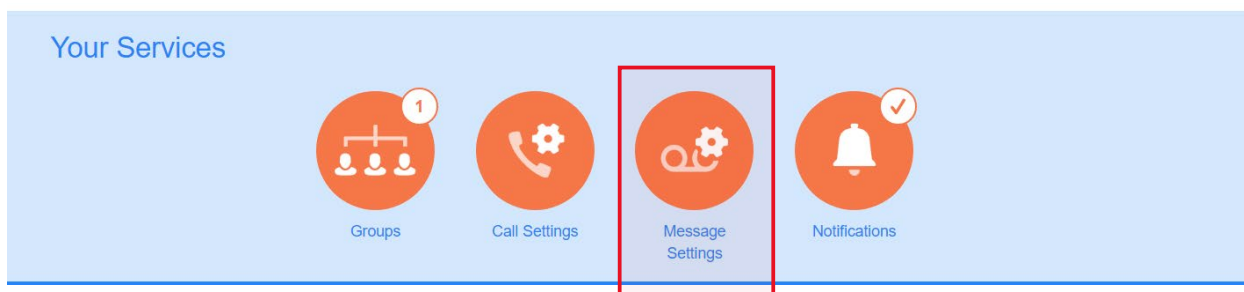


# Phone User Guide

- **Anonymous Callers** - calls from anonymous callers will be rejected without going to voicemail.

## Message Settings

You can use the Message Settings page to change various settings for the Voicemail service.



### Forwarding calls to voicemail

This allows you to set the time in seconds that your phone rings before the call is sent to voicemail. The acceptable range is from zero to 60 seconds.

### Voicemail to Email

You can select to forward all your received messages via email.

## Voicemail

### Setting Up Your Voicemail

1. Press the "Home" button, then "Messages", then press "1" to reach the Message Center
2. Now press "Connect"
3. Enter the default passcode, "112233"
4. Enter your personal 6-digit passcode then "#"
5. Enter your new passcode again then "#"



# Phone User Guide

6. Follow the instructions to record your and last name. (This greeting can be changed later)

## Recording your No Answer Greeting

1. Press the "Home" button, then "Messages", then press "1" to reach the Message Center
2. Now press "Connect"
3. Enter your passcode then press "#" (to check a group voicemail press "\*" then the last 4 digits of the extension the voice mailbox resides on, then enter the passcode followed by "#")
4. Press "1" to enter your mailbox
5. Press "3" for No answer greeting.
6. Press "1" to Record a new greeting.

## Checking your Voicemail

1. Press the "Home" button, then "Messages", then press "1" to reach the Message Center
2. Now press "Connect"
3. Enter your passcode then press "#"
4. Press "1" to enter your mailbox
5. Press "1" again to check your messages.

## Submitting a Trouble Ticket

If you have any problems, please visit: <http://support.ctcbusiness.net>

-or-

Call **208-229-9000**.

For best results, please provide the following pieces of information when contacting CTC with trouble tickets:

- Originating number
- Terminating number
- Date & time of call
- Symptoms of the call problem