Welcome to FirstLight Commportal (Admin)

To log into your CommPortal, log in using the link below for your region:

NH/ME/MA – https://myphone.bayring.com/bg
NY/VT – https://commportal.sover.net/bg

In the **Number** field, enter your 10-digit telephone number (with no dashes).

Enter the **Password** provided by your FirstLight Representative.

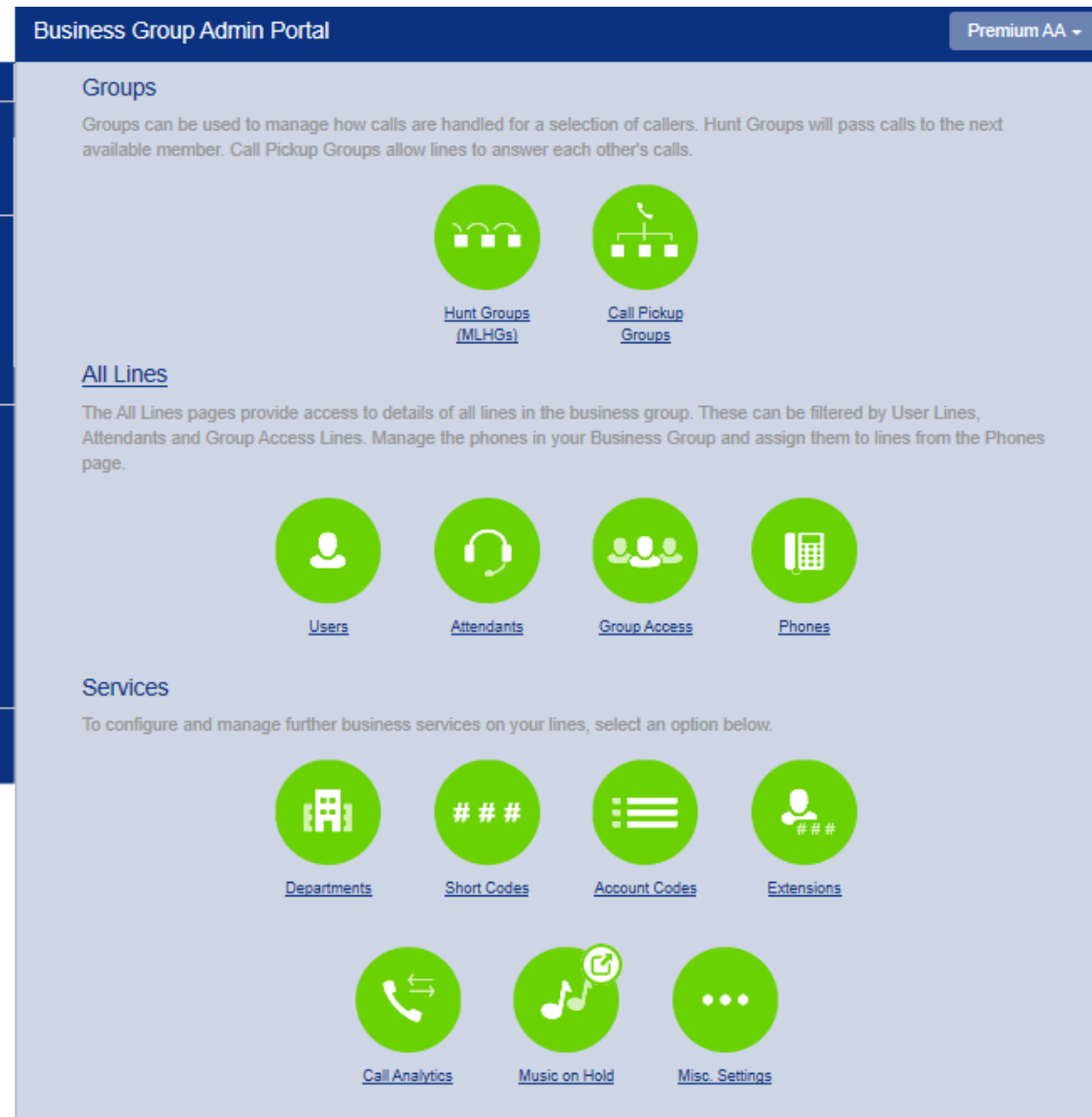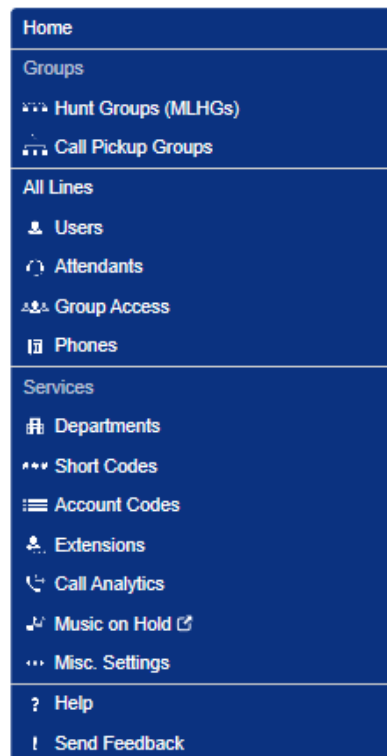**CommPortal Web**

Please log in below.

Number:

Password:

Login

If you have forgotten your password, please contact customer support.

Your home page gives you quick access to various settings.

Access these settings by clicking on the name within the vertical blue menu or click on the green icon.

NOTE: Some of the features depicted within this guide may be different depending on your subscription level/ Seat Type.

A Hunt Group (MLHG or Multi-Line Hunt Group) is a set of lines within a Business Group (members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy.

Hunt Group Members
•Position. A hunt algorithm selects non-busy lines to be passed incoming calls. The order of the lines and the algorithm to use can both be changed.
•Logged in ⇥ or out ⇤ status. Users who want to temporarily remove themselves from the Hunt Group can log in and out as required, if they have been configured to allow this.

Hunt Group Primary in Department: None

Hunt Group Pilots	Hunt Group Members	Settings
Preferences		Hunt Settings

[Apply] [Cancel]

This page shows the settings for the Multi Line Hunt Group. Hunting is applied to all calls to pilot numbers. Hunting is optionally applied to direct-dialed calls to busy Hunt Group members.

Settings	Value
Call Distribution Algorithm	Uniform (Longest idle) ∨
Maximum queue length	20
Maximum time in seconds that calls are queued for	30
Is line hunting applied to direct-dialed calls?	☐
Is the Pilot's information delivered as the Caller ID?	☑
Ring each member for (secs)	12
If a member does not answer, do not call again for (secs)	18

Linear
Circular
Uniform (Round robin)
Uniform (Longest idle)
Ring all

Call Distribution Algorithms

Linear - If a Pilot Number is called, hunting starts with the first MLHG Line and continues through the list until a non-busy line is found. If a busy MLHG Line is dialed directly and the *Hunt on Direct Dialed Calls* option is set to true, hunting starts with the MLHG Line after the dialed number and continues to the end of the list until a non-busy line is found. It does not start again from the beginning of the list.

Circular - If a Pilot Number is called, this is the same as Linear. If a busy MLHG Line is called, this is the same as Linear except that once the end of the list is reached, hunting will continue from the beginning of the list until a non-busy line is found.

Uniform (round robin) - If a Pilot Number is called, hunting starts with the first number after the line that was selected by the previous hunt. When the end of the list is reached, hunting continues from the beginning of the list until it reaches the number it started with. If a busy MLHG Line is dialed directly, and *Hunt on Direct Dialed Calls* is set to true, this is the same as Circular hunting.

Uniform (longest idle) - If a Pilot Number is called, or a busy MLHG Line is dialed directly and *Hunt on Direct Dialed Calls* is set to true, hunting starts with the MLHG Line that has been idle for the longest. The idle time for a Line is calculated using the end time of any incoming or outgoing calls to or from the Line, not just those allocated by hunting. When an MLHG Line disables the Do Not Disturb call service, its idle time is reset to zero.

Maximum queue length. The maximum number of calls that can be queued at one time. If queuing is not supported or the queue is already full, the caller will receive the treatment specified by the Pilot or Direct Dial number that was called.

Is line hunting applied to direct-dialed calls? Specifies whether external calls directly to a line within the Multi Line Hunt Group receive Line Hunting treatment if the line is busy. *(Intercom calls, and external calls directly to a line with SIP Call Forking enabled, do not receive Line Hunting treatment regardless of the setting of this field.)*

Is the Pilot's information delivered as Caller ID? Specifies whether the Pilot that was called should be delivered as the caller ID. This can be used so that, for example, a helpdesk receiving calls could know whether the "Helpdesk" or "Accounts Inquiries" number had been called.

Call Pickup allows you to collect a call from any ringing phone that is in the same pickup group as you by dialing access code *11, if there were more than one phone ringing then you would have no control over which call you collected. Groups can be created in CommPortal Manager – see below.

Once logged in, you can manage individual lines within your Business Group within the Users menu.

You can search for the line you are interested in based on telephone number, extension number or name.

Enter the number or name you wish to find in the **Search for...** input box, and the list of lines will automatically update to only show lines that match. If you wish, you can restrict your search to only match on a given field by using the drop-down to the right of the search box.

NOTE: Some of the features depicted here may be different depending on your subscription level/ Seat Type.

Business Group Admin Portal   Premium AA ▾

Users in Department: View All

Move selected to: Select department   Move   Download all Lines

☐ Telephone Number	Ext.	Name	Department
Search for...			in any field
☐ (207) 344 1213	23	Training	None	Actions ▾
☐ (207) 358 7983	60	Accession 60	None	Actions ▾
☐ (207) 358 7984	61	Accession 61	None	Actions ▾
☐ (603) 766 0024	24	Accession 24	None	Actions ▾
☐ (603) 766 0181	81	ACD 81 FirstLight Training Room Admin	View All	Actions ▾
☐ (603) 766 0248		Ext. 48 FirstLight Training Room Admin	View All	Actions ▾
☐ (603) 766 0294		VOP	None	Actions ▾
☐ (603) 766 1371		Phil Demo	None	Actions ▾
☐ (603) 766 1584	88	Ext. 88	View All	Actions ▾
☐ (603) 766 3674	74	Ext. 74	View All	Actions ▾
☐ (603) 766 3682	82	John Smith FirstLight Training Room Admin	View All	Actions ▾

View individual settings
Edit personal details
Reset line
Unlock account

To access a user's settings, click the Actions drop down and choose one of the following:

View Individual Settings
Edit personal details – Change user name and Admin privileges.
Reset line - Used for when new user is required. Clicking this option will remove previous voicemails, reset the voicemail to the tutorial and change the name to UNASSIGNED.
Unlock account – If a users tries to log into their account too many times, their account becomes disabled.

There are two places where you change the user's name from the Actions drop down menu from the User's page:

Edit Personal Details – This is where your dial by name directory pulls its information from. Requires first and last name.

View Individual Settings – Call Settings – this field controls the name that is displayed on internal extension to extension calls.

View Account Settings to change password:

Change Password – User's CommPortal Password
Change Call Services PIN – Used for Remote Activated Call Forwarding
Change Voicemail PIN – Changes VM pin

Please note that **External Caller ID** – Can only be changed by contacting FirstLight

Here you can manage your Easy and/ or Premium Auto-Attendants.

Select **View individual settings** from the **Actions** drop down menu to access your Attendant's configuration.

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Customer Service - **888-832-4976**

For more information on configuring your Easy Attendant, go to **View Account Settings** and **Help**.

For more information on configuring your Premium Attendant, go to **View Account Settings** and **Help**.

Phones Configuration

Each row in the table includes the following information for one Phone.

The MAC address that uniquely identifies the physical Phone.
The telephone number or Department that the Phone is assigned to. (Multiple phones can be assigned to the same telephone number or Department.)

Once a phone is assigned to a line you can manage and configure the profile for this Phone.

Change Phone Information

Description - Whether or not the Phone is assigned to a line, and the line's telephone number if so. If you wish to unassign the Phone from a line altogether, simply uncheck the checkbox in the *Assigned to line?* field.

Changing phone configuration

Choose **Edit** under your phone model.

Expand the **Programmable Keys** section or the **Sidecar Key Capabilities** section depending on where you want the programmed buttons to appear:

NOTE: In the Programmable Keys section you only want to program keys 2 and higher.   Key 1 is your extension so you don't want to change that.

Enhanced Monitored Extension

The setting below (Enhanced Monitored Extension) shows you the activity of an internal extension.   Light will be solid red when they are on the phone or on Do Not Disturb (DND).   The light will be flashing when they are receiving a call.

Speed Dials

This is the setting for speed dials.   Simply enter the telephone number (as you would dial it).

∨ Key 26	Joe	
*Soft key action	Speed Dial ▾	🔒
*Number ❓	5185551212	
*Label	Joe	

When finished, save changes on the bottom right.

🖨 Print...   ➕ Expand all   Reset all to defaults   ✖ Discard changes   ✔ Save changes

In order to pick up these changes, the phone must be rebooted in one of the following ways:

1.Press your Home key on your phone and navigate to Settings – Basic and then scroll down until you see the option to reboot/restart the phone.

2.Unplug the phone and plug it back in.

3.Do nothing and the phone will automatically reboot/ check for updates between the hours of 2am and 6am.

NOTE: If your phones are daisy-chained with your PC, your PC will lose network connectivity briefly while the phone reboots.

Departments divide your Business group into separately-administrable groups. Business Group administrators can optionally be restricted so that they only have privileges to administer lines within a given Department (and its sub-departments). Departments may be divided into sub-departments.

Lines, Attendants, Groups, Phones or Short Codes can all be placed into a department (or in the top-level Business Group-wide department) and moved between departments in the pages relating to each of those items.

Department Configuration

Each row in the table shows the Department name and call limits. Department names are indented to show their hierarchy.

When deleting a Department, ensure that the Department is empty of Lines, Phones, Call Pickup Groups, Short Codes and other Departments - Departments can't be deleted unless they are empty. Lines, Phones, Groups or Short Codes, can be deleted or moved into other Departments. Sub departments must be deleted.

A Short Code is a code specific to the Business Group or department that represents a (usually) external directory number or another code that can only be dialed within the Business Group or department (for example a Call Service access code).

Short Codes may be either a single code or a range of codes. The telephone number or service access code that the Short Code maps to may be blank if not assigned yet.

Service Access Codes consist of a string of digits and may optionally start with a * or #.

The Account Codes service allows you to log account codes of your choice against calls that you make by dialing the appropriate code when placing an outbound call.

The administrator can add, modify and delete account codes and change what requires one. Great care should be taken when making change to this area as this will affect _all_ lines in your Business Group. If you wish to create a code under a specific line, you must do so under the LINES section.

Business Group Admin Portal

Premium AA ▾

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Account Codes

The following codes are available on all lines when account codes are validated. Individual lines may also have additional codes.

Edit List   Apply   Cancel

Account Code Options

Call types requiring an account code

- ☑ National   ☑ Operator
- ☑ International   ☑ Directory
- ☐ Local   ☑ Carrier Dialed
- ☑ Premium Rate   ☐ Local Business Group
- ☑ Regional   ☐ Other Business Group

☐ Use validated account codes

Account code length: 4

Max incorrect attempts before account blocked: 10

☑ Call types may be overridden per line

☑ Account code length may be overridden per line

☑ Lines may view business group account codes

Lines can view and change ▾ their own validated account codes.

Edit List will show up if this box is checked.

Consult the **Help** section for additional information on how to configure Account Codes.

The Call Analytics page allows you to download a report of all calls made to or from lines in your Business Group or a particular department.

Once you have downloaded the report, you can open it in a spreadsheet application such as Microsoft Excel. The report includes the following fields:
- Date and time that the call was made.
- Whether the call was between two lines in your Business Group, from an external line into your Business Group or from a line in your Business Group to an external line.
- The calling number, and its extension and department if applicable.
- The called number, and its extension and department if applicable.
- Whether the call was answered.
- The length of the call.
- How long the caller was waiting for the call to be answered.
- Any account and carrier codes that were dialed to make the call.

Note that if you filter on department and your department was recently renamed, you will only see calls that were made since the renaming.

Call Types:

Originating – Calls made/ Outbound
Terminating – Calls received/ Inbound
Intra BG – Calls made between extensions

Music On Hold (MoH)

FirstLight provides royalty free, classical instrumental music on hold by default. You have the option of uploading your own music or marketing announcement while your callers are on hold. Select **Music On Hold** from Menu

NOTE: Playing music to callers on hold constitutes "public performance" of the music and therefore risks infringing the copyright of composers or artists. The music provided by FirstLight is royalty free music. If you choose to change this, you must obtain appropriate licenses to play the material that you plan to use as on-hold music. In North America, you can obtain these licenses at a reasonable cost from licensors such as Broadcast Music Inc (www.bmi.com) or the American Society of Composers, Authors and Publishers (www.ascap.com). FirstLight and its affiliates do not accept any legal liability arising from copyright infringements associated with the use of on-hold music.

To Upload Own Music

Click on **Resources** tab

ID Field: Choose a two-digit number for identifying and selecting the recording in the Telephone Admin Interface. It must be different from all other IDs in this list, but it can be the same as a global resource ID.

Description: A brief description of the music or other recording so that you can identify it

Upload local resource file: Type the path of the .wav or .mp3 file that you want to add to the local resources. Alternatively, click the **Browse...** button for a Choose file dialog box.

Music On Hold

| security | mappings | resources |

Global Media List

ID	Description	Length
84	Beach Party * Kevin MacLeod (incompetech.com)	50 seconds
85	Sugar Plum Fairies * Kevin MacLeod (incompetech.com)	106 seconds
83	Somewhere Sunny * Kevin MacLeod (incompetech.com)	114 seconds

There are currently no local resources stored.

ID	Description	Upload local resource file		Actions
			Browse...	Add

Disk Used: 0.00 MB of 10 MB used.
Resources: 0 of 10 used.

Adding a new mapping

- To add a new mapping, use the fields below the list of existing mappings as follows, then click **Add**.

- **Directory number**: Select the telephone number to which this Music On Hold mapping will apply.

- **Initial resource**: Choose the music or other recording to be played as Music On Hold for this directory number. If two recordings are to be played, then choose the first recording in the sequence.

<u>Action</u>: Choose one of the following actions:

- **Repeat** – select if the initial resource (and the follow-up resource, if any) should be continually repeated one after the other.

- **Play Once** – select if the initial resource is to be played once, and then the follow-up resource repeatedly.

- **Repeat - Initial interrupted** – select if the initial resource is to be interrupted at specified intervals by the follow-up resource (for example, music interrupted at intervals by an announcement).

- **Repeat - Follow-up interrupted** - If the initial resource is to be played first and then interrupt the follow-up resource at specified intervals (for example, an announcement followed by music interrupted at intervals by the same announcement).

- **Follow-up Resource:** Choose the music or other recording to be played second in the sequence, if applicable.

- S**tart Point:** Choose *Start* to start playing a resource at the beginning, or *Random* to start at a random point. If Action is set to <u>Repeat or Repeat - Initial interrupted</u>, this applies to the *initial* resource; otherwise it applies to the follow-up resource.

- **Duration:** This field appears only if Action is set to <u>Repeat - Initial interrupted or Repeat - Follow-up interrupted</u>.
    - Specify the duration in seconds for which the interrupted resource should be played between interruptions.

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Home

Groups

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♫ Music on Hold ☐

▸▸▸ Misc. Settings

Misc. Settings

Number Blocks	External Calls	Other Settings

Apply Cancel

Restricted Subscriber Messaging

☐ Restrict subscriber-to-subscriber messaging outside of the Business Group.

Internal Operator Number

Business Group operator number: _____

Use Internal Extensions

☐ Display internal Business Group extensions rather than external directory numbers where possible.

Number Blocks
This tab shows any Number Blocks configured for the Business Group. A Number Block defines a range of directory numbers used for Business Group Lines in the Business Group.

The Number Block configuration is read-only and cannot be changed via the web. If you wish to change any of the configuration, please contact FirstLight.

External Calls
This tab shows any limits on external calls, together with the default carriers that are used when making calls.

These settings are read-only and cannot be changed via the web. If you wish to change any of the settings, please contact FirstLight.

Restricted Subscriber Messaging prevents the forwarding of voicemail messages to subscribers outside of the business group. This applies to the whole business group.

Internal Operator Number sets the default operator number for the whole business group. This may be overridden for individual departments.