



# CommPortal User Guide



<sup>SM</sup> Harness the **Power of Light** with **FirstLight**<sup>®</sup>

## Welcome to FirstLight Commportal



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

NH/ME/MA – <https://myphone.bayring.com>

NY/VT – <https://commportal.sover.net>

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:

Remember me on this computer.

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

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The screenshot shows a user interface with a dark blue header containing navigation tabs: Home, Messages and Calls (5), and Contacts. On the right of the header are buttons for 'Make Call' and 'Mary Smith'. Below the header is a 'Phone Status' section with tabs for Summary, Forwarding, SimRing, and Screening. The 'Summary' tab is active, showing a 'Summary of Configured Services' section with a list of call processing rules. Below this is a 'Your Services' section with five icons: Call Settings, Message Settings, Notifications, and Reminders. At the bottom is a dark blue footer menu with three columns: Personal Details (Mary Smith, Sales, Admin, Devices), Security (Change Password, Change Call Services PIN, Change Voicemail PIN), and Support (Help, Downloads, Send Feedback). Green arrows point from external text boxes to the 'Make Call' button, the 'Devices' link, and the 'Downloads' link.

You can trigger calls from any phone by using Click to Dial, from the **Make Call** button.

Click to Dial first calls the phone you have access to and once you pickup, connects you with the person you're trying to contact.

Click to Dial calls display your usual caller ID to the other party but can originate from any phone. This can be useful if you are away from your usual phone but need to make a call.

Manage how the buttons are configured on your phone.

Download any Apps that you may be subscribed to:

- CommPortal Assistant
- Accession Desktop

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


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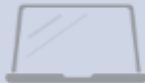
The Downloads section allows you to download applications to use with your FirstLight Cloud Communications services.

**CommPortal. A better way to stay Connected**


All of your devices can now work together in a single system that's convenient, practical and easy to use.

[View Apps](#)





**On your Computer...**  
Desktop features are discreet and always available when you need them.



**On your Mobile / Tablet...**  
Take your desktop features with you, wherever you go.


[OK](#)

- Summary
- ▼ Computer
- Assistant
- Accession
- ▶ Mobile / Tablet

## Apps on your Computer

**CommPortal Assistant (Recommended)**  
CommPortal Assistant offers instant access to your most frequently used features and settings. You can search and dial contacts right from your desktop, just like you would from your mobile phone. Notifications tell you when you have an incoming call or a new message.

📌 Vista / Windows 7 / Windows 8 / Windows 10



[OK](#)

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

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## Forwarding Options

**Immediate.** Calls are forwarded as soon as you receive them.

**Busy.** Calls are forwarded whenever your line is busy. If you have multiple (twinned) devices then this service only applies if all of your devices are busy (or reject the call).

**No Answer.** Calls are forwarded if you do not answer your phone within a certain time.

**Unavailable.** Calls are forwarded if your phone is unavailable (e.g. it is unplugged or loses power).

**Selective.** Calls from selected callers are forwarded as soon as you receive them.

The forwarding tab also provides access to your *Forwarding Destinations*. These are numbers that you regularly forward calls to, and that you preconfigure for ease of use.

## Phone Status

Summary	Forwarding	SimRing	Screening
Immediately	Busy/No Answer	Unavailable	Selected Callers
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>			
<input checked="" type="checkbox"/> Forward calls immediately.			
Forward calls to: <input type="text" value="5551212"/>			
Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.			
Ring my phone once when a call is forwarded? <input type="radio"/> Yes <input checked="" type="radio"/> No			

Enter the telephone number as you would dial it from your phone.

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When enabled, SimRing redirects calls that you receive to multiple destinations simultaneously. Any of the destinations can pick up the call, at which point all the others stop ringing.

Note: your own number will always ring, so you should not include it in your list of destinations.

**Permit forwarding** This defines whether or not the destination configured by this rule is allowed to forward the call (e.g. to voicemail or to another telephone number). Note: If any of the destinations you configure to ring forward the call to voicemail then this will count as the call being answered, and no further destinations will be tried. This can be avoided by setting this value to *No* for all destinations other than the last one you wish to ring.

## Phone Status

Summary
Forwarding
SimRing
Screening

SimRing

Clear List
Apply
Cancel

SimRing allows incoming calls to simultaneously ring a number of phone numbers.

Destination	Description	New SimRing Number
555 1212	Cell <span style="float: right; color: red; font-weight: bold;">✘</span>	Destination: <input style="width: 100%;" type="text"/> Hint: Use the <a href="#">Forwarding Destinations</a> tab to add numbers that you frequently forward calls to. Permit Forwarding: <input type="radio"/> Yes <input checked="" type="radio"/> No Description: <input style="width: 100%;" type="text"/> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <span style="background-color: #ccc; padding: 2px 10px; border-radius: 3px;">Add</span> <span style="background-color: #ccc; padding: 2px 10px; border-radius: 3px;">Clear</span> </div>

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**Selective Rejection** - When enabled, this service rejects calls from specific callers. Rejected callers hear an announcement telling them that you do not wish to take their call.

**Anonymous Rejection** - When enabled, this service rejects calls from callers who withhold their caller ID. Rejected callers hear an announcement telling them that you do not wish to take their call.

**Do Not Disturb** - When do not disturb is enabled your phone will not ring. Callers will either be forwarded to another number or hear an announcement that you do not wish to be disturbed, depending on your other call service settings.

**Priority Call** - When this service is enabled, calls from specific callers ring your phone with a distinctive ringing signal.

Screening list editing:

A number of incoming call services require you to configure a list of callers that the service will selectively apply to. Such a list is referred to as a *screening list*. You should always use the full number including the area code. It is not possible to add callers with other number types (e.g. international callers).

## Phone Status

Summary	Forwarding	SimRing	Screening
<a href="#">Do Not Disturb</a>	<a href="#">Selective Rejection</a>	<a href="#">Anonymous Rejection</a>	<a href="#">Priority Call</a>
			<input type="button" value="Apply"/> <input type="button" value="Cancel"/>
<input type="checkbox"/> <b>Reject all calls immediately.</b>			
Ring my phone once when a call is rejected?			
<input type="radio"/> Yes <input checked="" type="radio"/> No			

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## Welcome to FirstLight Commportal



Current VM messages are here and you can click the Actions drop down to manage them.

Home Messages and Calls (2) Contacts Make Call Mary Smith

Messages (1 New) Faxes (1 New) Missed Dialed Received Deleted

New Voicemail Delete All

▶ WIRELESS CALLER - (603) 812 5206 Wed 7/24, 6:32 pm, 8 secs Actions

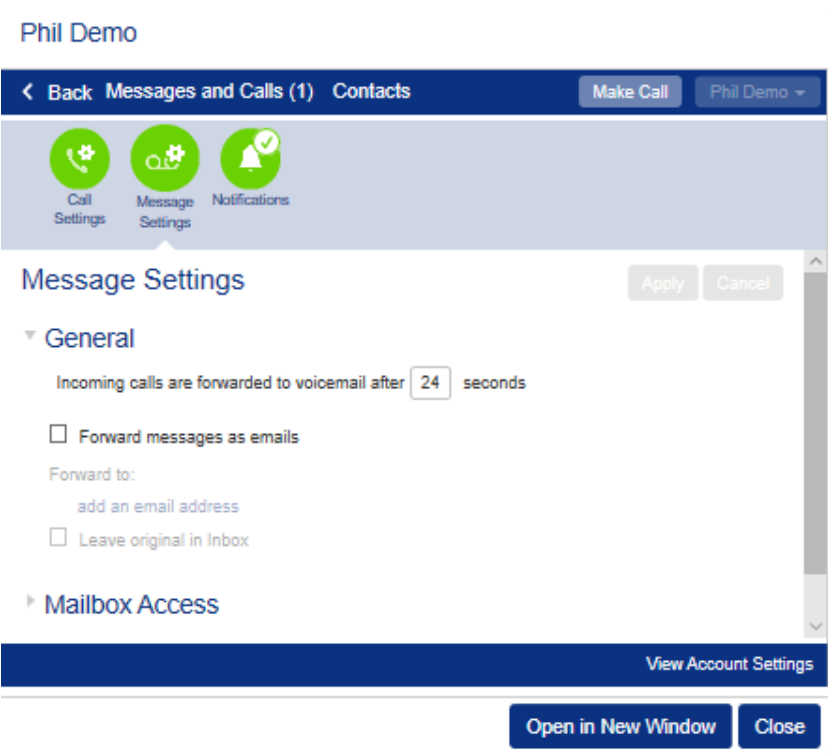
This is a test message to demonstrate voicemail transcription.

Personal Details: Mary Smith, Sales, Admin, Devices  
Security: Change Password, Change Call Services PIN, Change Voicemail PIN  
Support: Help, Downloads, Send Feedback

Reply  
Mark as heard  
Forward as Email  
Forward as Voicemail

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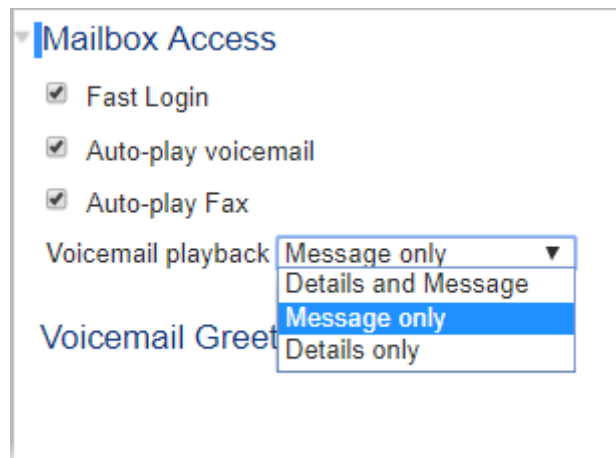


You can program how many rings before VM picks up. Each ring cycle is 6 seconds. (24 seconds = 4 rings)

Check **Forward messages as emails** and **add an email address** to get copies of your voice mail messages sent to your email.

Check **Leave a copy...** if you would still like to be able to access your voicemails using your phone.

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### Fast Login

Generally when you dial into your mailbox you are asked to enter both your phone number and PIN. However, if Fast Login is enabled, then when accessing your mailbox from your own telephone, your phone number is recognized automatically and you only need to enter your PIN.

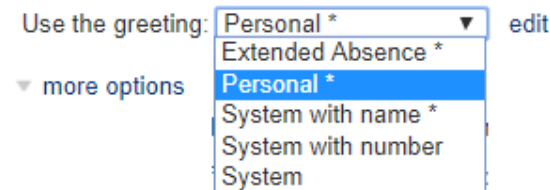
### Auto-play Voicemail/Fax.

If Auto-play is enabled, then when you log into your mailbox, instead of hearing the main menu your messages will start playing immediately.

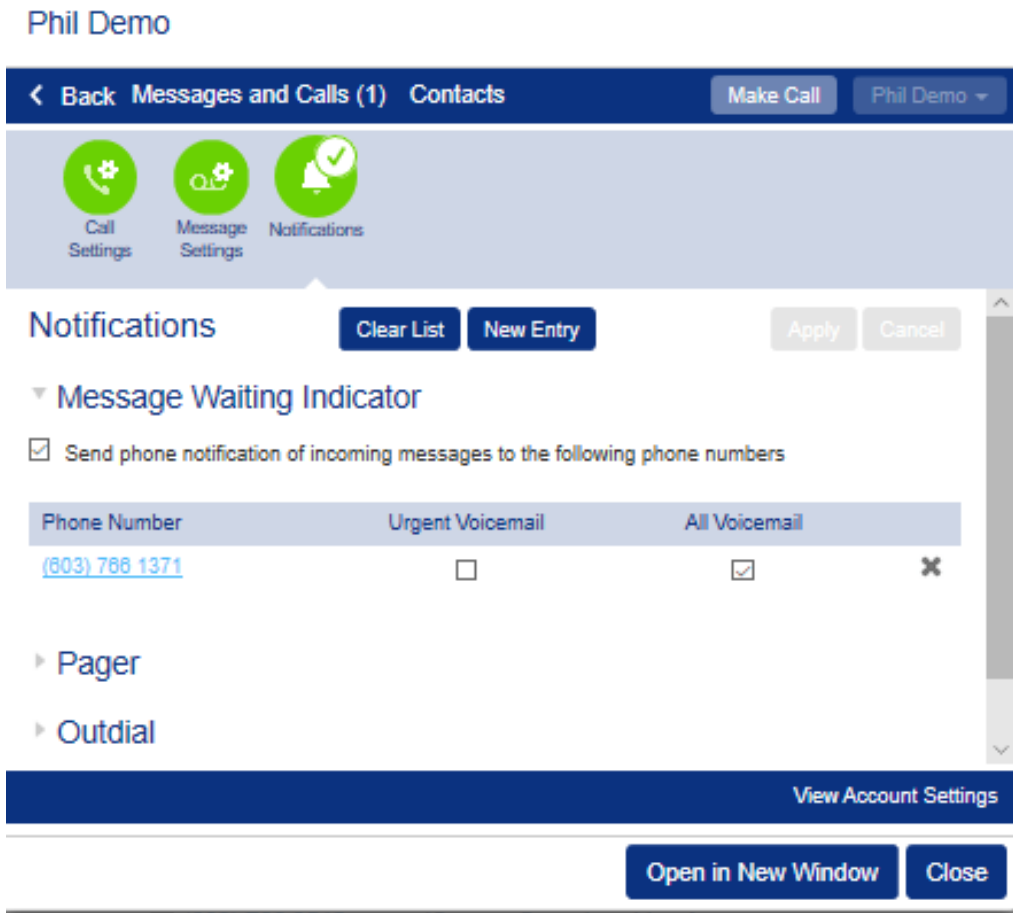
### Voicemail Playback.

When your messages are played to you, you can choose whether you wish to hear the message details (who the message is from and when it was left), the message itself, or both. (NOTE: Administrators cannot adjust this setting. See VM Navigation Guide – Mailbox Settings – Handsfree Options for users to adjust through their voice mail menus or they can make the change within their User CommPortal account.)

### Voicemail Greeting



For your default greeting, you should select a greeting from the list of available greetings in the dropdown box. Greetings that already have a recording will be marked with a \* beside the name in the list.



The Notifications tab allows you to configure the different kinds of notifications that you can use with your messaging service.

### Message Waiting Indicator

For handsets that support message waiting indicators, you can configure the voicemail system to notify your phone whenever you receive a new message. Depending on your phone the notification will either flash and light on your handset, display a notification icon on the screen and/or signal a message with a sound or vibration.

### Pager Notification

First you must configure whether you use a *telephone* or *email* pager gateway. If people page you by sending an email then you should select *email*. Otherwise you should select *telephone*. If you have selected *telephone* as your pager gateway type then you will need to provide the following information.

Select your pager provider from the drop-down list. Depending upon your provider you will then be required to enter your pager number and possibly your PIN.

If your provider is not in the list, then select Custom, and configure the following.

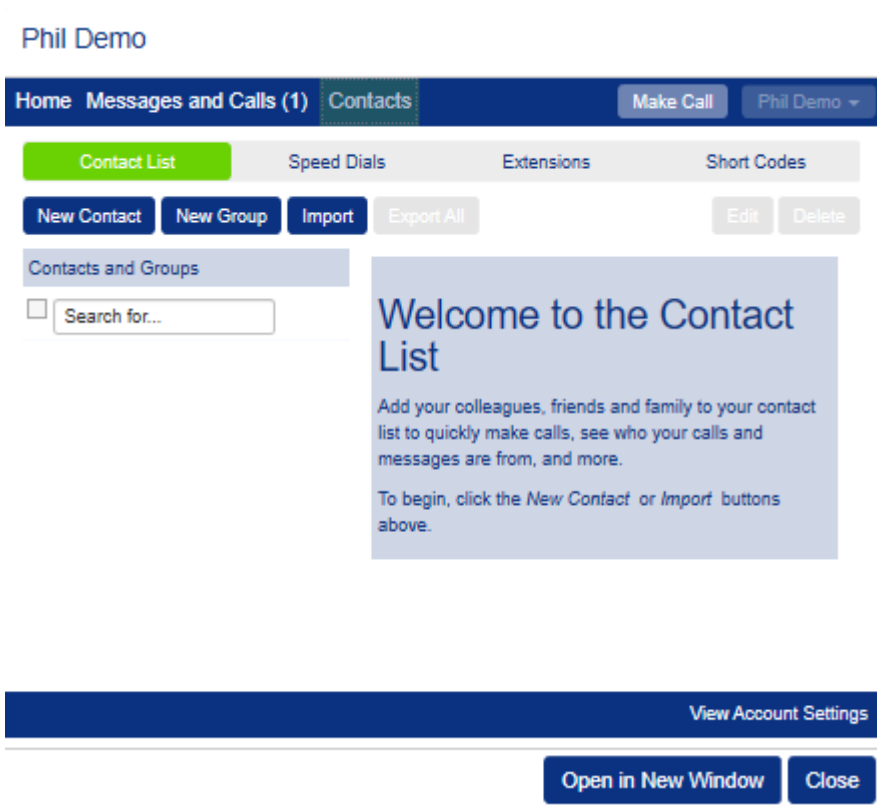
### Override Notification

This feature enables you to configure the voicemail system to notify you differently for a period of time. For example, while you are on vacation, you might only want to be notified of urgent messages and you might want to be notified in a different way from normal.

### Notification Schedule

If you configure a pager or override notification, you can also configure a Notification Schedule. The Notification Schedule allows you to restrict notifications so that they are only generated at particular times of day, and on particular days of the week. For example, you might not want to be called and informed of a new message that you have received in the middle of the night!

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## Import

Generally, an imported contact is considered to "match" an existing contact if they have the same name. The only exception to this is if you have previously exported your contacts using the native format.

If there is a match, but the two versions do not contain any conflicting information then the import operation will simply add any additional details from the imported version of the contact to the existing version.

## Export

This feature allows you to export your contacts as a CSV text file. This is useful if you wish to import your contacts into another application such as Microsoft Outlook or Outlook Express.

Note that the exported data does not include any information about what contact groups the contacts may belong to.

## Native format

In native format, each exported contact list entry also includes a unique numerical identifier. If a CSV file containing such identifiers is subsequently re-imported, then contacts in the CSV file are considered to match entries in the contact list if their numerical identifiers match; matching is done on the basis of this identifier in preference to using the contact name.

This is valuable if, for example, you wish to export your contacts to a spreadsheet, make a set of changes and then re-import them - even if you change a contact's name, it will still be correctly correlated with the existing contact list entry.

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To program the buttons on your phone, click on the Devices option on the Main page.

Choose **Edit** under your phone model.

Choose **Edit** under your phone model.

🏠 | Phone selection for FirstLight Training Room: View All / 6037660248 as admin

## Manage your phones



Polycom VVX 400

Edit

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

▼ Programmable Keys - Line

▶ Key Capabilities

▶ Key 1

▼ Key 2

Soft key action None ▼

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.

▶ Sidecar Key Capabilities

▼ Sidecar 1

▼ Key 1 Glen Ward

Soft key action Enhanced Monitored Extension ▼

Extension 109

Use Subscriber Name as Label 
 Yes - Requires the subscriber's full DN as the extension to monitor  
 No

Label Glen Ward





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## 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 <input type="button" value="lock"/>
*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.