

# HV.SELECT

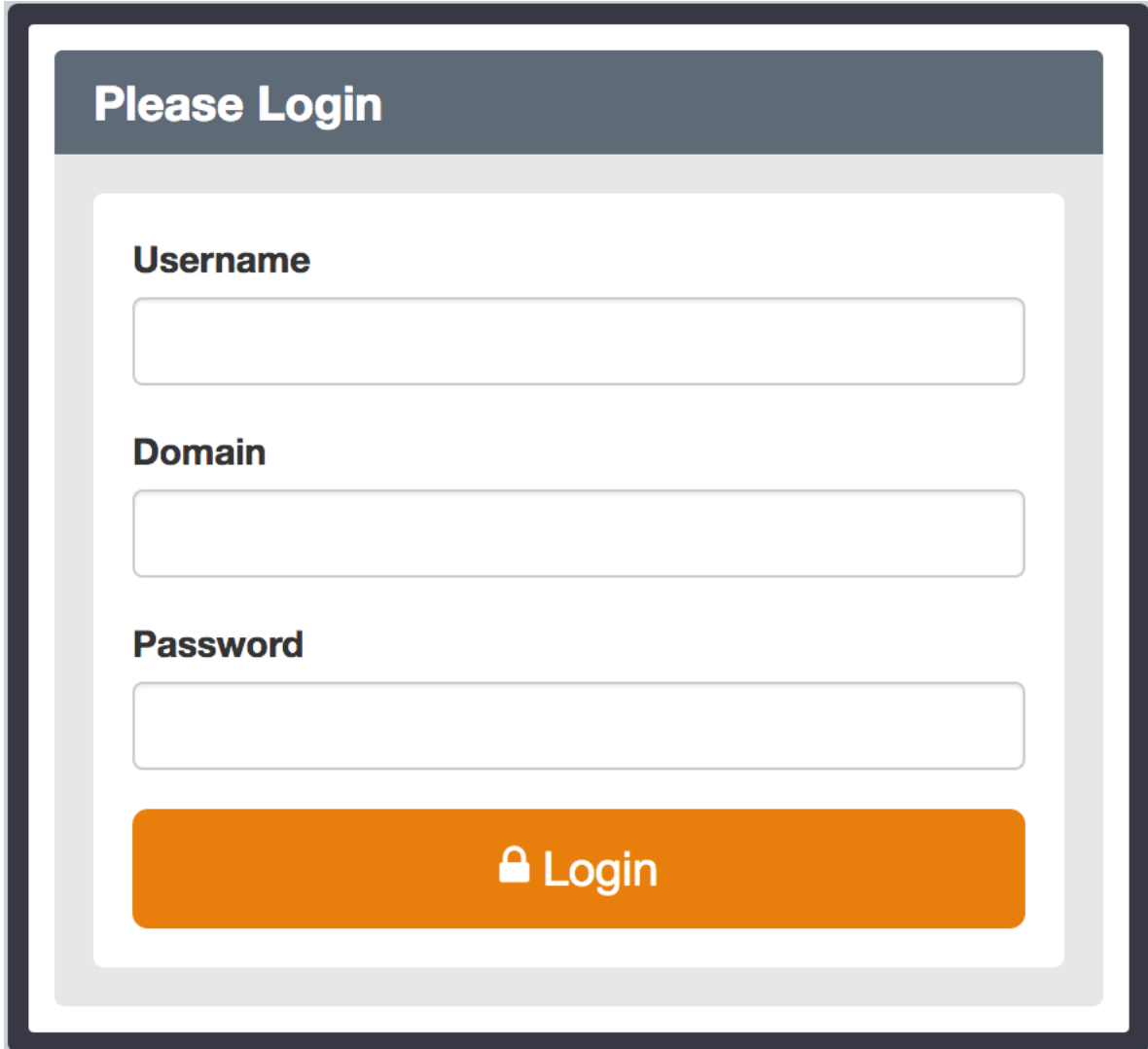
Cloud Hosted Telephone System

## Portal Access And user Guide



## Logging into the port

You are able to log into the portal from the following URL:  
<https://portal.commswise.co.uk/businessportal/login.jsp>



The image shows a login form with a dark grey header containing the text "Please Login". Below the header are three input fields: "Username", "Domain", and "Password". At the bottom of the form is a large orange button with a white padlock icon and the text "Login".

You should have been sent your original details which will contain the following:

Username

Domain

Password

When you log in for the first time, you will be greeted with your Dashboard screen (see more under Dashboard Description):

The screenshot displays the 'Employee Dashboard' interface. At the top, there is a navigation bar with tabs for 'Features', 'Devices', 'Applications', and 'My Account'. The main content area is divided into several sections:

- Employee Dashboard**: The main header, with a 'Company:' label on the right.
- Summary Cards**: Four cards arranged in a 2x2 grid:
  - Voicemail**: Shows 'Unread' and 'Read' counts, both currently at 0.
  - Missed Calls**: A card with a red phone icon and a list of missed calls (currently empty).
  - Dialed Calls**: A card with a green phone icon and a list of dialed calls (currently empty).
  - Received Calls**: A card with a green phone icon and a list of received calls (currently empty).
- Voicemails**: A section with a table header containing 'Calling Number', 'Type', 'Message', 'Time', and 'Duration (s)'. The table is currently empty, displaying 'No voice messages' and a 'Delete' button.
- Call Logs**: A section with filters for 'User', 'All Traffic', 'Outbound', and 'Answered', along with a date range '2017/03/23 00:00 - 2017/03/23 23:59' and a search icon.
- Quick Feature Management**: A section with six feature cards:
  - Call Forwarding Always**: Toggle set to 'Off', with a 'Phone No' field and a 'Save' button.
  - Remote Office**: Toggle set to 'Off', with a 'Phone No' field and a 'Save' button.
  - Do Not Disturb**: Toggle set to 'Off'.
  - Calling Line ID Blocking**: Toggle set to 'Off'.
  - Sim Ring**: Toggle set to 'Off', with a 'Configure' button.
  - Call Director**: A card with a 'Configure' button.

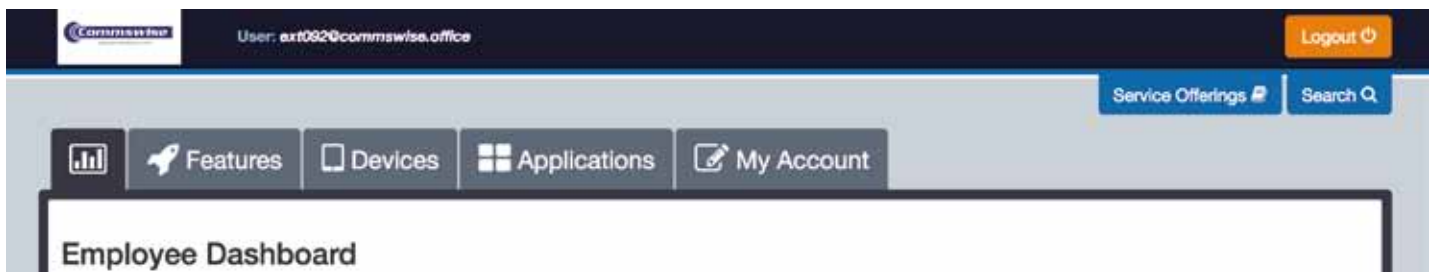
# Portal Quick Reference Guide

The following screenshots are used to provide a quick overview of the high-level functionality of the portal.

## Tabs

The Business Portal uses tabs to navigate to the different sections of the portal and by default the landing page is the dashboard.

## Service Display



By clicking on the Service Offerings link, a User is able to view what feature pack they have been allocated, along with the features contained within the pack and any associated add-ons. A feature package represents a specific collection of features and services:



# Live Search Function

You can use the Search function at the top of the page to search for other users within the same company. It offers a dynamic search facility across the following fields:



Username

Firstname

Surname

Phone Number

You simply need to type in the criteria (full or partial) and it will list all matches:

End-Users can then use this information to see the contact details of their colleagues.

# Dashboard Display



The screenshot shows a web application interface for an 'Employee Dashboard'. At the top, there is a navigation bar with icons for 'Features', 'Devices', 'Applications', and 'My Account'. The main content area is divided into several sections:

- Employee Dashboard**: A header section with a 'Company:' label on the right.
- Voicemail**: A section with two rows of counters. The first row shows 'Unread' with two '0' digits. The second row shows 'Read' with two '0' digits.
- Missed Calls**: A section with a red 'X' icon and the text 'Missed Calls', followed by a list of missed call entries.
- Dialled Calls**: A section with a green phone icon and the text 'Dialled Calls', followed by a list of dialled call entries.
- Received Calls**: A section with a green phone icon and the text 'Received Calls', followed by a list of received call entries.
- Voicemails**: A section with a table header: 'Calling Number', 'Type', 'Message', 'Time', and 'Duration (s)'. Below the header, it says 'No voice messages' and has a 'Delete' button.
- Call Logs**: A section with a search bar containing 'User', 'All Traffic', 'Outbound', 'Answered', and a date range '2017/03/23 00:00 - 2017/03/23 23:59' with a search icon.
- Quick Feature Management**: A section with six feature cards:
  - Call Forwarding Always**: 'Off' toggle, 'Phone No.' input, 'Save' button.
  - Remote Office**: 'Off' toggle, 'Phone No.' input, 'Save' button.
  - Do Not Disturb**: 'Off' toggle.
  - Calling Line ID Blocking**: 'Off' toggle.
  - Sim Ring**: 'Off' toggle, 'Configure' button.
  - Call Director**: 'Configure' button.

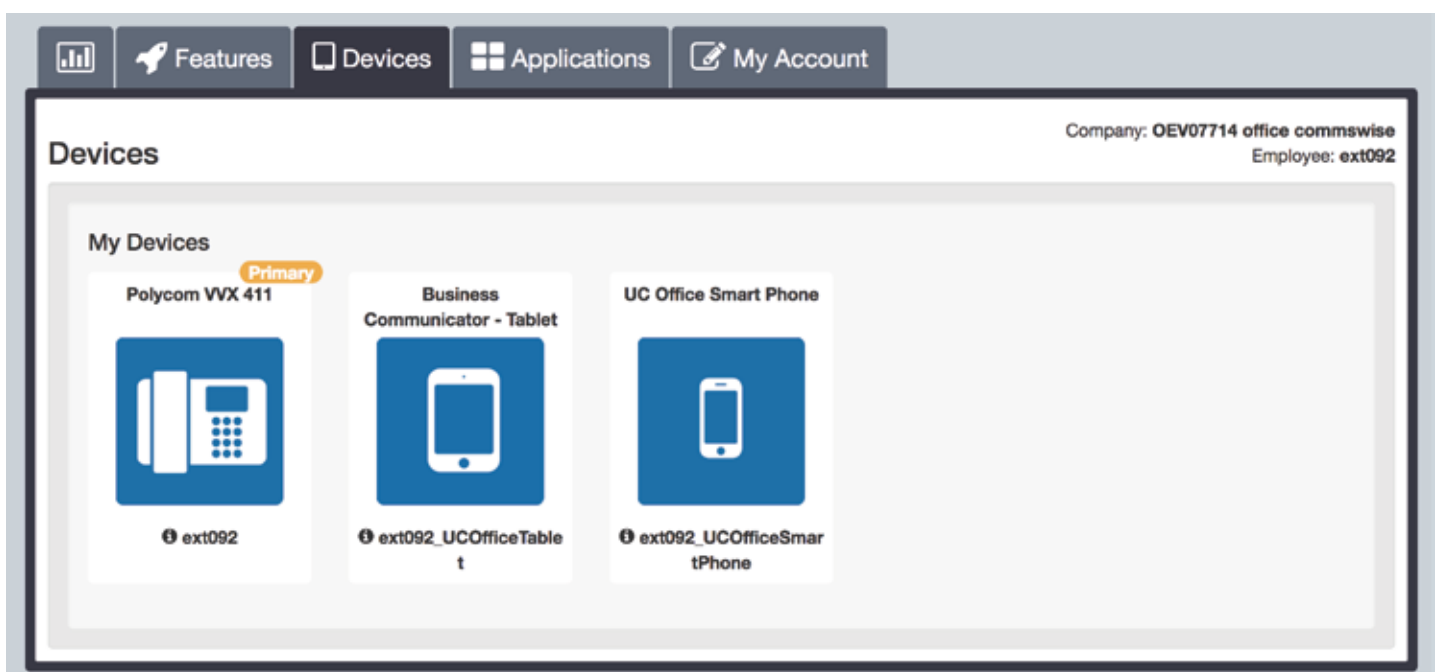
# Features Display

manage your Features such as Call Forwarding, Voicemail ect



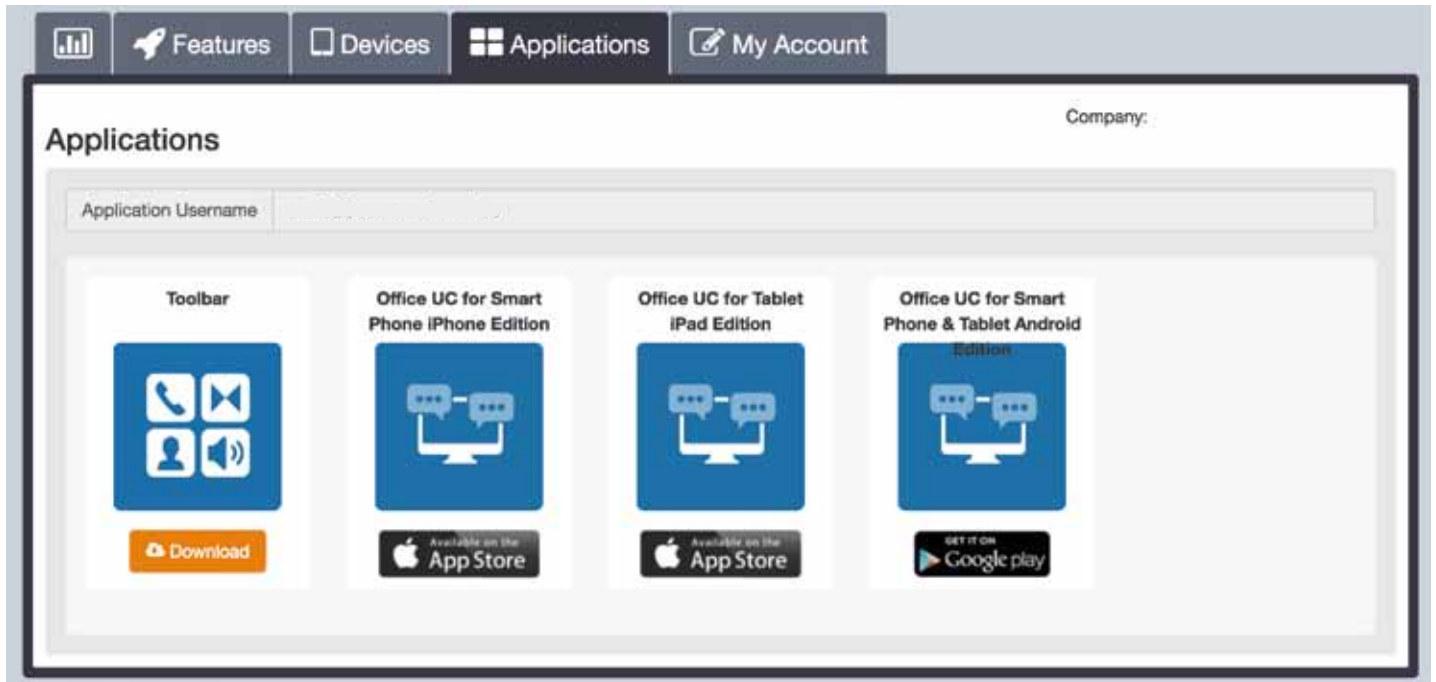
# Devices Display

Displays your Primary Device along with any other associated devices



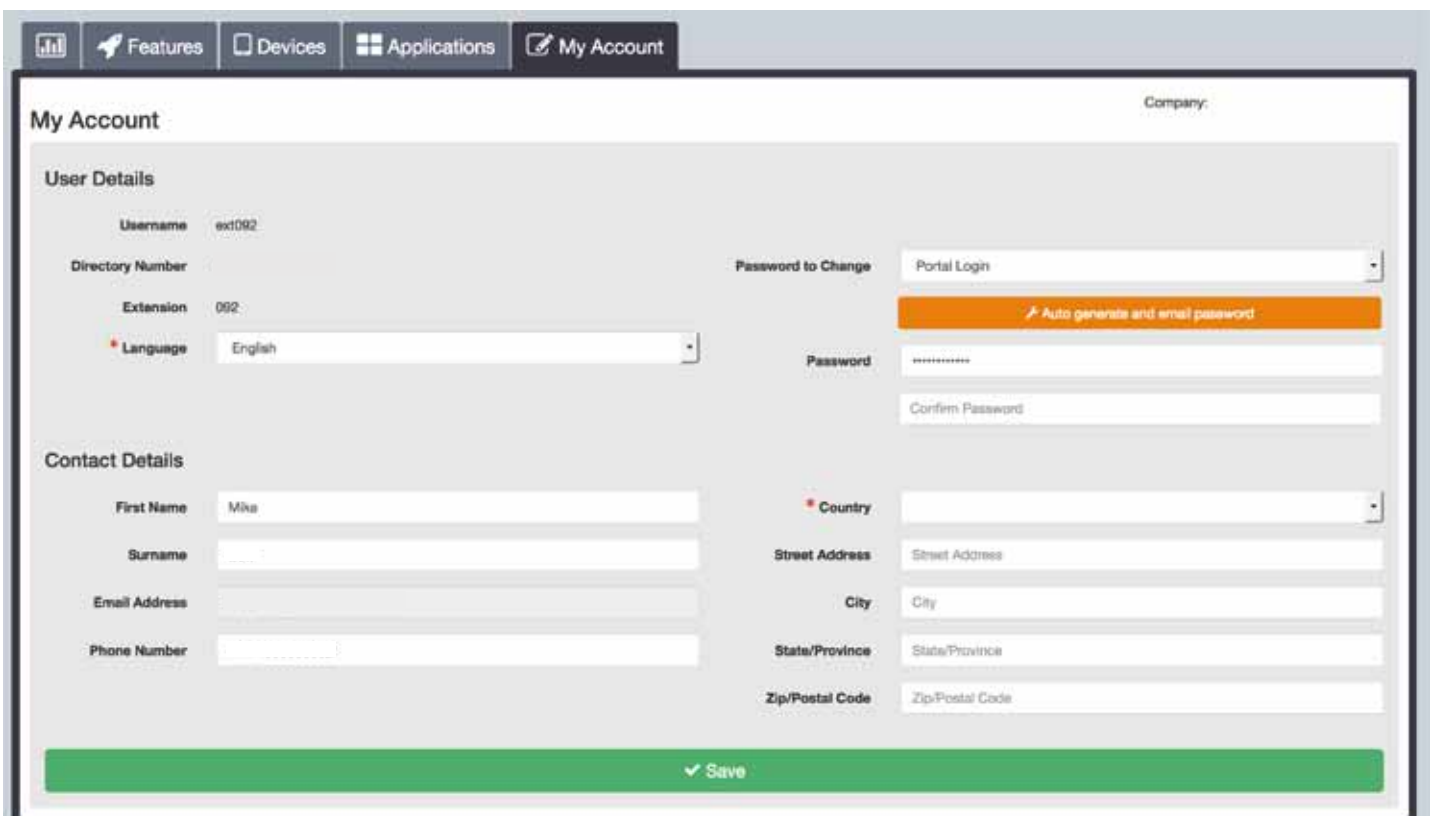
# Applications Display

View the applications available to you and quick links to download software



# My Account Display

Find employee details and user account details





# Dashboard Description

By default, the Dashboard is displayed when you log in to the Business Portal. There is a visual quick stats section that will display the following:

VoiceMail Notifications – Unread and Read

Missed Calls – Number, Date and Time

Dialled Calls – Number, Date and Time

Received Calls – Number, Date and Time

Call Logs

Quick Feature Management

The screenshot displays the 'Employee Dashboard' interface. At the top, there is a navigation bar with 'Features', 'Devices', 'Applications', and 'My Account'. The dashboard is divided into several sections:

- Voicemail:** Shows 'Unread' and 'Read' counts, both currently at 0.
- Missed Calls:** A table listing missed calls with columns for Calling Number, Date, Time, and a status icon. The data shown is:

Calling Number	Date	Time	Status
01960841166	23 Mar	13:51	Missed
01960841166	23 Mar	13:50	Missed
01960841166	23 Mar	13:48	Missed
01960841166	23 Mar	12:09	Missed
01960841166	23 Mar	11:11	Missed
- Dialled Calls:** A table listing dialled calls with columns for Calling Number, Date, Time, and a status icon. The data shown is:

Calling Number	Date	Time	Status
000	23 Mar	11:59	Missed
000	23 Mar	11:27	Missed
1571	23 Mar	11:27	Missed
1571	23 Mar	10:45	Missed
1571	23 Mar	10:23	Missed
- Received Calls:** A table listing received calls. The current status is 'No calls to display'.
- Voicemails:** A section with a table header (Calling Number, Type, Message, Time, Duration (M)) and the message 'No voice messages'. A 'Delete' button is visible.
- Call Logs:** A section with filters for 'User', 'All Traffic', 'Outbound', 'Answered', and a date range '2017/03/23 00:00 - 2017/03/23 23:59'. A search icon is present.
- Quick Feature Management:** A section with several feature toggles:
  - Call Forwarding Always: OFF
  - Remote Office: OFF
  - Do Not Disturb: OFF
  - Calling Line ID Blocking: OFF
  - Sim Ring: OFF
  - Call Director: OFFEach feature has a 'Configure' button.

**CLI Display** - This feature delivers your calling line identity for outgoing calls. If you turn this feature off then it will not display your identity to the receiving party.

**Sim Ring** - The Simultaneous Ring feature allows you to have multiple phone destinations ring simultaneously when incoming calls are received on your phone number. The maximum number of phone destinations that can be set is 10. The first destination to be answered is connected.

**Call Director** - The Call Director user feature allows you to define one or more phone number locations e.g. a Mobile Phone that can be used as extensions to your account. These numbers are all alerted for inbound calls, similar to the Simultaneous Ring/Remote Office feature. Call Director supersedes the Simultaneous Ring feature and both features should not be on/active at the same time. You can dial a Call Director Portal from these locations and follow the interactive menus to place a call through the Call Director Portal. Outbound calls from your Call Director locations through the Call Director Portal are processed as

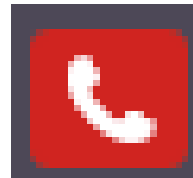
## Click-to-Dial

The Employee Dashboard contains a Click-to-Dial feature which allows you to call any of the numbers shown in 'Missed Calls', 'Dialled Calls' and 'Received Calls'.

To initiate a call you should click the telephone icon next to the telephone number to perform this action. Your device(s) will ring, upon which you must answer this call. Once you do this, it will connect the call to the called party. To hang up, you can click the telephone icon next to the number dialled.



Click-to-dial



Hang up

## Call Logs

Call Logs provide a set of call analysis features that allows you to view and analyse call information. This interface allows you to visualize trends and patterns, zoom in on detailed data or view key headline information at a glance:



User: Business Number (by full or partial telephone number), Calling Number (by full or partial telephone number).

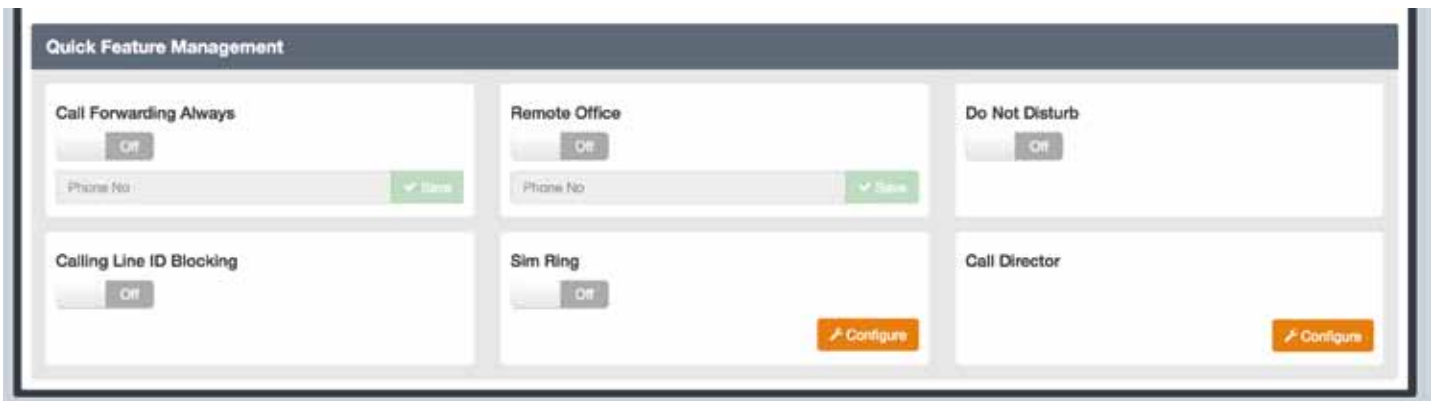
Traffic: All Traffic, International, Premium Rate, Non-Geographic, Mobile, National, Off-Net, On-Net.

Direction: Outbound, Inbound, Any.

Status: Answered, Unanswered, Any.

# Quick Feature Management

Quick Feature Management allows you quick access to the most commonly used features:



**Call Forward Always** - Call Forwarding Always (CFA) feature provides the capability to automatically redirect all incoming calls to another phone destination.

**Remote Office** - To use the feature, you simply enter the phone number of your current location and activate the feature. From that point on, your usual location is temporarily overridden by the newly configured location. When the feature is active, all incoming calls are redirected to your Remote Office location and are subjected to your inbound services. You can originate calls from your Remote Office location through click-to-dial capabilities provided by the Portal and other applications. This ensures that calls are processed as normal originating calls, are subject to your outbound services and will present your normal outbound Calling Line ID.

**Do Not Disturb** - The Do Not Disturb feature allows you to set your status as unavailable. When you activate this service, all calls to your line are intercepted and processed as if you are busy and cannot receive calls.

# Devices Tab

Select this Tab to view the Devices (IP Phones, Smart Phones, Desktop clients etc.) associated with your account. These devices share the same line, so that incoming calls ring on all of the devices simultaneously and outbound calls can be made from any one of the associated devices.



## Devices

My Devices

<p><b>Polycom VVX 411</b> <span>Primary</span></p>  <p><b>ext092</b></p>	<p><b>Business Communicator - Tablet</b></p>  <p><b>ext092_UCOfficeTablet</b></p>	<p><b>UC Office Smart Phone</b></p>  <p><b>ext092_UCOfficeSmartPhone</b></p>
--	---	--

# Features Tab

You can select the Features Tab to manage any of the features included in your service. Features are categorised in the following categories:



## Features

List Grid

> Mobility

> Call Control

> Contacts

> Messaging

**Mobility** – Subject to Feature Package, this category will allow you to configure the features that allow you call mobility e.g. Call Director, Remote Office etc.

**Call Control** - Subject to Feature Package, this category will allow you to configure the features that allow call control e.g. Call Forwarding, Call waiting etc.

**Contacts** - Subject to Feature Package, this category will allow you to configure the contacts and directories related features e.g. Personal Contacts, Phone Services or Speed Dials.

**Messaging** - Subject to Feature Package, this category will allow you to configure the EmployeeVoicemail, Fax Messaging features etc.

# Applications Tab

The Applications area allows you to view and download any applications that are part of your service. These can include PC, Mac, Smart Phone and Tablet applications.



## Applications



**Application List** – Any applications that are included in your service are listed.

**Application Download Links** – The links allow you to download the Apps by either downloading directly to your PC/Mac or via the Apple App Store or Google Play.

This page also displays the Application Username that will need to be entered, along with the password, into any application being used.

# My Account Tab

The accounts tab is broken down into two sections as per the items below.



## User Details

Username - Employee's log in name used to access the Business Portal.

Directory Number – Your main public telephone number.

Extension – Your internal extension number.

Password Reset – Change your Portal, Application or Voicemail password/PIN.

## Contact Details

First Name - Your given name

Surname - Your surname

Email Address

Phone Number

Address information



The screenshot shows a web interface for 'My Account' with a navigation bar at the top containing 'Features', 'Devices', 'Applications', and 'My Account'. The main content area is titled 'My Account' and includes a 'Company:' label. It is divided into two main sections: 'User Details' and 'Contact Details'. The 'User Details' section includes fields for 'Username' (ext1092), 'Directory Number', 'Extension' (092), and 'Language' (English). The 'Contact Details' section includes fields for 'First Name' (Mike), 'Surname', 'Email Address', 'Phone Number', 'Country', 'Street Address', 'City', 'State/Province', and 'Zip/Postal Code'. A 'Password to Change' section is also present, with a dropdown menu currently set to 'Portal Login'. Below the dropdown is an orange button that says 'Auto generate and email password'. There are also fields for 'Password' and 'Confirm Password'. At the bottom of the form is a large green 'Save' button.

## Resetting Passwords

You can reset your passwords for Voicemail (Numbers Only), Applications and Portal Login by selecting the drop down list "Password to Change" option.