



Hosted VoIP

CommPortal Admin

Quick Start Guide

Get the most out of our Hosted VoIP service with these handy instructions for the Midco® CommPortal Admin, an online tool to manage and use your business calling features.

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Make the Right Connection

Thanks for choosing Midco for your business Hosted VoIP service!

Your experience with this service matters to us. We hope you find this user guide is a helpful tool for your service.

We have even more tips and tools at **Midco.com/Business/Support**, where you can learn more about different features, read common questions and answers, and get tips about your services. We also have quick start guides available online for all of our Hosted VoIP tools, including the online CommPortal, your desktop phone equipment and the Softphone.

Please note that some features must be enabled on your account so you can use them. Contact our business support team for questions and assistance at 1.800.888.1300.

Login

1. Go to the Midco Admin CommPortal, which is available online at:
 - <https://comportal.midco.com/bg/#bg/login.html>
2. On the login screen, enter your **admin telephone number** and **password**. Your initial password is provided by Midco.
3. Click **Login**.
4. When prompted, change your password to one that's unique to you. For your security, password requirements include the following:
 - Be between 10 and 15 characters long.
 - Not have a single digit repeated more than 3 times in a row.
 - Have at least 1 digit.
 - Have at least 1 letter.
 - Have at least 1 special character.
 - Not be a numeric sequence, e.g. 12345 or 54321.
 - Not contain, or match part of, a telephone number associated with this account.

All Lines

Users

Manage all your users' settings in one place.

To forward a user's calls:

1. Under All Lines, click **Users**.
2. Locate the user number you'd like to manage. Click **Actions** next to that number, and select **View individual settings**.
3. On the pop-up window for the user, next to "Incoming calls will," click select **Forward to another phone**.
4. Enter a **saved number** and click **add** – or enter a **temporary number**. Click **OK**.
5. Click **Close**.

To reset a user line:

Resetting a line will clear all saved information, including voicemails, associated with that specific line.

1. Under All Lines, click **Users**.
2. Locate the user number you'd like to manage. Click **Actions** next to that number, and select **Reset line**.
3. On the pop-up window for the user, enter a **New account name**. Select either or both of these options:
 - **Also use as a local calling name:** Check or uncheck the box if you want to also use the new account name as the local calling name that will appear on caller IDs.
 - **Remove from groups:** Check or uncheck the box to keep or remove the new user from groups.
4. Click **Apply** to save your changes.

To change a user name:

You can change the name of a user without clearing saved information.

1. Under All Lines, click **Users**.
2. Locate the user number you'd like to manage. Click **Actions** next to that number, and select **Edit personal details**.
3. Type the new **Name** for the user, and click **Save**.

To alter a user's administrative privileges:

1. Under All Lines, click **Users**.
2. Locate the user number you'd like to manage. Click **Actions** next to that number, and select **Edit personal details**.
3. Select **Yes** or **No**. Click **Save**.

To forward a user's voicemail messages as emails:

1. Under All Lines, click **Users**.
2. Locate the user number you'd like to manage. Click **Actions** next to that number, and select **View individual settings**.
3. Under Your Services section, click **Message Settings**.
4. Under General, check the box next **Forward messages as emails**.
5. Click the link for **add an email address**. Enter the **email address** where the user should receive voicemails, and click **Add**.
6. If the user would like to leave messages in their CommPortal inbox so they can still access them, check the box for **Leave original in Inbox**.
7. Click **Apply** to save your changes.

To manage a user's messages and calls:

1. Under All Lines, click **Users**.
2. Locate the user number you'd like to manage. Click **Actions** next to that number, and select **View individual settings**.
3. Go to the **Messages and Calls** tab. From here you can:
 - Review listings of missed, dialed, received and rejected calls – and export details into a CSV file.
 - Listen to user messages and calls.
4. Click **Close** to exit.

To unlock a user's CommPortal account:

You may need to unlock a user's CommPortal account if they attempt to login too many times with the wrong password.

1. Under All Lines, click **Users**.
2. Locate the user number you'd like to manage. Click **Actions** next to that number, and select **Unlock account**. The user's account unlock automatically.

Programming Softkeys

To program a softkey to change line appearance:

If you'd like to program a softkey on your phone equipment display to show different lines available to you, follow these steps.

1. Under All Lines, click **Phones**. You will see a chart showing all desktop and cordless phone equipment for your business.
2. Locate the device you'd like to manage. Click **Actions** next to that device, and select **Configure phone**. A pop-up window will appear showing an image of the device.
 - Note: If you do not see an image of your device, click **Create New Profile** and select your **device**.
3. Click **Edit** below the device image.
4. Select the **Programmable Keys – Line** dropdown.
 - a. Select the **key number** you'd like to program.
 - b. Set the Softkey action to **Line**.
 - c. Next to Line, choose the **line number** you're programming.
 - d. You can leave the **Label** blank, or enter a **name** for it.
 - e. Close the **Programmable Keys – Line** dropdown.
5. Select the **User** dropdown.
 - a. Choose the **dropdown for the line you're programming**.
 - b. For the description for the line, choose one of these options: **Use directory number**, **Use extension** or **Specify Description**.
 - If you chose Specify Description, enter **Description** details. This is the description that will appear on the phone equipment display.
6. Click **Save Changes**.

To program a softkey to answer an extension:

You may want to program a softkey if you'd like to know if someone else in your business group is on a call. For example, if your receptionist or another user needs to know if a colleague is on a call before attempting to transfer another call to the same person. You can also program a softkey so users can see if another person's line is ringing – and so they have the option to pick up the call.

1. Under All Lines, click **Phones**. You will see a chart showing all desktop and cordless phone equipment for your business.
2. Locate the device you'd like to manage. Click **Actions** next to that device, and select **Configure phone**. A pop-up window will appear showing an image of the device.
 - Note: If you do not see an image of your device, click **Create New Profile**, and select your **device**.
3. Click **Edit** below the device image.
4. Select the **Programmable Keys – Line** dropdown.
 - a. Select the **key number** you'd like to program.

- b. Set the Softkey action to **Enhanced Monitored Extension**.
 - c. For the Extension, enter the **Contact Name** or **Number** of the user.
 - d. For Use Subscriber Name as Label:
 - Choose **Yes** if you'd like the desktop or cordless phone equipment to display the name of the person with the extension you entered.
 - Choose **No** if you'd like a custom label. Enter the **Label details**.
 - e. Close the **Programmable Key – Line** dropdown.
5. Click **Save Changes**.

To program a softkey to be a speed dial:

Program a softkey to speed dial a number.

1. Under All Lines, click **Phones**. You will see a chart showing all desktop and cordless phone equipment for your business.
2. Locate the device you'd like to manage. Click **Actions** next to that device, and select **Configure phone**. A pop-up window will appear showing an image of the device.
 - Note: If you do not see an image of your device, click **Create New Profile**, and select your **device**.
3. Click **Edit** below the device image.
4. Select the **Programmable Keys – Line** dropdown.
 - a. Select the **key number** you'd like to program.
 - b. Set the **Softkey action** dropdown to **Speed Dial**.
 - c. Enter the **10-digit number** that you want that key to call.
 - d. Enter a **speed dial label**.
 - e. Close the **Programmable Keys – Line** dropdown.
5. Click **Save Changes**.

To program a softkey to be an enhanced call park key:

Follow these steps to set up call park softkeys, so you and your colleagues can park calls and pick them up elsewhere. As the CommPortal business group administrator, you must set up call park orbits before you program call park softkeys – and before your users can activate and use the call park feature.

1. Under All Lines, click **Phones**. You will see a chart showing all desktop and cordless phone equipment for your business.
2. Locate the device you'd like to manage. Click **Actions** next to that device, and select **Configure phone**. A pop-up window will appear showing an image of the device.
 - Note: If you do not see an image of your device, click **Create New Profile**, and select your **device**.
3. Click **Edit** below the device image.
4. Select the **Programmable Keys – Line** dropdown.
 - a. Select the **key number** you'd like to program.
 - b. For the Softkey action dropdown, choose **Enhanced Call Park**.
 - c. For the Park Orbit dropdown, select which **orbit number** you'd like to have as an option for call parking.

- d. For the Label, enter a name for the **park orbit** (for example: Call Park 1).
- e. Close the **Programmable Keys – Line** dropdown.
5. Click **Save Changes**.

Services

Departments

Organize your numbers by department to easily find users.

To add a new department:

1. Under Services, go to **Departments**.
2. Click **Add Department**.
3. Enter the **Department Name**, **Parent Department** and **Operator Number** (optional).
 - Note: Your business group administrator can be used as a parent department to get started.
4. Determine if members of this department can make **unlimited** calls – or if incoming and outgoing calls should be **blocked** or **limited**. If set to limited, enter the **number of calls**.
5. Click **Add**.

Short Codes (Speed Dials)

Set short codes (or speed dials) for commonly used numbers that apply to departments or to your organization.

To add a short code:

1. Under Services, go to **Short Codes**, and click **Add**.
2. On the Add Single Short Code window, enter a number for the **Short Code** (for example, the number 5).
3. To map the short code to a specified number, select **Telephone Number**, and enter a **10-digit phone number**.
4. For Department, choose which **department name** you'd like to have the short code apply to a single department. If the short code applies across your business, leave this field blank.
5. Click **Add**.

Call Logs

Call logs are available for download for the previous three months and you must download one month at a time.

To download a CSV file of calls:

1. Under Services, go to **Call Logs**.
2. To filter the dates you'd like for your call records, enter the **MM/DD/YYYY**, or click the **calendar** icon to select your start and end dates.
3. If you'd like to download a single department's call records, select the **department** name in that dropdown. Leave the dropdown to your default admin name to download call records for the entire business.
4. Click **Download**.

Music on Hold

Alter the music that callers hear when they are on hold.

To upload new music on hold:

1. Under Services, click **Music on Hold**.
2. In the new Music on Hold window, click the **resources** tab.
3. Enter an **ID** and **Description**. Click **Choose File**, and select a **WAV audio file** from your computer.
 - You are allowed up to 50 MB of space for music on hold audio files.
 - For more details on audio files, visit **Midco.com/Business/Support**. Under **Hosted VoIP**, choose **CommPortal Admin** and then **Music on Hold**.
4. Click **Add** to upload. If your file is accepted, it will appear in your Global Media list.

To program default music on hold:

1. Under Services, click **Music on Hold**.
2. In the new Music on Hold window, click the **mappings** tab and then **Override**.
3. Select your **music file** from the Initial resource dropdown.
4. Use the **Action** dropdown to select how you'd like your music to play:
 - **Repeat**: Music will start from the beginning and repeat over again.
 - **Play Once**: Music will play once.
 - **Repeat – Initial interrupted**: The music will play and be interrupted at defined intervals, such as to play a “Thank you for holding” message.
 - **Repeat – Follow-Up interrupted**: The initial music will play first. Then the follow-up recording will play and be interrupted at defined intervals, such as to play a “Thank you for holding” message.
5. For the Follow-up resource dropdown, select a **secondary music file**.
6. For the Start Point dropdown, choose **Start** if you'd like your music to play from the beginning – or **random** if you'd like it to play from a random spot in the audio file.
7. Click **Save**.

To assign uploaded music on hold to a user:

After you have added new music on hold, you will need to map it so it plays.

1. Under Services, click **Music on Hold**.
2. In the new Music on Hold window, click the **mappings** tab
3. For the Directory number dropdown, select your **user number**.
4. Select your **music file** from the Initial resource dropdown.
5. Use the **Action** dropdown to select how you'd like your music to play:
 - **Repeat**: Music will start from the beginning and repeat over again.
 - **Play Once**: Music will play once.
 - **Repeat – Initial interrupted**: The music will play and be interrupted at defined intervals, such as to play a “Thank you for holding” message.
 - **Repeat – Follow-Up interrupted**: The initial music will play first. Then the follow-up recording will play and be interrupted at defined intervals, such as to play a “Thank you for holding” message.
6. For the Follow-up resource dropdown, select a **secondary music file**.

7. For the Start Point dropdown, choose **Start** if you'd like your music to play from the beginning – or **random** if you'd like it to play from a random spot in the audio file.
8. Click **Save**.

To customize a department's music on hold:

After you have added new music on hold, you will need to map it so that it plays.

After you have added new music on hold, you will need to map it so it plays.

1. Under Services, click **Music on Hold**.
2. In the new Music on Hold window, click the **mappings** tab
3. For the Directory number dropdown, select the **department name**.
4. Select your **music file** from the Initial resource dropdown.
5. Use the **Action** dropdown to select how you'd like your music to play:
 - **Repeat**: Music will start from the beginning and repeat over again.
 - **Play Once**: Music will play once.
 - **Repeat – Initial interrupted**: The music will play and be interrupted at defined intervals, such as to play a “Thank you for holding” message.
 - **Repeat – Follow-Up interrupted**: The initial music will play first. Then the follow-up recording will play and be interrupted at defined intervals, such as to play a “Thank you for holding” message.
6. For the Follow-up resource dropdown, select a **secondary music file**.
7. For the Start Point dropdown, choose **Start** if you'd like your music to play from the beginning – or **random** if you'd like it to play from a random spot in the audio file.
8. Click **Save**.

Emergency Notifications

The CommPortal allows you to set up email or call notifications to appropriate on- or off- site personnel whenever a 911 call is made from your Hosted VoIP system. This is a requirement of the FCC's Kari's Law and we highly recommend that you configure email or call notifications for 911 calls.

1. Under Misc. Settings, go to **Call Notifications**.
2. Click **Add New**.
3. Select the **Department** from the dropdown. If you do not have multiple departments, only one option will display.
4. Enter a **name** and **email address**, or multiple, of the person/people who will be emailed when emergency calls are made within that department.
 - If needed, you can also select the **Outdial** tab to add a name and phone number, or multiple, of the person/people who will receive an automated call.
5. Click **Save**. Repeat for other departments as needed.

Online Resources

Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com/Business**. Check it out today!

Midco.com/Business/Support – Visit our online library of helpful tools and information for you, including the most commonly requested resources. Get help with your equipment, troubleshooting and more.

My Account and Bill Pay

Midco.com/Business/MyAccount

- View your current and past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements!
- Sign up to receive emails and texts about service maintenance and your account.

Policies

Midco provides Hosted VoIP service to our customers subject to policies established for the protection of our users, our company and our communities. Visit **Midco.com/Legal**, which include these and others:

- Acceptable Use Policy
- Phone Service Terms and Conditions
- Cable, Internet and Phone Subscriber Privacy Notice
- Online Privacy Policy

24/7 Support

Have a question? Let us know! Reach out to us around-the-clock at 1.800.888.1300. We also offer customer service by email, live online chat and social media, and at our local Customer Experience Centers during regular business hours. Just visit **Midco.com/Business/Contact**.