

# CommPortal Features



Action	CommPortal (Only has access to a single line)	CommPortal Admin (Can access all lines as well as MLHG's, Auto Attendants, etc.)	Midco Support
Add/remove users	X	X	✓
Add/remove lines, change order of lines in multi-line hunt group (MLHG), change distribution algorithm, set time to ring each member and time to deliver another call to a member that doesn't answer.	X	✓	✓
Anonymous call rejection	✓	✓	✓
Caller ID	✓	✓	✓
Call logs	✓	✓	✓
Call notifications for emergency calls - 911	X	✓	✓
Call settings (call forward, call block, distinctive ring)	✓	✓	✓
Change call services PIN	✓	✓	✓
Change names on phones	X	✓	✓
Change password	✓	✓	✓
Change PIN	✓	✓	✓
Contacts	✓	✓	✓
Custom on hold music	X	✓	✓
Favorites	✓	✓	✓
Groups	X	✓	✓
Hunt group user removal/addition	X	✓	✓
Make a call	✓	X	✓
Message settings	✓	X	✓
Notifications	✓	✓	✓
Park keys	✓	✓	✓
Reset PIN to access a previous employee voicemail	X	✓	✓
Ringing options (ring groups, sim ring)	✓	✓	✓
Ringtones	✓	✓	✓
Set Do Not Disturb (force all calls to voicemail)	✓	✓	✓
Set or change active schedule (business hours, after hours, etc. - incoming call manager access only)	✓	✓	✓
Set or change call forwarding	✓	✓	✓
Set or change call forwarding for no answer, busy or unavailable	✓	✓	✓
Set or change call handling rules. (incoming call manager access only)	X	✓	✓
Set or change hours of operation, weekly schedule (incoming call manager access only)	✓	✓	✓
Set or change special days/holidays (incoming call manager access only)	✓	✓	✓
Softkeys	✓	✓	✓
Update email	✓	✓	✓
Voicemail/eVoice	✓	X	✓
Voicemail	✓	X	✓