



## VoIP - Frequently Asked Questions

### **Summary**

This document has been constructed in order to provide guidance for the most commonly asked questions.

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### **HANDSET**

#### **Why is my handset display blank?**

Ensure that power is being provided to your phone. Make sure your phone is plugged into a power source.

#### **Why can't I get a dial tone?**

Check for any loose connections. Ensure the Ethernet cable is plugged correctly in to the LAN port of the handset.

#### **Why doesn't my phone ring?**

Check the ring volume on your phone. It may be turned down or turned off.

#### **Where can I find additional handset guidance?**

To view help and guidance with your handsets please refer to your handsets user manual.

### **COMMPORTAL**

#### **What is the CommPortal?**

CommPortal redefines the way you interact with your personal and business services by delivering advanced features for telephony and messaging across multiple devices and environments.

#### **How do I access the CommPortal?**

The CommPortal can be accessed by visiting the following URL using your favourite Internet browser:

<https://myphone.voiplicity.co.uk>

#### **I have forgotten my CommPortal phone password?**

Please contact Support on 0845 024 0000 to reset your password.

### **Where can I change my current CommPortal password?**

You can change your current password via the CommPortal.

Login to the CommPortal, you can change your password by clicking on the relevant 'Security' tab within the portal under the 'Settings' tab.

### **What is my username for the CommPortal?**

Your username will be the same as your telephone number including the STD code.

### **Can I change my PIN number?**

Yes, you can change your current PIN number via the CommPortal.

Login to the CommPortal, you can change your current PIN number by clicking on the relevant 'Security' tab within the portal under the 'Settings' tab.

### **Where are the Voicemail settings?**

The voicemail settings can be found via the CommPortal.

Login to the CommPortal, you can change voicemail settings by clicking on the relevant 'Messaging' tab within the portal under the 'Settings' tab.

Here you can configure various settings including recording your own personnel voicemail greetings.

To access your voicemail via the handset please refer to the 'Access Codes' section.

## **MESSAGE & CALLS**

### **Where can I see my recent messages & calls?**

You can see your recent message & calls via the CommPortal.

Login to the CommPortal, you can access your recent messages & calls by clicking on the relevant 'Messages & Calls' tab within the portal.

You are able to see a history of your voicemail messages, missed calls, dialled numbers and received calls.

## **CONTACTS**

### **Where can I see my contacts?**

You can see your stored contacts via the CommPortal.

Login to the CommPortal, you can access your contacts by clicking on the relevant 'Contacts' tab within the portal.

Here you can add, remove, edit import and export contacts.

## **INCOMING CALL MANAGER**

### **What is the Incoming Call Manager feature?**

Incoming Call Manager offers an integrated call handling service, with a powerful set of configurable rules.

### **How do I access the Incoming Call Manager feature?**

The Incoming Call Manager can be accessed via the CommPortal.

Login to the CommPortal, you can access the Incoming Call Manager feature by clicking on the relevant 'Call Manager' tab within the portal.

### **How can I forward my phone?**

You can forward your phone by selecting the 'Forwarding' tab within the 'Call Manager' tab on the CommPortal.

There are various options to choose from including immediate call forwarding, busy/no answer call forwarding, selective caller forwarding.

To forward your phone via the handset please refer to the 'Access Codes' section.

### **How can I reject calls from a selected caller?**

You can reject calls from selective callers selecting the 'Screening' tab within the 'Call Manager' tab on the CommPortal.

### **Where can I find additional Incoming Call Manager guidance?**

Please click on the help button within the CommPortal for further guidance.

## **EASY ATTENDANT**

### **What is the Easy Attendant feature?**

The Easy Attendant service is an automatic call answering service that delivers an interactive menu to callers.

It can also play recorded announcements to subscribers, or invite callers to enter the extension number of the person they wish to contact. The Easy Attendant service can also be configured to play different menus for business and non-business hours.

### **How do I access the Easy Attendant feature?**

Easy Attendant can be accessed via the CommPortal.

Login to the CommPortal, you can access the Easy Attendant feature by clicking on the relevant 'Easy Attendant' tab within the portal.

### **Where can I find additional Easy Attendant guidance?**

Please click on the help button within the CommPortal for further guidance.

## **MUSIC ON HOLD**

### **What is the Music on Hold feature?**

The Music on Hold service is intended for customers who want their callers to hear music or other recordings (such as announcements) when put on hold or queuing to get through.

### **How do I access the Music on Hold feature?**

Music on Hold can be accessed via the Business Group CommPortal.

The Business Group CommPortal can be accessed by visiting the following URL using your favourite Internet browser:

<https://myphone.voiplicity.co.uk/bg>

You must use a username and password that has the relevant Business Group permissions in order to login. Once logged in, you can access the Music on Hold feature by clicking on the relevant 'Music on Hold' button within the menu.

## **MY MOBILE**

### **What is the My Mobile feature?**

My Mobile is for fixed-mobile convergence, collecting together essential features for mobile phone users into a single, easy-to-administer strand.

### **How do I access the My Mobile feature?**

My Mobile can be accessed via the CommPortal.

Login to the CommPortal, you can access the My Mobile feature by clicking on the relevant 'My Mobile' tab within the portal.

### **Where can I find additional My Mobile guidance?**

Please click on the help button within the CommPortal for further guidance.

## **FIND ME FOLLOW ME**

### **What is the Find Me Follow Me feature?**

Find Me Follow Me allows you to configure additional telephone numbers that will be tried in order to find that subscriber when an incoming call is received.

### **How do I access the Find Me Follow Me feature?**

Find Me Follow Me can be accessed via the CommPortal.

Login to the CommPortal, you can access the Find Me Follow Me feature by clicking on the relevant 'Follow Me' tab within the portal under the 'Call Manager' tab.

### **Where can I find additional Find Me Follow Me guidance?**

Please click on the 'Help' button within the CommPortal for further guidance.

## **COMMPORTAL ASSISTANT**

### **What is the CommPortal Assistant?**

CommPortal Assistant simplifies and enhances your experience by providing a lightweight desktop PC integration with the CommPortal web interface.

Automatic notifications and instant access to frequently used calling features, including click-to-dial, make CommPortal Assistant a highly functional daily solution for business and residential subscribers alike.

### **How can I download the CommPortal Assistant software?**

You can download the CommPortal Assistant software via the CommPortal.

Login to the CommPortal, you can access the CommPortal Assistant software by clicking on the relevant 'CommPortal Assistant' tab within the portal under the 'Settings' tab.

### **What are the Operating Systems requirements for the CommPortal Assistant?**

Windows XP SP2 or above, including Windows Vista & Windows 7.

### **What are the Internet Browser requirements for the CommPortal Assistant?**

Internet Explorer V6.0 or above or Firefox V2.0 or above.

### **Can the CommPortal Assistant synchronise contacts within Outlook?**

Yes.

### **Where can I find additional CommPortal Assistant guidance?**

Please click on the 'Help' button within the CommPortal for further guidance.

## **PHONE CONFIGURATION**

### **What is the Phone Configuration feature?**

The CommPortal Phone Configurator allows you to view and edit the per-phone configuration of the different models of SIP phones in your deployment, using either a graphical view of the phone itself or a tabular view that displays the settings for the selected phone grouped into categories, in a hierarchy.

### **How do I access the Phone Configuration feature?**

Phone Configuration can be accessed via the CommPortal.

Login to the CommPortal, you can access the Phone Configuration feature by clicking on the relevant 'Phones' tab within the portal under the 'Settings' tab.

### **Where can I find additional Phone Configuration guidance?**

Please click on the 'Help' button within the CommPortal for further guidance.

## **COMMPORTAL WIDGETS**

### **What is the Widgets feature?**

CommPortal delivers three high-function, portable mini applications, known as Widgets, which include:

#### Voicemail

Message lists, playback and management (including automatic notification when new messages arrive)

#### Call Lists

All recent call information

#### Dialer

Click-to-Dial, either from a voicemail or call record, or just to a contact in your CommPortal contact list.

These enable some of the most valuable CommPortal features directly from your homepage or desktop.

### **How do I access the CommPortal Widgets feature?**

CommPortal Widgets can be accessed via the CommPortal.

Login to the CommPortal, you can access the Phone Configuration feature by clicking on the relevant 'Widgets' tab within the portal under the 'Settings' tab.

### **Where can I find additional CommPortal Widgets guidance?**

Please click on the 'Help' button within the CommPortal for further guidance.

## **CALL ME BUTTON**

### **What is the Call Me Button feature?**

You can take Click-to-Dial functionality to the next level by placing a Call Me Button on your own websites and HTML email signatures using a simple configuration wizard within CommPortal Web.

This allows third parties to call you with the simple click of a mouse.

### **How do I access the Call Me Button feature?**

Call me Button can be accessed via the CommPortal.

Login to the CommPortal, you can access the Phone Configuration feature by clicking on the relevant 'Call Me' tab within the portal under the 'Settings' tab.

### **Where can I find additional Call Me Button guidance?**

Please click on the 'Help' button within the CommPortal for further guidance.

## **CONTACT**

What is Voiplicity's support telephone number and email address?

Telephone Number

0845 024 0000

Email Address

[support@voiplicity.co.uk](mailto:support@voiplicity.co.uk)

**What is Voiplicity's website address?**

Website

<http://www.voiplicity.co.uk>

## **ACCESS CODES**

**How do I activate/disable Unconditional Call Forwarding?**

Immediate Call Forwarding Activation

*\*70 + 'number to forward to' then #*

Immediate Call Forwarding Deactivation

*#70*

**How do I activate/disable Busy Call Forwarding?**

Busy Call Forwarding Activation

*\*76 + 'number to forward to' then #*

Busy Call Forwarding Deactivation

*#76*

**How do I activate/disable No Answer Call Forwarding?**

No Answer Call Forwarding Activation

*\*77 + 'number to forward to' then #*

No Answer Call Forwarding Deactivation

*#77*

**How do I Park a Call & Retrieve Parked Calls?**

Park a call

*\*68*

Retrieve Parked Call

*\*69*

## **How do I activate/disable Do Not Disturb?**

### Do Not Disturb Activation

\*78

### Do Not Disturb Deactivation

#78

## **How do I perform an Automatic Recall?**

### Automatic Recall

1471 then 3 after the announcement.

## **How do I perform a Group Call Pickup?**

### Group Call Pickup

\*82

## **How do I access my Voicemail?**

### Voicemail

1571