Smart Office
CommPortal

NorthwesTel Smart Office

Quick start guide

Welcome to your Smart Office quick start guide for CommPortal!

CommPortal is the web portal used to configure the features on your new phone system. With CommPortal, you can:

- View missed calls and listen to voicemail messages.
- Manage your contacts.
- Set up rules to route your calls.
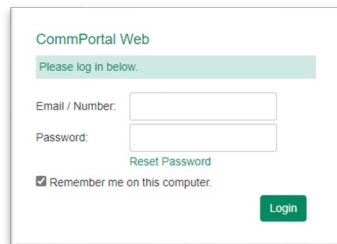- Perform many other functions.

Logging in

To get started, go to the login page at: **https://smartoffice.nwtel.ca/**

Note: Use your MaX UC Desktop login credentials.

CommPortal homepage

Once you sign in, you can see the CommPortal homepage. You can view your Call Manager settings and access a range of other services on the CommPortal homepage.


1. **Messages and Calls.** View and retrieve any voicemails.
2. **Contacts.** Import your contacts from Outlook, create new contacts, or select a name to call the contact.
3. **Phone Status.** Control your Call Manager settings.
4. **Start.** Select Make Call to make a call directly from CommPortal, Start Meeting to start a Meeting, or Manage Webinars to create a Webinar or manage your Webinars.
5. **Your Services.** Access a range of services available (e.g. change your call, message and notification settings or set up a reminder call).
6. **Security.** Change your password or security email address.
7. **Support.** Select Downloads to download apps, for example MaX UC Client. Select Send Feedback to report bugs or make suggestions for improvements to the CommPortal interface.
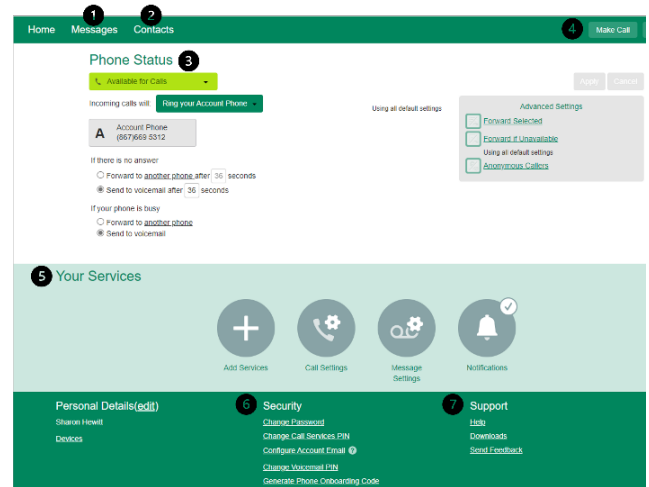
Messages and calls

The **Messages and Calls** tab displays recent call activity. You can retrieve voicemails and view calls based on whether they were missed, received, dialed, or deleted.
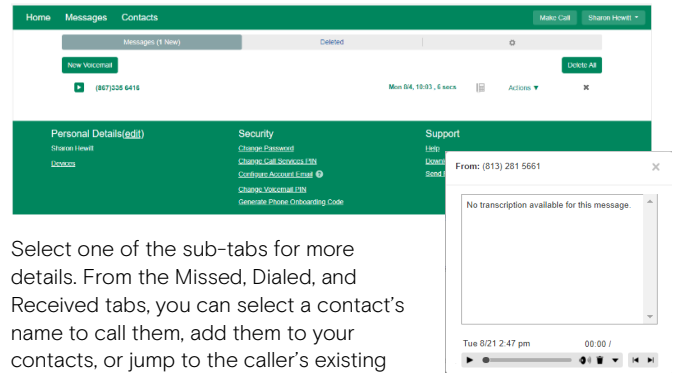
Select one of the sub-tabs for more details. From the Missed, Dialed, and Received tabs, you can select a contact's name to call them, add them to your contacts, or jump to the caller's existing contact information.

Use the Actions drop-down alongside each message to Reply, Mark as heard, Forward as Email, or Forward as Voicemail. Select the cross icon to delete the message.

Contacts

Use the **Contacts** tab to manage your contact information. You can create new contacts using recent call information (like a missed call), create contact groups, or import/export contacts.

Smart Office
CommPortal

The fastest way to add your contacts is to import them from your email program. For Microsoft Outlook:

1. Open Outlook and go to the File tab.
2. Select Open & Export then Import/Export.
3. In the pop-up window, select Export to a file then Next.
4. Select Comma Separated Values and select Next.
5. Select Contacts in the folder tree and select Next.
6. Save the exported file as Outlook Contacts in a place you can easily locate such as the Desktop or My Documents. Select Next.
7. On the CommPortal Contacts page, select Import. Select Choose file and select Outlook Contacts file.
8. Select Import to import your contacts into CommPortal.

Call Manager

In the center of the CommPortal homepage, the **Phone Status** panel displays your Call Manager, where you can set your availability and manage how incoming calls are routed to you.

If you are busy, you can change your status from Available to Do Not Disturb, which routes calls directly to voicemail. There is also a forwarding option that enables simultaneous ring with your mobile device.

Phone Status

Available for Calls

Available for Calls

Do Not Disturb

A   Account Phone
(867)669 5312

If there is no answer
○ Forward to another phone after 36 seconds
◉ Send to voicemail after 36 seconds

If your phone is busy
○ Forward to another phone
◉ Send to voicemail

The right-hand panel allows you to set up how calls from various types of callers are handled. You can use the options on this screen to add numbers to VIP and Unwanted callers' lists.

Make calls from CommPortal

To make a call directly from CommPortal, select **Make Call.** In the Dialer, enter the number you want to call (either by typing it in or selecting from the contact list dropdown) and choose which of your telephone numbers to use to make the call.

Make Call
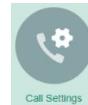
Dialler

Make a call to:
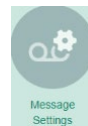
enter number to call

From:
My Phone Change

Dial   Close

Your services

Select **Call Settings** to access your call settings. For example, you can withhold your caller ID and configure Call Forwarding, Call Blocking, or Call Jump settings.

Message Settings allows you to control how your messages are handled. You can set up message forwarding, manage your Mailbox Access, and customize how you are notified of a voicemail. Select Voicemail Greeting to personalize your voicemail greeting with a recorded announcement (this requires a microphone).

Message Settings

▾ General

☐ Enable live screening
☐ Forward messages as emails
Forward to:
    add an email address
☐ Leave original in Inbox

▾ Mailbox Access
☑ Skip PIN
☑ Fast Login
☐ Auto-play voicemail
Voicemail playback Details and Message ▾

▾ Voicemail Greeting
Use the greeting: System with number ▾

▸ more options

Change settings

The panel at the bottom of the CommPortal homepage allows you to make various changes to your settings.

- Under **Personal Details,** use the Devices link to configure your phone preferences.
- Select the **Security** links to change your password, PINs, or account email address.
- Click on "Configure Account Email" to set a password that you can use to recover your account without calling Northwestel.
- Under **Support,** use the Downloads link to access a range of apps that you can download onto your computer or mobile/ tablet. This allows you to always have access to the key CommPortal features on your mobile device.

Personal Details(edit)   Security   Support
Sharon Hewitt   Change Password   Help
Devices   Change Call Services PIN   Downloads
    Configure Account Email   Send Feedback
    Change Voicemail PIN
    Generate Phone Onboarding Code

For more in-depth information

Watch the tutorial video.
Metaswitch End User Portal Tutorial

For support

Please contact us at 1-888-423-2333.