

Smart Office CommPortal – Voicemail

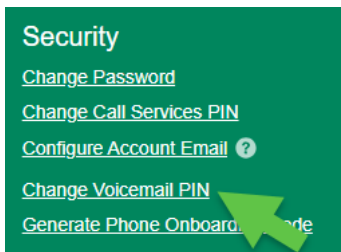
Quick start guide

CommPortal is the web portal used to configure the features on your new phone system, such as changing your voicemail PIN, retrieving or deleting messages or voicemails. Simply follow these steps:

Change voicemail pin

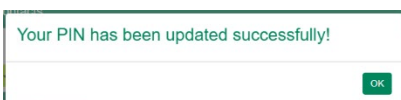
1. Login to CommPortal Web using your phone number or work email address.
<https://smartoffice.nwtel.ca/login.html>

2. Under the Security tab, click **Change Voicemail PIN**.



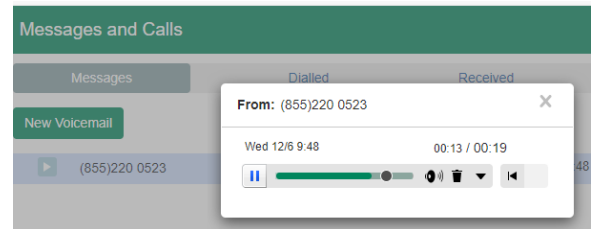
3. To change your voicemail PIN for the first time, use Current PIN: **202307**, then key in your desired New PIN twice, and click Confirm. PINs must be 6 digits long, with no repeating numbers, and not your phone number. Make sure your PIN is easy to remember; keep it in a safe place.

4. You should receive a confirmation notification that your PIN has been updated successfully.



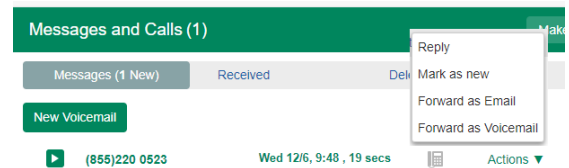
Retrieve a voicemail

1. Go to Messages and Calls > New Voicemail.
2. To listen to the message, click the play button preceding the telephone number.

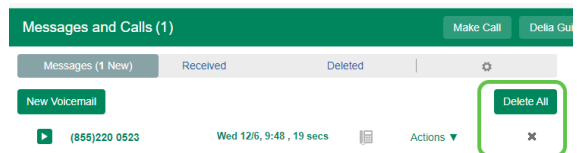


Action a voicemail

1. You may either reply or forward a message; just click on the Actions drop-down arrow and choose your desired action.



2. To delete a message, simply click the X button. or the Delete All button to erase the whole list.



Note: To retrieve your message when not using MaX UC Desktop, MaX UC Mobile or CommPortal Web, simply dial 668-2031 from any phone, then follow the prompts.

For more in-depth information

Watch the tutorial video.

[Metaswitch MaX Mobile MaX UC Mobile Client Overview \(youtube.com\)](#)

For support

Please contact our Business Care Centre at 1-888-423-2333.