MANAGED VOICE PORTAL

USER GUIDE

MEDIACOM^{SM}
BUSINESS

TABLE OF CONTENTS

1 INTRODUCING THE PHONE USER PORTAL

The Phone User Portal provides a web interface to your phone settings and allows you to:

- view recent calls
- view and listen to your voicemails
- reset voicemail PIN
- set up and manage your contacts
- change your phone's and phone system's settings
- manage call forwarding and call rejection

1.1 ACCESSING

To access the Phone User Portal, go to the following URL:
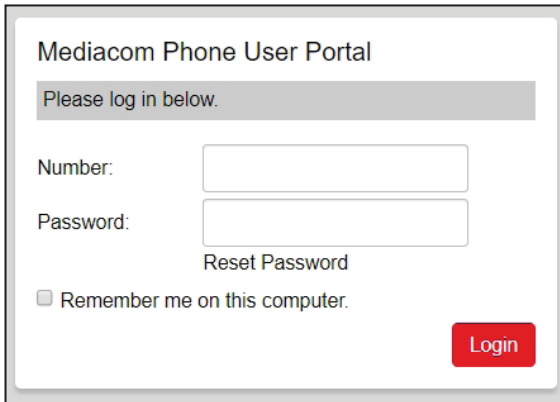
https://www.mediacombusiness.com/voice

The Phone User Portal is supported on Windows Vista and later, using the following browsers:

- Internet Explorer 11 / Edge
- Firefox
- Google Chrome (Windows only)

JavaScript must be enabled on your browser.

The Phone User Portal is also supported on Mac OS X10.8 and later on Safari version 5 or later (Mac OS X only).

1.2   LOGGING IN
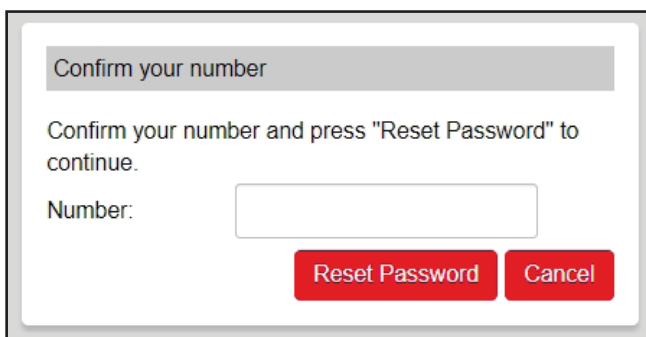

To log into the Phone User Portal enter your phone number and password then click **Login.**

If you are using a public computer, do not select the **"Remember me on this computer"** checkbox and always make sure you explicitly log out of the portal when you have finished to protect your account from being accessed by other users.

Mediacom Business will require you to change your password periodically. If your password has expired, you will see a screen prompting you to change it.
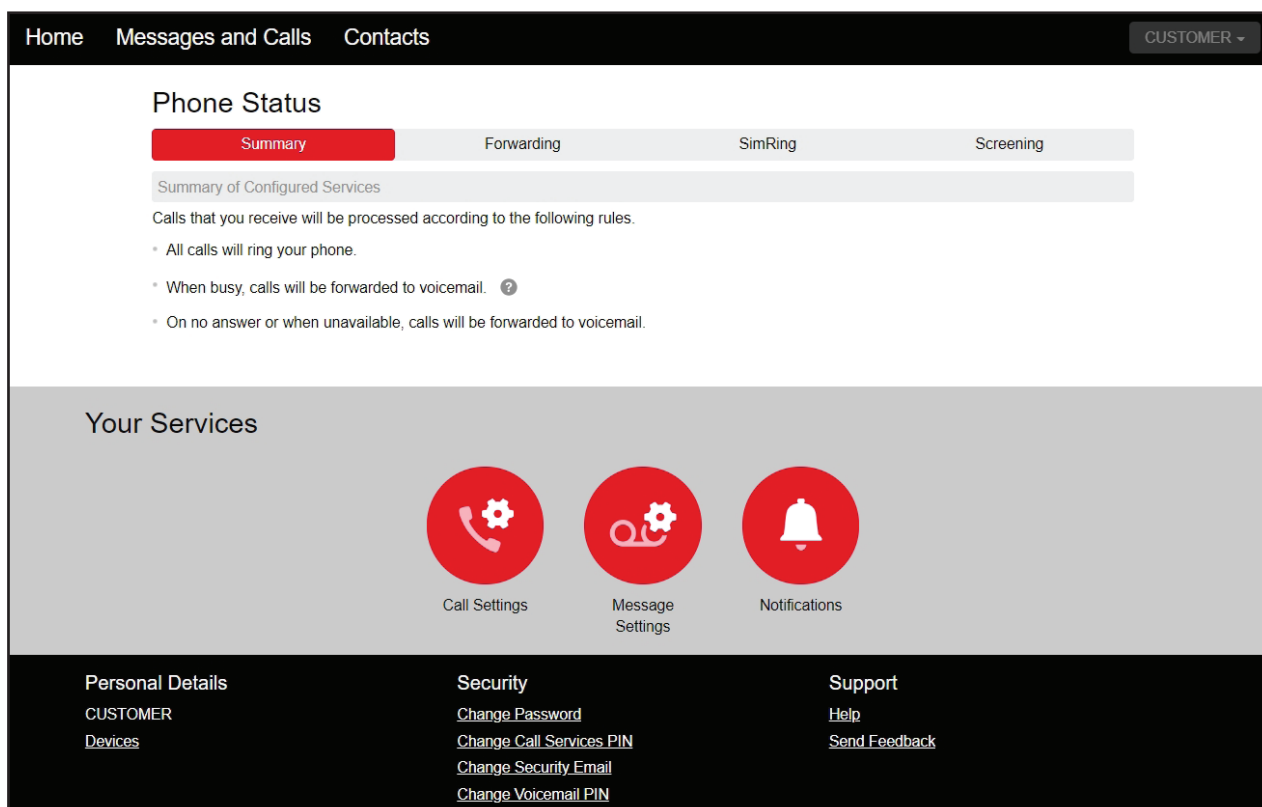
1.3   RESETTING YOUR PASSWORD

You can reset a forgotten password by clicking on the **Reset Password** link on the login page. You will be prompted to confirm your number, after which an email will be sent to your registered security email address. Your security email address must be configured before using this procedure.

After clicking the link in the email, you will be redirected to the Phone User Portal and prompted to create a new password.
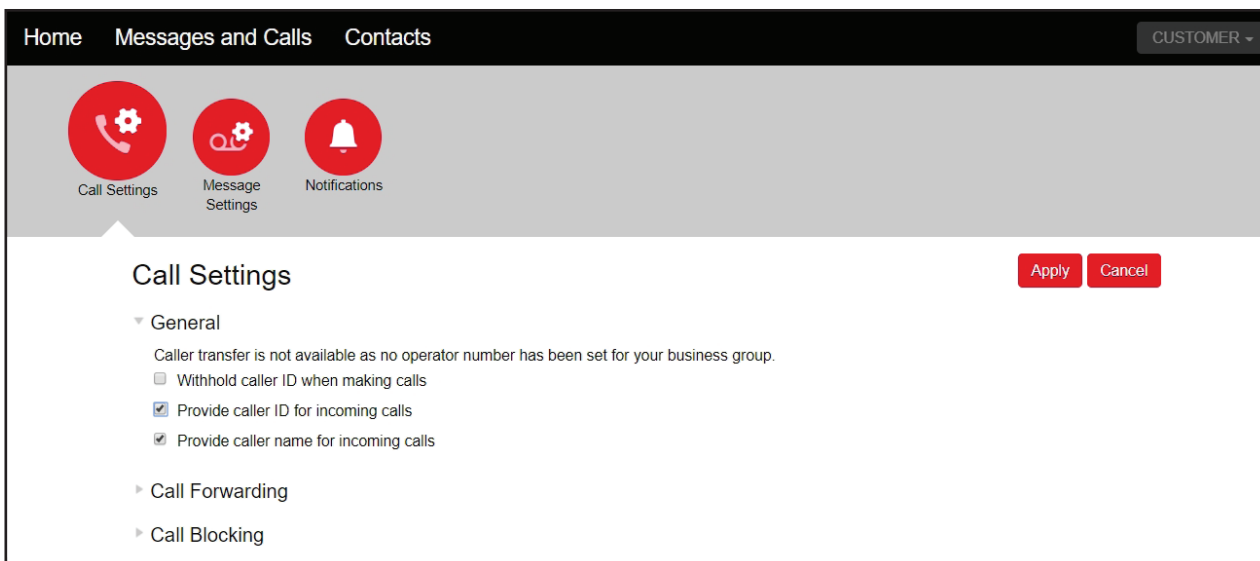
2 USING THE PHONE PORTAL

Along the top of the window are a series of links which you can select to take you to the different pages within the portal.

- **Home.** This is the home page you see when you first log into the portal
- **Messages & Calls.** This shows you all your voicemail messages, the calls you've made, answered or missed
- **Contacts.** You can add and view all your contacts and their phone numbers in this tab

The **Summary** panel shows your Phone Status for features like Call Forwarding and Do Not Disturb.
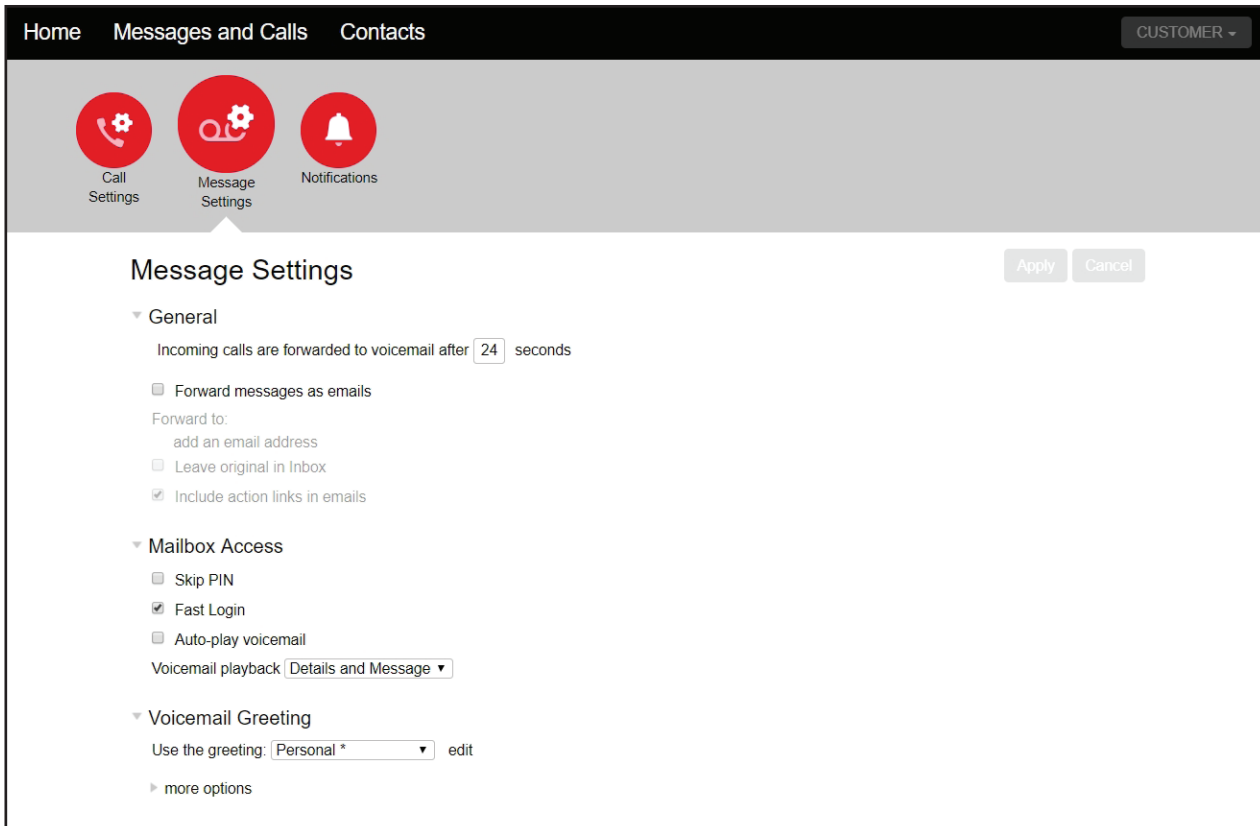
2.1 CALL SETTINGS

Configure how your Caller ID will be displayed on incoming or outgoing calls.

2.2 MESSAGE SETTINGS
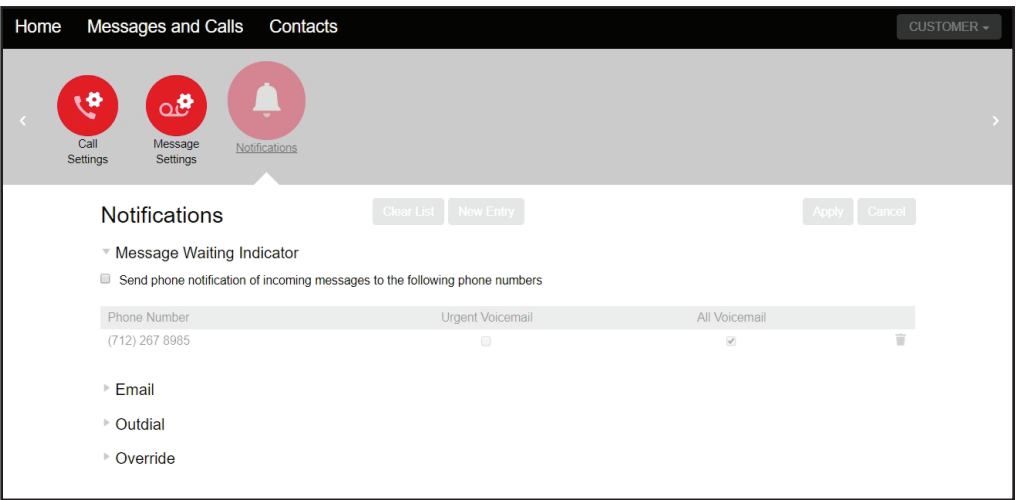
Gives options for forwarding a voicemail to an email address (as an audio file), voicemail box access and voicemail greetings.
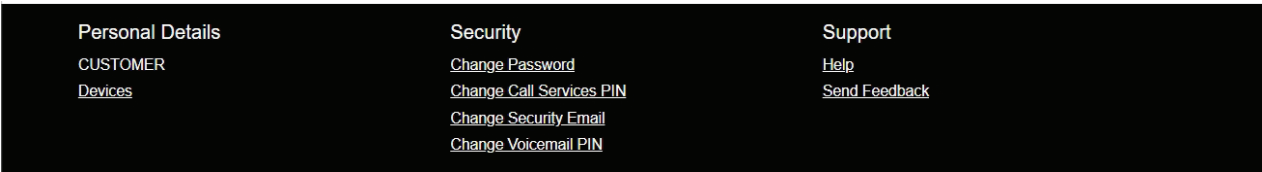
2.3   NOTIFICATIONS

This screen allows you to manage whether your message waiting indicator is on when you receive a voicemail. You can also configure the system to **Outdial** your phone when a message is received.

The bottom of the **Home** panel gives you access to numerous other options, such as changing your passwords and PINs, accessing Help pages, and sending feedback to report problems with the interface to Mediacom Business

2.4   LOGGING OUT

If you don't use the portal for 30 minutes you will be automatically logged out. However, if you wish to manually log out, you can do this by clicking the drop-down arrow alongside your name at the top of the screen, and then selecting **Logout.**

3   HOME

The **Dashboard** is shown when you log into the User Portal and gives you a summary of your phone line.

3.1   PHONE STATUS

On the central screen under the Home section you will be given a **Summary** of your Phone Status according to the rules you have set for your phone.

3.2 FORWARDING

Phone Status

Summary	Forwarding	SimRing	Screening

Immediately   Busy/No Answer   Unavailable   Selected Callers   Forwarding Destinations

Apply   Cancel

☑ Forward calls immediately.

Forward calls to: 5165551212

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Ring my phone once when a call is forwarded? ○ Yes   ◉ No

- Click the **Forwarding** tab to enter the phone number
- Select the checkbox if you want to be notified when calls are forwarded
- Hit the **Apply** button

You can additionally forward your phone for calls from specific phone numbers under the **Selective Callers** tab or forward calls for a specific function such as forwarding calls from specific numbers to a Sales destination number for example under the **Forwarding Destinations** tab.

4 SCREENING CALLS

These services apply to incoming calls to the subscriber's phone and allow the subscriber to filter important and unwanted calls. They include Do Not Disturb, Selective Rejection, Anonymous Rejection, and Priority Call.

4.1 DO NOT DISTURB

This service allows the subscriber to block his or her line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that the subscriber is not currently accepting calls.

4.2 SELECTIVE REJECTION

This service allows subscribers to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.
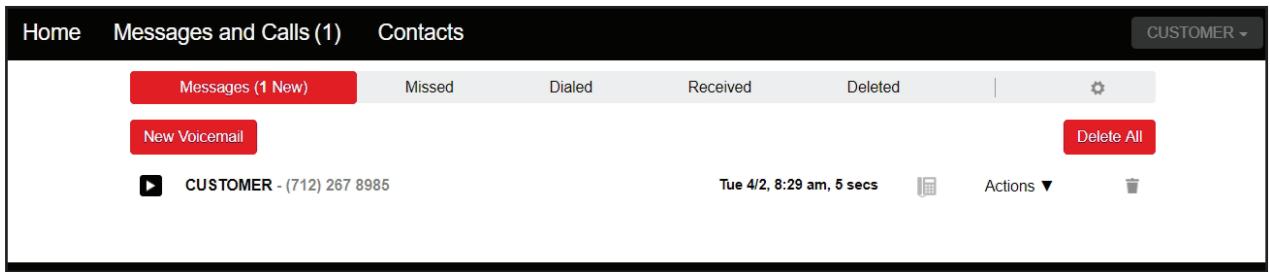
4.3 ANONYMOUS REJECTION

This service automatically rejects all calls for which the caller has withheld the calling number. This may be because the caller's line is configured never to send the calling number, or because the caller has dialed an access code to block the number before making the call. AR does not reject calls for which the calling number is unavailable because it has not been provided by the network (for example on overseas calls).
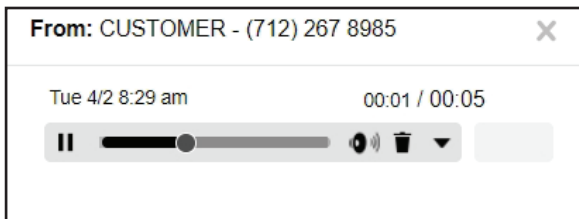
4.4 PRIORITY CALL

This service allows users to select a list of numbers from which incoming calls will ring with a distinctive tone. Also known as distinctive ringing.

5 MESSAGES

At the top of the dashboard via **Messages and Calls**, you can view all voice messages:

To listen to the voicemail, click the **Play** icon and a new window will appear where you can work with individual voicemails.
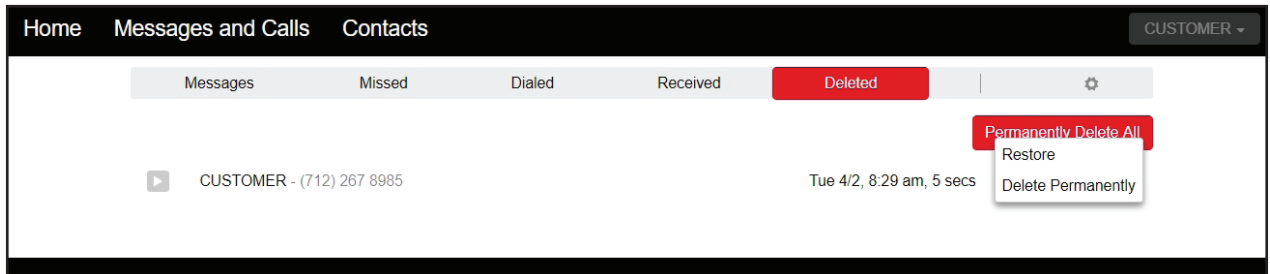

Within this player functionality you can:

- See when the message was received and how long it is
- Pause, rewind and fast forward the message
- Mute the player or change the volume
- Delete the message or save it to disk
- Close the player

5.1 RESTORING DELETED MESSAGES

To restore messages:

- Click on the **Actions** ▼ icon to the right of the message

- Select **Restore**

- The message will now appear on the **Messages** tab

Home	Messages and Calls	Contacts				CUSTOMER ▾
Messages	Missed	Dialed	Received	Deleted		⚙

Permanently Delete All
Restore
Delete Permanently

▶ CUSTOMER - (712) 267 8985   Tue 4/2, 8:29 am, 5 secs

5.2 PERMANENTLY DELETE MESSAGES

You should regularly delete unwanted messages from this tab to avoid your mailbox reaching its quota and making it impossible for you to receive new messages.

To delete a single item:

- Click the **Actions** ▼ icon to the right of the message and select **Delete Permanently**

To delete all the messages on this tab:

- Click the **Permanently Delete All** button at the top right of the page

5.3 MISSED CALLS

This section shows you the most recent calls which you have missed:

Home	Messages and Calls	Contacts				CUSTOMER ▾
Messages	**Missed**	Dialed	Received	Deleted		⚙

Export

Name Unavailabl - (712) 201 5146	Wed 3/13, 6:38 pm
Name Unavailabl - (712) 201 5146	Fri 2/22, 8:44 am
Name Unavailabl - (712) 481 5146	Wed 1/9, 9:36 am

To see other types of call such as **Dialed, Received** or **Deleted** click the corresponding Tab.

- The **Messages** tab shows you all your new and stored voice messages

- The **Missed** tab displays the recent calls you have received and not answered

- The **Dialed** tab displays the recent calls you have made

- The **Received** tab shows the recent calls you have answered

- In some systems, you will see a **Deleted** tab, which shows any messages that you have deleted on the other tabs

6   CONTACTS

The **Contact List** tab allows you to manage your personal contact list.

Home	Messages and Calls	Contacts		MEDIACOM CUSTOMER ▾

Contact List	Speed Dials

New Contact   New Group   Import   Export All   Edit   Delete

Contacts and Groups

☐ Search for...

You have **2** Contacts and **0** Groups.

☐ Chan, Jackie
☐ Smith, John

- Select a contact or group to view or edit details.
- Search for a specific item using the search box to the left.
- Select multiple contacts or groups using Ctrl-click and Shift-click shortcuts.

The **Speed Dials** tab is where you can configure your numeric speed dials (if your phone supports these).

To search **Contacts,** enter the letters you want to search for in the text box. This will narrow down the contacts displayed as you type, and the text that matches your search will be highlighted yellow.

Home	Messages and Calls	Contacts		MEDIACOM CUSTOMER ▾

Contact List	Speed Dials

Makes dialing faster by allowing you to assign a one or two digit code to speed dial to different telephone numbers. One digit codes can range from 2-9. Two digit codes can range from 20-49.

Clear List   Apply   Cancel

Speed Dial	Number		New Speed Dial	
2	(516) 555 1212	🗑	Speed Dial:	4 ▾
3	(845) 741 7777	🗑	Number:	
			Add	

6.1   SPEED DIALS

The **Speed Dials** section is located within **Contacts** on the main screen. It allows you to configure numeric speed dials.

6.2   ADDING A SPEED DIAL

To add a **Speed Dial,** follow these steps:

1.   Select the number for the speed dial you'd like to set up from the **Speed Dial** drop down list.

2.   Enter the number **Speed Dial** should call, as you would dial it. For example, if you dial 9 before a number, enter 9 and then the number.

3.   Click **Add**.

Repeat steps 1-3 for any other **Speed Dials** you want to set up.

Click **Apply** to save your changes.

6.3   DELETING A SPEED DIAL

To delete a **Speed Dial,** follow these steps:

1. Click the **Trash** icon to the right of the **Speed Dial**.

2. Click **Apply**.

Alternatively, to delete all your **Speed Dials,** follow these steps:

1. Click **Clear List**.

2. Click **Apply**.

7 GETTING HELP

If you need some assistance with using the Phone User Portal, you can click on the Help link at the foot of the page. You will then see a new browser window with support information for the page you are currently using.

7.1 SENDING FEEDBACK

If you want to send feedback to Mediacom Business, for example, to report a bug or suggest an enhancement, click on the **Send Feedback** link.

You will then see a pop-up.

If you want to include a screenshot of the **User Portal** interface:

- Highlight particular areas of the screen by selecting **Highlight,** positioning the cursor and then dragging - the area that will be included in the screenshot will be highlighted.

- Use the **Black out** option to disguise any personal information

- Click **Capture**

- If you do not want to include a screenshot, click **Skip**

- This launches a second screen, with the screenshot on the right (if you have taken one) and a box where you can add a description of the problem you have encountered or enhancement you would like to see.
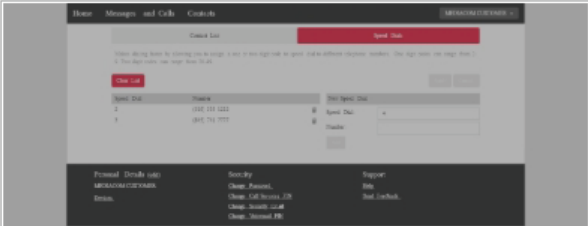

- Finally, click the **Submit** to send your feedback

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