

# MANAGED VOICE PORTAL

## USER GUIDE



MEDIACOM<sup>SM</sup>  
**BUSINESS**

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# 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>

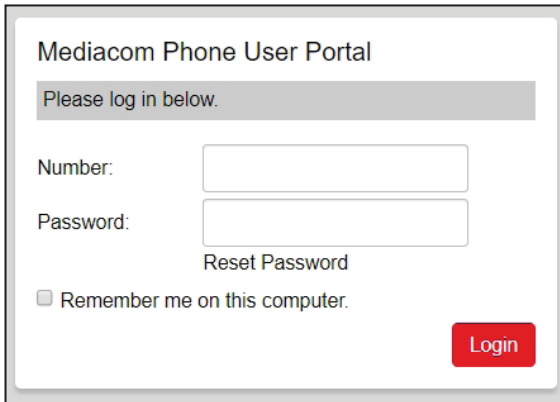
The Phone User Portal is supported on Windows Vista and later, using the following browsers:

- 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 X 10.8 and later on Safari version 5 or later (Mac OS X only).

## 1.2 LOGGING IN



The image shows a web form titled "Mediacom Phone User Portal". Below the title is a grey instruction bar that says "Please log in below.". The form contains two input fields: "Number:" and "Password:". Below the "Password:" field is a link that says "Reset Password". At the bottom left is a checkbox labeled "Remember me on this computer.". At the bottom right is a red button labeled "Login".

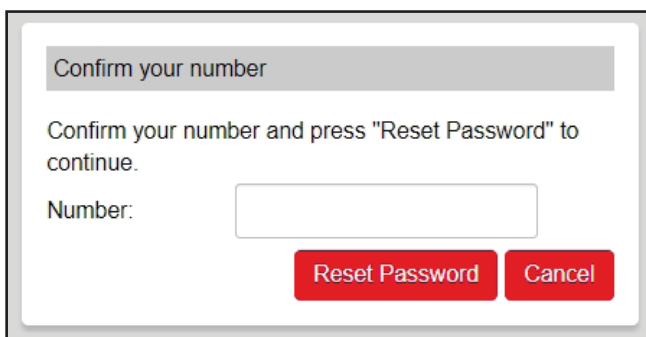
To log into the Phone User Portal enter your phone number and password then click **Login**.

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 RESETTNG YOUR PASSWORD

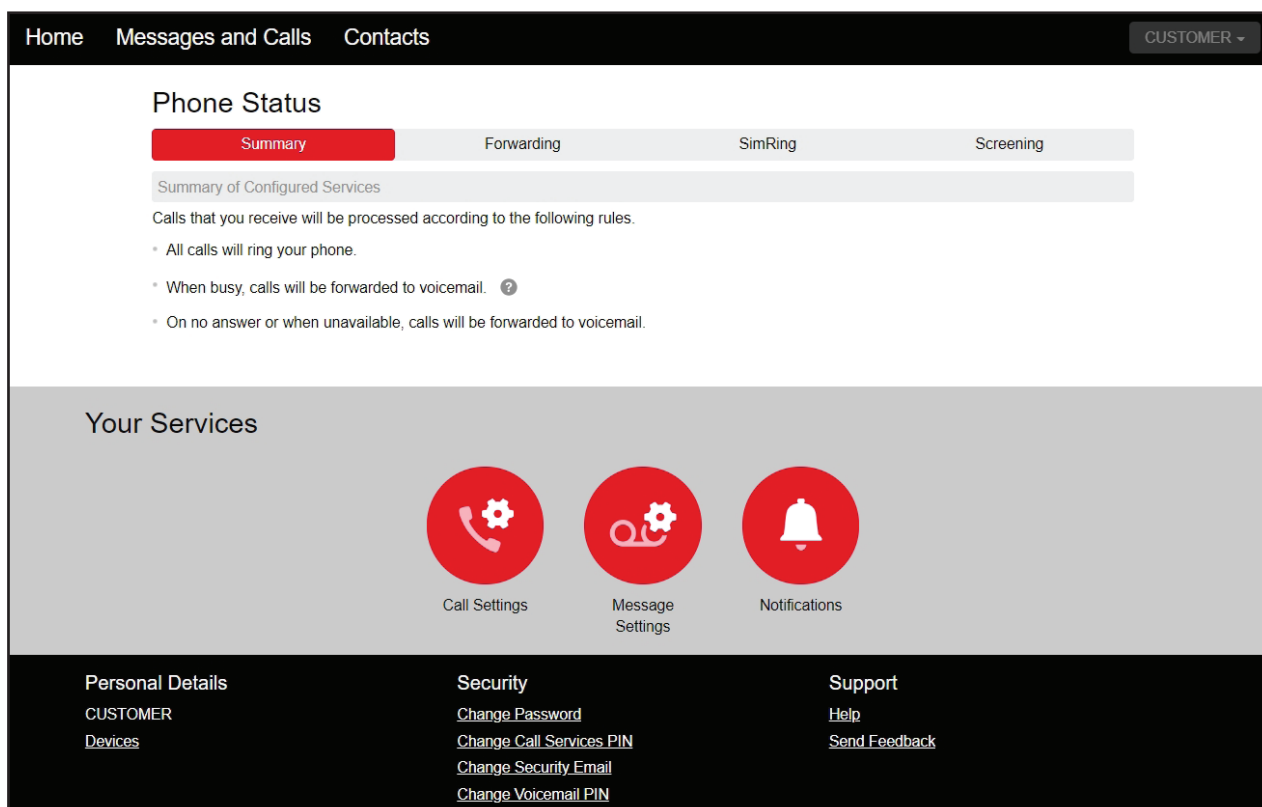
You can reset a forgotten password by clicking on the **Reset Password** link on the login page. You will be prompted to confirm your number, after which an email will be sent to your registered security email address. Your security email address must be configured before using this procedure.



The image shows a web form titled "Confirm your number". Below the title is a grey instruction bar that says "Confirm your number and press 'Reset Password' to continue.". The form contains one input field labeled "Number:". At the bottom right are two red buttons: "Reset Password" and "Cancel".

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.

The screenshot shows a web application interface with a top navigation bar containing 'Home', 'Messages and Calls', and 'Contacts'. A 'CUSTOMER' dropdown is on the right. Below the navigation bar is a grey bar with three red circular icons: 'Call Settings' (phone with gear), 'Message Settings' (envelope with gear), and 'Notifications' (bell). The 'Call Settings' page is active, showing a title 'Call Settings' and 'Apply' and 'Cancel' buttons. Under a 'General' section, there is a message: 'Caller transfer is not available as no operator number has been set for your business group.' Below this are three checkboxes: 'Withhold caller ID when making calls' (unchecked), 'Provide caller ID for incoming calls' (checked), and 'Provide caller name for incoming calls' (checked). There are also expandable sections for 'Call Forwarding' and 'Call Blocking'.

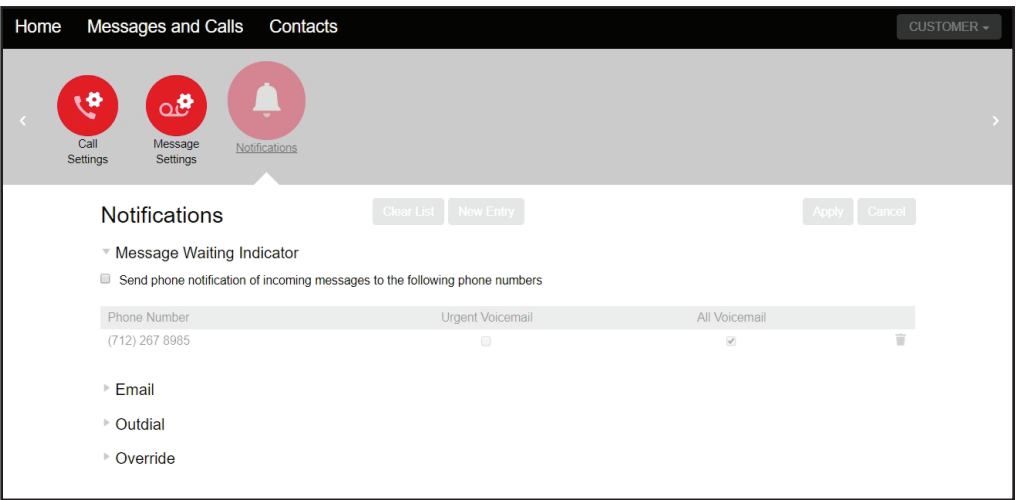
## 2.2 MESSAGE SETTINGS

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

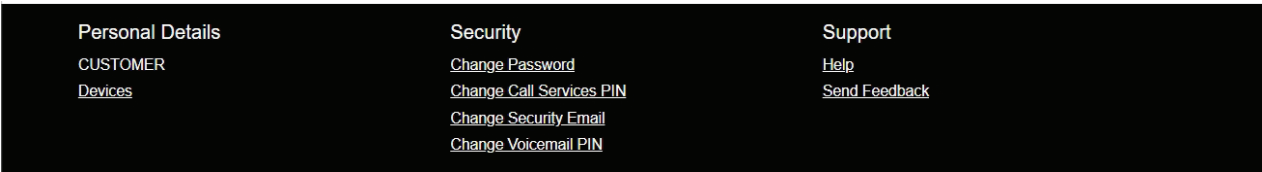
The screenshot shows the 'Message Settings' page in the same web application. The top navigation bar and grey bar with icons are identical to the previous screenshot. The 'Message Settings' page is active, showing a title 'Message Settings' and 'Apply' and 'Cancel' buttons. Under a 'General' section, there is a field 'Incoming calls are forwarded to voicemail after' with a value of '24' and the unit 'seconds'. Below this is a checkbox 'Forward messages as emails' (unchecked). Under 'Forward to:', there is a text input 'add an email address'. There are also checkboxes 'Leave original in Inbox' (unchecked) and 'Include action links in emails' (checked). Under a 'Mailbox Access' section, there are checkboxes 'Skip PIN' (unchecked), 'Fast Login' (checked), and 'Auto-play voicemail' (unchecked). Below this is a dropdown 'Voicemail playback' with the value 'Details and Message'. Under a 'Voicemail Greeting' section, there is a dropdown 'Use the greeting:' with the value 'Personal \*' and an 'edit' link. At the bottom, there is a link 'more options'.

## 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.

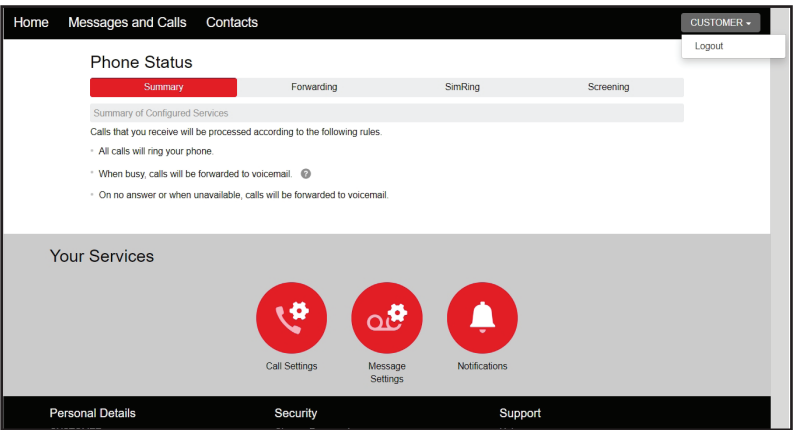


The bottom of the **Home** panel gives you access to numerous other options, such as changing your passwords and PINs, accessing Help pages, and sending feedback to report problems with the interface to Mediacom Business



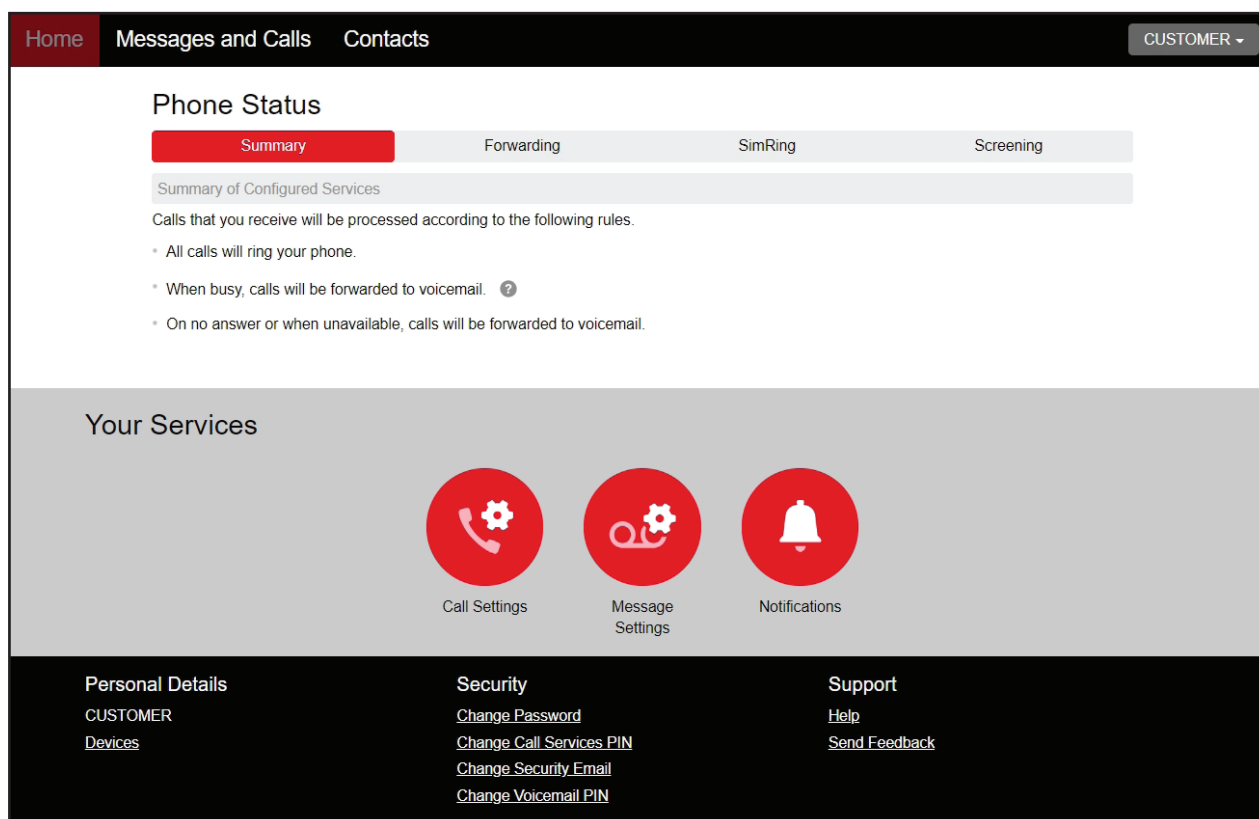
## 2.4 LOGGING OUT

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**.



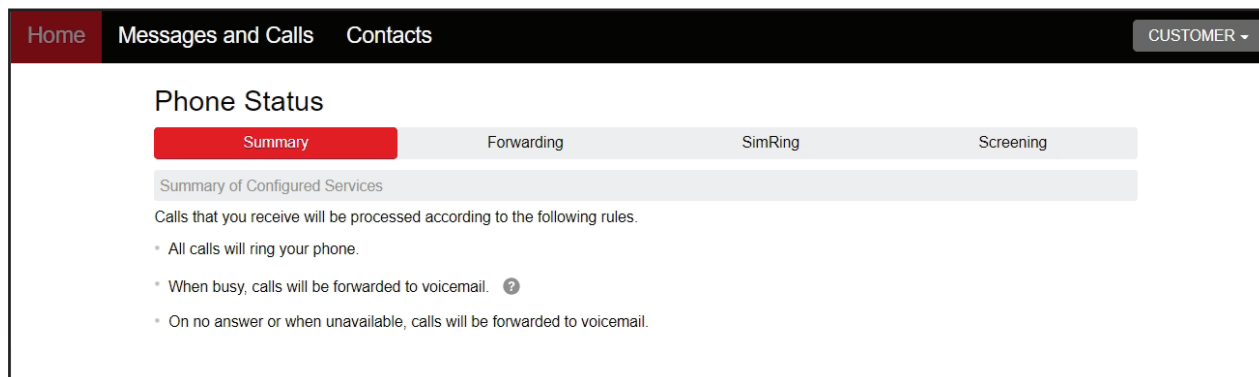
## 3 HOME

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:

**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**

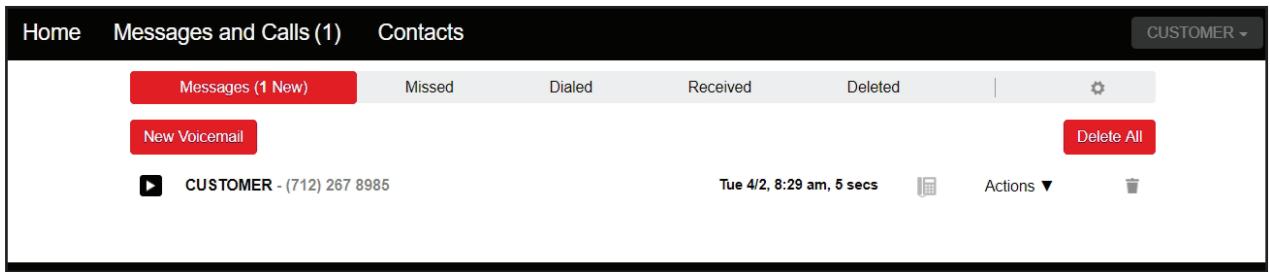
This service automatically rejects all calls for which the caller has withheld the calling number. This may be because the caller's line is configured never to send the calling number, or because the caller has dialed an access code to block the number before making the call. AR does not reject calls 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**

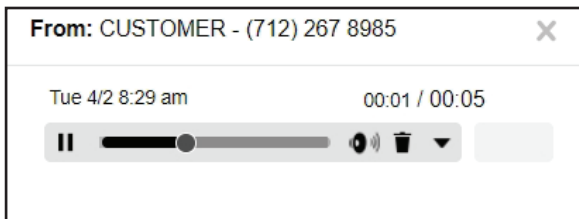
This service allows users to select a list of numbers from which incoming calls will ring with a distinctive tone. Also known as distinctive ringing.

## 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.



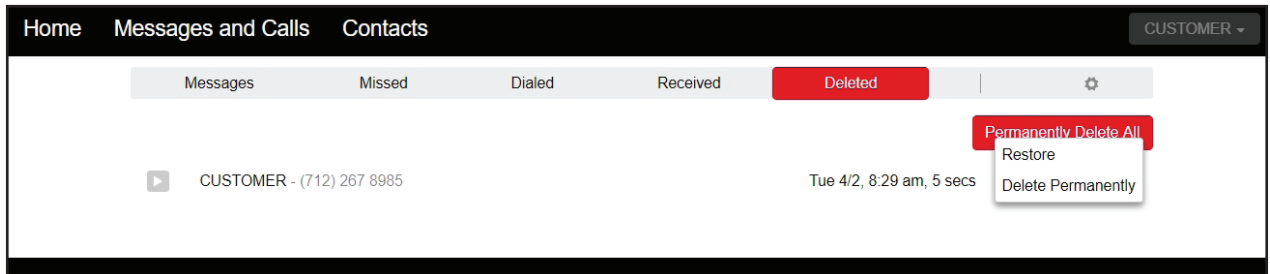
Within this player functionality you can:

- 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



## 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:

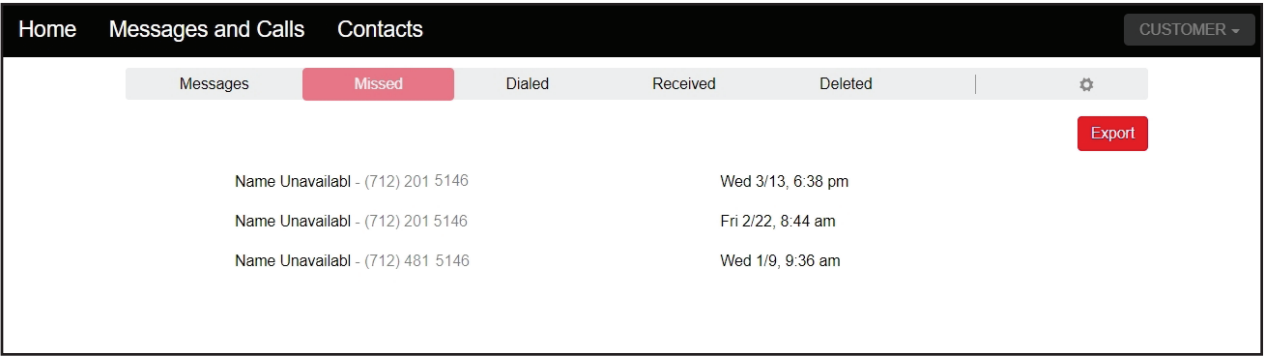
- Click the **Actions** ▼ icon to the right of the message and select **Delete Permanently**

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:



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.

The screenshot shows the 'Contact List' tab selected. At the top, there are navigation tabs: 'Home', 'Messages and Calls', and 'Contacts'. A user profile 'MEDIACOM CUSTOMER' is visible in the top right. Below the navigation, there are two main tabs: 'Contact List' (active) and 'Speed Dials'. Under 'Contact List', there are buttons for 'New Contact', 'New Group', 'Import', and 'Export All'. To the right are 'Edit' and 'Delete' buttons. Below these buttons is a section titled 'Contacts and Groups' with a search box labeled 'Search for...'. Below the search box, two contacts are listed: 'Chan, Jackie' and 'Smith, John'. To the right of the search box, a message states 'You have 2 Contacts and 0 Groups.' followed by three bullet points: 'Select a contact or group to view or edit details.', 'Search for a specific item using the search box to the left.', and '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.

The screenshot shows the 'Speed Dials' tab selected. At the top, there are navigation tabs: 'Home', 'Messages and Calls', and 'Contacts'. A user profile 'MEDIACOM CUSTOMER' is visible in the top right. Below the navigation, there are two main tabs: 'Contact List' and 'Speed Dials' (active). Below the tabs, a descriptive text reads: '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.' Below this text is a 'Clear List' button. To the right are 'Apply' and 'Cancel' buttons. Below these buttons is a table with two columns: 'Speed Dial' and 'Number'. The table contains two rows: one with '2' and '(516) 555 1212', and another with '3' and '(845) 741 7777'. To the right of the table is a 'New Speed Dial' section with a 'Speed Dial' dropdown menu (showing '4'), a 'Number' input field, and an 'Add' button.

### 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.

The screenshot shows a web application interface with a top navigation bar containing 'Home', 'Messages and Calls', and 'Contacts'. On the right of the navigation bar is a user profile dropdown labeled 'MEDIACOM CUSTOMER'. Below the navigation bar, there are two tabs: 'Contact List' and 'Speed Dials'. The 'Speed Dials' tab is active and highlighted in red. Below the tabs, there is a descriptive text: '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.' To the left of this text is a red 'Clear List' button. To the right are red 'Apply' and 'Cancel' buttons. Below the text is a table with two columns: 'Speed Dial' and 'Number'. The table contains one row with the value '2' in the 'Speed Dial' column and '9 (501) 123 4567' in the 'Number' column. To the right of the table is a trash icon. To the right of the table is a 'New Speed Dial' section with a 'Speed Dial:' dropdown menu showing '3', a 'Number:' text input field, and an 'Add' button.

Speed Dial	Number
2	9 (501) 123 4567

New Speed Dial

Speed Dial: 3

Number:

Add

## 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.

**Home**  
Messages and Calls  
**Contacts**  
Phone Status  
Call Settings  
Message Settings  
Notifications  
Send Feedback

### Contacts

#### Import

Generally, an imported contact is considered to "match" an existing contact if they have the same name. The only exception to this is if you have previously exported your contacts using the native format.

If there is a match, but the two versions do not contain any conflicting information then the import operation will simply add any additional details from the imported version of the contact to the existing version.

#### Export

This feature allows you to export your contacts as a CSV text file. This is useful if you wish to import your contacts into another application such as Microsoft Outlook or Outlook Express.

Note that the exported data does not include any information about what contact groups the contacts may belong to.

#### Native format

In native format, each exported contact list entry also includes a unique numerical identifier. If a CSV file containing such identifiers is subsequently re-imported, then contacts in the CSV file are considered to match entries in the contact list if their numerical identifiers match; matching is done on the basis of this identifier in preference to using the contact name.

This is valuable if, for example, you wish to export your contacts to a spreadsheet, make a set of changes and then re-import them - even if you change a contact's name, it will still be correctly correlated with the existing contact list entry.

### 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.

Home Messages and Calls Contacts MEDIACOM CUSTOMER

### 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
2	(516) 555 1212
3	(845) 741 7777

**New Speed Dial**

Speed Dial:

Number:

[Add](#)

**Personal Details** (edit)  
MEDIACOM CUSTOMER  
[Devices](#)

**Security**  
[Change Password](#)  
[Change Call Services PIN](#)  
[Change Security Email](#)  
[Change Voicemail PIN](#)

**Support**

### Feedback

You can capture an image of this page to add to your feedback. You can highlight or hide areas and check the result before submission.

[Highlight](#) Highlight areas relevant to your feedback.


[Black out](#) Black out any personal information.

[Close](#) [Skip](#) [Capture](#)



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.

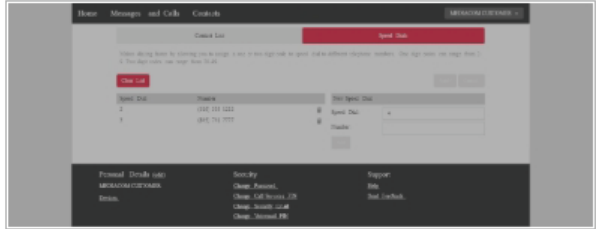


## Feedback

### Description

Is there a feature you'd like to see in CommPortal or have you found a bug? Please enter any feedback you have below.

### Screenshot



Close

Back

Submit

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



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