

Migration to Wavecom Solutions CommPortal

WAVECOMTM

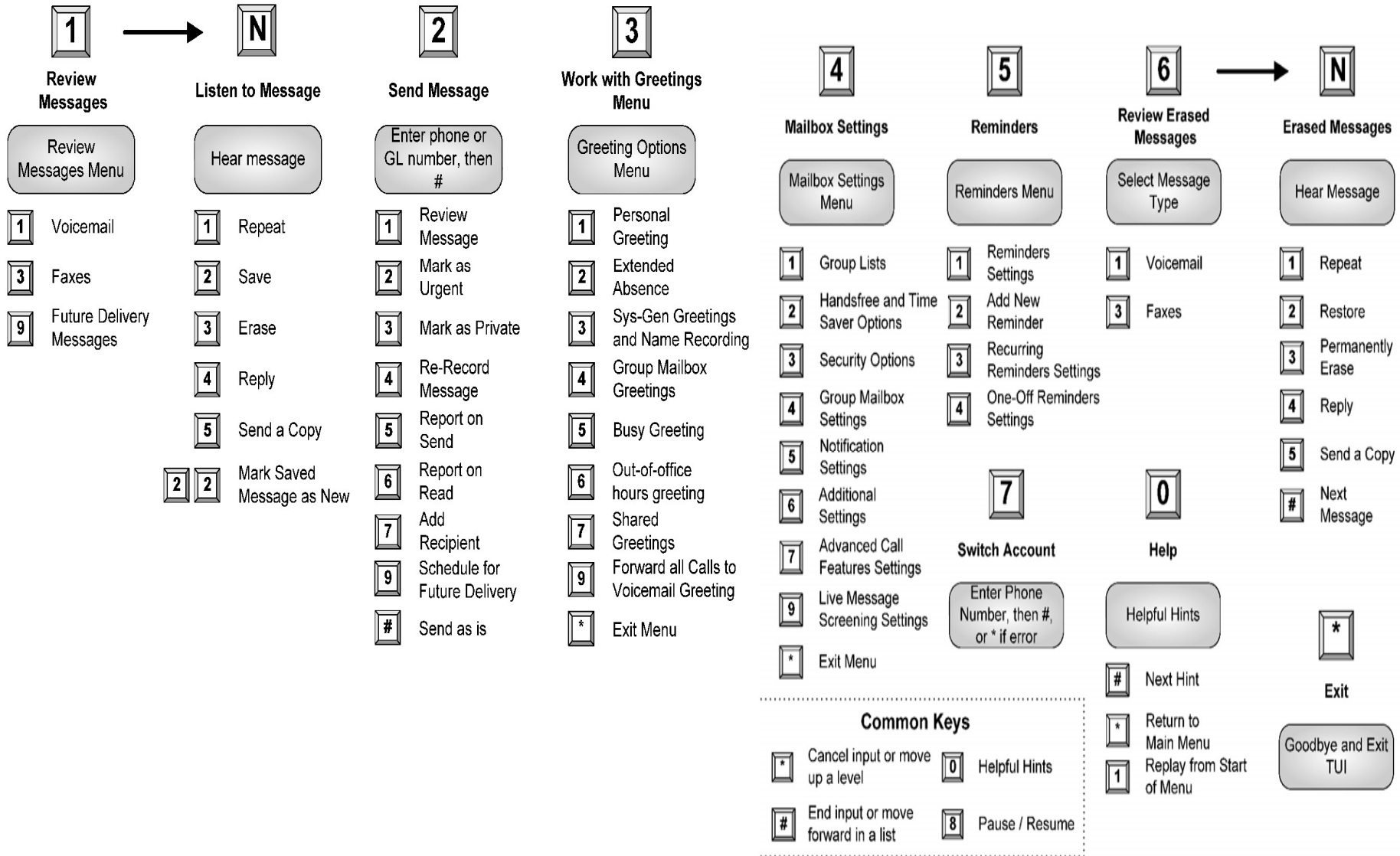
S O L U T I O N S

Overview

- Who should be viewing this training?
 - If you use Wavecom Solutions voicemail or Inbound Fax to Email service
 - If you use the Communications Center to perform functions such as call forwarding
- What is changing and why?
- What's New?
- Walkthrough of CommPortal
- Schedule of Migration
- What do you need to do?
- Open Q&A

Voicemail

Main Menu



Voicemail

Voicemail Playback Keys

- 6** Increases the volume of the message
- 7** Slows the playback of the message.
- 8** Pauses the playback of the message for up to 20 seconds. A recurring “ping” sound informs you that the message is paused. Pressing 8 again resumes playback
- 9** Speeds the playback of the message.
- 77** Skips back 5 seconds
- 99** Skips forward 5 seconds

Mailbox Size (Disk Quota)

Mailboxes may store up to a maximum of 100 Mb of messages. This includes all voicemail and inbound fax to email messages stored on the system.

Erased messages will be saved indefinitely. Remember to delete your erased messages.

From the main menu select option 6 to review erased messages.

What You Have Now

- Communications Center
(<http://selfcare.wavecomsolutions.com>)
- Message Center
 - Voicemail
 - E-Mail
 - Inbound Fax to Email

What's New?

- New Web Interface! - CommPortal
 - <https://commportal.wavecomsolutions.com>
- New Web Interface for Administrators – CommPortal Admin
 - <https://commportal.wavecomsolutions.com/bg>
 - Searching capabilities
 - Delegate responsibilities for a Department
- Migration of your current voicemail and inbound fax messages
- New services will be coming soon

Supported Platforms and Browsers

- Windows 2000, XP, Vista
- Microsoft Internet Explorer 6 and 7
- Mozilla FireFox 2
- IE 8, Opera and Safari (even on iPhone) may work but Wavecom cannot guarantee support for these browsers
- Additional security settings for Adobe Flex and Flash are required for more advanced features
- If you use the Inbound Fax to Email service you may need additional software to view .TIF (or .TIFF) image files on your computer. There are free options like Irfanview, or you may already have software such as Microsoft Document Imaging which ships with MS Office.


Dashboard – CommPortal



Communications Portal

Dashboard Messages & Calls Contacts Call Manager Reminders Groups Settings

Welcome, Training Coordinator

(808) 791 4103   

You have [1 voicemail](#) and [2 faxes](#)

Missed Call	Time of call	
(808) 000 0000	5/16	1:38 pm
Wavecom Solns	5/12	8:14 am

Contacts

Search for...

Aji

Bill Billock

Wavecom Test

Wavecom Training


Jeremy Amen

First Name: Aji

Last Name:

Organization:

Telephone Numbers

 (808) 791 3023

Settings

[Forward Immediately to:](#) (808) 791 3091 Active

[Selective Call Acceptance](#) Inactive

[Follow Me](#) Active

[Reject Anonymous Calls](#) Active

CommPortal Admin

Lines

To view the settings for an individual line, MADN or MLHG pilot number, or view group (MADN or MLHG) settings, click on the corresponding icon in the rightmost column.

Lines

MADNs

MLHGs

Call Pickup Groups

Short Codes

Extensions

Departments

Account Codes

External Calls

Number Blocks

















Auto-Attendant

Music on Hold

Telephone Number

Extension

Name

(808) 791 4100	4100	 Auto Attendant: Admin	 	
(808) 791 4101	4101	MADN	 	
(808) 791 4102	4102	MLHG MLH Hunt 1 pilot	 	
(808) 791 4103	4103	 Training Coordinator: Admin		
(808) 791 4104	4104	Marla Davis		
(808) 791 4105	4105	Bill Billock		
(808) 791 4106	4106	Chuck Bartowski		
(808) 791 4107	4107	Sarah Walker		
(808) 791 4108	4108	John Casey		
(808) 791 4109	4109	Mike Allen		

Walkthrough

<https://commportal.wavecomsolutions.com>

<https://commportal.wavecomsolutions.com/bg>

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What do you need to do?

- The Migration is scheduled for Friday, July 30, 2010 between 2 AM and 5 AM. During this time you will still receive calls but will be unable to receive new voicemails or access the web interface to the system.
- The evening of the scheduled migration, all of your current messages, recordings (greetings) and settings will be transferred over to the new system.
- If you have the current Communications Center URL bookmarked, remember that the URL is changing
 - <https://commportal.wavecomsolutions.com>
 - <https://commportal.wavecomsolutions.com/bg>
- The morning after the migration check your voicemail, make sure all your current messages are there. Login to the CommPortal and make sure you have access to your account.
- If you are a Business Group Admin, login to CommPortal Admin and make sure you have access to your Business Group settings.
- If you are using the email function, this feature is going away. Save your emails prior to the migration and inform your contacts to use a different email address. *you can still forward voicemail and fax messages to your external (personal) email.

Open Question Time

Q&A

We appreciate your feedback:

<http://www.surveymonkey.com/s/C2827Z7>

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