

CommPortal Features



| Action | CommPortal (Only has access to a single line) | CommPortal Admin (Can access all lines as well as MLHG's, Auto Attendants, etc.) | Support |
|--|--|---|---------|
| Add/remove users | X | X | ✓ |
| Add/remove lines, change order of lines in multi-line hunt group (MLHG), change distribution algorithm, set time to ring each member and time to deliver another call to a member that doesn't answer. | X | ✓ | ✓ |
| Anonymous call rejection | ✓ | ✓ | ✓ |
| Caller ID | ✓ | ✓ | ✓ |
| Call logs | ✓ | ✓ | ✓ |
| Call notifications for emergency calls - 911 | X | ✓ | ✓ |
| Call settings (call forward, call block, distinctive ring) | ✓ | ✓ | ✓ |
| Change call services PIN | ✓ | ✓ | ✓ |
| Change names on phones | X | ✓ | ✓ |
| Change password | ✓ | ✓ | ✓ |
| Change PIN | ✓ | ✓ | ✓ |
| Contacts | ✓ | ✓ | ✓ |
| Custom on hold music | X | ✓ | ✓ |
| Favorites | ✓ | ✓ | ✓ |
| Groups | X | ✓ | ✓ |
| Hunt group user removal/addition | X | ✓ | ✓ |
| Make a call | ✓ | X | ✓ |
| Message settings | ✓ | X | ✓ |
| Notifications | ✓ | ✓ | ✓ |
| Park keys | ✓ | ✓ | ✓ |
| Reset PIN to access a previous employee voicemail | X | ✓ | ✓ |
| Ringing options (ring groups, sim ring) | ✓ | ✓ | ✓ |
| Ringtones | ✓ | ✓ | ✓ |
| Set Do Not Disturb (force all calls to voicemail) | ✓ | ✓ | ✓ |
| Set or change active schedule (business hours, after hours, etc. - incoming call manager access only) | ✓ | ✓ | ✓ |
| Set or change call forwarding | ✓ | ✓ | ✓ |
| Set or change call forwarding for no answer, busy or unavailable | ✓ | ✓ | ✓ |
| Set or change call handling rules. (incoming call manager access only) | X | ✓ | ✓ |
| Set or change hours of operation, weekly schedule (incoming call manager access only) | ✓ | ✓ | ✓ |
| Set or change special days/holidays (incoming call manager access only) | ✓ | ✓ | ✓ |
| Softkeys | ✓ | ✓ | ✓ |
| Update email | ✓ | ✓ | ✓ |
| Voicemail/eVoice | ✓ | X | ✓ |
| Voicemail | ✓ | X | ✓ |