

# Frontier<sup>®</sup> SmartVoice

## User CommPortal Guide

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To download the full Frontier SmartVoice User Guide, please visit:  
<https://business.frontier.com/smartvoice>

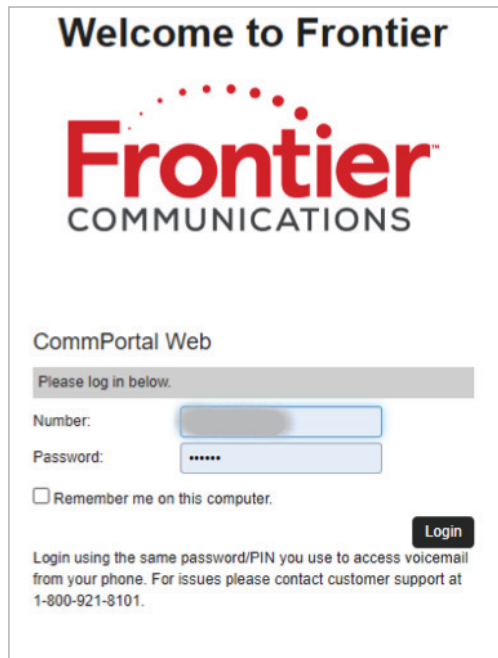




# How to log into the User CommPortal

You can access your User CommPortal from any internet browser such as Chrome, Microsoft Edge, Safari, etc.

- 1 Browse to **um.frontier.com**
- 2 Enter your full phone number, area code included, no dashes or spaces, then enter your password. **Your password is the same as your voicemail PIN.**



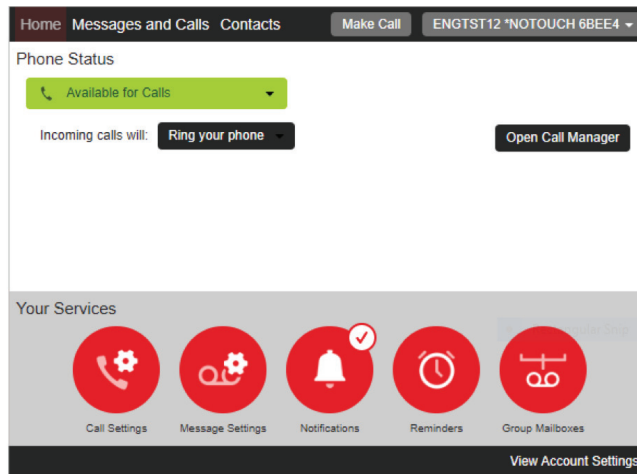
- 3 Click **Login** to open your User CommPortal.





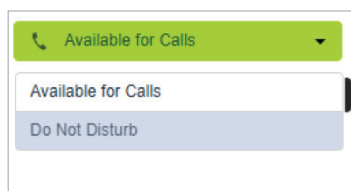
# Home Screen

The first page you see is known as the Home Screen.



From the Home Screen you can:

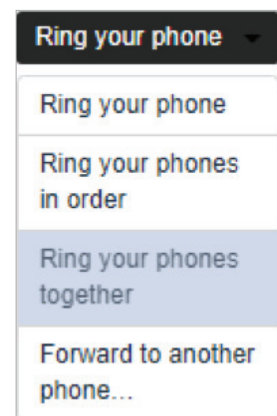
- ✓ Set your phone status to **Available** or **Do Not Disturb** from this section's drop-down menu.



- ✓ Change how incoming calls are handled by adjusting these settings:

- Ring your phone.
- Ring your phones in order - All lines will ring in the order in which they are configured.\*
- Ring your phones together - All lines will ring at the same time.\*
- Forward to another phone - Incoming calls will only ring to the configured phone.\*

\* These options must initially be set up in Call Manager.





# Call Manager

## Set phone status to **Available for Calls** or **Do Not Disturb**

### Set up how to handle incoming calls

- ✓ Ring your phone  
Your phone number will be displayed.

Phone Status

Available for Calls

Incoming calls will: Ring your phone

- ✓ Ring your phones in order  
Click **Add phones** here to add or select additional lines.

Phone Status

Available for Calls

Incoming calls will: Ring your phones in order

A Account Phone 2

- ✓ Ring your phones together  
Click the + to add additional lines.

Phone Status

Available for Calls

Incoming calls will: Ring your phones together

A Account Phone

- ✓ Forward to another phone  
Add a saved number or a temporary number to forward your phone to.

Select Forwarding Number

Use a saved number:

Number	Name	Add

Add your frequently used forwarding numbers to this list.  
The saved numbers can be accessed from all the forwarding settings in the Call Manager.

Use a temporary number:

OK Cancel

## Set up how to handle calls **If there is No Answer**

If there is **No Answer**

Forward to another phone after 24 seconds

Send to voicemail after 10 seconds

## Set up how to handle calls **If your phone is Busy**

If your phone is **Busy**

Forward to another phone

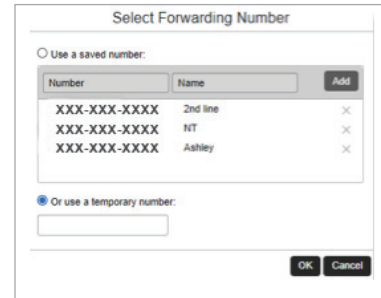
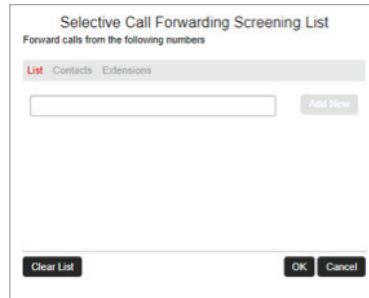
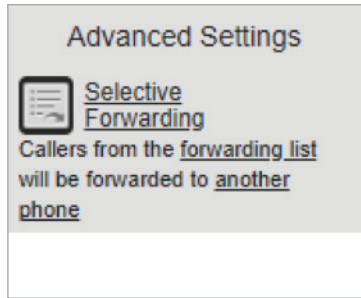
Send to Voicemail



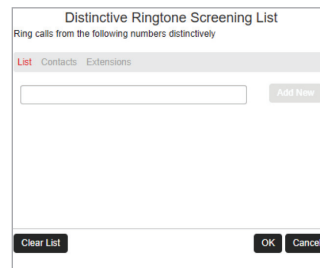
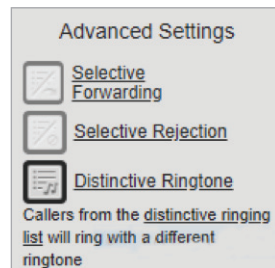
# Advanced Settings

**Selective Forwarding** allows you to forward calls from specific numbers to another line.

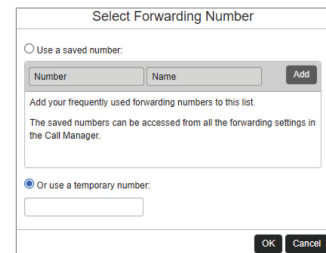
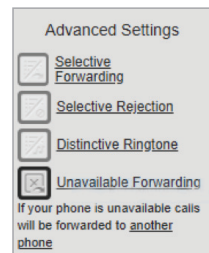
Click the icon next to the feature and then click **Apply**, make sure to enter all the necessary fields. Add numbers to the list by clicking on the **forwarding list**, and select the number to forward to by clicking on the **another phone** option.



**Distinctive Ringtone** allows you to set distinctive ringtones from specific numbers. Click the icon next to the feature and then click **Apply**, make sure to enter all the necessary fields. To add numbers to the distinctive ringtone list, click on the **distinctive ringing list** option.



**Unavailable Forwarding** allows you to forward calls when your phone line is set to **Do Not Disturb** or is not set up. Click the icon next to the feature and then click **Apply**, make sure to enter all the necessary fields. To add the forward to number, click on the **another phone** option.

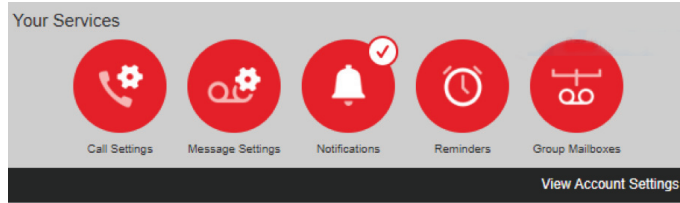


**Anonymous Rejection** allows you to block all anonymous incoming calls (caller ID blocked or restricted numbers). Click the icon next to the feature and then click **Apply**. **Note:** If this feature is enabled, it will continue to ring on the caller's end without being delivered to your phone or voicemail.



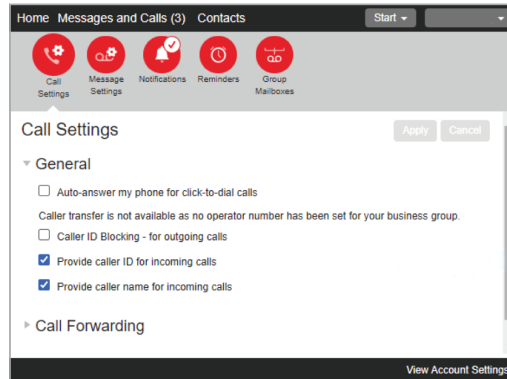


# Your Services



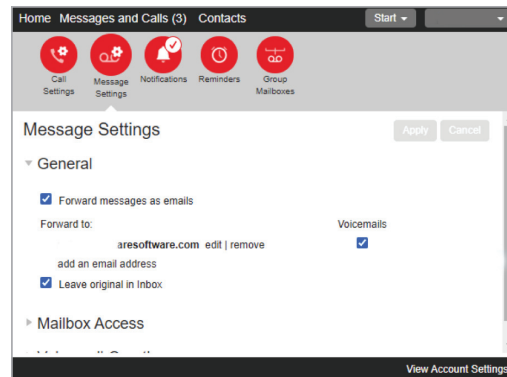
## Call Settings

Set caller ID and call forwarding options. Select your desired options, and click **Apply**.



## Message Settings

- ✓ Forward voicemails to an email address.
- ✓ Access voicemail and playback options and voicemail greeting options.
- ✓ Select your desired options, fill in any required fields, and click **Apply**.

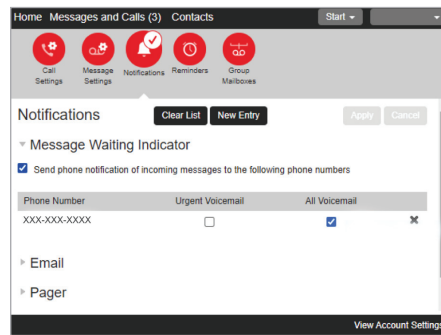




# Your Services (cont.)

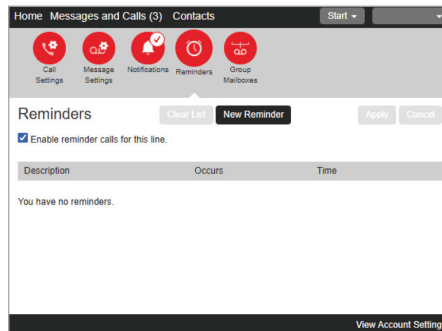
## Notifications

- ✓ Enable/Disable voicemail message waiting indicator.
- ✓ Select **New Entry** to send a notification of voicemail messages to other phone numbers.
- ✓ **Email** - Sends an email notification of voicemail messages.
- ✓ **Pager** - Notify pagers of voicemail messages according to a schedule.
- ✓ **Override** - Override your pager notification schedule.
- ✓ Check your desired options, fill in any required fields, and click **Apply**.



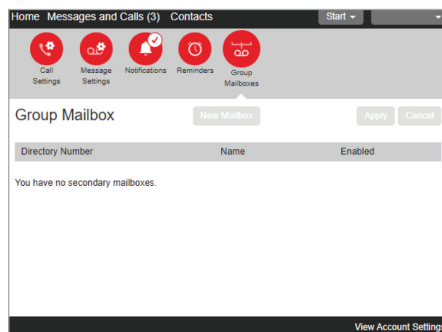
## Reminders

Enable/Disable reminder alerts.



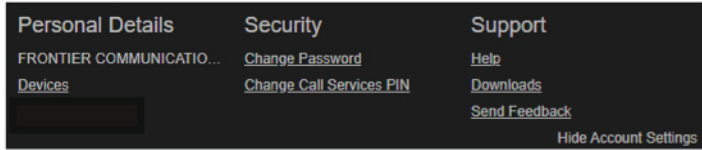
## Group Mailboxes

Manage secondary or group mailboxes, if you have subscribed to this service.



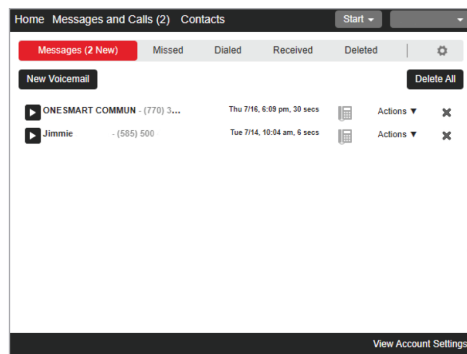


# View Account Settings



- ✓ Devices - Launch phone configurator to set the keys display on the phone
- ✓ Change voicemail password
- ✓ Change call services PIN
- ✓ Help
- ✓ Downloads - Frontier® Communicator desktop and mobile app
- ✓ Send feedback

# Messages and Calls

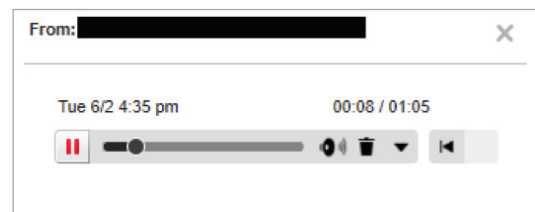


## Messages

To play voicemails, click the play arrow next to the message.

From the playback screen, pause, fast forward, or rewind the message, adjust the volume, and delete the message.

Click the down arrow to select the following options: reply, mark as new/heard, forward as email/voicemail, or save as a file.



**Missed** - Displays the date and time of missed calls.

**Dialed** - Displays the date and time of outgoing calls.

**Received** - Displays the date and time of incoming calls.

**Deleted** - Restore deleted messages or permanently delete messages. **Note** - once a message is permanently deleted it cannot be recovered.

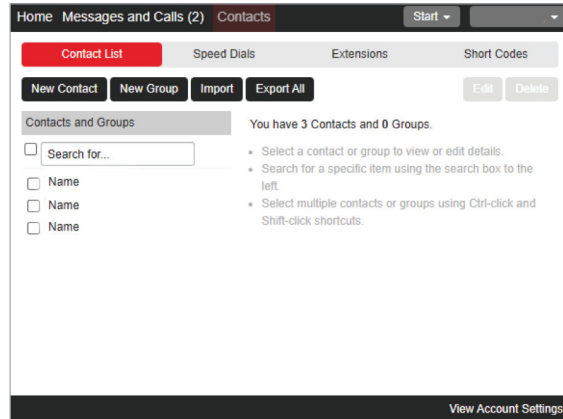
The **Message Settings** icon will jump to the **Message Settings** screen.





# Contacts

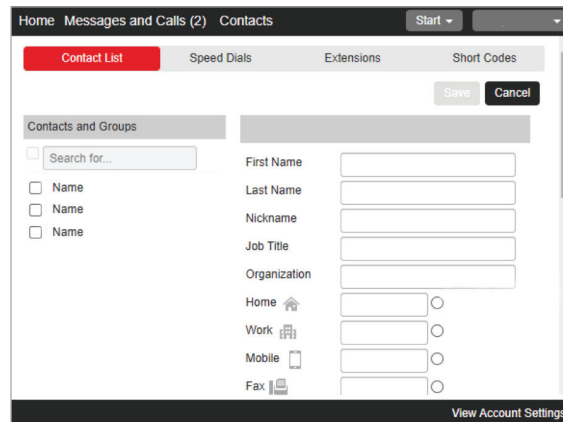
Manage Contact List, Speed Dials, Extensions and Short Codes.



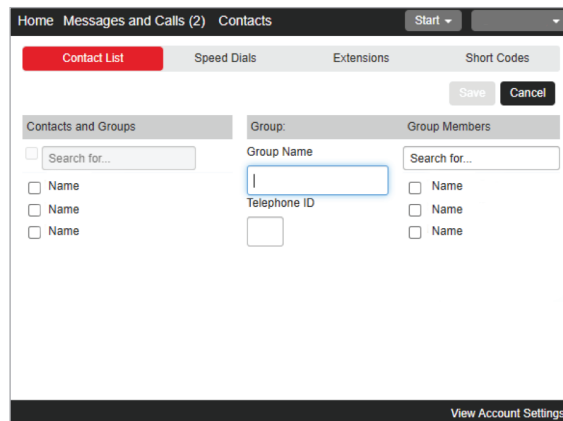
## Contact List

Create new contacts, create a new group of contacts, import/export and edit/delete contacts.

✓ To add a contact, click on **New Contact**. Complete the fields and click **Save**.



✓ To set up a group of contacts, click on **New Group**, complete the necessary fields and click **Save**.





# Contacts (cont.)

- ✓ **Import Contacts** - Allows you to select a CSV file with up to 1000 contacts. To import, select the desired setting, and click the **Import** button. **Note** – Export your current contact list to use as an example of a CSV formatted template for importing contacts.

**Import Contacts**

Select the file to import contacts from and the action to take when the contact exists then press **Import**.

CSV File:  No file chosen

Action when contact exists:  Overwrite the contact ?  
 Duplicate the contact ?  
 Ignore imported entry ?

Import status

added: 0 updated: 0 deleted: 0 ignored: 0

Note: You currently have 3 contacts. If you reach 1000 during the import, any remaining entries will be ignored.

- ✓ **Export All** - To export your contacts, click the **Export All** button. Select the export mode you want to export the contacts in, and then click **Export**. **Note** – to get an example of a CSV formatted template for the import function, select **Native Format** in the Export mode section. You can remove the data and use the column headings to populate the cells using Excel or a similar editor with the contacts you wish to import.

**Export Contacts**

Select the export mode, and press **Export**.

Export mode:

Export status

## Speed Dials

To set up speed dial numbers, select the desired speed dial number from the drop-down menu, enter the telephone number, and click **Add**. **Note** – Click the "X" next to any number you want to delete.

Contact List **Speed Dials** Extensions Short Codes

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.

Speed Dial	Number	
2	(555) 555 5555	X

**New Speed Dial**

Speed Dial:

Number:



# Contacts (cont.)

## Extension

View and search for any extensions that have been set up for your business group lines. Extensions allow you to quickly dial other numbers in the Business Group. **Note** – Only the account administrator can modify these extensions for your Business Group.

Home Messages and Calls (2) Contacts Start

Contact List Speed Dials **Extensions** Short Codes

Extensions allow you to quickly dial other numbers in the Business Group. The table below shows all the lines in the Business Group and the extensions that are currently in operation.

Search for..

Search results limited to 200 lines. Please refine your search to view other lines.

Name	Telephone Number	Extension
258025	(469) 899 XXXX	
258025	(469) 899 XXXX	
258025	(469) 899 XXXX	
Abdelnour	(469) 899 XXXX	
Ajay	(469) 899 XXXX	
Ajay	(469) 899 XXXX	
Alan	(972) 323 XXXX	

View Account Settings

## Short Codes

View and search for the short codes of any external phone numbers that have been set up. Short codes allow you to quickly dial frequently used numbers. **Note** – Only the account administrator can modify these short codes for your Business Group.

Home Messages and Calls (2) Contacts Start

Contact List Speed Dials Extensions **Short Codes**

Short codes allow you to quickly dial common numbers. The table below shows the short codes currently in operation.

There are no short codes in the Business Group.

View Account Settings