

Frontier[®] SmartVoice

Portal Change Guide



What's changing?

Your SmartVoice service will now have a new and improved CommPortal and Business Group Admin Portal for easier navigation. This guide highlights some of the changes you'll see and will help you through this update.

CommPortal: The original CommPortal provided an overall dashboard and tabs for Messages & Calls, Contacts, Call Manager, Apps and Miscellaneous settings.

Portal images in upcoming pages will illustrate how to access these features in the new CommPortal.

Business Group Admin Portal: The original/existing Business Group Admin Portal has all feature settings accessible in the left column. The new portal also has these same settings, but now they are arranged by **All Lines, Groups & Services** as follows:

Original Portal Features	New Portal Categories
Lines	All Lines
Phones	All Lines
MLHG	Groups
Call Pickup Groups	Groups
Short Codes	Settings
Extensions	Settings
Departments	Settings
Account Codes	Settings
Call Logs	Settings
Misc. Settings	Settings

**Please contact SmartVoice
Technical Support at 833.767.8862
with any questions.**





Dashboard

Original Portal

The original dashboard features a red navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, Apps, and Settings. A red box highlights a message notification area that says "You have no messages". Below this is a table of missed calls and a contacts list for "Smith, John".

Missed Call	Time of call
(XXX) XXX XXXX	5/14 1:55 pm
(XXX) XXX XXXX	5/14 1:29 pm
(XXX) XXX XXXX	5/13 1:01 pm
(XXX) XXX XXXX	5/13 1:01 pm
Potential Spam	5/13 10:30 am
Potential Spam	5/13 10:29 am
(XXX) XXX XXXX	5/12 12:14 pm
(XXX) XXX XXXX	5/12 11:09 am
(XXX) XXX XXXX	5/12 10:43 am
Potential Spam	5/12 10:12 am

New Portal

Welcome to Frontier

The new dashboard has a clean, modern look with a dark header and a white main area. It features a "Phone Status" section with a green "Available for Calls" button and a "Ring your phone" dropdown. Below is a "Your Services" section with icons for Call Settings, Message Settings, Notifications, Reminders, and Group Mailboxes.

Messages and Calls

Original Portal

The original page shows a red navigation bar and a "Messages (0 New)" section. The main content area is empty with the text "There are no messages." and buttons for "New Voicemail" and "Delete All" at the bottom.

New Portal

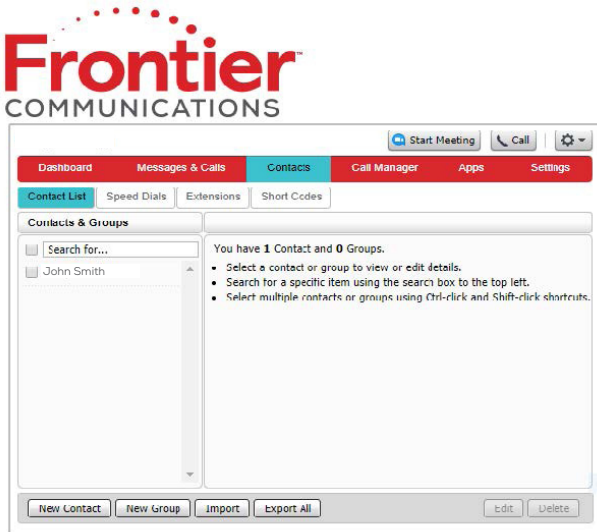
Welcome to Frontier

The new page features a dark header and a "Messages" section with tabs for Missed, Dialed, Received, and Deleted. It includes a "New Voicemail" button and a "Delete All" button. The main content area is empty with the text "There are no messages." and a "View Account Settings" link at the bottom.



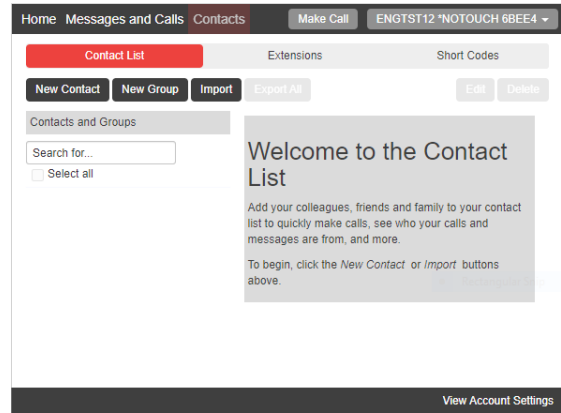
Contacts

Original Portal



New Portal

Welcome to Frontier



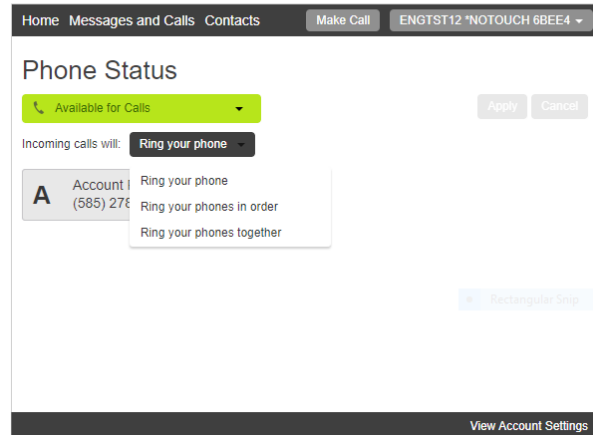
Call Manager

Original Portal



New Portal

Welcome to Frontier





Apps

Original Portal



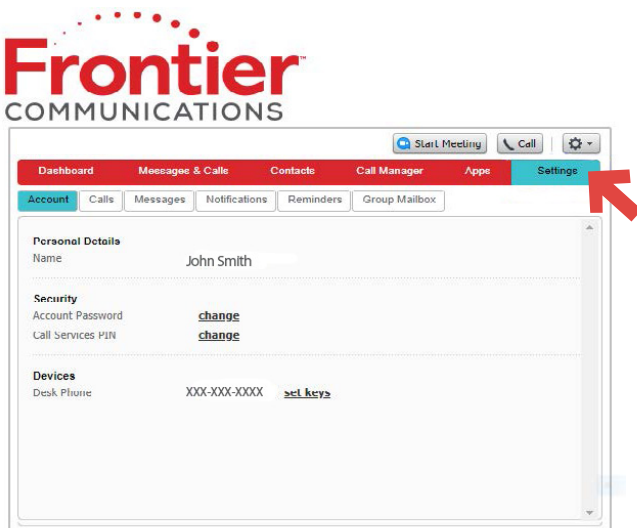
New Portal

Welcome to Frontier



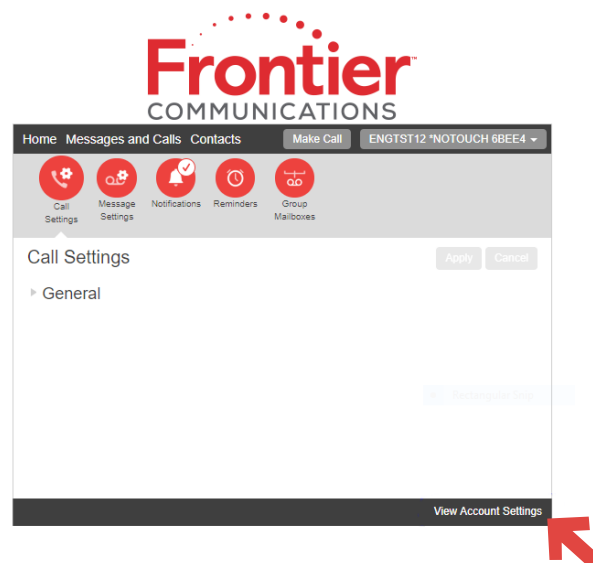
Settings

Original Portal



New Portal

Welcome to Frontier





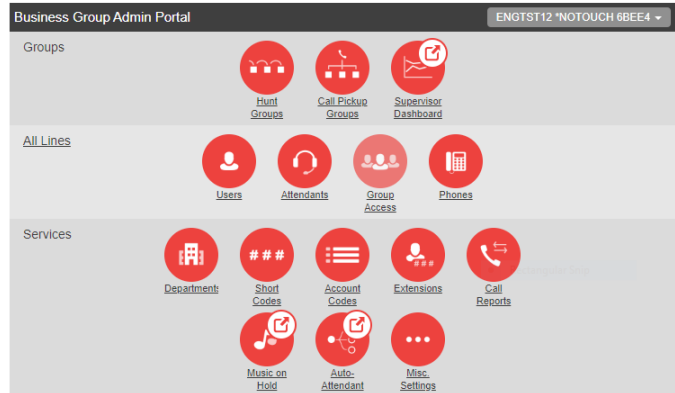
Business Group Admin Portal

Original Portal



New Portal

Welcome to Frontier



Power Outage Notice

Your Frontier® SmartVoice service, including 911 service, will not function without electrical or battery backup power. In the event of a power outage, you must have a smartphone with a recent Android or iOS operating system in order to make calls through the Frontier Communicator App. IP phones may not be capable of making calls to the appropriate 911 public safety authorities, including police and fire, in some locations. If your IP desktop phone is moved please call **855.438.7273** to register your location. Frontier reserves the right to withdraw this offer at any time.