Calling User Portal (CUP)
The Basics User Guide

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peachcomm

CISCO
Powered

What You Need To Know:

INTRODUCTION

- This User Guide provides basic navigation and information for CUP

- CUP/MyPhoneNext is replacing the Legacy 'MyPhone' User Portal
  - Click for more information regarding the My Phone Portals Decommission

- The Calling User Portal (CUP) is for PeachComm Users and allows them to:
  - Configure settings for voicemail and voicemail to email preferences
  - Listen to and manage voicemail
  - Set-up Feature Settings

PLEASE NOTE: Feature availability from the CUP/MyPhoneNext portal are dependent upon the seat package assigned to account users.
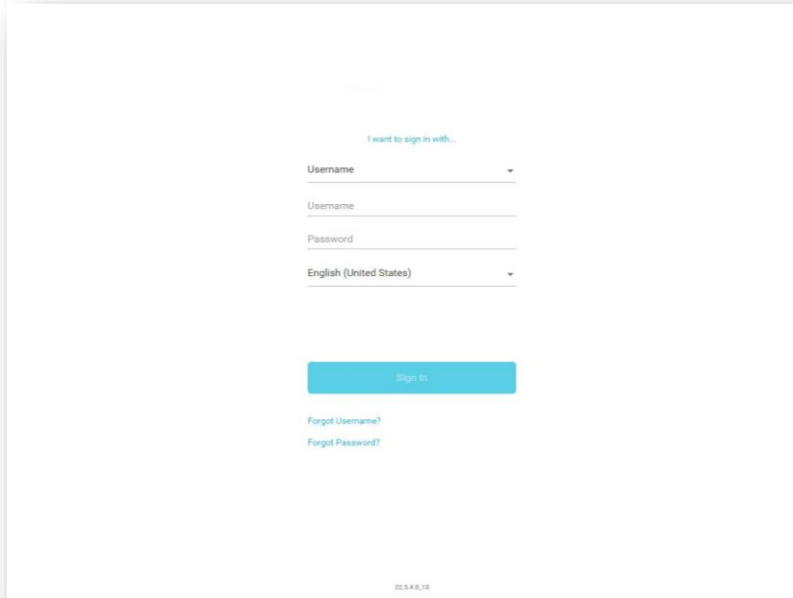
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Accessing the User Portal

Once the My Account administrator for your site has set you up as a user, you will receive a link via <ins>no-reply@peachcomm.com</ins> to the CUP/MyPhoneNext Portal. To login to MyPhoneNext, follow the steps below:

1. Enter the URL of the Calling User Portal into a new browser window.

2. Enter your Calling User Portal User ID.

    NOTE: This will be provided by your administrator.

3. Enter your temporary Calling User Portal password.

4. Enter the temporary password and enter a new password in the new password field.

    NOTE: Passwords must contain

5. Confirm your password and click Change Password.

6. You will then be routed to the main Calling User Portal dashboard.

Accessing the User Portal

Additional Information:

- Each time you log in to the user portal a pop-up window will display showing your login was successful. If your login attempt fails, due to incorrect username or password, a "failed attempt" window is displayed showing the number of failed login attempts and date and time of the last failed attempt. The failed attempts log in window displays until it is closed by the user.

PLEASE NOTE:

If your account has Two Factor Authorization activated for your account, you will get a pop-up dialog box asking for an authorization code.

Retrieve your code from the designated e-mail address or mobile phone number and hot confirm. You will be directed to the My Phone Portal dashboard.
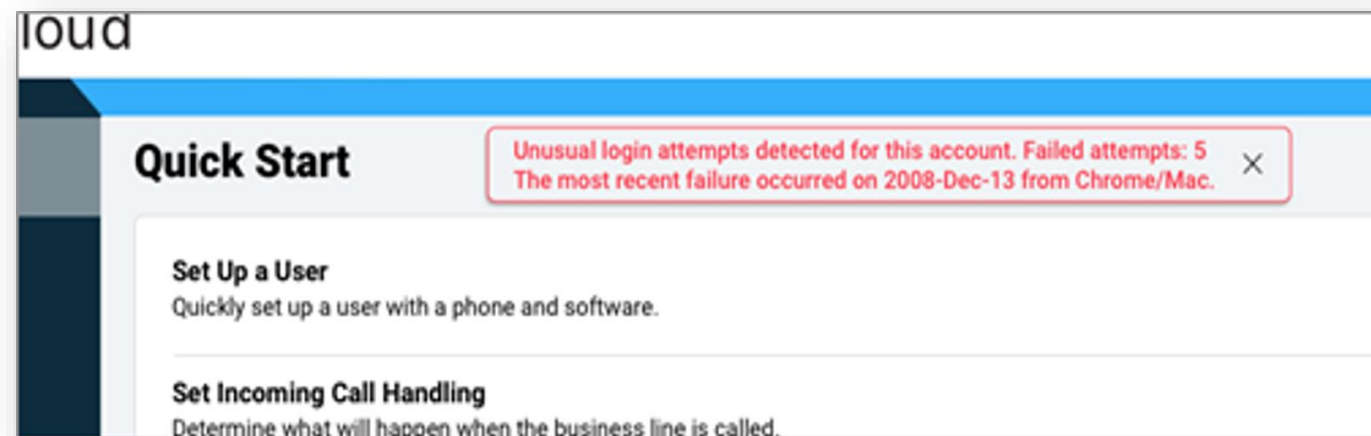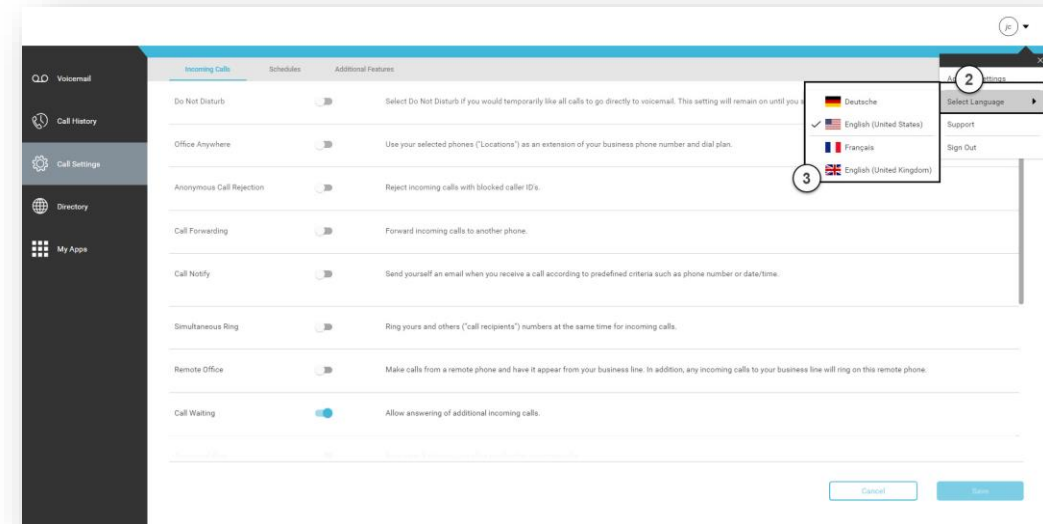
Language

How to Change the My Portal Language:

1. Click on the Profile drop-down menu.
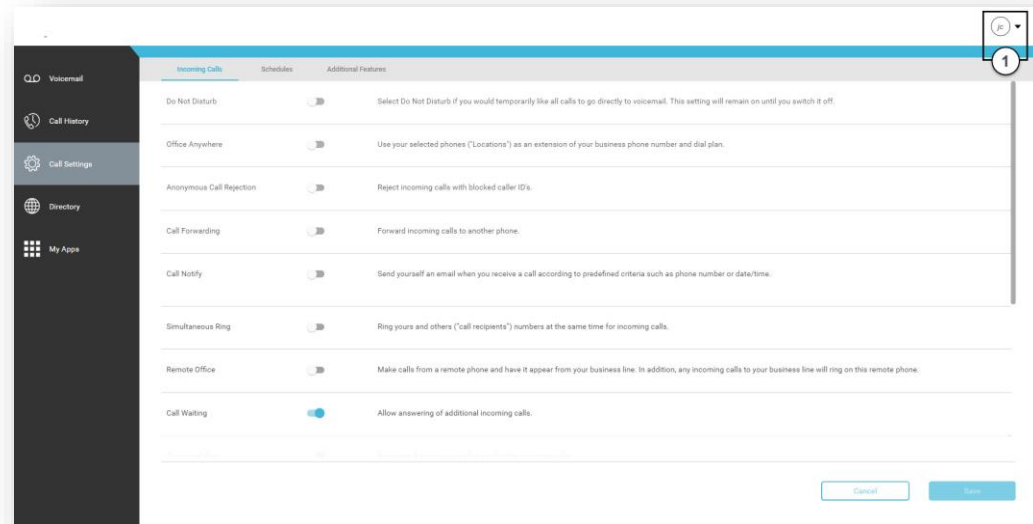
2. Click on Select Language.

3. Choose your preferred Language. Once chosen, the language will automatically update.

Language

How to Change the My Phone Announcement Language (i.e. language callers hear when they ring your phone):

1. Click on the Profile drop-down menu.
2. Click on Account Settings.

3. From the drop-down menu under Announcement Language, select your preferred Language.
4. Click Save when completed.
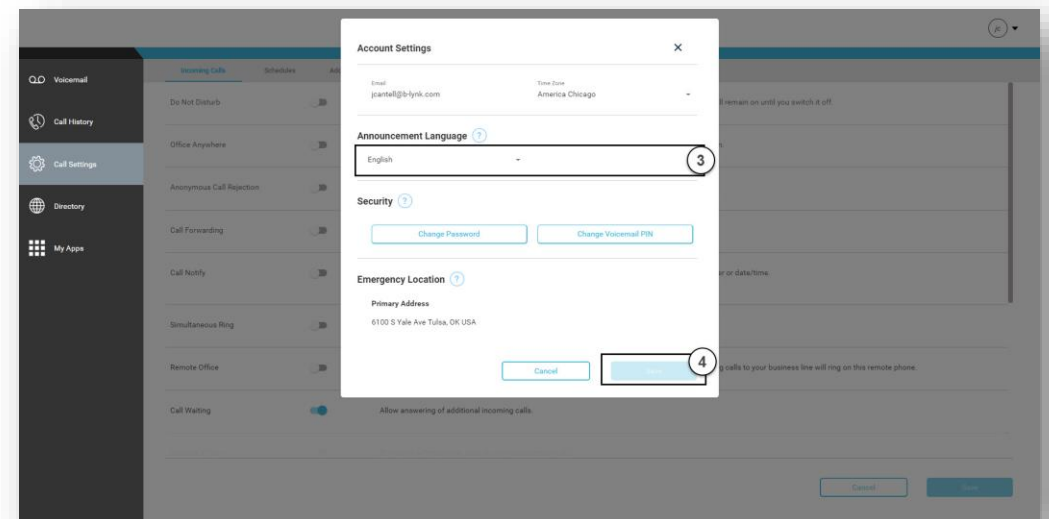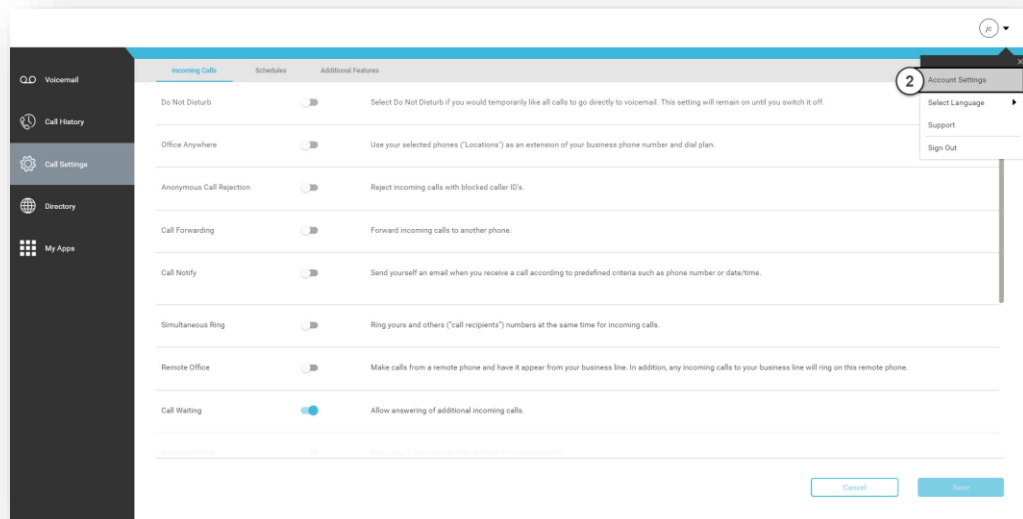
Voicemail

From the Voicemail page, you can listen to and manage Voicemail messages, as well as change your Voicemail to email (Unified Messaging) settings.

Checking Voicemail Messages

1. The Voicemail page will be the first screen you see (if not, click on the **Voicemail** Page).

2. Select a message and click "play" to listen to the voice message.

3. To delete a voicemail message, click on the Delete icon on the right of the selected message.

4. To download the message, click on the **Download Icon**.

Call Settings

Manage Incoming Call Settings, Schedule Settings and have access to Additional Features for call settings.

Directory

**From the Directory page, you can:**

- View and edit your Personal Directory under My Contacts.

- Add entries to the Personal Directory that can be used when configuring other services such as Anywhere or Call forwarding.

- View the Enterprise Directory for your company (phone list).

- Add and edit Speed Dial contact under My Contact.

PLEASE NOTE: The Enterprise Directory, Personal Directory (My Contacts) and Speed Dial list will not be available to view from your desk phone. However, you can place calls to these contacts from Calling User Portal using the UC-One desktop application, if installed.

Call History

The Call History page allows you to view Call History on your phone number.
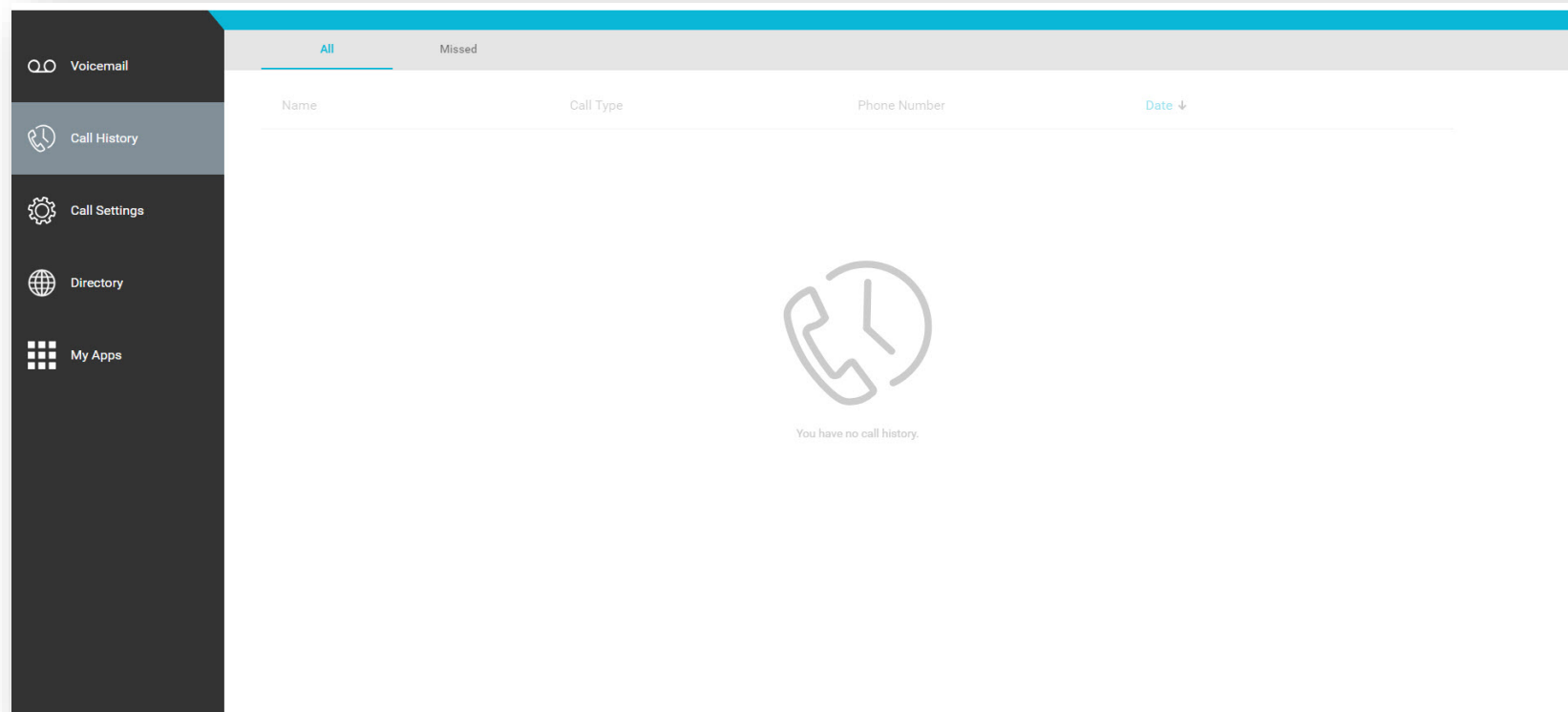
For Additional Support Email
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Call us at 877-953-8741