

Calling User Portal (CUP)

The Basics User Guide

peachcomm

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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.

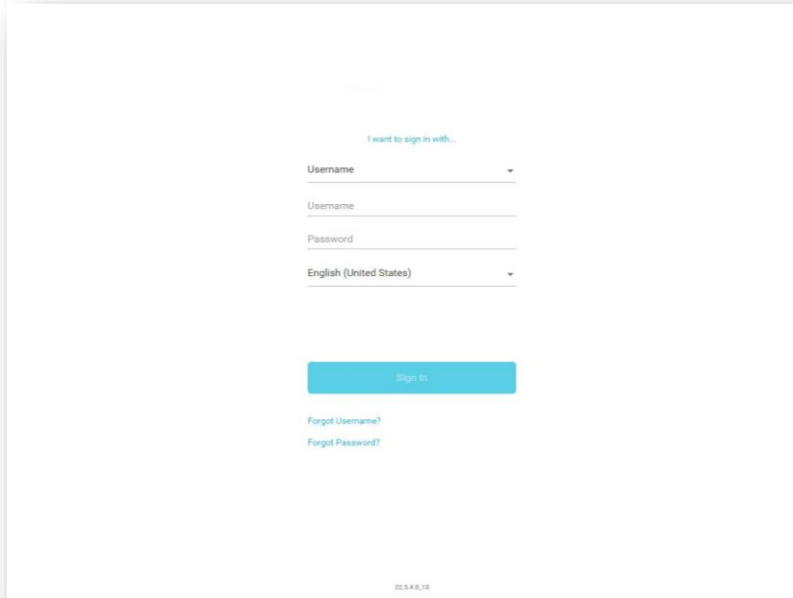
Table of Contents

- [Slide 4 & 5](#) – Accessing the User Portal
- [Slide 6 & 7](#) – Language Settings
- [Slide 8](#) – Voicemail Settings
- [Slide 9](#) – Call Settings
- [Slide 10](#) – Directory Settings
- [Slide 11](#) – Call History
- [Slide 12](#) – PeachComm Support Options

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 [no-reply@peachcomm.com](mailto:reply@peachcomm.com) 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.



The screenshot shows a login form for MyPhoneNext. At the top, it says "MyPhoneNext" and "I want to sign in with...". Below this are four input fields: "Username" (with a dropdown arrow), "Username", "Password", and "English (United States)" (with a dropdown arrow). A blue "Sign In" button is positioned below the fields. At the bottom of the form, there are two links: "Forgot Username?" and "Forgot Password?".

Accessing the User Portal

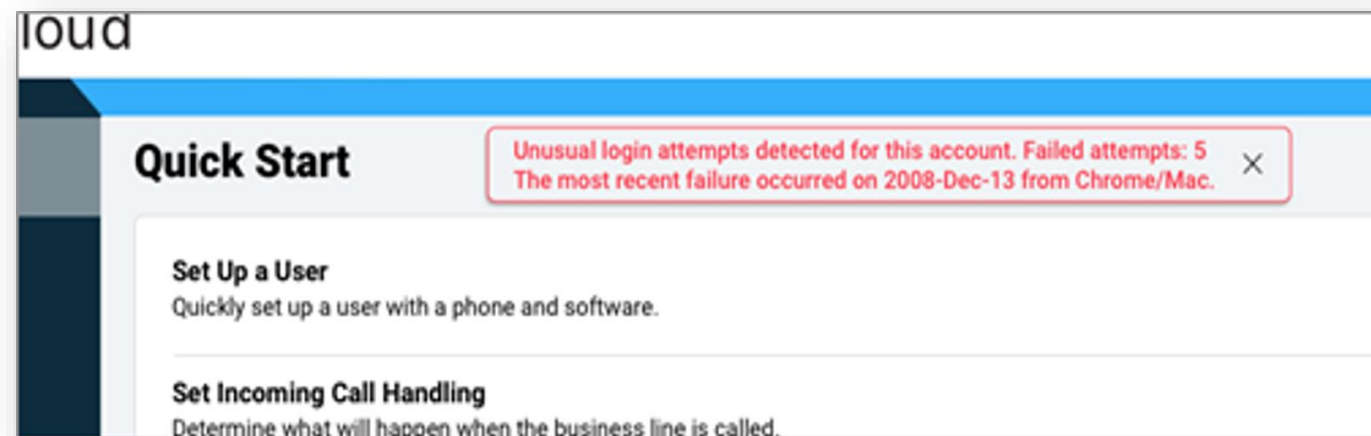
Additional Information:

- 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.

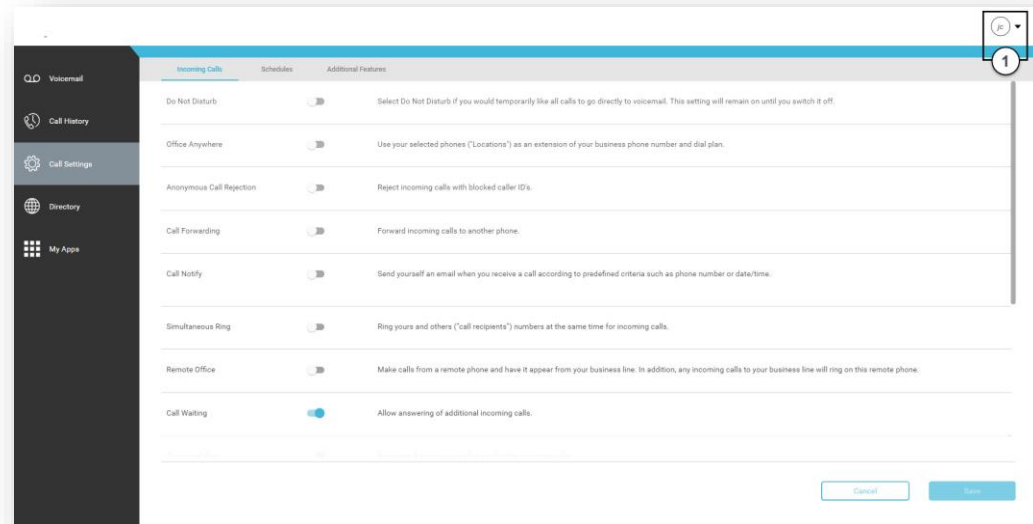
Retrieve your code from the designated e-mail address or mobile phone number and hot confirm. You will be directed to the My Phone Portal dashboard.



Language

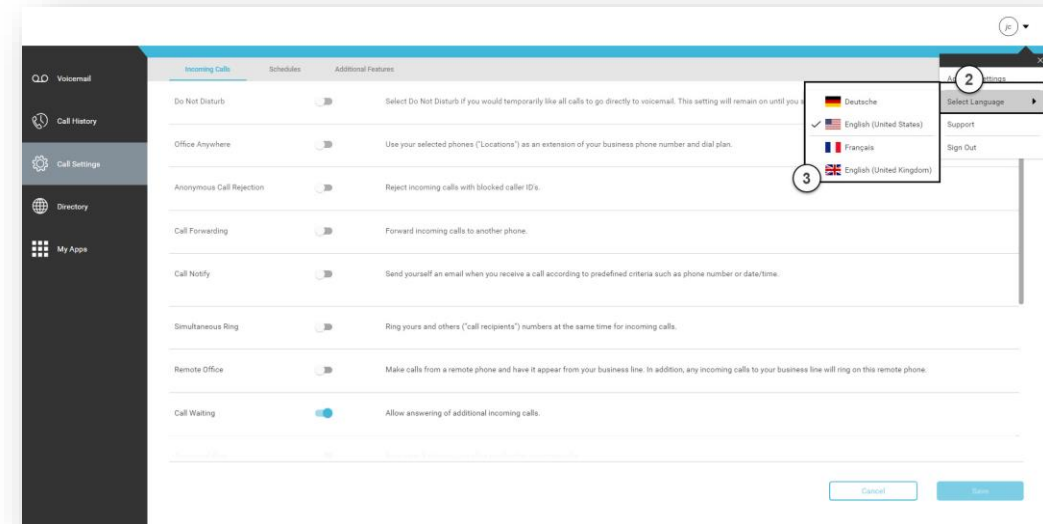
How to Change the My Portal Language:

1. Click on the Profile drop-down menu.



2. Click on Select Language.

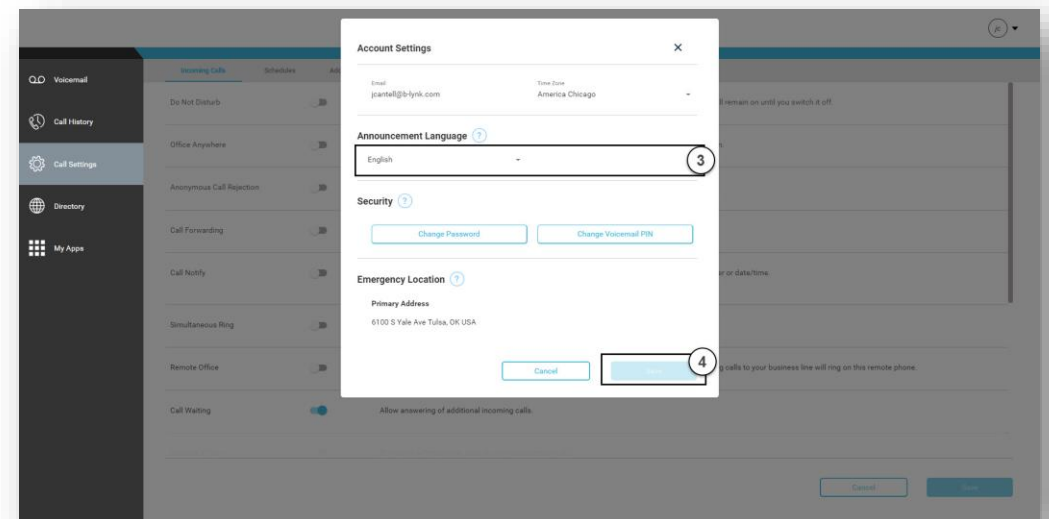
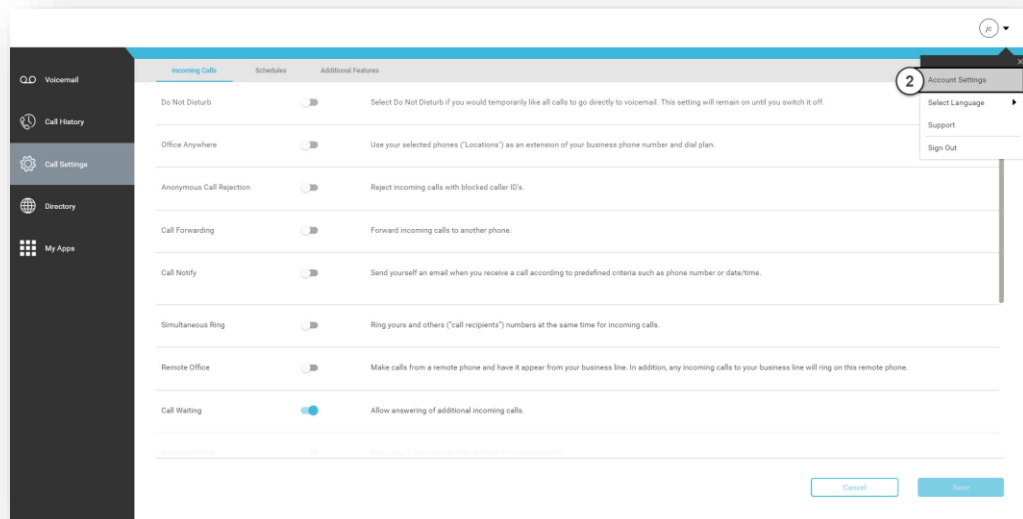
3. Choose your preferred Language. Once chosen, the language will automatically update.



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**.

The screenshot displays the Voicemail interface. On the left is a dark sidebar with navigation options: Voicemail (1), Call History, Call Settings, Directory, and My Apps. The main content area shows a status message: "You have no new messages and 3 saved message(s)". Below this is a "Voicemail Settings" button and a "More Options" dropdown. A table lists voicemail messages with columns for Name, Phone Number, Date, Type, Privacy, and Priority. The first message is selected and highlighted, with a play button (2) and a delete icon (3) visible. A "Download" button (4) is also present. Below the table are two more messages from "B-LYNK".

Name	Phone Number	Date	Type	Privacy	Priority
SHERIFFS OFFICE	+18132478000	01/31/2018 02:45 PM	Voicemail		
B-LYNK	+18133792452	11/17/2017 03:38 PM	Voicemail		
B-LYNK	+18133792452	11/17/2017 03:31 PM	Voicemail		

Call Settings

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

The screenshot displays the 'Call Settings' interface. On the left is a dark sidebar with navigation icons and labels: Voicemail, Call History, Call Settings (highlighted), Directory, and My Apps. The main content area has a light blue header with three tabs: 'Incoming Calls' (selected), 'Schedules', and 'Additional Features'. Below the header is a list of settings, each with a toggle switch and a descriptive text:

Setting	Toggle	Description
Do Not Disturb	Off	Select Do Not Disturb if you would temporarily like all calls to go directly to voicemail. This setting will remain on until you switch it off.
Anonymous Call Rejection	Off	Reject incoming calls with blocked caller ID's.
Call Forwarding	Off	Forward incoming calls to another phone.
Call Notify	Off	Send yourself an email when you receive a call according to predefined criteria such as phone number or date/time.
Simultaneous Ring	Off	Ring yours and others ("call recipients") numbers at the same time for incoming calls.
Remote Office	Off	Make calls from a remote phone and have it appear from your business line. In addition, any incoming calls to your business line will ring on this remote phone.
Call Waiting	On	Allow answering of additional incoming calls.

At the bottom right of the settings list are two buttons: 'Cancel' and 'Save'.

Directory

From the Directory page, you can:

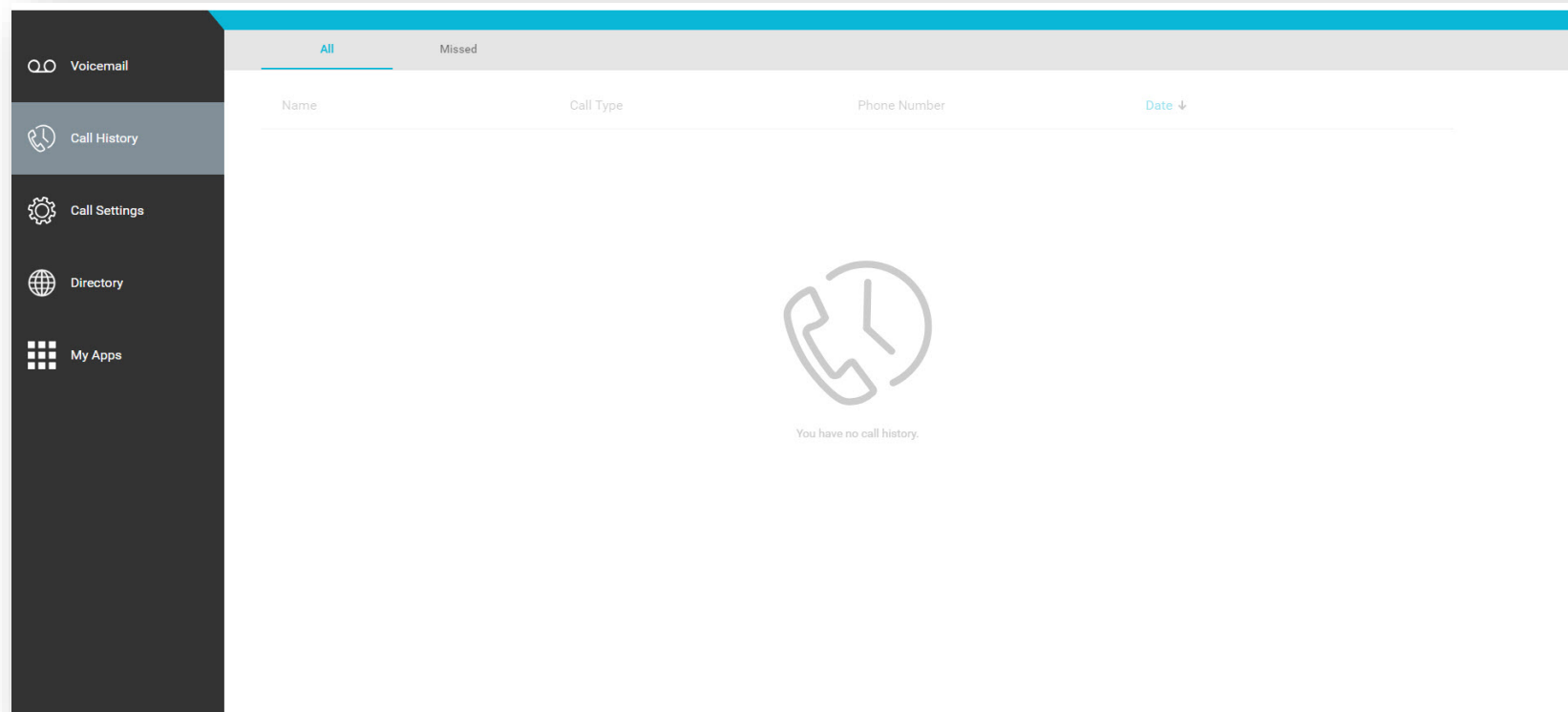
- View and edit your Personal Directory under My Contacts.
- Add entries to the Personal Directory that can be used when configuring other services such as Anywhere or Call forwarding.
- View the Enterprise Directory for your company (phone list).
- Add and edit Speed Dial contact under My Contact.

First Name	Last Name ↑	Phone Number	Extension	
ConfRoom1	.	+14083441234	12343	☎
Break Room	.	+19258583603	3603	☎
Auto Attendant	2143335321	+12143335321	5321	☎
Voice Messaging Group	2143335322	+12143335322	5322	☎
Auto Attendant	4083441231	+14083441231	1231	☎
Voice Messaging Group	4083441232	+14083441232	1232	☎
Voice Messaging Group	7134593527	+17134593527	3527	☎
Auto Attendant	7134593528	+17134593528	3528	☎
Call Center	8548895540	+18548895540	5540	☎
Call Center	8598295539	+18598295539	5539	☎
.	9152365558	+19152365558	5558	☎
.	9152365559	+19152365559	5559	☎

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
support@peachcomm.com OR
Call us at 877-953-8741