

myPortal@work quick reference guide

Make a call

- Type or paste a number in Search / Dial then press Enter
- You don't have to enter a prefix. EG, 0

Conversations tab



- Here you can see your call history, if there is a green number, you have missed calls
- Answered outgoing calls will have a green arrow 
The arrow will be red if a call was not answered 
The arrow points up for outgoing calls
- A missed incoming call will be red, pointing down  and have a number next to the time 
- Move your mouse over the time and it will change to a dial icon so you can call the missed party. 

Transfer

- When you are on a call you will have these call controls
Transfer (blind transfer)
Consultation (to call and ask a question while 1st party waits)
Tone dial
Mute
Hangup



- Select transfer, dial a number, press enter and the call will be transferred immediately

Conference

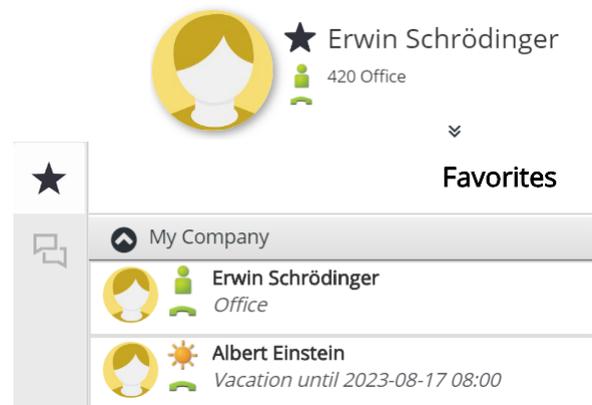
- If you make a Consultation call and the 2nd party answers
You will see a new icon to make a Conference call
- Select Consultation, dial a number, press enter and the 2nd call will be made while the 1st party waits on hold
- Select Conference



Favourites tab



- You can add internal contact by clicking the star
- You will be prompted for a group
- Now, in the Favourites tab
You will see the Presence Status
The green handpiece shows the current call status
Flashing bell – Ringing
Red handpiece – Busy
- If anyone calls Albert, the call will go to voicemail.
“Albert is on vacation, returning 17th, etc”



Presence tab



- Here you can change your own presence setting,
- If you select Office you can enter a call forwarding number (EG, your mobile)
- All other presence settings will request a return time so everyone can be informed of your availability.