

HomeOffice Voice

By



Feature & User Guide

*Making the most of our
cutting-edge features.*



Let's Get Started!

Once you have a HomeOffice Voice number, setting up your advanced features through CommPortal is easy.

1. Go to your web browser and type **voice.entouch.net** into the address bar. Under Phone Settings, type in your new HomeOffice Voice number and enter the password given to you at the time of installation.

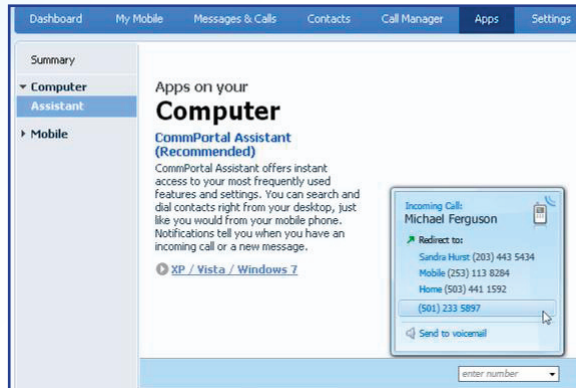
2. This brings you to the CommPortal Dashboard. Using the tabs at the top of the menu, you can access all the advanced features of CommPortal. Note: It's a good idea to change your password to something that you will remember. To change it, go to the Settings tab → Account → Security: Account Password → and change account password.

| Missed Call | Time of call |
|----------------|---------------|
| (281) 924 9516 | 1/16 11:51 am |
| (281) 924 9516 | 1/16 11:51 am |
| (281) 924 9516 | 1/16 11:50 am |
| (281) 924 9516 | 1/16 8:55 am |
| (281) 733 1310 | 1/16 8:51 am |
| (281) 733 1310 | 1/16 8:50 am |
| (281) 225 0826 | 1/14 12:42 pm |

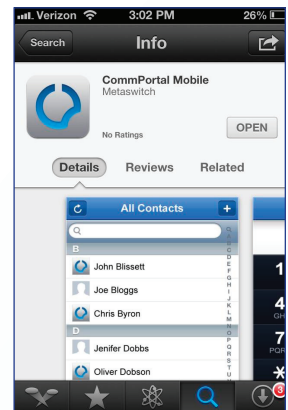
3. **Checking Voicemail-** Press *98 on your HomeOffice phone to check voicemail. The password you were given to CommPortal will also be your PIN to allow you to check voicemails. You can also check your voicemail under the Messages & Calls tab on both CommPortal and CommPortal Assistant.

4. **Installing CommPortal Assistant-** Next, you will want to install CommPortal Assistant on an internet-connected PC, preferably near a phone that you will use with HomeOffice Voice. To do so, go to the Apps Tab and click "On your Computer..."

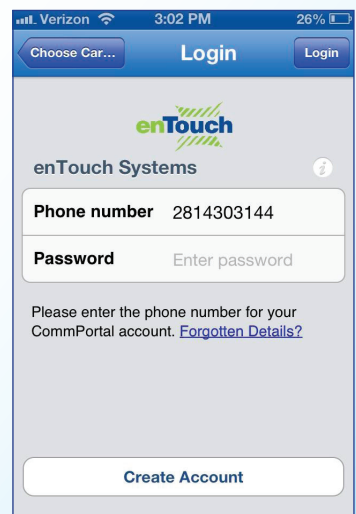
5. Click on “XP / Vista / Windows 7” to install on your compatible operating system and follow the instructions from the Install Wizard to install.



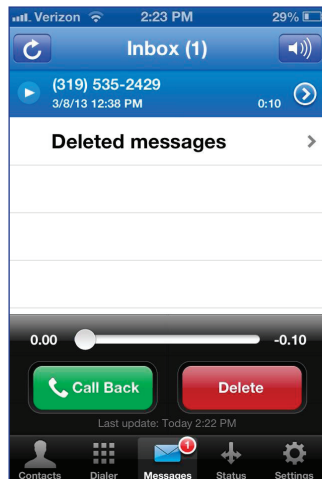
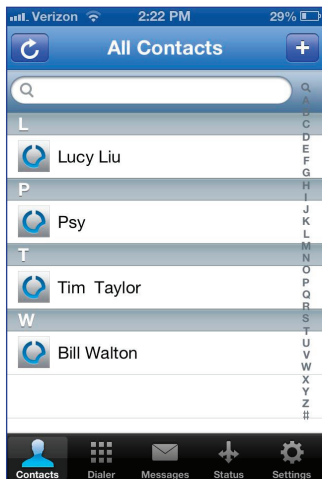
6. Installing CommPortal Mobile App: (Free) To install the CommPortal Mobile App, go to either the Play store on an Android phone or the App store on an iPhone and search for “CommPortal Mobile” (by Metaswitch Networks). Follow the instructions to download.



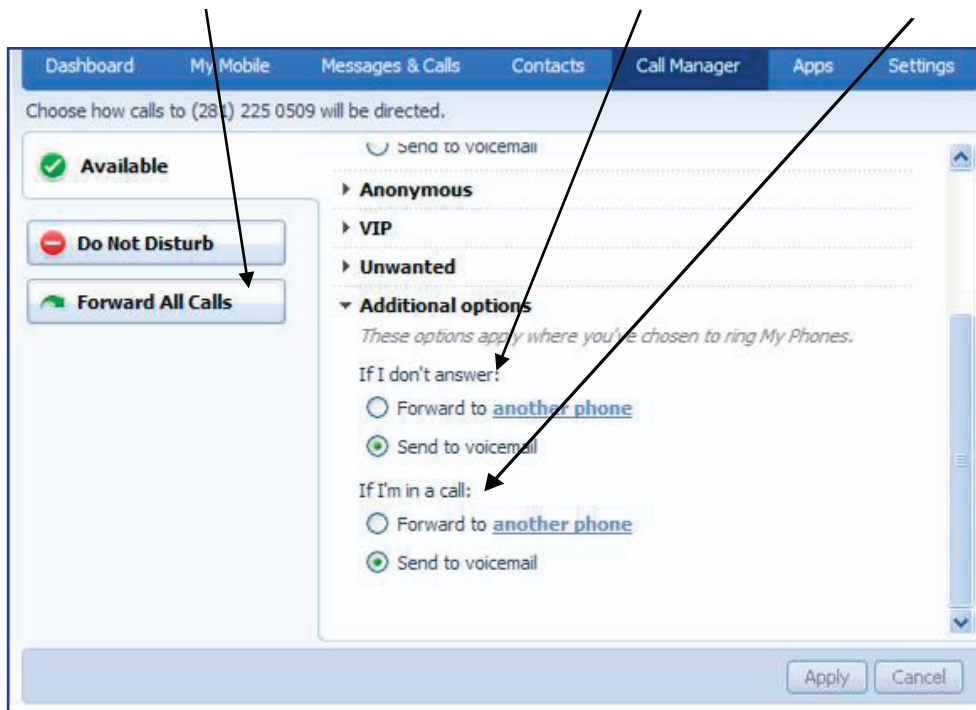
7. Once installed, simply open the app on your Smartphone, select enTouch Systems as your Carrier, Accept the End User License Agreement, enter your phone number and password, then press Login.



ALL of your contacts, voice messages and faxes will sync with CommPortal.

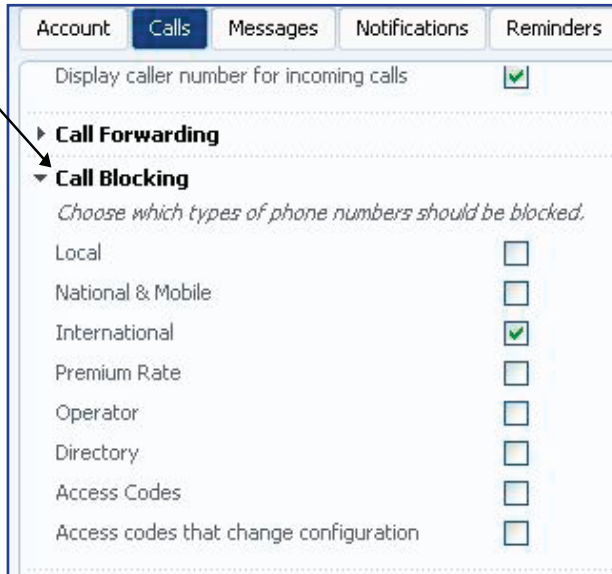


Advanced Call Forwarding: Using the Call Manager, you have options to: Forward calls to up to 5 different numbers, forward calls depending on the type of caller, Forward All Calls, forward calls "If I don't answer", or "If I'm in a call."



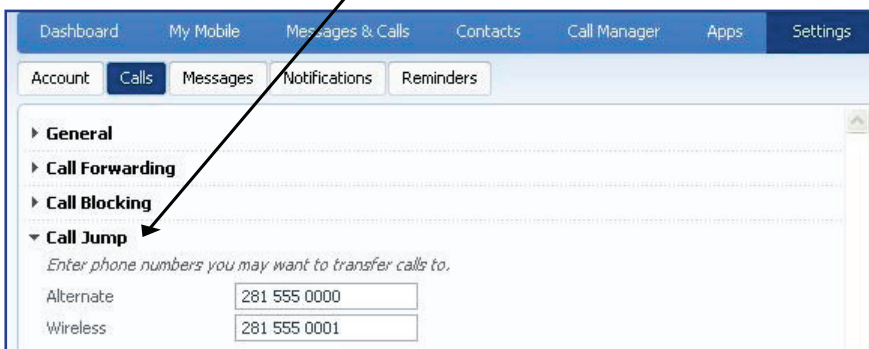
Features

Call Blocking: Block outgoing calls to certain types of numbers such as international and premium rate numbers by going to Settings → Calls → Call Blocking.



| Account | Calls | Messages | Notifications | Reminders |
|--|-------------------------------------|----------|---------------|-----------|
| Display caller number for incoming calls <input checked="" type="checkbox"/> | | | | |
| ▶ Call Forwarding | | | | |
| ▼ Call Blocking | | | | |
| <i>Choose which types of phone numbers should be blocked.</i> | | | | |
| Local | <input type="checkbox"/> | | | |
| National & Mobile | <input type="checkbox"/> | | | |
| International | <input checked="" type="checkbox"/> | | | |
| Premium Rate | <input type="checkbox"/> | | | |
| Operator | <input type="checkbox"/> | | | |
| Directory | <input type="checkbox"/> | | | |
| Access Codes | <input type="checkbox"/> | | | |
| Access codes that change configuration | <input type="checkbox"/> | | | |

Call Jump: Start a conversation on your HomeOffice phone, then 'Jump' the conversation to your cell by dialing *96 on your HomeOffice phone. Your cell will ring, and once you pick it up, you will have transferred the call to your cell without ending the call. You can 'Jump' the call back to your HomeOffice phone at any time by pressing *94 on your cell. You can even add an Alternate phone number, such as an office phone or second home phone, so that you can jump the call from your cell phone to your Alternate number with *95. You can add these numbers in CommPortal by going to Settings → Calls → Call Jump, and adding the appropriate numbers.

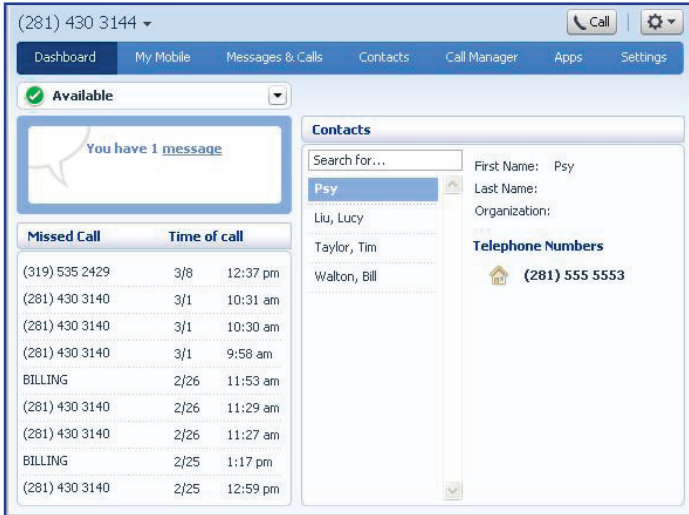


| Dashboard | My Mobile | Messages & Calls | Contacts | Call Manager | Apps | Settings |
|---|---|------------------|---------------|--------------|------|----------|
| Account | Calls | Messages | Notifications | Reminders | | |
| ▶ General | | | | | | |
| ▶ Call Forwarding | | | | | | |
| ▶ Call Blocking | | | | | | |
| ▼ Call Jump | | | | | | |
| <i>Enter phone numbers you may want to transfer calls to.</i> | | | | | | |
| Alternate | <input type="text" value="281 555 0000"/> | | | | | |
| Wireless | <input type="text" value="281 555 0001"/> | | | | | |

(*94 jumps to HomeOffice phone, *95 jumps to Alternate phone, *96 jumps to cell, *99 + XXX-XXX-XXXX jumps to any other number).

Features (cont'd)

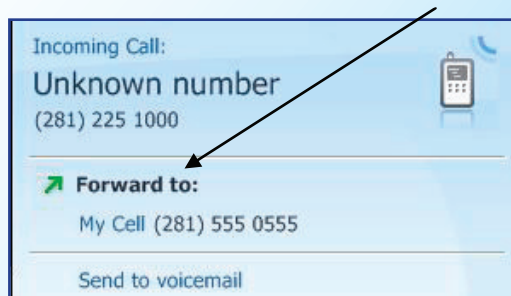
CommPortal Assistant: CommPortal Assistant is a desktop application that enables you to have complete control over your communications without having to log into voice.entouch.net. CommPortal Assistant allows you to do everything you can from voice.entouch.net including view and manage your messages, contacts, and calls settings.



CommPortal Assistant also enables you to make calls directly from your desktop. When calling from your desktop, type the contact or phone number you wish to dial, and hit enter. Your HomeOffice phone (or phone you designated to place the call) will ring. Once you pick it up, you will be connected to the number you entered.



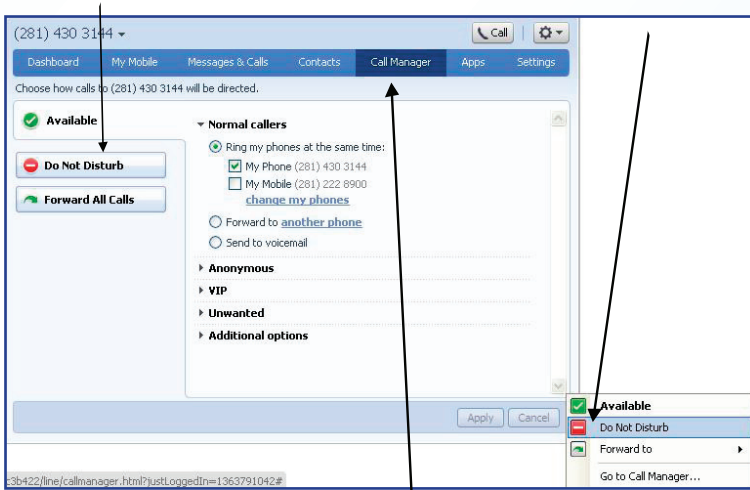
Calling Name and Number Delivery: You'll notice that names on the contact list show up when a contact calls. Incoming calls will also pop up in the lower right-hand corner on a computer with CommPortal Assistant installed. You have the option to send the call to voicemail or forward to another phone directly from your computer.



Features (cont'd)

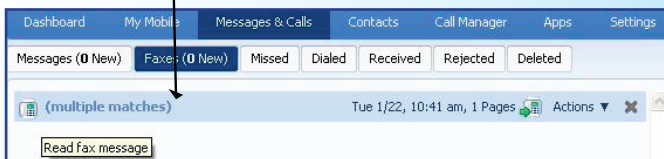
Distinctive Ring: Easily add certain numbers that will ring differently than other calls. Use this to screen harassing calls, or to make sure you recognize an important caller if you're not near the phone or a computer. Simply pickup the phone and dial *61. To activate Distinctive Ring, press 3. Follow the prompts to enter the phone numbers to receive Distinctive Ring treatment. Press # after entering each number. To deactivate this feature, press *81.

Do Not Disturb: Temporarily send all calls to voicemail. Accomplish this through CommPortal or within two clicks in the CommPortal Assistant. Just as easily turn off this feature to resume your normal call settings.



Easy Call Manager: Easily manage your SimRing, Call Forwarding and many other Call Screening features from this tab. You can put callers into Normal, Anonymous, VIP, and Unwanted groups to handle certain callers appropriately.

(Optional) E-Fax: E-Fax gives you a fax number to receive unlimited faxes electronically as a .pdf file. They appear in CommPortal alongside your voicemail messages and calls. You can even view the faxes in your CommPortal smartphone App.



Features (cont'd)

Mobile Fusion (Combined Voicemail): Voicemail Fusion allows you to check your cell phone and HomeOffice voicemail in one place. To activate, in CommPortal, go to the My Mobile tab, pick your cell phone provider and click View Instructions. It will have you dial a few numbers in your cell phone and then test by calling your cell phone and leaving a message.

Dashboard My Mobile Messages & Calls Contacts Call Manager Apps Settings

My Mobile Number
(832) 050 5050
Remove

*Hint: You can retrieve messages and access mailbox settings by calling (281) 712 5959 from your mobile.
Add it as a speed dial or contact on your mobile to save you having to remember it.*

Fuse My Mailbox
To use your mailbox on (281) 430 3140 to take messages from callers to your mobile, you will need to set up call forwarding on your mobile. For instructions on how to do this, please select your mobile provider from the list below.
Verizon(CDMA) View Instructions

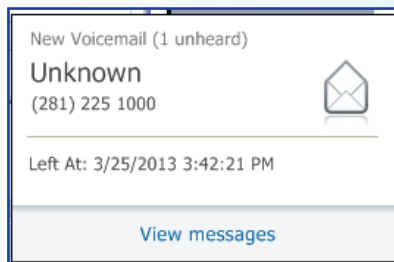
Mobile Settings

Skip PIN ?
 Auto-Play Voicemail ?
 Auto-Play Fax ?

Voicemail Playback:
Details and Message

Save Settings

If your cell voicemail was successfully forwarded to CommPortal, you should then see this on your CommPortal Assistant. If you have the CommPortal App on your cell, you will see a voicemail notification there, too.



To Deactivate, go to the same section called View Instructions and follow the steps to deactivate.

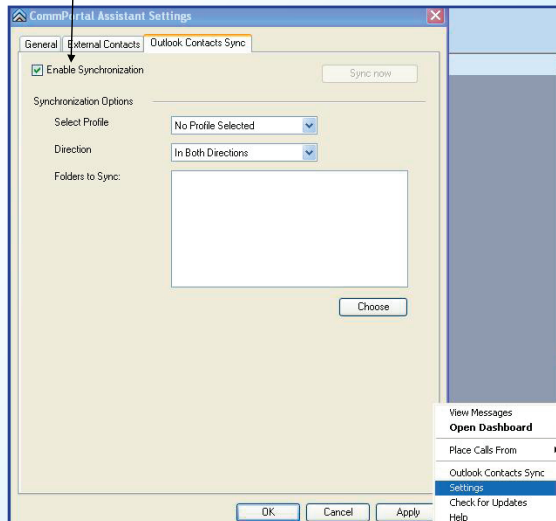
Features (cont'd)

Mobile Fusion (Make HomeOffice Voice Calls from your cell): To make calls using your cell and have the Caller ID show up as your HomeOffice Voice number, you need to set up your cell as one of your account phones in the CommPortal smartphone App. Simply click the phone icon in the CommPortal smartphone App, type in the number you wish to dial, then press the green "Call" button at the bottom of the screen. A screen will say "Call me on"- click Add new phone, name the cell phone you want to add, and then hit Ok. Now when you make the call, the App will ask you from which phone you would like to call. Pick the number that you have just added. When connecting the call, your cell will ring and your HomeOffice Voice number will appear in the Caller ID. Once you pick up you will be connected to the number you dialed.

Outlook Integration: Automatically sync your Microsoft Outlook contacts with CommPortal and Commportal Assistant, allowing you to see the name and number of the person calling on your computer, without having to re-enter a new contact list. Also, this allows you to search for a contact and click to dial, right from your desktop.

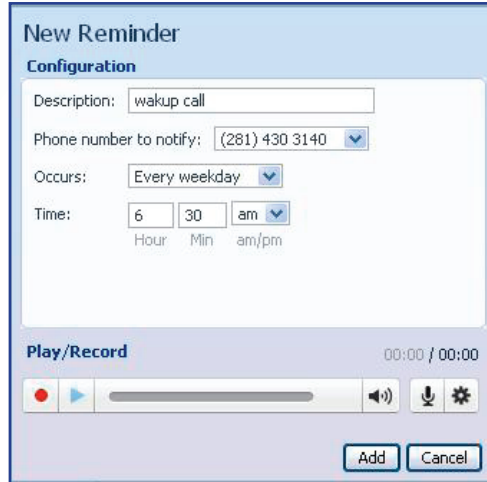


To sync Outlook Contacts with CommPortal Assistant, Click on the CommPortal icon in the Icon tray and click Outlook Contacts Sync. From there, Click on Enable Synchronization and then select which profile, folder, and in which direction to sync. Apply these settings.



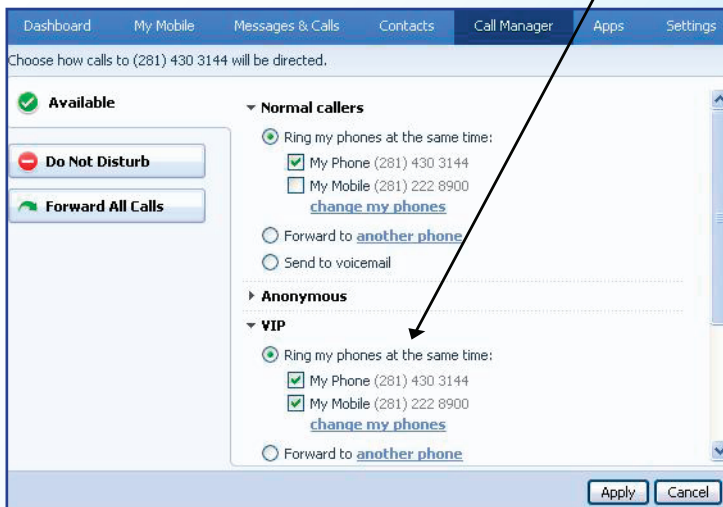
Features (cont'd)

Reminder Call: You can schedule a reminder call (for example, a wake-up call) either one-time or on a weekly schedule. In CommPortal, go to Settings → Reminders and simply schedule your reminder call or record a message when prompted. At the scheduled time, your phone will ring and whoever picks up the call will receive the recorded message.



The screenshot shows the 'New Reminder' configuration window. It has a 'Configuration' section with the following fields: 'Description' (wakeup call), 'Phone number to notify' ((281) 430 3140), 'Occurs' (Every weekday), and 'Time' (6:30 am). Below this is a 'Play/Record' section with a play button, a progress bar, a speaker icon, a microphone icon, and a settings icon. At the bottom are 'Add' and 'Cancel' buttons.

SimRing: Allows you to specify a list of up to 5 phone numbers to ring when your HomeOffice phone is called. The first one to answer gets the call. You can designate different settings for Normal, VIP, Unwanted and Anonymous callers.

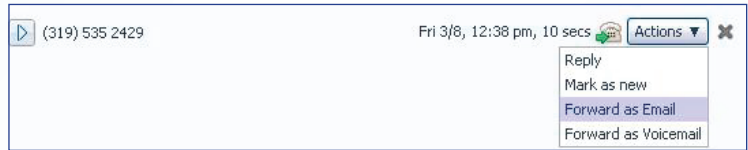


The screenshot shows the 'Call Manager' settings page. The title is 'Choose how calls to (281) 430 3144 will be directed.' On the left, there are three buttons: 'Available' (checked), 'Do Not Disturb', and 'Forward All Calls'. The main content area is divided into three sections: 'Normal callers', 'Anonymous', and 'VIP'. Each section has a radio button for 'Ring my phones at the same time:' and a list of phone numbers with checkboxes. An arrow points from the 'VIP' section to the 'Available' button.

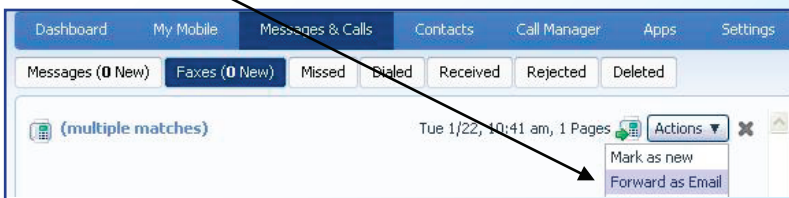
| Caller Type | Ring my phones at the same time: | Phone Numbers |
|----------------|----------------------------------|---|
| Normal callers | <input checked="" type="radio"/> | <input checked="" type="checkbox"/> My Phone (281) 430 3144 <input type="checkbox"/> My Mobile (281) 222 8900 |
| | <input type="radio"/> | Forward to another phone <input type="radio"/> Send to voicemail |
| Anonymous | <input type="radio"/> | Forward to another phone |
| VIP | <input checked="" type="radio"/> | <input checked="" type="checkbox"/> My Phone (281) 430 3144 <input checked="" type="checkbox"/> My Mobile (281) 222 8900 |
| | <input type="radio"/> | Forward to another phone |

Features (cont'd)

Voicemail to email: Voicemails can be forwarded as an email in CommPortal directly from the Messages & Calls tab by clicking Actions → Forward as Email next to the message.

A screenshot of the 'Voicemail Forwarding' form. The 'To:' field is 'voice@entouch.net'. The 'Cc:' and 'Bcc:' fields are empty with the placeholder '<enter destination(s)>'. The 'Subject:' field is 'FW: Voicemail from (319) 535 2429'. Below the subject is a file attachment 'message.wav'. The message body contains the text: 'Hey you! I just got this message but I think it's for you! Thanks!'. At the bottom are 'Send' and 'Cancel' buttons.

Faxes can also be forwarded as emails.



You can forward messages as a voicemail with an introductory message.

A screenshot of the 'Forward as Voicemail' form. The 'To:' field is '2815555553'. There are checkboxes for 'Urgent' (checked) and 'Private'. Below is a 'Record Introduction' section with a play button, a progress bar, and a speaker icon. At the bottom is an 'Original Voicemail' section with a play button. At the bottom right are 'Send' and 'Cancel' buttons.



www.entouch.net

281 • 225 • 1000

11011 Richmond Ave., Suite 400, Houston, TX 77042

En-Touch Alarm Systems, Inc. Alarm #B10029, TX-ACR1998