



# Portal Phone System

Your complete guide to managing calls, contacts, and phone settings through the portal.

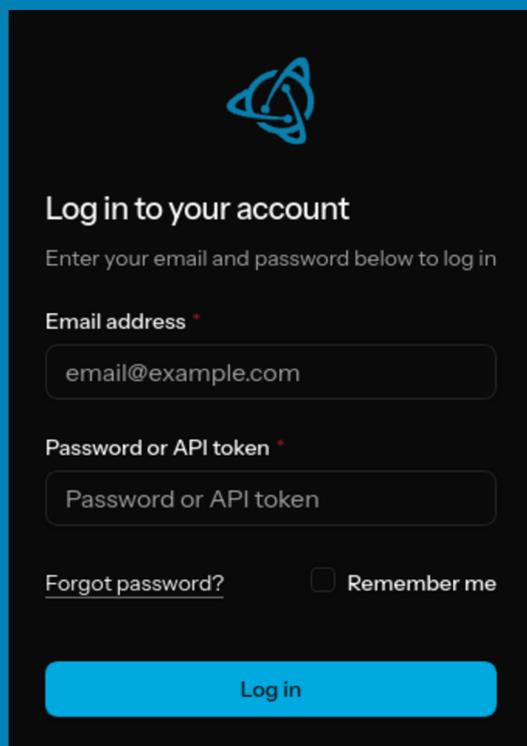


# Getting Started

## Your guide to the Telecom section

Welcome to your Portal Phone System! This guide will help you navigate all the essential features available in the Telecom section, ensuring you maximize your phone system's potential.

To get started, simply log in with your credentials and select the Telecom option from the left-hand menu. You will find various features designed to streamline your communication needs.





### Log in to your account

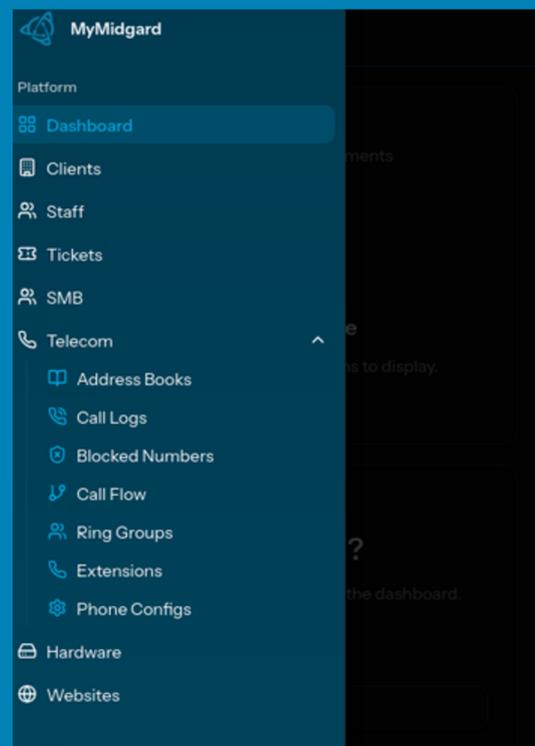
Enter your email and password below to log in

Email address \*  
email@example.com

Password or API token \*  
Password or API token

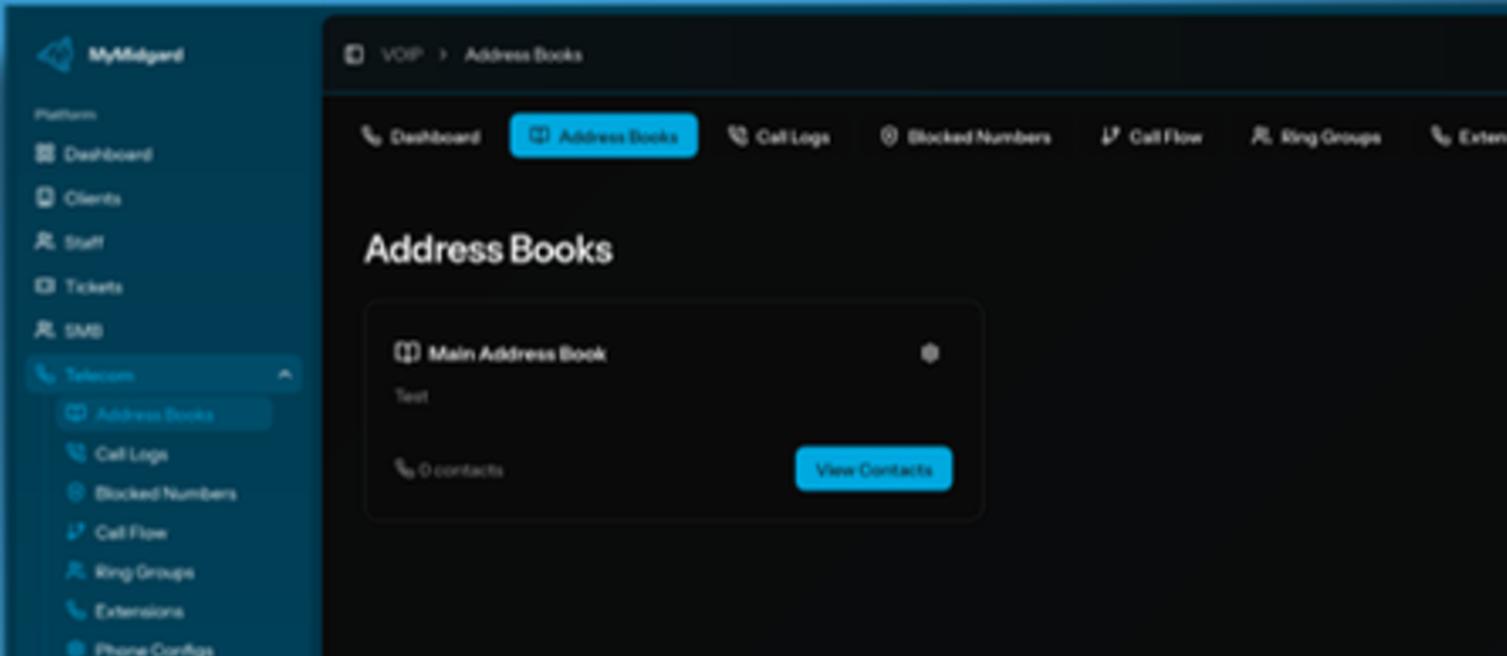
[Forgot password?](#)  Remember me

[Log in](#)



# Address Book

Manage Contacts and Make Calls Easily

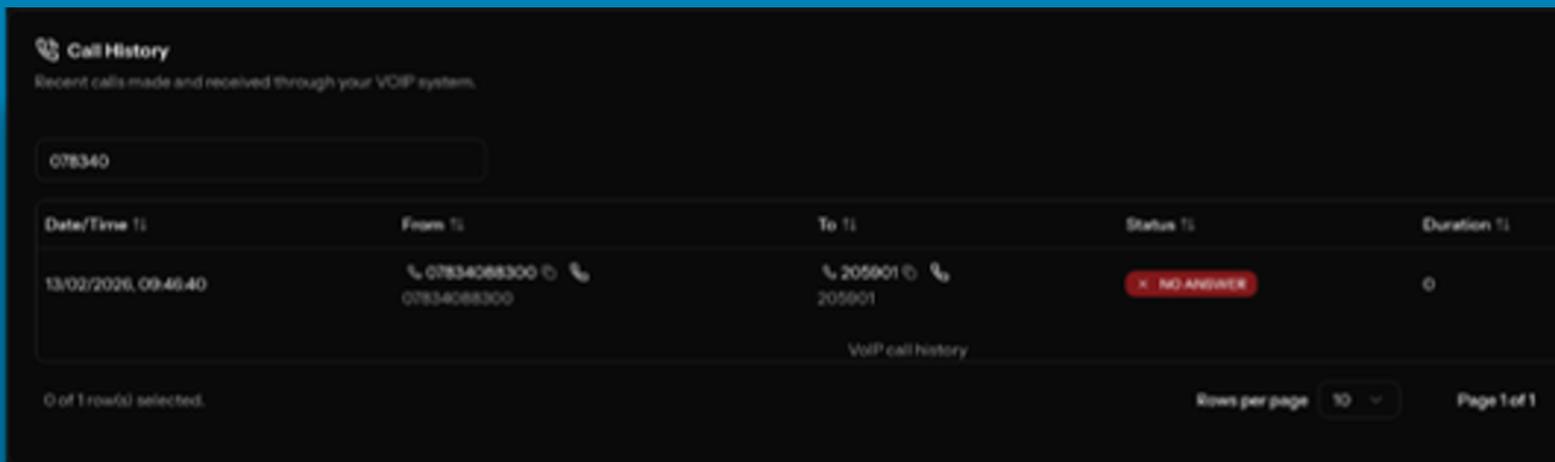


The **Address Book** feature allows users to manage contacts efficiently. With the built-in web dialer, you can easily call contacts from the main shared address book or create custom lists for specific teams, enabling better organization and accessibility.

Custom address books can be assigned to devices via Phone Configs. The user-friendly interface includes a search function, action buttons for editing, and an intuitive dialer. This ensures that connecting with colleagues or clients is just a click away, streamlining your communication process.

# Call Logs

Your Call History at a Glance



**Call History**  
Recent calls made and received through your VoIP system.

078340

Date/Time	From	To	Status	Duration
13/02/2026, 09:46:40	07834088300	205901	NO ANSWER	0

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Call logs are your best friend when managing communication. They help you keep track of every call made or received, allowing you to monitor your team's interactions and maintain oversight. Each call entry provides essential details such as the date, time, and duration.

Additionally, you can filter your call history to locate specific calls quickly. This feature is invaluable for tracking customer interactions and ensuring that no important conversation goes unnoticed. Use the web dialer to reconnect with any callers with just a click.

# Blocked Numbers

## Manage unwanted callers in your system

Blocking unwanted numbers is crucial for maintaining a **smooth communication experience**. It ensures that your team can focus on important calls without distractions from spam or telemarketing.

The **Blocked Numbers** feature allows you to easily add or remove numbers across your entire phone system, providing peace of mind and control over your incoming calls.

### Blocked Numbers

Manage blocked numbers for xxxxx

Current Phone System:

 **Success**  
Number blocked successfully

#### Add a blocked number

Block a number to immediately drop any incoming calls from it.

Number

e.g. 441234567890

Only digits are stored, letters or symbols are stripped automatically.

Description (optional)

Add an optional note about this blocked number

Optional, add context that helps colleagues recognise why the number is blocked.

Block number

#### Blocked numbers (1)

Numbers currently prevented from reaching this FreePBX unit.

Search blocked numbers

Number !!	Description !!	Actions
1234	Test	 Edit  Delete

Blocked numbers for c059.midgardtele.com (Rad Europe)

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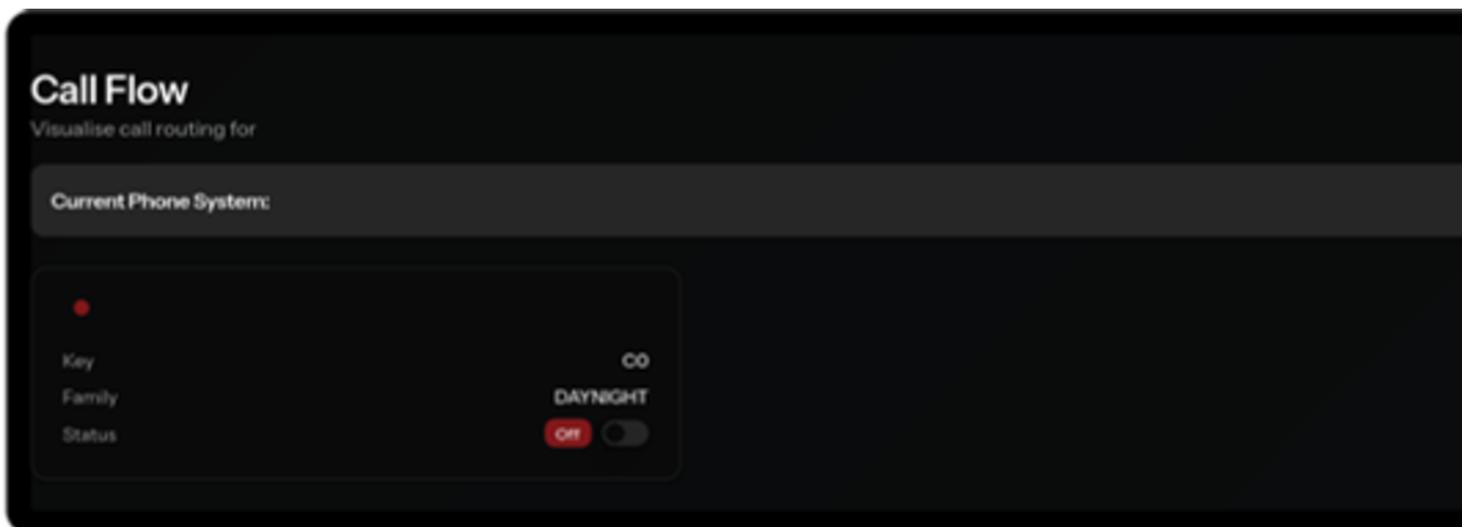
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# Call Flow Management

## Effortless Call Routing Made Simple

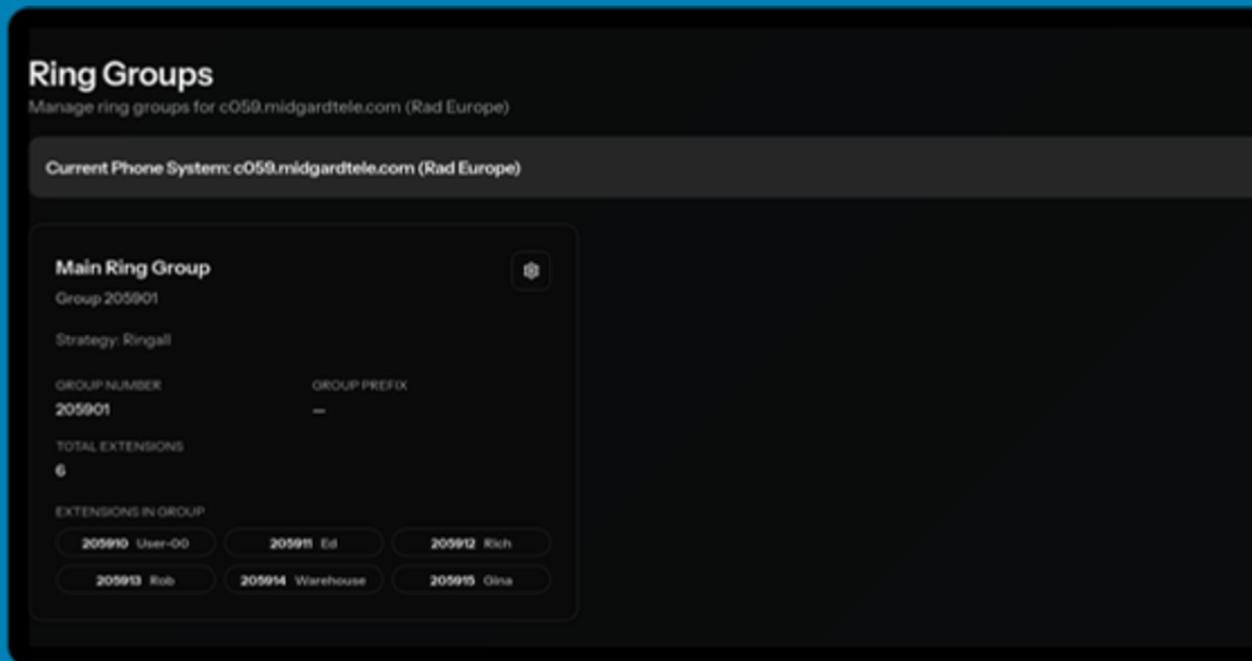
The Call Flow feature allows you to **easily manage** where incoming calls are routed with just a simple toggle. It's designed for intuitive use, ensuring you have control when you need it.

Whether you're in a meeting or working remotely, this feature offers **flexibility** to redirect calls. Just flip the switch and let the system handle the rest for a seamless experience.



# Managing Ring Groups

Efficiently handle incoming calls across your team

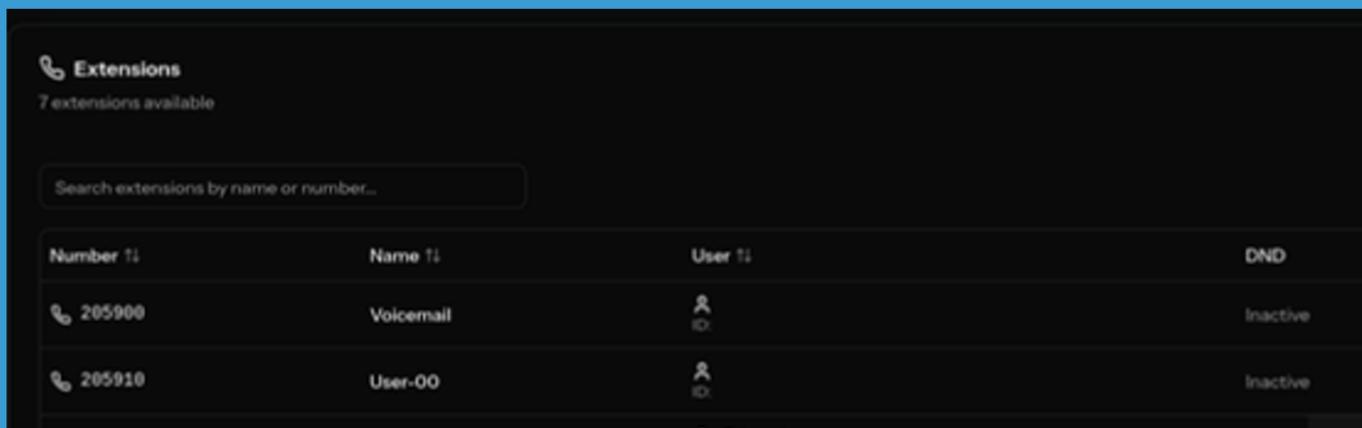


Ring groups are essential for managing incoming calls efficiently. These groups consist of multiple extensions that ring simultaneously when a call is received, ensuring that no call goes unanswered. This setup is particularly useful for departments like Sales or Support, enhancing responsiveness.

Once created by our team, you can easily manage each ring group. You can add or remove extensions based on team changes, ensuring that new employees are included quickly. This flexibility helps maintain excellent communication across your organization, no matter the size.

# Extensions Overview

## Administrative Control of Phone Extensions



The screenshot shows a web interface for managing phone extensions. At the top, there is a header 'Extensions' with a phone icon and a sub-header '7 extensions available'. Below this is a search bar with the placeholder text 'Search extensions by name or number...'. The main content is a table with four columns: 'Number', 'Name', 'User', and 'DND'. The table contains two rows of data. The first row shows extension number 205900, name 'Voicemail', no user assigned, and status 'Inactive'. The second row shows extension number 205910, name 'User-00', a user assigned, and status 'Inactive'.

Number	Name	User	DND
205900	Voicemail		Inactive
205910	User-00		Inactive

Managing extensions is crucial for effective team communication. This section is **exclusively for administrators** to create and assign phone extensions for each user. A well-organized extension list ensures that every team member can access their necessary features without hassle.

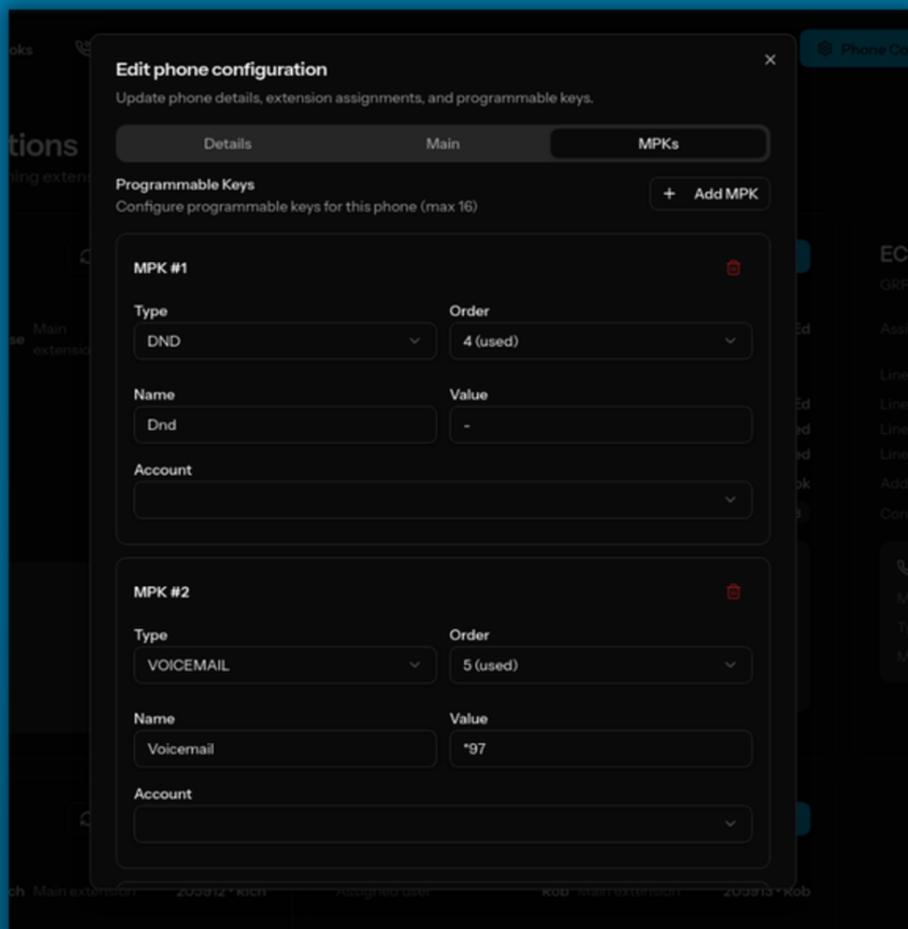
You can view details such as assigned users, voicemail settings, and caller IDs for each extension. Make sure to assign users promptly so they can begin utilizing the web dialer and phone system fully. Effective management keeps communication seamless and efficient.

# Phone Configurations

## Customize Your Device Settings Effectively

Phone configurations are vital for ensuring that your team's hardware operates seamlessly. Administrators can manage settings specific to each device, allowing for efficient communication tailored to user needs.

By adjusting the configurations, you can assign extensions, customize address books, and set up programmable keys, making it simple for users to access essential functions. Tailoring these settings enhances overall productivity.





# Get in Touch

For any questions or assistance, feel free to contact us at:

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