Portal Phone System Guide

Your Friendly IT Team

Accessing Your Telecom Portal Features

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

To start using your Portal Phone System, simply log in and navigate to the Telecom section on the left menu. From there, all phone features are just a click away!

Address Book Management Made Easy

Navigate your team's contacts effortlessly with our shared address book feature. You can create custom books, ensuring everyone has access to the right connections when they need them.
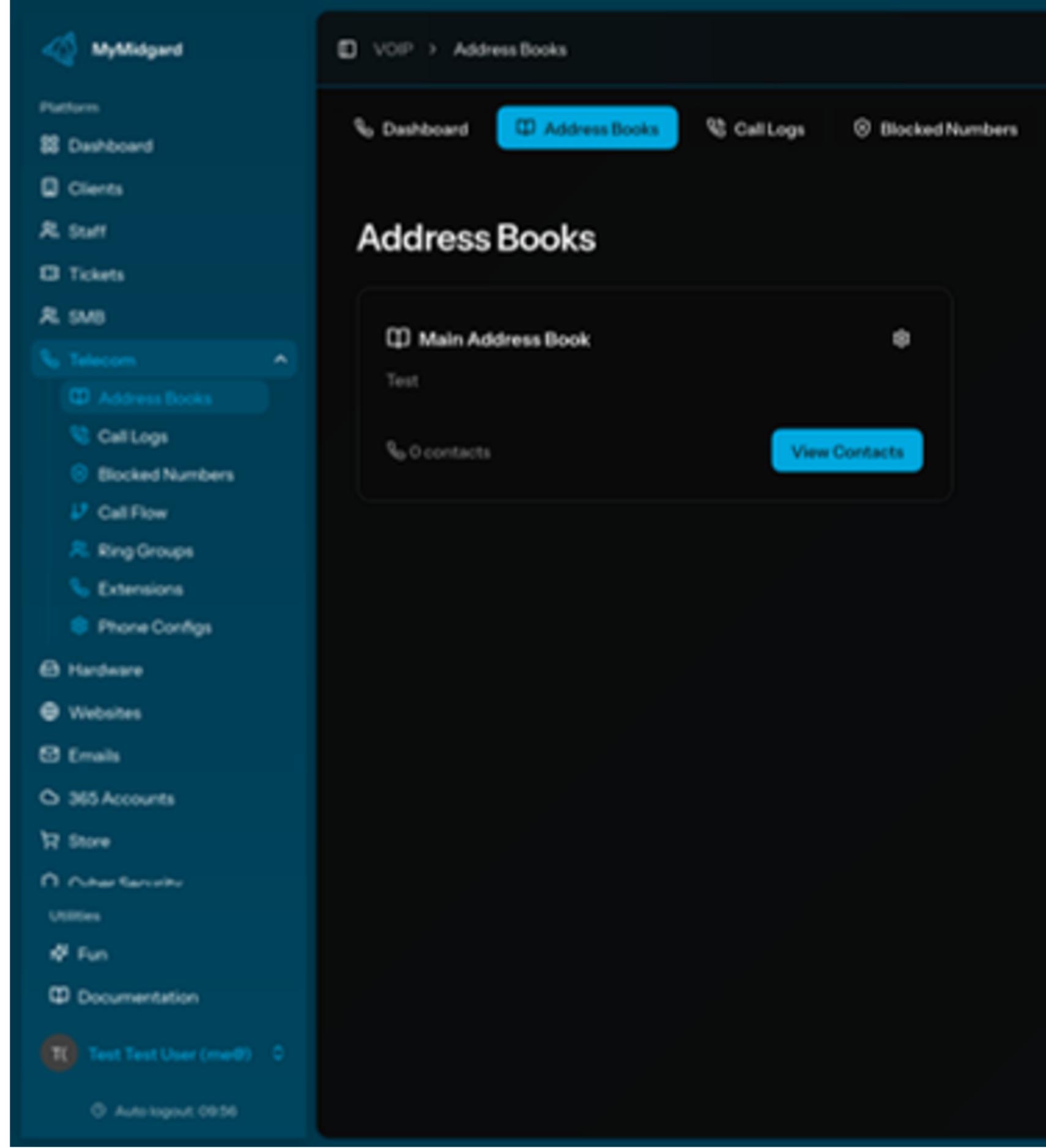
Adding and Managing Contacts Easily

The **Address Book** allows you to add, edit, and delete contacts seamlessly. Utilize the intuitive interface to keep your team connected and organized, ensuring you never miss an important call again.
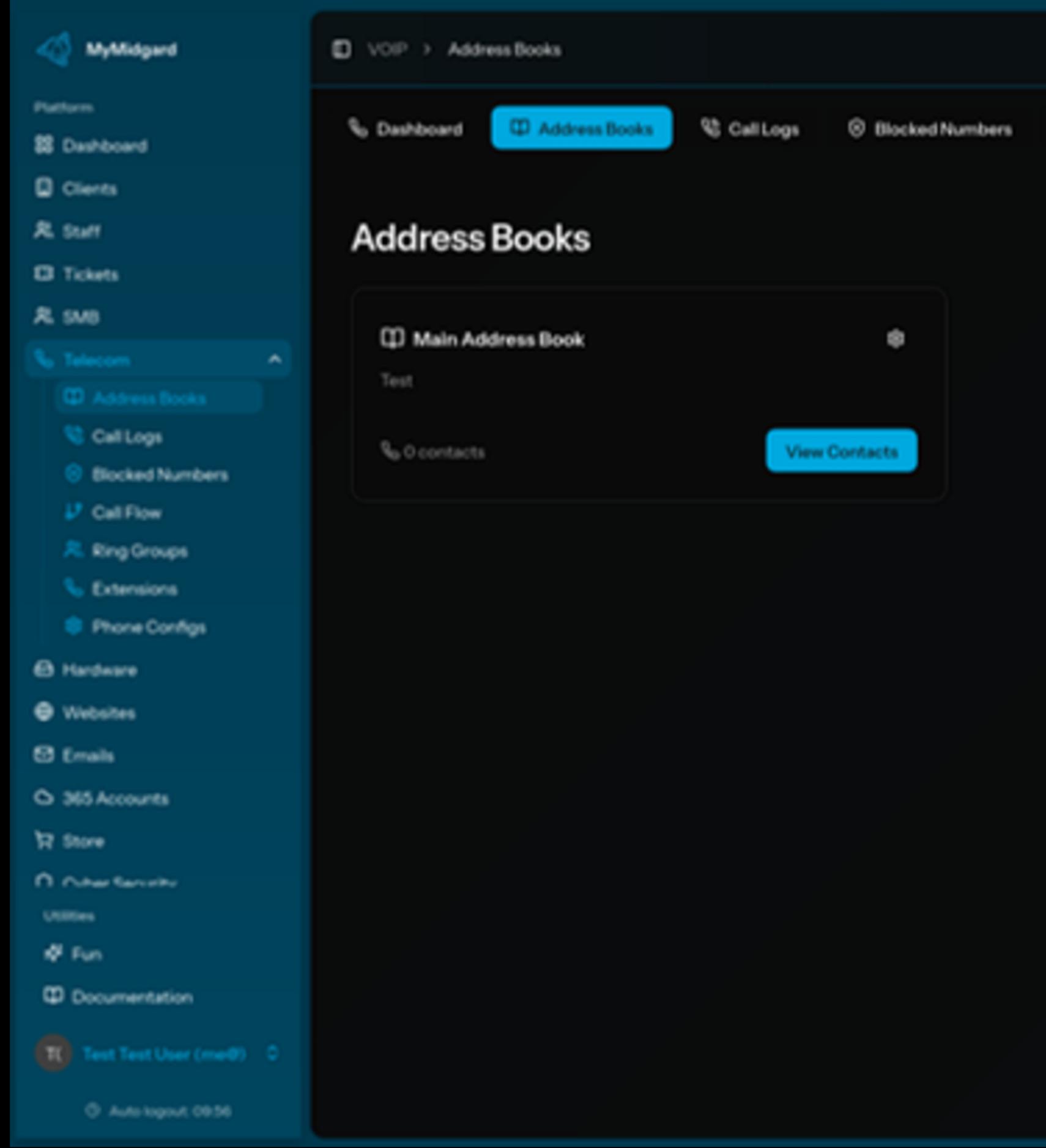
Making Calls with the Web Dialer

The web dialer is your **quick access tool** for making calls directly from the portal. Simply enter the number and click Dial, ensuring seamless communication wherever you are.

📞 **Web Dialer**

Make a call from your desk phone

ⓘ This will dial your phone first. When you answer, it will dial the number you entered.

From Extension

202435 – TEST ACCOUNT

Phone Number

Enter phone number

📞 Dial

Call Logs: Your Call History

Call History

Recent calls made and received through your VOIP

078340

Date/Time ↑↓   Fr

13/02/2026, 09:46:40   07

0 of 1 row(s) selected.

Easily view and manage your call history, including all calls made and received. Utilize the search feature to filter results by date, status, or duration for efficient tracking.

Accessing Call Recordings & Transcripts

Easily manage your call recordings and transcripts directly through the portal. Download recordings or generate transcripts on demand with just a click, streamlining your communication and documentation process.
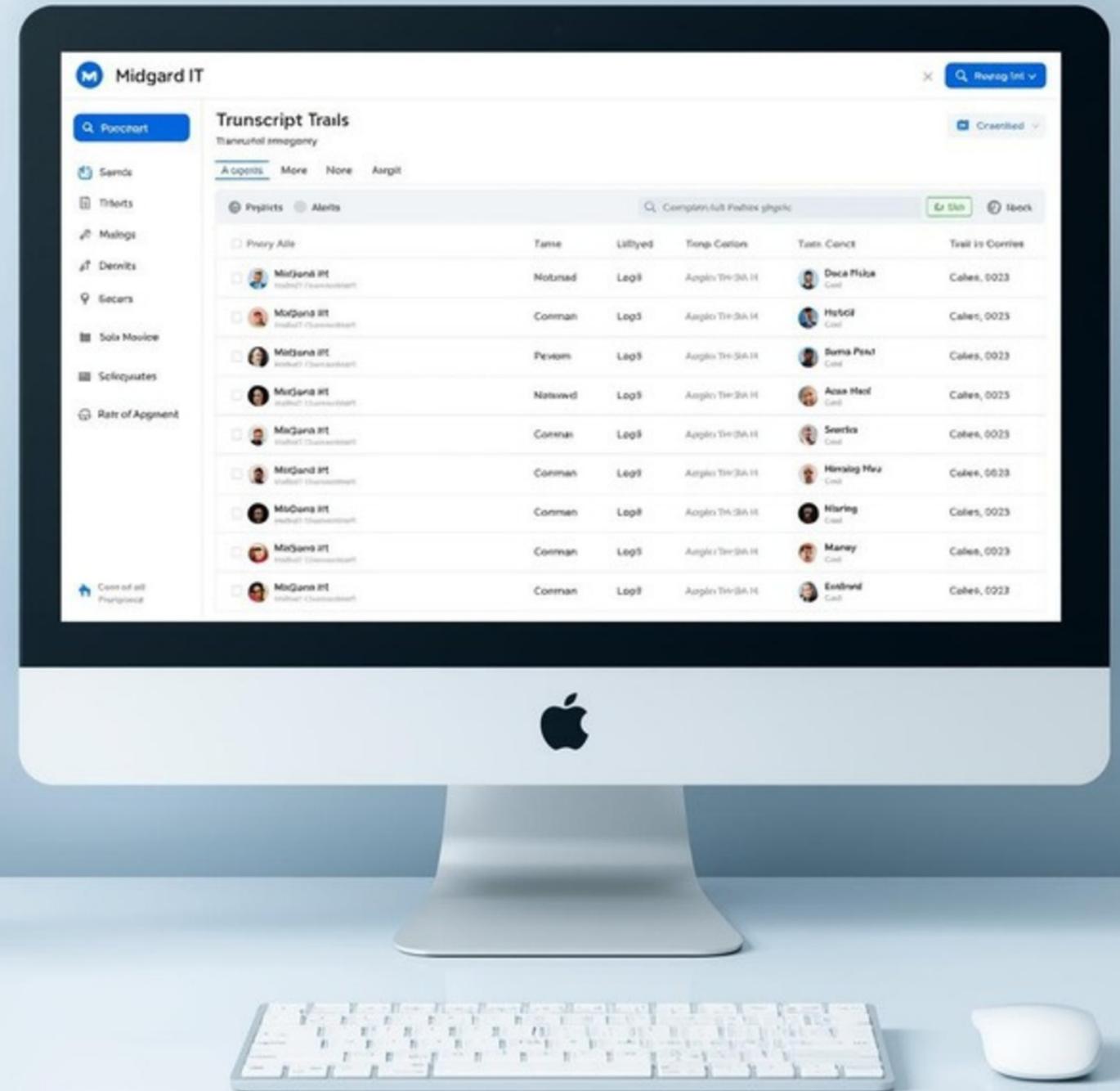
Managing Blocked Contacts Effectively

Keep your communication clear by adding unwanted numbers to the blocked list. This feature helps you manage interruptions by allowing you to customize your experience with the portal phone system.

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.
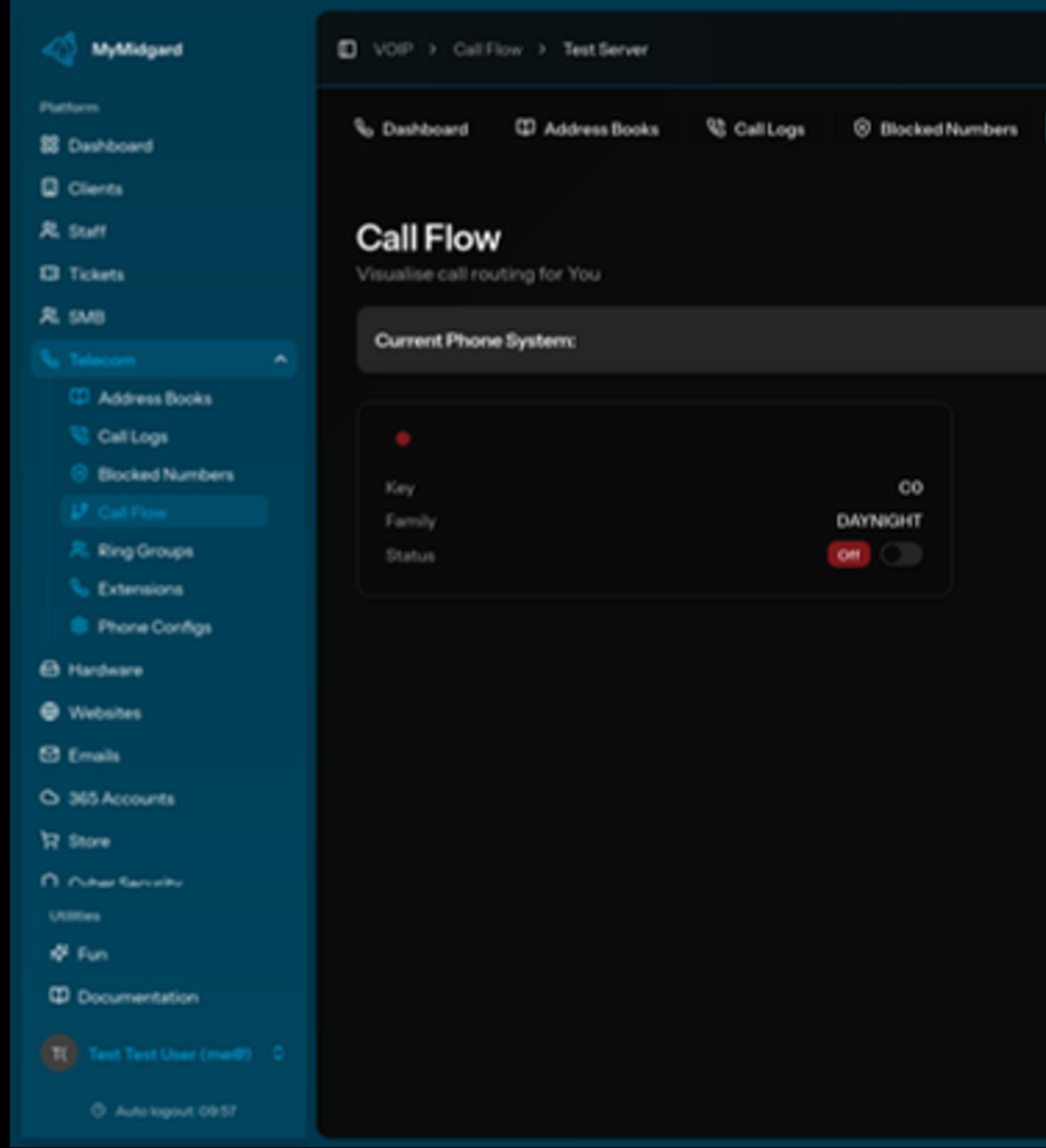
Block number

◎ Bloc

Numbers

Search

Numbe

1234

0 of 1 ro

Setting Up Call Routing Made Easy

Managing call flow is essential for efficient communication. Toggle call routing on or off, ensuring calls direct to mobile, voicemail, or designated ring groups based on your preferences.

Managing Your Ring Groups Effectively

Ring groups allow multiple extensions to ring simultaneously, ensuring no call is missed. You can easily add or remove extensions using the intuitive interface, enhancing team communication effortlessly.

Extensions Management Made Simple

In the Extensions Admin section, you can effortlessly create, edit, and assign user settings. Managing voicemails, emails, and PINs ensures your team stays connected and efficient in their communications.

Managing Phone Settings Remotely

With the Phone Configs feature, admins can effortlessly manage phone settings from anywhere, ensuring extensions and configurations are always optimized for user needs and up-to-date with the latest features.

Edit phone configuration

Update phone details, extension assignments, and programmable keys.

Details	Main	MPKs

Programmable Keys

Configure programmable keys for this phone (max 16)

+ Add MPK

MPK #1

Type
DND

Order
4 (used)

Name
Dnd

Value
-

Account

MPK #2

Type
VOICEMAIL

Order
5 (used)

Name
Voicemail

Value
*97

Account

Reach Out for Support Anytime

Our dedicated support team is here to assist you with any questions or issues related to Call Flows, Ring Groups, Extensions, or Phone Configs. We're just a message away!

Thank You

Midgard *Making IT Work*

We're here to assist you!