

Portal Phone System Guide

Your Friendly IT Team



Accessing Your Telecom Portal Features

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!



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

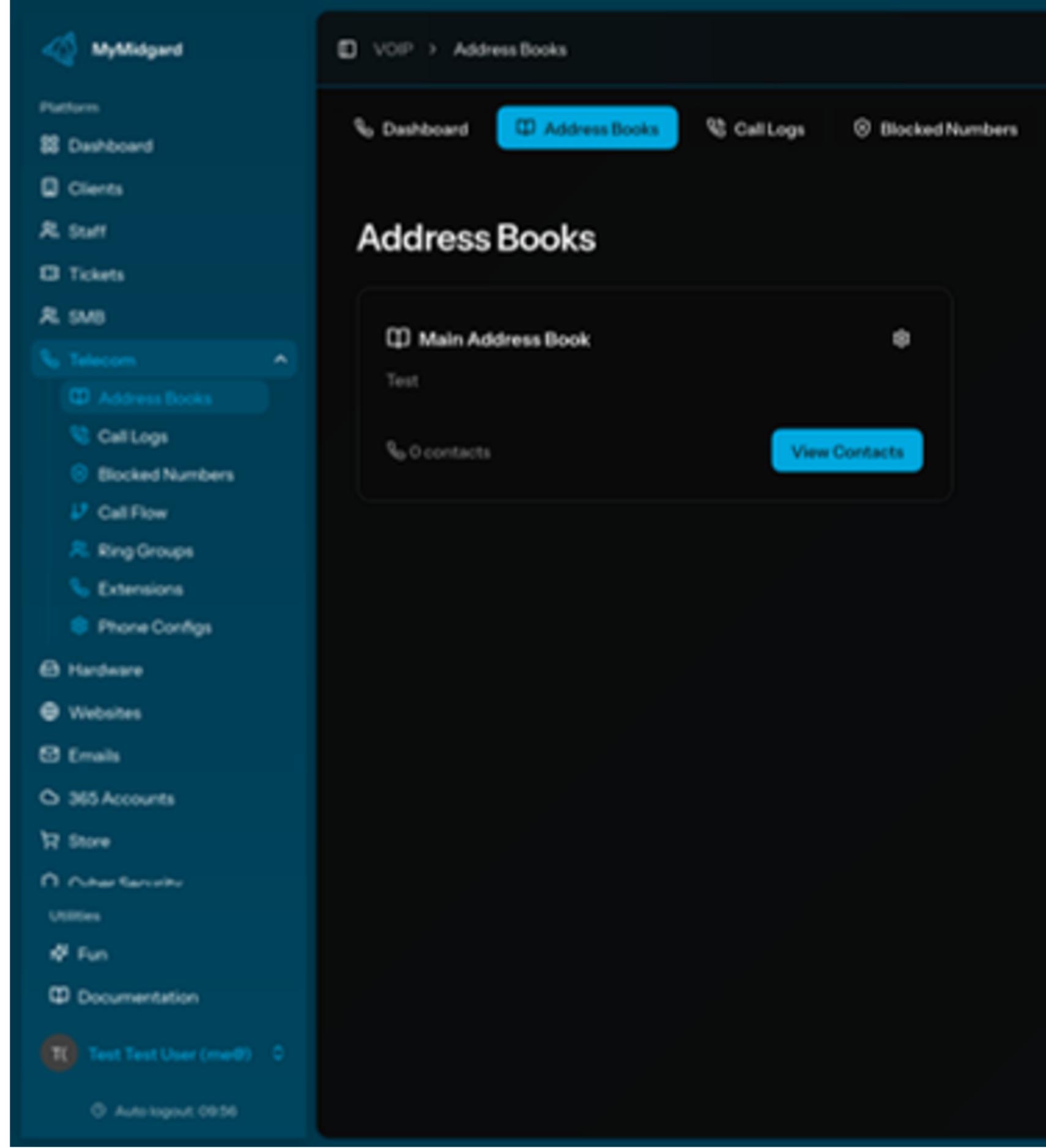
[Forgot password?](#)

Remember me

Log in

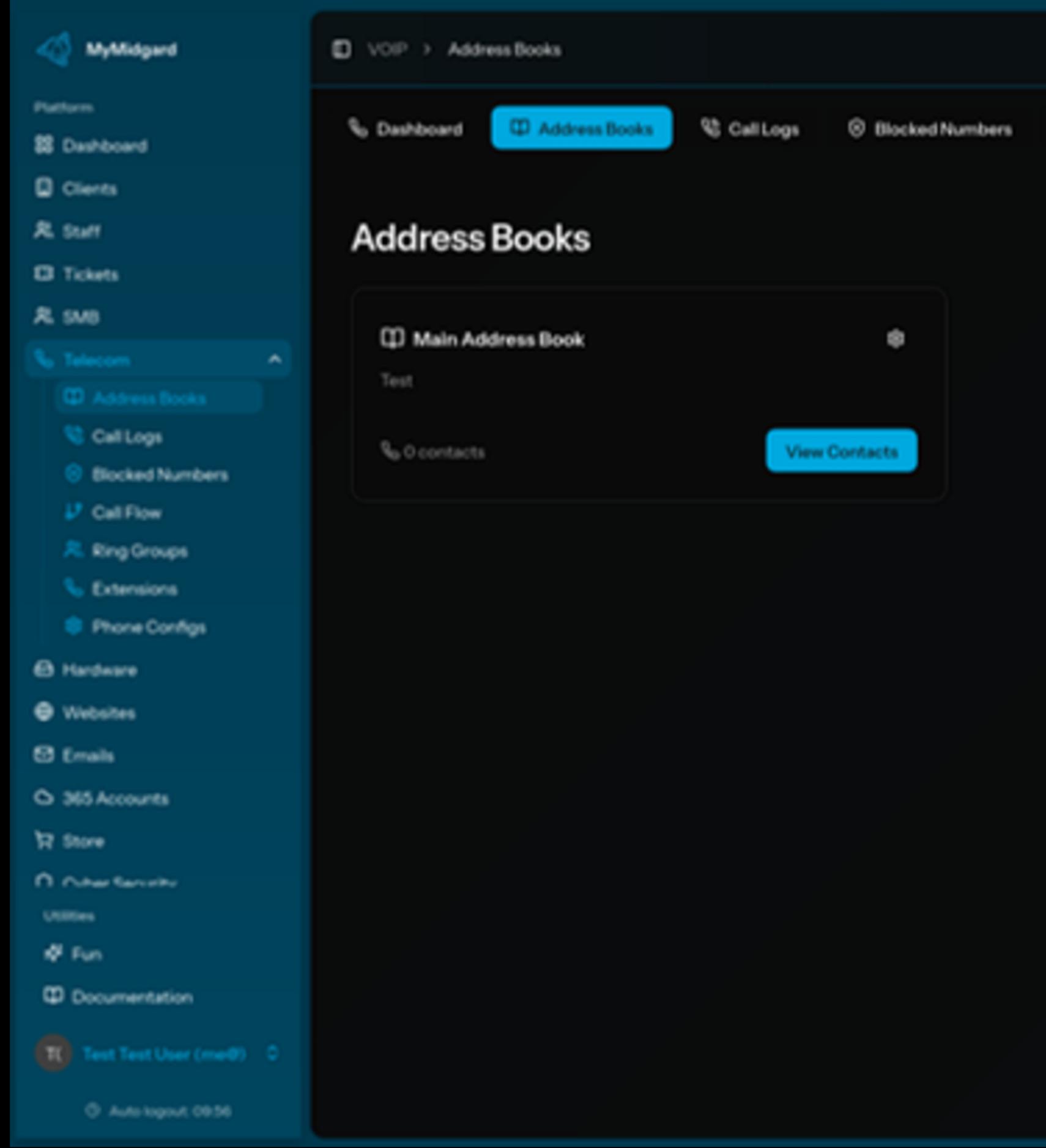
Address Book Management Made Easy

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

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.

Call History

Recent calls made and received through your VOIP

078340

Date/Time 14

Fr

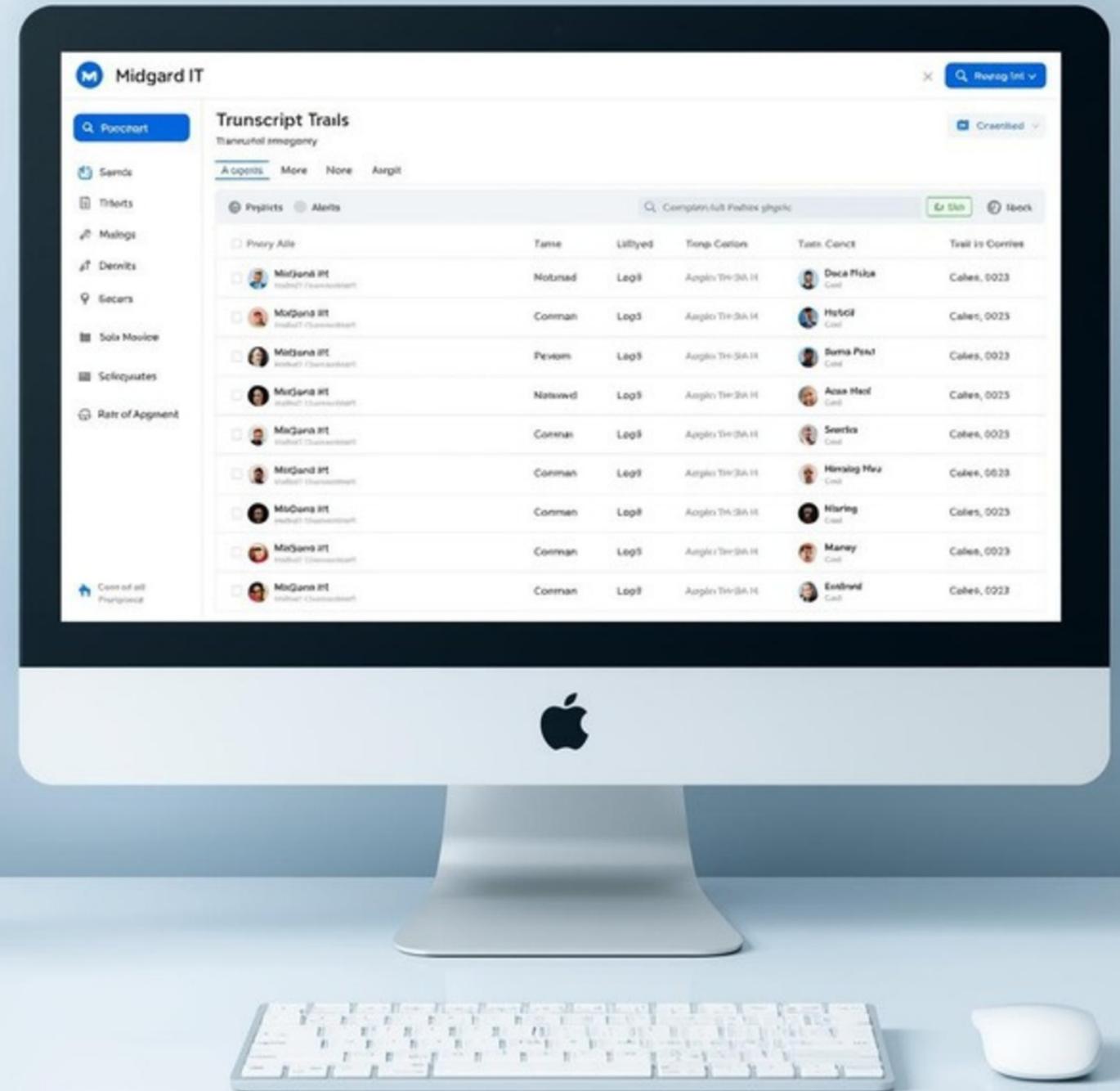
13/02/2026, 09:46:40


07

0 of 1 row(s) selected.

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

 **Blocked**

Number

Search

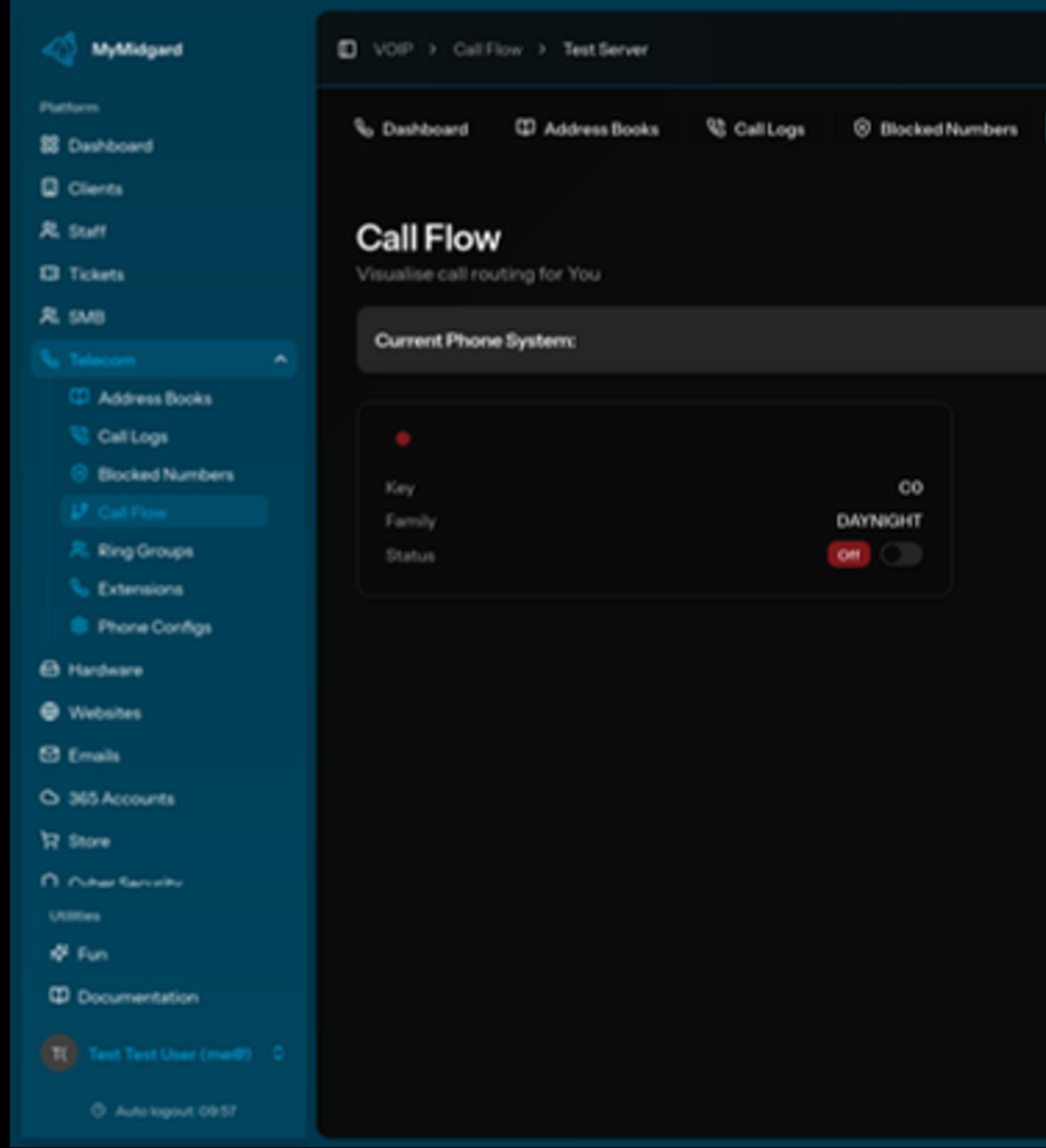
Number

1234

0 of 1 rows

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.

The screenshot displays the MyMidgard web interface. On the left is a dark teal sidebar with a navigation menu. The main content area is white and shows the 'Ring Groups' management page for the system 'cXXXmidgardtele.com (Test)'. The page title is 'Ring Groups' with a subtitle 'Manage ring groups for xxx.midgardtele.com (Test)'. Below the title is a 'Current Phone System:' section. The main content area features a card for the 'Main Ring Group' (Group 205901) with a strategy of 'Ringall'. It lists the group number as 205901 and the group prefix as '-'. The total number of extensions is 6. A table lists the extensions in the group:

Extension Number	Extension Name
205910	User-00
205911	Ed
205912	Rich
205913	Rub
205914	Warehouse
205915	Olivia

The sidebar menu includes: Platform, Dashboard, Clients, Staff, Tickets, SMB, Telecom (expanded), Address Books, Call Logs, Blocked Numbers, Call Flow, Ring Groups (selected), Extensions, Phone Configs, Hardware, Websites, Emails, 365 Accounts, Store, Other Services, Utilities, Fun, and Documentation. The user is identified as 'Test Test User (me@)' and the auto-logout time is 09:55.

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.

The screenshot displays the 'Edit phone configuration' window, which is used to manage phone details, extension assignments, and programmable keys. The interface includes a navigation bar with 'Details', 'Main', and 'MPKs' tabs. The 'MPKs' tab is active, showing a list of programmable keys. The 'MPK #1' configuration is visible, with the following details:

- Type:** DND
- Order:** 4 (used)
- Name:** Dnd
- Value:** -
- Account:** (empty)

The 'MPK #2' configuration is also visible, with the following details:

- Type:** VOICEMAIL
- Order:** 5 (used)
- Name:** Voicemail
- Value:** *97
- Account:** (empty)

At the bottom of the window, there is a table with the following data:

main extension	205912 * Rich	Assigned user	Rob	main extension	205913 * Rob

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



Making IT Work
Midgard

We're here to assist you!