



## HughesFlex Cloud PBX Quick Start Guide

[www.hughesflex.com](http://www.hughesflex.com)

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# WELCOME

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Welcome to HughesFlex Cloud PBX! This guide is intended to get you up and running with the basic features associated with the product. For more in-depth information, please see the tutorial videos on our website at <http://www.hughesflex.com>.

This guide covers the three main elements of the Hosted PBX product:

1. **CommPortal** - A web portal used for configuration and calling history
2. **Accession Desktop** - A Windows/Mac client for calling, instant messaging, and more
3. **Accession Mobile** - An app for iOS/Android that includes a full-featured dialer, instant messaging, and more

As always, you can also contact our local customer care team at **309-277-4111** and we will be happy to assist you.

## COMMPORTAL

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Commportal is the web portal used to configure the features on your new phone system. With Commportal you can:

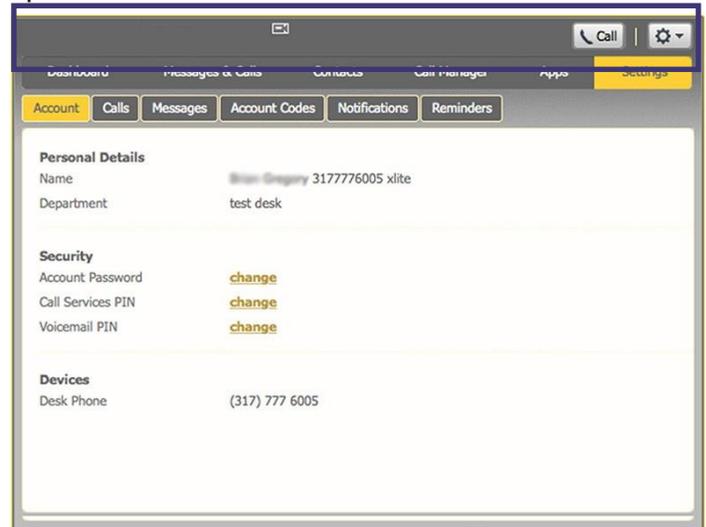
- View missed calls
- Listen to voicemail messages
- Manage your contacts
- Set up rules to route your calls
- Perform many other functions

To get started, go to the login page at: <https://hughescloud.uccommportal.com>. (Consult your administrator regarding your default password. Once you log in, you will be prompted to create a new password.)

**Note:** This guide is representative and images may vary from your individual CommPortal screens.

## Getting Oriented

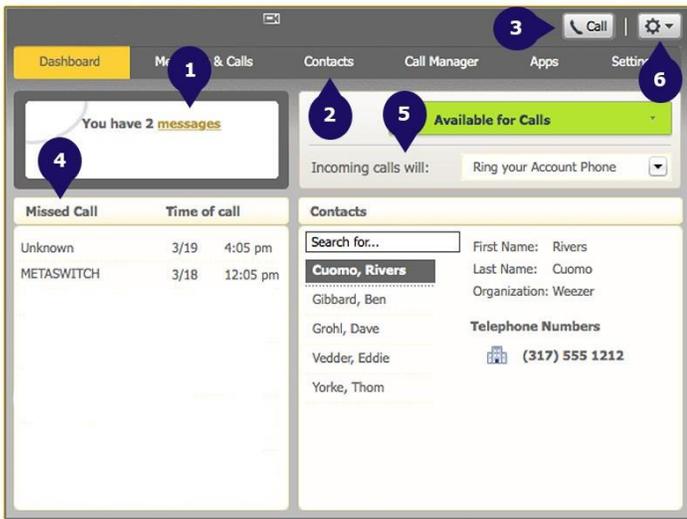
Once you are logged in you will see the main CommPortal screen with the following menu options:



- **Dashboard** - Quick view of most common functions
- **Messages and Calls** - Access call history
- **Contacts** - Store and retrieve contact information
- **Call Manager** - Manage how your incoming calls are handled
- **Apps** - Adds applications to your service
- **Settings** - Change your call settings

## Dashboard

CommPortal Dashboard is the main screen for the portal. On it you can view a range of information including recent calls, messages, contacts, and customized settings.



1. **Voicemails** - Click this area to view and retrieve voicemails
2. **Contacts** - Import your contacts from Outlook or create new ones, then click on a name to dial
3. **Call Button** - Use to make new calls to numbers that may not be in your address book
4. **Missed Calls** - Click any missed call in the list to call the number back
5. **Active Settings** - For example, if you are forwarding your number, that information would appear here; click to adjust
6. **Settings** - Logout, refresh or scroll to Help to view step-by-step tutorials describing how to perform tasks within a user's CommPortal

view calls based on whether they were missed, received, dialed, or deleted.

Click on one of the subtabs to get more detail. Click the 'play' arrow button to listen to a voicemail. Note that you can listen to your voicemails in any order. A window (as shown over the Messages and Calls screen) will open and you will have the option to save or delete either on the player screen or main screen.

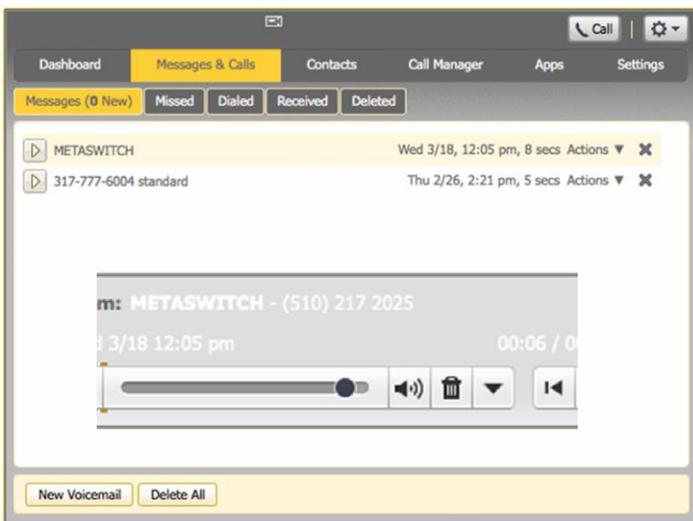
Click the 'New Voicemail' button at the bottom of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function).

Click the (icon) at the end of the line to mark as Heard/New, Forward as Email, or Forward as Voicemail.

From the Missed, Dialed, and Received tabs you can click on the name and either call them, add them to your contacts, or jump to the caller's existing contact information.

## Contacts

The Contacts tab enables you to manage all of your contact information. Within it, you can create new contacts (using recent call information like a missed call or creating a new one from scratch), create groups of contacts, or import/export your contacts.



## Messages and Calls

The Messages and Calls tab displays all recent call activity. Here you can retrieve voicemails and



The fastest way to add your contacts is to import them from your email program. If you use Microsoft Outlook, follow these instructions:

- Open Outlook and go to the File tab, then Import and Export
- A new window should appear
- Select Export to File and Click Next
- Select Comma Separated Values from the list and click Next
- Select Contacts from the folder tree and click Next
- Save exported file as 'Outlook Contacts' and click Next, then save in a place you can easily locate such as the Desktop or My Documents
- Go back to the CommPortal Contacts tab
- Click the Import button
- Click the Browse button to find the Outlook Contacts file
- Click Import
- Your contacts are now in CommPortal!

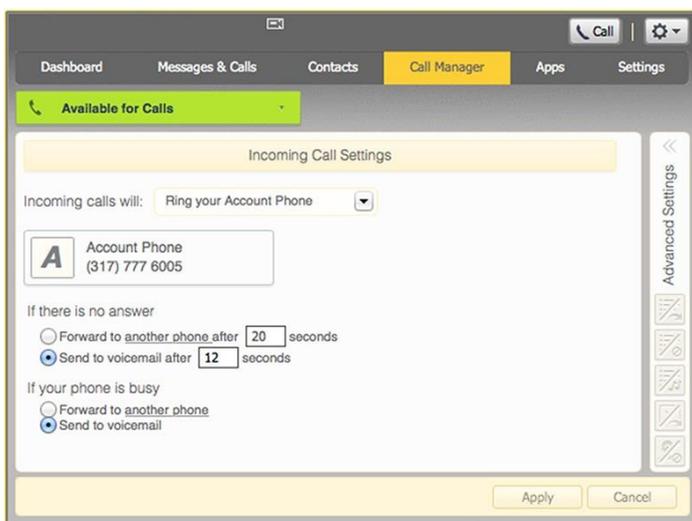
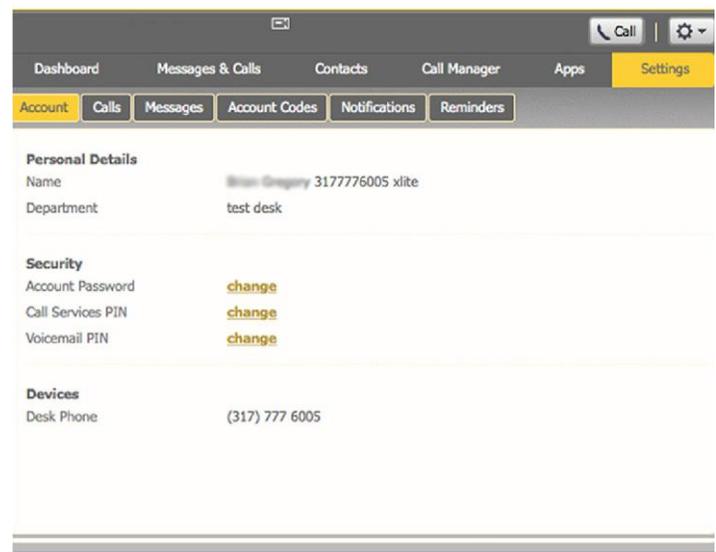
## Call Manager

The Call Manager tab enables you to manage how incoming calls are routed to you. The top section enables you to change your setting from Available to Do Not Disturb, allowing you to route calls directly to voicemail if you're busy. There is also a forwarding option that enables simultaneous ring with your mobile device.

## Settings

To change your password and/or PIN, click on the security options on the Accounts tab. The Messaging tab enables you to receive notification of a voicemail as an email, manage mailbox settings, customize how you are notified of a voicemail, configure greetings, and more. From Greetings you can personalize your voicemail greeting by recording an announcement (a microphone is required).

Use the set keys link (shown below) to configure your phone according to your preferences. Once you configure your phone, you should not need to use this tab frequently.



# ACCESSION COMMUNICATOR FOR DESKTOP

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Your **HughesFlex** phone service can be used to make or receive calls from your desk phone, your PC or Mac, and your mobile devices.

For this service to work on your desktop you will need to install the Accession Communicator software on your PC or Mac. The following information helps you to do that.

## Ensure Your Computer is Compatible

Accession Communicator for Desktop works on PCs running Windows 7 or Windows 8. It also runs on Macs with OS X 10.7 or later versions.

You can use your computer's built-in microphone and speakers with Accession Communicator, but you will have much better audio quality if you use a headset. Accession Communicator works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

## Find Your Password

You'll need your company CommPortal phone number and password to start using Accession Communicator for Desktop. If you don't have this information, contact us at **309-277-4111**.

## Download and Install the Software

First, download Accession Communicator for Desktop [here](https://hughescloud.uccommportal.com):  
<https://hughescloud.uccommportal.com>.

You will find it under the Apps tab.

When prompted, save the file. Then find it in your downloads folder and open it to begin the installation process.

## Exploring Accession Communicator

Accession Communicator for Desktop is like having your desk phone on your computer. You

can make and receive calls, hold calls, transfer calls, and make three-way calls.

You can also use it to send instant messages to other people in your corporate directory who are using Accession Communicator, no matter what device they are using.

Accession should be populated with your company contacts. In some cases you may need to search for your commonly used contacts by typing their name into the 'enter name or number' field.

Under the Tools menu, choose Options. Here you can see your configuration options for Accession, including synchronizing contacts and enabling interaction with a desk phone.

## Making Calls

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button. If your contact has more than one number, you can choose which one to call from the drop-down list.

If the person you're calling has caller ID they will see your individual business number.

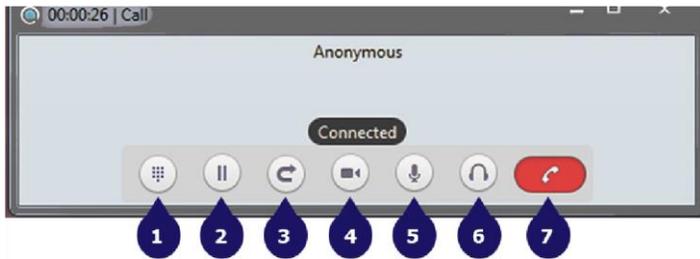
## Receiving Calls

When someone calls your number, you'll see a pop-up box on your computer screen. You'll also hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, you'll also see the caller's name.

Depending on the suite of services you have you may see the incoming call on your desk phone, on your mobile phone, or on a tablet device. You can answer the call on the device that is most convenient for you.

Call Manager Status window. Here you can choose how calls are treated depending on who the call is from. You can also choose your preferences for how calls should be handled if they are from anonymous numbers, from VIPs, or from numbers on your Unwanted Callers list.

## During the Call



While a call is in progress you'll see the call window. Use this window to:

1. Open a dial pad
2. Place the call on hold
3. Transfer the call to another number
4. Switch on video
5. Adjust your microphone
6. Adjust your headset volume
7. End the call

### Video Calling

If the person you're talking to is also using Accession Communicator on the same network, you can upgrade your call to video at any time. Click on the camera icon to send your video. The other person will receive a prompt inviting them to switch on video as well. Click on the camera icon any time to turn off your video feed.

## Send the Call to Someone Else

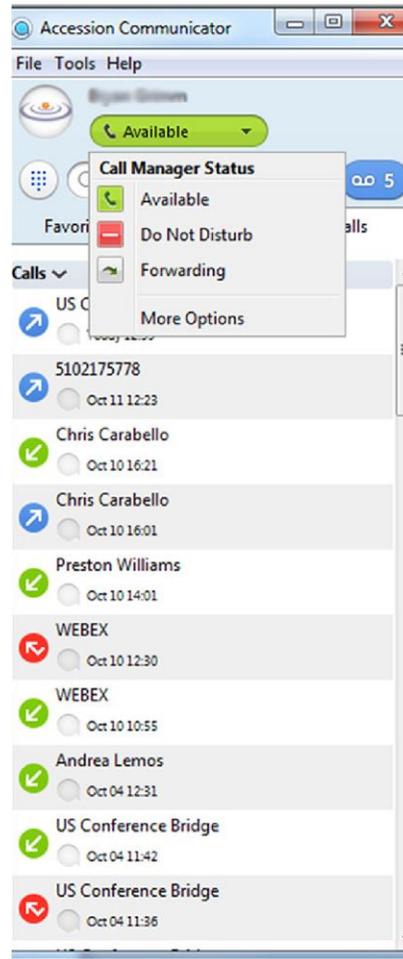
Use the transfer button to send any call to another number. A menu will pop up, allowing you to choose the number for any contact or to type in a completely new number.

## Choosing Which Calls to Receive

Click on the status selector to reveal 'More Options' at the end of the menu. This opens the

## Available - Do Not Disturb - Forward Calls

You can tell Accession Communicator how to handle your incoming calls. Choose between:



- Online
- Busy
- Call Manager

Busy tells your contacts you are unavailable, but will not block them from contacting you. Call manager provides features for forwarding or do not disturb settings.

Note that when you change your status or set up a forwarding number, the change applies

on every device on which you use Accession Communicator. If you step away from your computer and forget to change your status, you can easily do it from the app on your mobile phone (if installed).

## Your Contacts List

Accession Communicator for Desktop assembles a contact list for you to use. Depending on how your service is set up, this list may include:

- Contacts that you type directly into Accession Communicator for Desktop
- Contacts that are contained in the Outlook or Mac local address book that is stored locally on your computer
- Contacts that are in CommPortal contacts
- Contacts that are in your corporate directory

Use the Options menu to configure how you manage your contacts.

## Visual Voicemail

If you have a voice or video message, the indicator will change color and indicate the number of messages received.

Click on the message button to see a list of the messages, to view transcriptions of the messages into text (where available), to listen to the messages, or to forward messages to another person.

## Emergency Calls

Accession Communicator enables you to make calls from anywhere on the most convenient device. If you place a 911 call from Accession Communicator, keep in mind the operator may not be able to identify where you are calling from.

## Favorites

For quick access to frequently-called people, add them to your favorites list. Use the righthand mouse button to click on any contact and choose Add to Favorites from the drop-down list. Favorites will appear in both the Favorites and Contacts lists.

## More Information

If you have additional questions about

Accession Communicator for Desktop call us at **309-277-4111** or email [info@hughestel.com](mailto:info@hughestel.com).

## ACCESSION COMMUNICATOR FOR MOBILE

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Accession Communicator for Mobile is a full featured soft phone for your mobile device or tablet. It enables you to send and receive calls from your business number, as well as instant message.

## Ensure Your Device is Compatible

Accession Communicator for Mobile works on:

- Android phones and tablets running 3.3.3 (Gingerbread) or later versions
- iPhone 3GS, 4, and 4S running iOS 5 or later
- iPads running iOS 5 or later

Video calling only works on devices that have a front-facing camera.

## Find Your Password

You'll need your company CommPortal phone number and password to start using Accession Communicator for Mobile. If you don't have this information, call us at 888-888-8888.

## Download and Install App

Search for 'Accession' in iTunes or the Google Play store and download the Accession Mobile app to your device. When you open the app you'll be prompted to choose your provider. Scroll to 'HughesFlex' and select. Next you will need to enter your username and password. Generally, your username will be your 10-digit business phone number. If you've logged into CommPortal before you likely will have changed your password. If you don't know your password contact your administrator.

## Exploring Accession Communicator

Accession Communicator for Mobile is like having your desk phone on your mobile - and a whole lot more. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can use it to send instant messages to other people in your corporate directory who use Accession Communicator, no matter what device they're using. You can even push and pull calls over to your phone from other twinned devices, mid-call.

Accession Communicator for Mobile uses available Wi-Fi or mobile data services that are connected to your mobile phone, so you can make and receive calls without using your mobile phone minutes.

## Making Calls

To make a call, enter the number you are calling into the Accession dialer, or simply tap on the contact and touch the contact's number.

Accession Communicator for Mobile will route the call over Wi-Fi or using 3G/4G/LTE mobile data. If the person you are calling has caller ID they will see your individual company phone number.

## Receiving Calls

When someone calls your company number the Accession Communicator app will offer you the choice to accept or reject the call.

Depending on the suite of services you have you may see the incoming call on your desk phone, your desktop, or on a tablet device. You can answer the call on whichever device is most convenient for you.

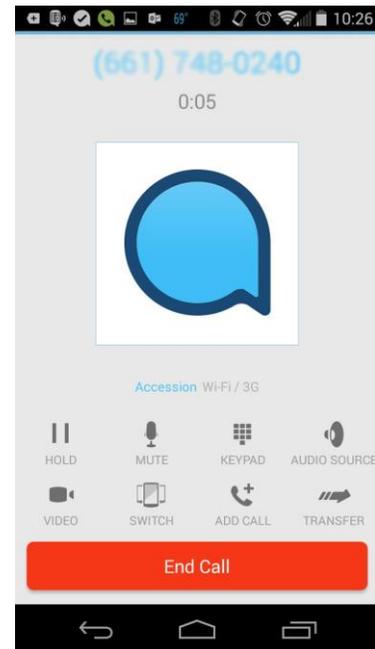
Calls directly to your mobile number utilize the device's native dialer as normal.

## During the Call

While a call is in progress you will have these options:

- Mute the call
- Open dial pad

- Turn on speaker mode
- Switch
- End call



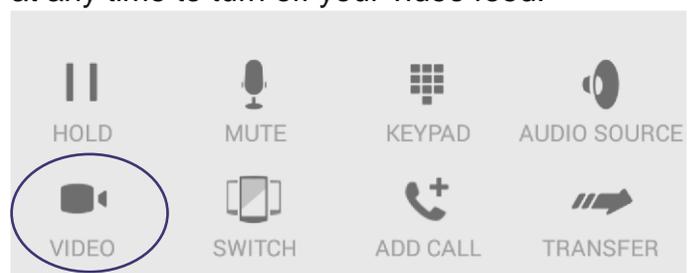
## When Another Call Comes In

You may receive a call while you are already on a call. Accession Communicator for Mobile gives you the choice to:

- Hold the existing call and answer the new call
- End the existing call and answer the new call
- Ignore the new call

## Video Calling

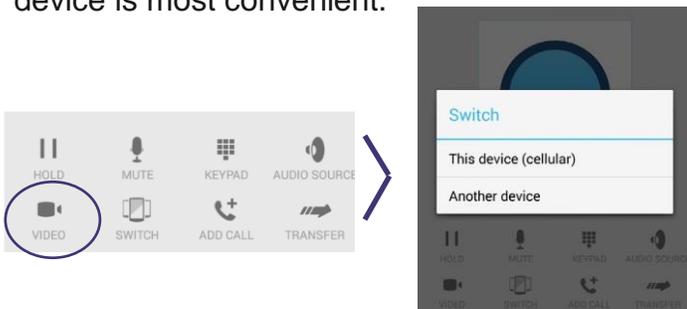
If the person you're talking to is also using Accession Communicator you can upgrade your call to video at any time. Click on the video call camera icon to send your video. The other person will receive a prompt inviting them to switch on video as well. Click on the camera icon at any time to turn off your video feed.



## Switch: Move an Active Call

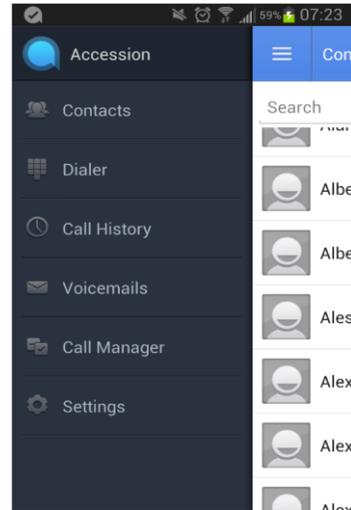
A call on Accession Communicator will be on Wi-Fi or on a mobile data service. If the connection is not reliable the audio may be of poor quality. If this happens you can switch the call to a regular cell phone connection by pressing the switch button. You'll see the option to switch to 'This device (cellular).' Remember that the call will then start using your mobile minutes.

You may also choose to switch the call to another of your devices running Accession Communicator, such as your desktop PC or your iPad. To make this switch, choose the option for 'Other device,' then answer the call on whichever device is most convenient.



## Choosing Which Calls You Receive

Swipe or touch the three-line navigation icon from the Accession Communicator contacts to reveal the other controls needed to access the many rich features of Accession Communicator for Mobile.



Call Manager lets you decide who can reach you and when. You can tell Accession Communicator how to handle your incoming calls:

## Push and Pull call from Another Twinned Device

You may have a call in progress on another device that is twinned to the same number, such as your desk phone, Accession desktop on a PC, or Accession Mobile on a tablet device. You can push and pull that call to another device running Accession Communicator.

If a call exists that can be pulled, the Accession Communicator app on your mobile phone will notify you that there is a 'call available to pull.' If you want to move the call to your mobile phone just follow the prompts to pull the call from your other device to your mobile phone. This also works if you want to pull the call to your tablet device.



If Do Not Disturb is selected callers will hear a recorded voice announcement saying that you're unavailable and will be connected to your voicemail. None of your devices will ring when Do Not Disturb is activated.

You can also tell Accession Communicator to Forward All Calls to another number. Click this option and you will be prompted to enter the number.

Note that when you change your availability status or set up a forwarding number the change applies on all devices, including your desk phone. Therefore, if you temporarily misplace your mobile phone and forget to change your status, you can do it from the Accession Communicator for Desktop app on your PC, Mac, or iPad.

## Your Contacts List

Accession Communicator for Mobile opens automatically to your Accession contact list. Depending on how your service is set up this list may include:

- Contacts that are contained in the contacts list already on your phone
- Contacts that are in your corporate directory
- Contacts that are in CommPortal contacts

Accession Communicator for Mobile provides the user with access to corporate directory and CommPortal contacts directly on the installed device.

When you are inside the Accession Communicator app and looking at the contacts page you can press your phone's menu button or action bar to choose which of your contacts are presented to you when you are using Accession.

## Visual Voice Mail

Tap through to the Voicemails tab to see a list of messages received, to see transcriptions of the messages into text (where available), or to listen to the messages.

## Emergency Calls

If you place a 911 call from Accession Communicator for Mobile it will attempt to make the call using the native mobile phone dialer. 911 calls cannot be made from tablet devices at any time.

## Privacy and Protection

Accession Communicator for Mobile adds a new source of contacts that can be displayed, but it never changes any existing contacts.

If you add a contact directly into Accession Communicator for Mobile it will open the usual

contact management feature on your phone. Contacts entered directly on your mobile device (not in Accession) and existing contacts entered directly into the Accession Mobile application are uploaded to your contacts on our servers.

## More Information

If you have additional questions about Accession Communicator for Mobile, call us at **309-277-4111** or email us at [info@hughesflex.com](mailto:info@hughesflex.com)



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# Voicemail Quick Reference Guide



## USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

## ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers (see page 2). When you have one or more unheard voice messages waiting, your phone will display a solid red light on the top of the phone.

### FROM YOUR OWN PHONE:

- Press the Messages button or dial \*318.
- Enter your voicemail password.
- If you have new messages, the messages will be identified.

- After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column

### FROM ANOTHER PHONE:

- From an external phone either:
  1. Dial the voicemail access number specified by your Administrator.
  2. Dial your company's main telephone number and press # (if your company has configured it this way)
- When prompted, enter your 10 digit number.
- When prompted, enter your voicemail password + #.
- If you have new messages, the messages will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

## VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

## MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

ACTION	Before Message	During Message	After Message
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Mark as New	2	2	2
Send a Copy	5	5	5
Repeat Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#

### FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press 5.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send.
- Press 1 for delivery options:

### DELIVERY OPTIONS MENU

ACTION	Before Message
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message to be delivered in the future	9
Send the message as is	#
Exit or cancel press	*

### REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

### CHANGING YOUR VOICEMAIL PASSWORD

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

### RECORDING YOUR PERSONAL GREETING

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.



Phone-309-277-4111  
email- [info@hughesnt.com](mailto:info@hughesnt.com)  
web- [www.hughestel.com](http://www.hughestel.com)