

Contacts

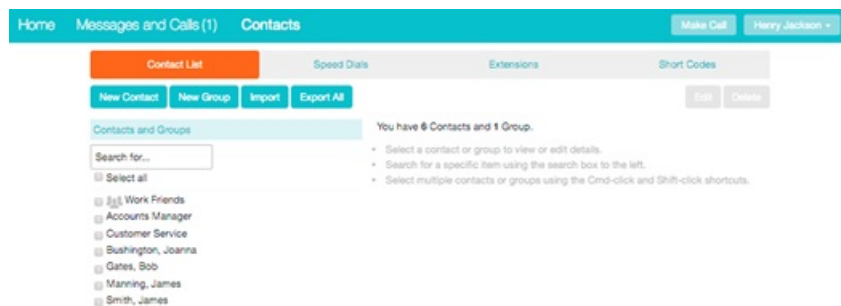
The Contacts page, accessed from the top banner of the Home page, consists of a number of different sections, which you can select by clicking on the tabs.

- [Contact List](#)
- [Speed Dials](#)

Contact List

The Contact List shows you all of your contacts:

Contacts - Contact List tab



Searching

To search, enter the letters you want to search for in the text box. CommPortal will narrow down the contacts displayed as you type, and the text that matches your search will be highlighted.

To cancel the search and view all of your contacts, delete the search text you entered.

Add New Contact

To add a new contact, follow these steps:

- Click on *New Contact* at the top of the screen.

CommPortal new contact page

A screenshot of the 'Add New Contact' form in CommPortal. The form is titled 'Contact List' and includes a search box and a list of existing contacts. The form fields are organized into two columns. The left column contains fields for 'First Name', 'Last Name', 'Nickname', 'Job Title', 'Organisation', 'Home', 'Work', 'Mobile', 'Fax', 'Other', 'Email 1', 'Email 2', 'SMS', 'Address', 'City', 'County', 'Postcode', and 'Country'. The right column contains fields for 'First Name', 'Last Name', 'Nickname', 'Job Title', 'Organisation', 'Home', 'Work', 'Mobile', 'Fax', 'Other', 'Email 1', 'Email 2', 'SMS', 'Address', 'City', 'County', 'Postcode', and 'Country'. A 'Save' button is located at the bottom right of the form. A note at the bottom states: 'You can also add this contact to a group. A list of groups will be displayed here once the contact has been saved.'

- Enter the details for your new contact in the text boxes provided.
- Enter any phone numbers for your contact in the text boxes provided. You can select the radio button to the right of a number to indicate that it is the preferred number for this contact.
- Enter any addresses for your contact in the text boxes provided.
- Click Save.

Your new contact will now have been added.

Editing a Contact

To edit a contact, follow these steps:

1. Select the contact you wish to edit from the list on the left hand side of the screen.
2. Click **Edit**.
3. Modify or add any details.
4. Click **Save**.

Deleting a Contact

To delete a contact, follow these steps:

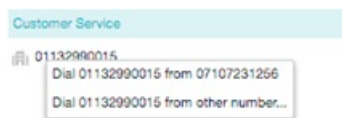
1. Select the contact you wish to delete from the list on the left hand side of the screen.
2. Click **Delete**.

Calling a Contact

To call a contact using Click To Dial, follow these steps:

1. Click on the number of the contact you wish to call.
2. Select the appropriate Dial

Calling a contact from the Contact List



Groups

You can manage your contacts by assigning them to groups. For example you might have a group for "Work" contacts and another group for "Personal" contacts. Groups are distinguished by an icon and will appear at the top of your list of contacts.

To add a new group, follow these steps:

- Click on **New Group**

Adding a new group - entering details

A screenshot of the 'Add New Group' form. It has two main sections: 'Group' and 'Group Members'. The 'Group' section has fields for 'Group Name' (containing 'Account Dept') and 'Telephone ID' (empty). The 'Group Members' section has a 'Search for...' field and a list of contacts with checkboxes. The contacts are: 'Work Friends', 'Accounts Manager' (checked), 'Customer Service' (checked), 'Bushington, Joanna', 'Gates, Bob', 'Manning, James', and 'Smith, James'. At the top right of the form are 'Save' and 'Cancel' buttons.

- Enter a name for the group in the *Group Name*
- Enter an ID for the group in the *Telephone ID*
- Select any contacts you want to be in the group from the list on the right hand side by ticking the checkbox alongside a contact.
- Click on Save

The new group will now appear in the Contacts and Groups section.

By selecting a group you can search within it for the group members, by using the Search for box on the right hand side of CommPortal.

To edit a group, follow these steps:

1. Select the group by ticking the checkbox alongside it on the left hand side.
2. Click on **Edit**.
3. Change the group settings, or members.
4. Click on **Save**.

To delete a group, follow these steps:

1. Select the group by ticking the checkbox alongside it on the left hand side.
2. Click on **Delete**.

Speed Dials

The Speed Dials section allows you to configure numeric speed dials:

Contacts - Speed Dials tab

The screenshot shows the 'Speed Dials' tab in the 'Contacts' section. It includes a 'Clear List' button and a message: 'You have no speed dials set up.' On the right, there is a 'New Speed Dial' form with fields for 'Speed Dial' (set to 20) and 'Number' (set to 303), and an 'Add' button.

You use these speed dials by dialing ** then the one or two digit speed dial number from your phone. They are different from speed dials which are assigned to particular keys on your phone.

Adding a Speed Dial

To add a speed dial, follow these steps:

1. Select the number for the speed dial (5 – 49) you'd like to set up from the Speed Dial drop down list.
2. Enter the number this speed dial should call, as you would dial it. For example, if you dial 9 before a number, enter 9 and the number here.
3. Click on **Add**.
4. Repeat steps 1-3 for any other speed dials you want to set up.
5. Click on **Apply** to save your changes.

Deleting a Speed Dial

To delete a speed dial, follow these steps:

1. Click on the Trash icon to the right of the speed dial.
2. Click on **Apply**.

Alternatively to delete all of your speed dials, follow these steps:

1. Click on ClearList.
2. Click on **Apply**.

Extensions

The Extensions section lists of all the extensions in your business:

The screenshot shows the 'Extensions' tab in the 'Contacts' section. It includes a search bar and a table listing extensions.

Name	Department	Telephone Number	Extension
Anna Smith	Support	01132991000	1000
Henry Jackson: Admin	None	01132991002	1002
Santosh Patel	Accounts	01132991001	1001

To use **Click To Dial** to call any of these extensions, follow these steps:

1. Click on the number of the extension you wish to call.
2. Select the **Dial**

Using Click To Dial from the Extensions tab

Home Messages and Calls (1) Contacts Make Call Henry Jackson +

Contact List Speed Dials Extensions Short Codes

Extensions allow you to quickly dial other numbers in the Business Group. The table below shows all the lines in the Business Group and the extensions that are currently in operation.

Search for...

Name	Department	Telephone Number	Extension
Anna Smith	Support	01132991000	1000
Henry Jackson: Admin	None	0113299	Dial 01132991002 from 07107231256
Samosh Patel	Accounts	0113299	Dial 01132991002 from other number...

Your administrator sets up these extensions.

Short Codes

The Short Codes section shows you all of the speed dials set up for all the phones in your business:

Short Codes tab

Home Messages and Calls (1) Contacts Make Call Henry Jackson +

Contact List Speed Dials Extensions Short Codes

Short codes allow you to quickly dial common numbers. The table below shows the short codes currently in operation.

Search for...

Short Code	Telephone Number or Internal Code	Department
121	01132990034	None

You can dial these short codes from any phone in the business to reach the destination. Your administrator sets up these short codes. Short codes may also include a name to help you identify them. These names will appear in your SIP phone's address book alongside your Business Group contacts and in your CommPortal contacts. The name will also be used in Calling Name delivery if you have that configured and the short code corresponds to a full national or international number.