



# **Business Voice**

# **Cloud**

Portal

for Users



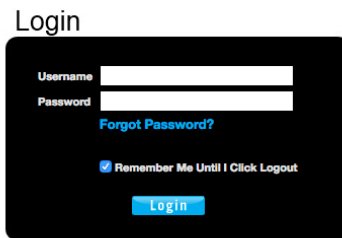
## MyPhone Portal

Accessing your MyPhone Portal is the first step in setting up your Hosted PBX features. The MyPhone Portal is the subscriber portal where you can access and edit your account information, manage your services, add, remove and change your features along with many other useful pieces of information.

### TO ACCESS:

Go to <https://myphone.mylogix.com> and enter your login credentials sent to you by your installation coordinator prior to conversion.

Login



Username

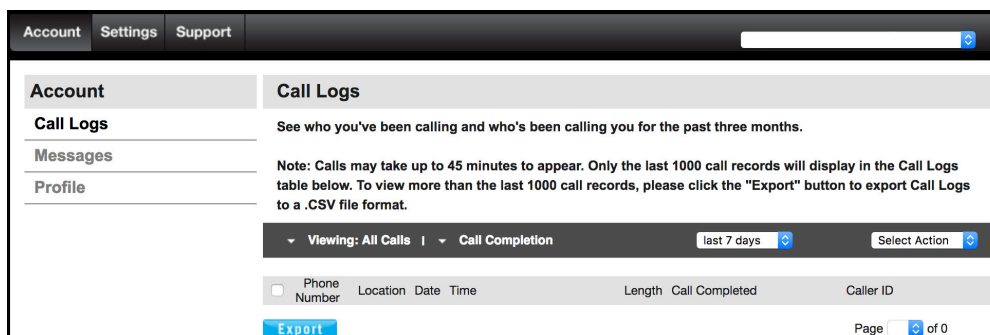
Password

[Forgot Password?](#)

Remember Me Until I Click Logout

\*If you need assistance with logging in, please contact your telephone provider.

Once logged in, you should see a page similar to the one below:



Account Settings Support

**Account**

- Call Logs
- Messages
- Profile

**Call Logs**

See who you've been calling and who's been calling you for the past three months.

Note: Calls may take up to 45 minutes to appear. Only the last 1000 call records will display in the Call Logs table below. To view more than the last 1000 call records, please click the "Export" button to export Call Logs to a .CSV file format.

Viewing: All Calls | Call Completion last 7 days Select Action

Phone Number	Location	Date Time	Length	Call Completed	Caller ID
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Page 0 of 0

This is where you can navigate your account using the navigation bar at the top of the screen.

## Basic Features

Here are some of the basic features accessible through the MyPhone Portal under the “Settings” tab:

### CALLER ID

1. Login to online account
2. Click Settings
3. Click the View / Edit option following Caller ID
4. Click On to Enable / Click Off to Disable
5. Click Save

### CALL TRANSFER

1. Login to online account
2. Click Settings
3. Click the View / Edit option following Call Transfer
4. Click On to Enable / Click Off to Disable
5. Busy Camp On service and set number of seconds (30 to 600)
6. Click Save

### VOICEMAIL

1. Login to online account
2. Click Settings
3. Click the View / Edit option following Voicemail
4. Click On to Enable / Click Off to Disable
5. Check to Enable / Uncheck to Disable appropriate Voicemail options:
  - Send All Calls to Voicemail
  - Send Busy Calls to Voicemail
  - Send Unanswered Calls to Voicemail
6. Click Save

### DO NOT DISTURB

1. Login to online account
2. Click Settings
3. Click the View / Edit option following Do Not Disturb
4. Click On to Enable / Click Off to Disable
5. Click Save

### FIND ME

- Forward calls to up to ten alternate locations
1. Login to online account
  2. Click Settings
  3. Click the View / Edit option following Find Me - Simultaneous Ring
  4. Click On to Enable / Click Off to Disable
  5. Enter up to ten Phone Number(s)
  6. Click Save

### CALL NOTIFY

1. Login to online account
2. Click Settings
3. Click the View / Edit option following Call Notify
4. Enter email address for notifications
5. Click Add to create new Call Notify instance and select:
  - Setting Options
  - Time Schedule
  - Holiday Schedule and Call Policies
6. Click Save

## The Communicator Apps

Communicator is an application for Unified Communications for the following communication features:

- Instant Messaging and Presence
- Video Calling
- Voice Calling (VoIP)
- Desktop Sharing
- Voice Calling (Desk phone)

### FOR DESKTOP

#### FOR MAC:

1. Click the Apple icon to download the Business Communicator PC app for Desktop
2. Go to downloads and double-click the disk image.
3. Drag the application into the Applications folder

#### FOR WINDOWS:

1. Click the Windows icon to download the Business Communicator PC app for Desktop
2. Double-click the installer executable and follow the installation instructions.
3. Launch Communicator.
4. Login-When you first launch the application, you are prompted to sign in.
- 5 If displayed, enter the login URL provided by the service provider in the Server box.
6. Enter your Logix user name and password.
7. Click Sign In.

## For Mobile

#### FOR THE IPHONE

1. Install -The iPhone app can be downloaded from App Store (click the iPhone above for direct link)
2. Sign In
3. If displayed, enter the device configuration address (Uniform Resource Identifier [URI]) provided by your service provider.
4. Enter your Logix user name and password.
5. Tap Sign In

#### FOR ANDROID

1. Install-Android apps can be downloaded from Google Play (click the Android Robot above for direct link)
2. Sign In
3. If displayed, enter the device configuration address (Uniform Resource Identifier [URI]) provided by your service provider.
4. Enter your Logix user name and password.
5. Tap Sign In.

## Star Codes

To activate your features by phone number pad:

Feature	ON	OFF	Feature	ON	OFF
Anonymous Call Rejection	*77	*87	Division Inhibitor	*80	
Call Bridge	*15		Do Not Disturb	*78	*79
Call Forward - Always	*72	*73	Escalate Call to Supervisor	#83	
Call Forward - Busy	*90	*91	Flash Call Hold	*22	
Call Forward - Don't Answer	*92	*93	Forced Forwarding	#72	*73
Call Forward - Not Reachable	*94	*95	Group Call Park	#58	
Call Park	*86		Initiate Silent Monitoring	#82	
Call Park Retrieve	*88		Last Number Redial	*66	
Call Pickup	*89		Location Control	*12	*13
Call Retrieve	*11		Make Outgoing Call as Call Center	#80	
Call Return	*69		Make Personal Outgoing Call	#81	
Call Waiting (per call *70)	*56	*57	Monitoring Next Call	#84	
Caller ID - Block Outbound	*67	*82	Music On Hold Per-Call Deactivation	*60	
Caller ID Block - Outbound	*68	*81	Night Service Manual Override	#70	#71
Cancel Call Waiting	*70		Per Call Account Code	*71	
Clear Voice Message Indicator	*99		Push To Talk	*50	
Direct Voicemail Transfer	*55		Speed Dial 100	*75	
Directed Call Pickup	*97		*Speed Dial 8	*74	

### Telephone Instructions

1. Dial \*98 or press the envelope icon
2. Enter Default Passcode 8642 and press # (first time setup)
3. Following Passcode has expired prompt, enter a permanent passcode and press #
4. Re-enter permanent passcode and press #