



Cloud Hosted IP PBX

Basic ICM User Training

- Welcome to AirePBX
- This Basic User training is designed to help you get comfortable with your new Cloud Hosted IP PBX.
- With an amazing number of features, the AirePBX System will empower you to be more efficient in your day-to-day activities.

- AireSpring created this Ready Start! Guide to assist you with the initial setup of your new AirePBX ICM User.
 - Setup Voicemail Greetings.
 - Overview of frequently used ICM CommPortal functions.

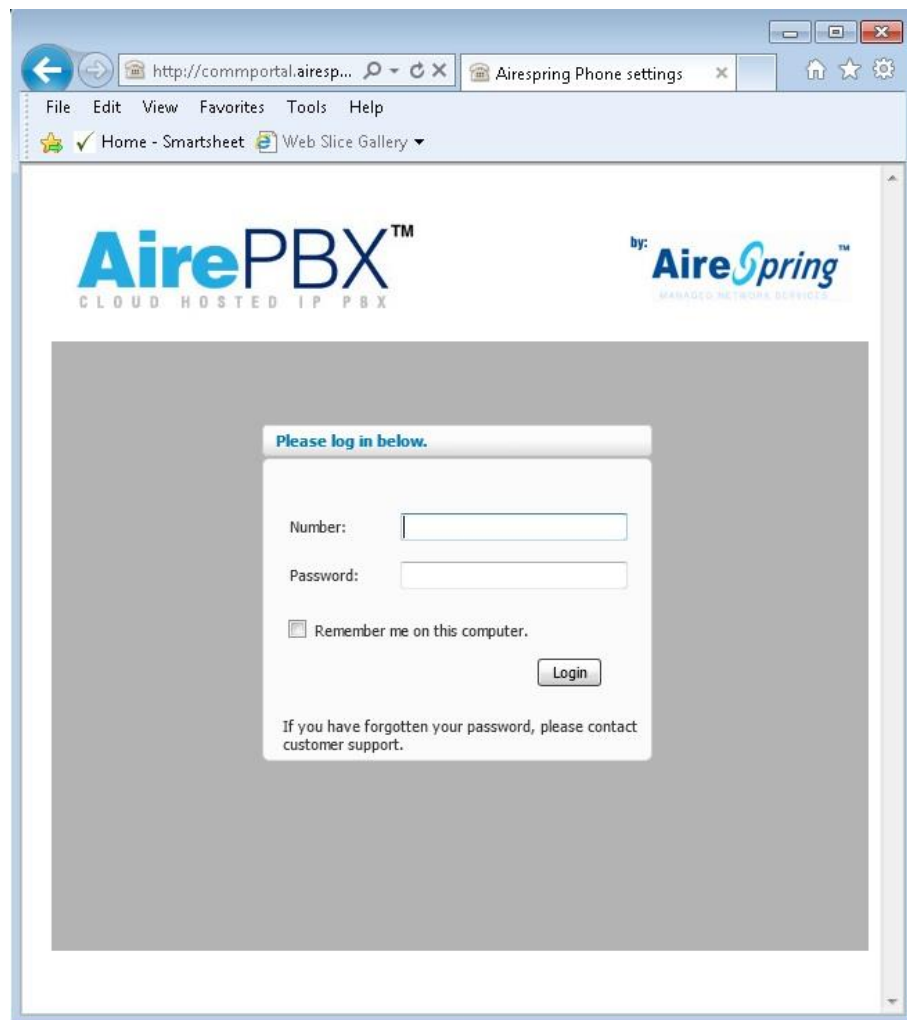
- User Information Page.
 - This page contains links to a number of documented resources like phone guides and CommPortal training.
 - [Airespring.com/ip-PBX-customer](https://airespring.com/ip-PBX-customer)
- CommPortal
 - Online web based portal to manage your voicemail, contacts, and call features such as Find Me Follow Me.
 - <https://commportal.airespring.com/#login.html>
- Customer Care
 - 888-288-5010

- **The Phones**
 - There are a number of different phone options with the AirePBX.
 - Quick guide reference information for your specific model can be found on the user information webpage.
- **Voicemail**
 - Accessible through your phone, remotely, and online via the web CommPortal.
- **CommPortal**
 - Online web portal which allows you to:
 - Access your voicemail
 - Set up voicemail for email forwarding or notification
 - Set up incoming call management, Find Me Follow Me, Forward, etc.
 - Retrieve contact information
 - View received, missed and Dialed calls and Faxes
 - And use many other features.

- **Voicemail Access**
 - Via your SIP Phone dial *98
 - Via remotely:
 - Call your office telephone number.
 - When your greeting answers push the * button.
 - You will then be prompted to enter your PIN.
- **First Time Login**
 - You will receive prompts for the following actions:
 - Recording your greeting
 - Recording your name
 - Changing your PIN
 - Must be between 6 and 20 digits long
 - Cannot be part of your telephone number
 - Cannot repeat a single digit more than two (2) times
 - Cannot be a sequence of numbers such as “123456”

- CommPortal is an online portal which allows you to manage your communications from anywhere you have Internet Access.
- Enables you to do the following actions:
 - Access voicemail
 - Set up voicemail for email forwarding or notification
 - Set up incoming call management, Find Me Follow Me, Forward, etc.
 - Retrieve contact information
 - View received, missed, Dialed calls and Faxes
 - And use many other features
- Note that you will still be able to use many of the * code features you were able to use previously.

- Go to:
<http://commportal.airespring.com/#login.html>
- You will be prompted for:
 - Number
 - Password

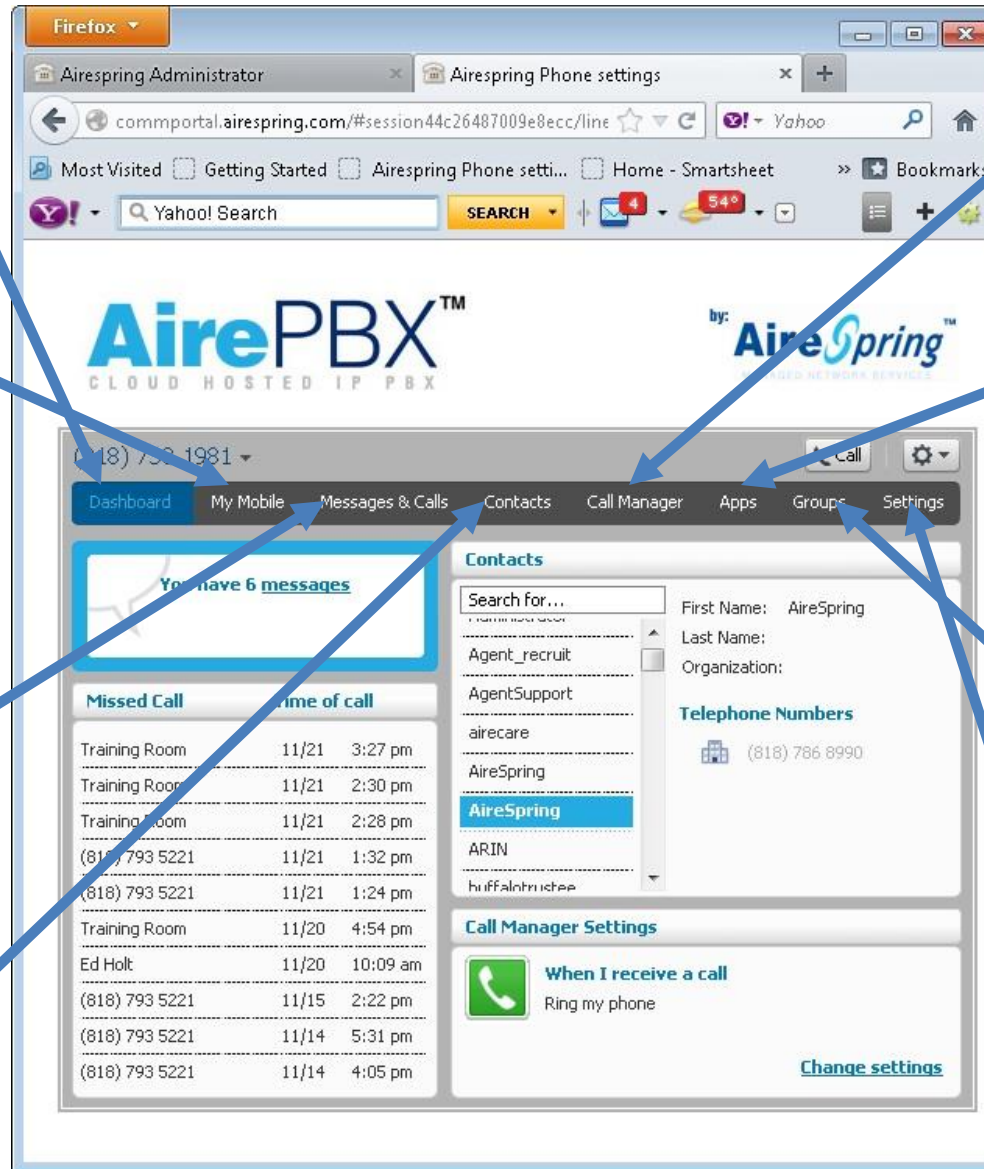


Overview of messages, calls, & settings

Mobile Phone

Messages & Call History

Store, Create, & Retrieve Contact Info



Manage Incoming Call Treatment

Download Desktop Apps & Widgets

Call Groups List MLHGs, CPUGs

Access & Change Call Service settings

Most commonly used functions sit under the Dashboard tab when logged in.

The screenshot shows the AirePBX ICM Dashboard interface. The top navigation bar includes tabs for Dashboard, My Mobile, Messages & Calls, Contacts, Call Manager, Apps, Groups, and Settings. The main content area is divided into several sections:

- Voicemail Access:** A notification box stating "You have 6 messages".
- Missed Call Log:** A table listing missed calls with columns for the caller, date, and time.
- Click2Dial:** A button labeled "Call" with a phone icon.
- Contact list and details:** A section for managing contacts, including a search bar, a list of contacts, and details for the selected contact "AireSpring".
- Current Call Management Settings:** A section for configuring call management, including a "When I receive a call" setting.

Missed Call	Time of call
Training Room	11/21 3:27 pm
Training Room	11/21 2:30 pm
Training Room	11/21 2:28 pm
(818) 793 5221	11/21 1:32 pm
(818) 793 5221	11/21 1:24 pm
Training Room	11/20 4:54 pm
Ed Holt	11/20 10:09 am
(818) 793 5221	11/15 2:22 pm
(818) 793 5221	11/14 5:31 pm
(818) 793 5221	11/14 4:05 pm

Make a call to:
enter number to call

From:
My Phone [Change](#) Dial

My Phone (818) 738 7223
My Mobile (561) 449 7186
Other (561) 601 2482
enter a new number...

AirePBX™
CLOUD HOSTED IP PBX

by: **AireSpring™**
MANAGED NETWORK SERVICE

(818) 738 1981 Call Settings

Dashboard My Mobile Messages & Calls

You have 4 messages (1 new)

Missed Call **Time of call**

Number	Time	Duration
(818) 793 5221	11/5	3:19 pm
(818) 793 5221	11/2	12:31 pm
(818) 793 5221	11/2	12:31 pm
(818) 793 5221	10/30	10:10 am
(805) 522 3322	10/30	8:31 am
(818) 793 5221	10/29	4:12 pm

Abuse
Administrator
Agent recruit

Last Name:
Organization:

Telephone Numbers

Call Manager Settings

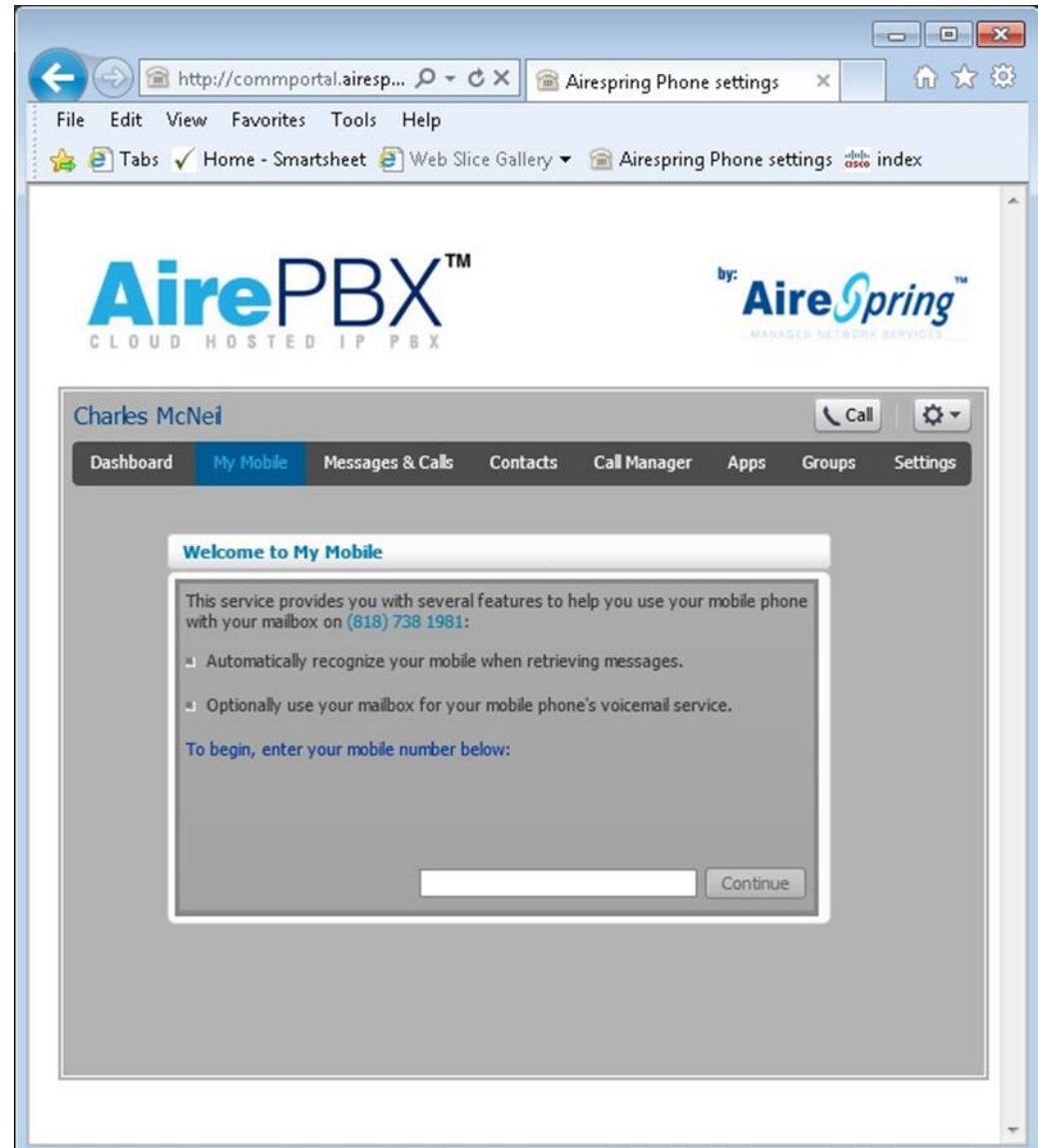
When I receive a call
Ring my phone Change settings

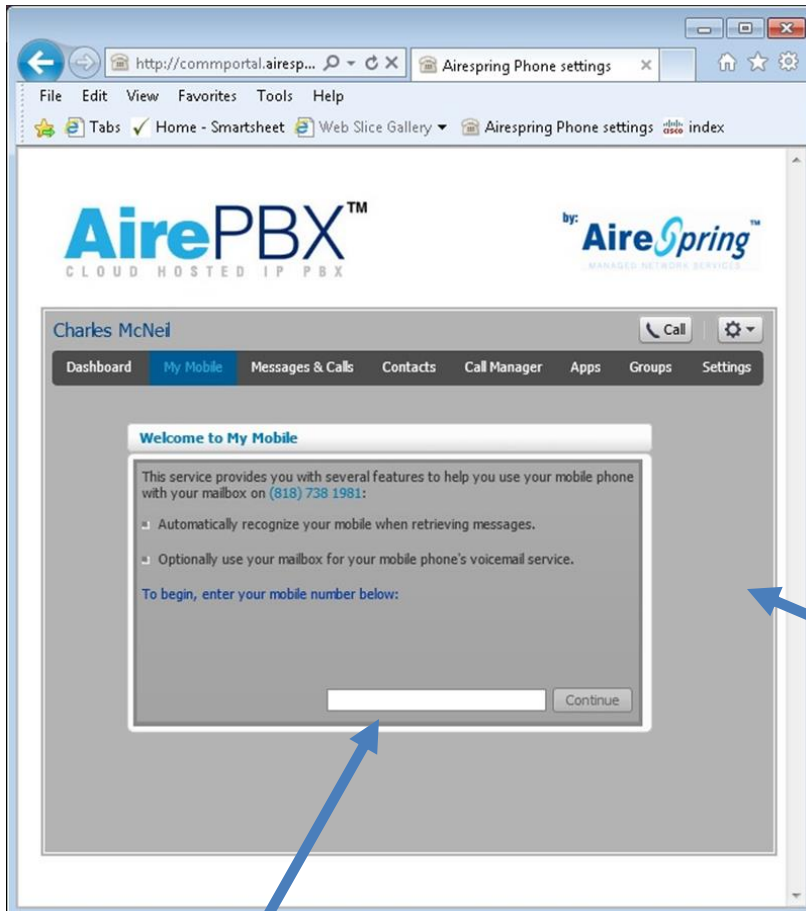
Select another phone from pop up to change the phone you are calling from

Click2Dial

Enter number to call and click dial. Your phone will ring and the number will be called

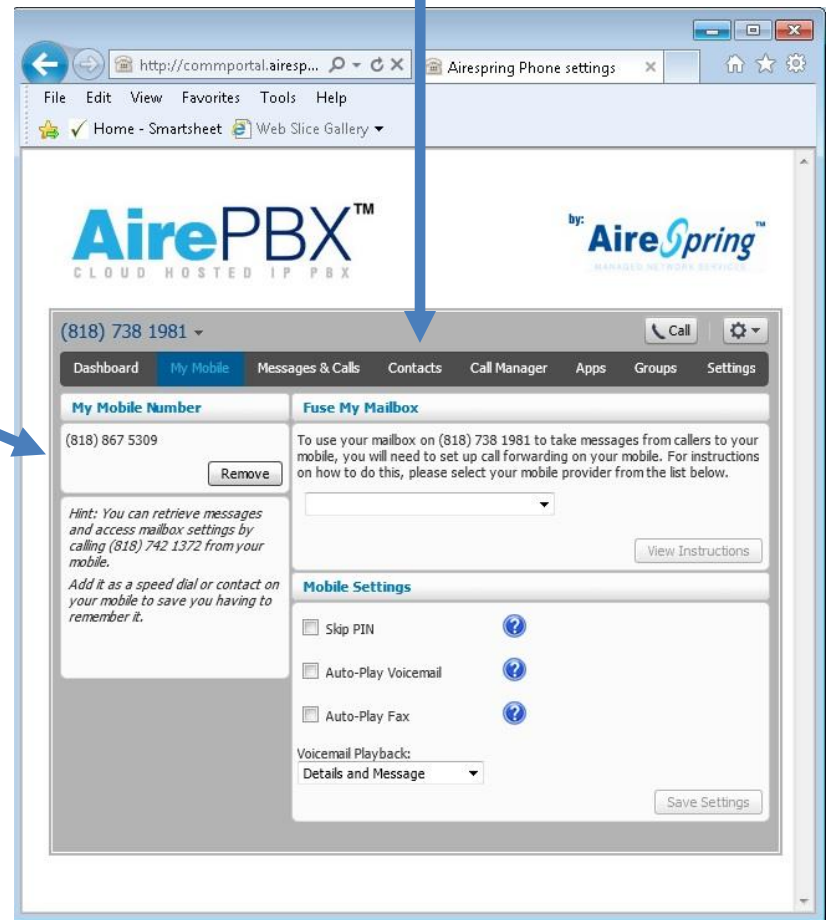
- Add or remove your mobile number.
- Fuse your mobile to your AirePBX Voicemail
 - Mobile provider VM forwarding instructions
- Mobile Setting Options



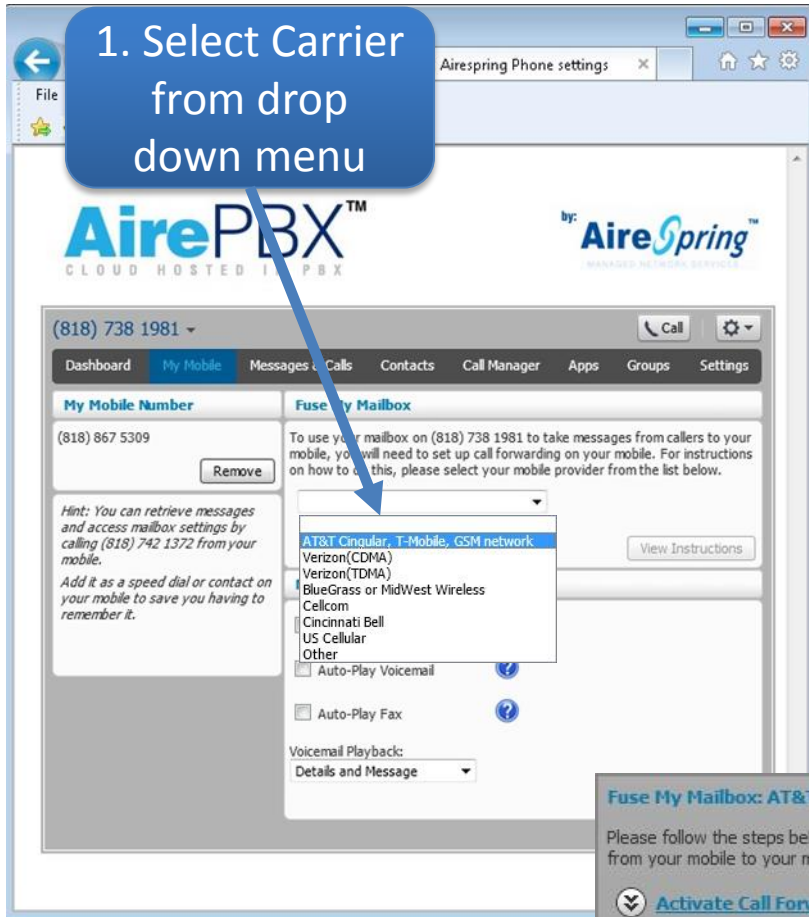


Enter your mobile number

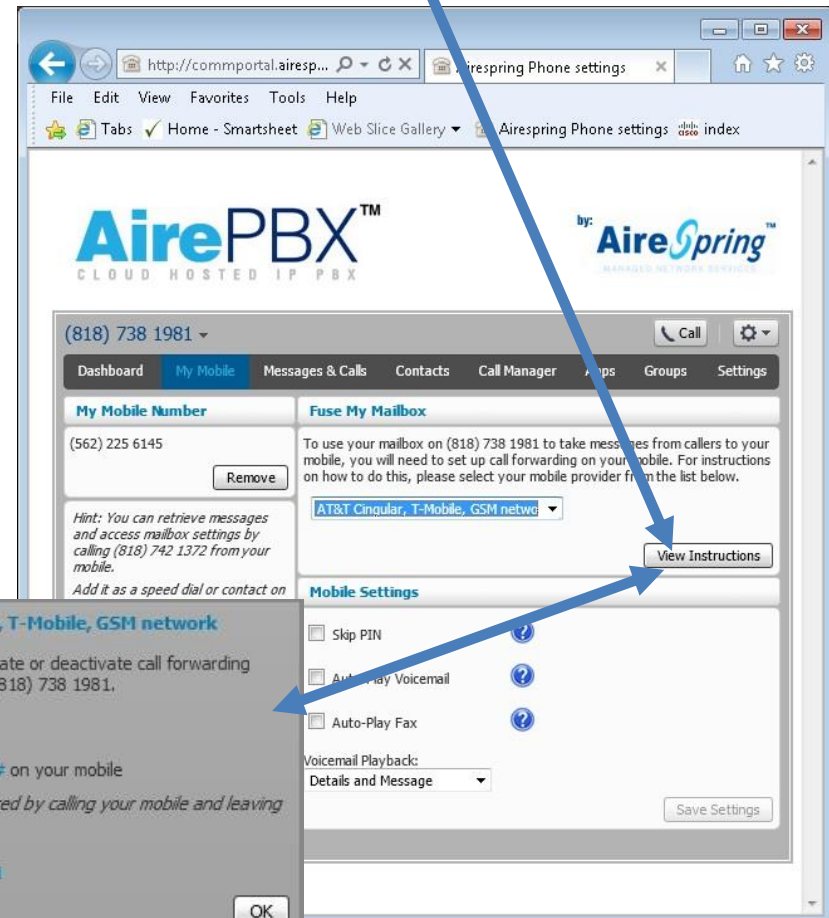
Once a mobile number is entered Tab Page will change



1. Select Carrier from drop down menu



2. Click View Instructions.



3. Execute Instructions to forward mobile to mailbox

Fuse My Mailbox: AT&T Cingular, T-Mobile, GSM network

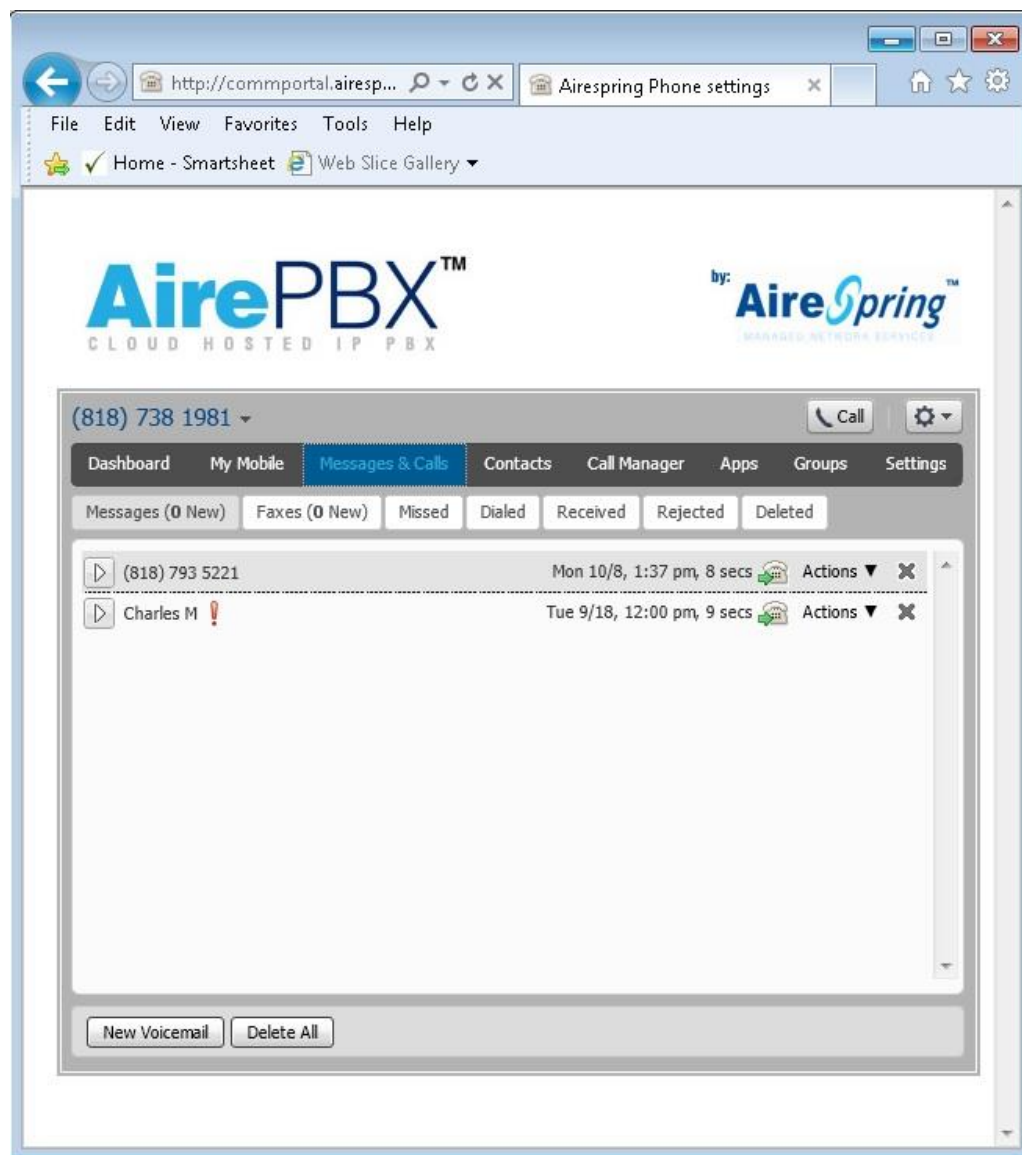
Please follow the steps below to activate or deactivate call forwarding from your mobile to your mailbox on (818) 738 1981.

- Activate Call Forwarding**
 - Dial *004*1 8187421372 *11# on your mobile
- Deactivate Call Forwarding**

Hint: you can check this has worked by calling your mobile and leaving a voicemail.

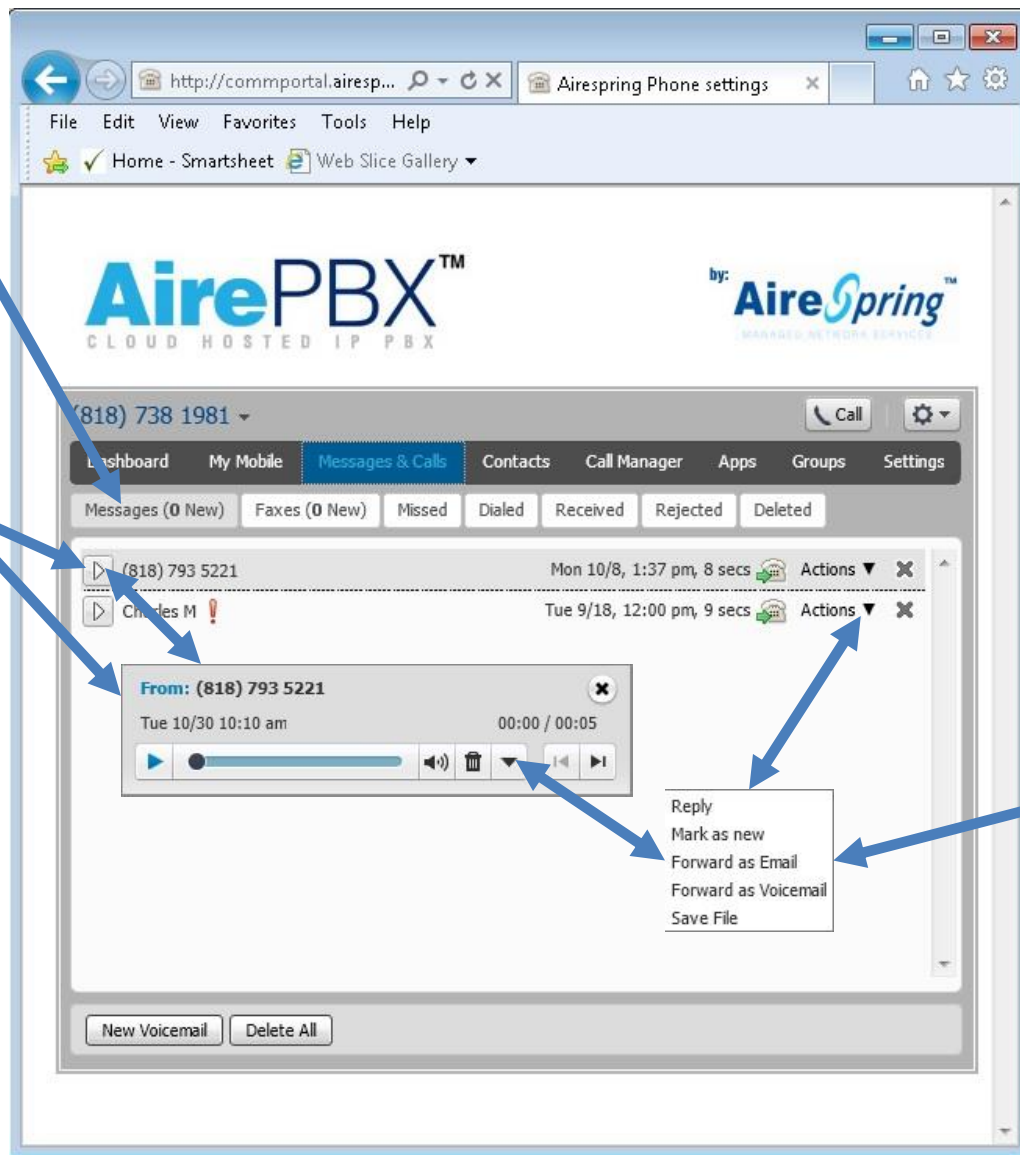
OK

- Spring through your Voicemails.
 - Listen to voicemail in any order you choose by clicking the arrow next to the number or name.
- View all calls under additional sub tabs.
 - Faxes
 - Missed
 - Dialed
 - Received
 - Rejected
 - Deleted Messages



Missed Calls
Sub Tab

Click VM
Arrow Button
to launch VM
Pop Up



Action
Buttons
Launches
Pop Up
Menu.
Forward as
Email or VM
etc.

Listen to VM
by clicking
arrow

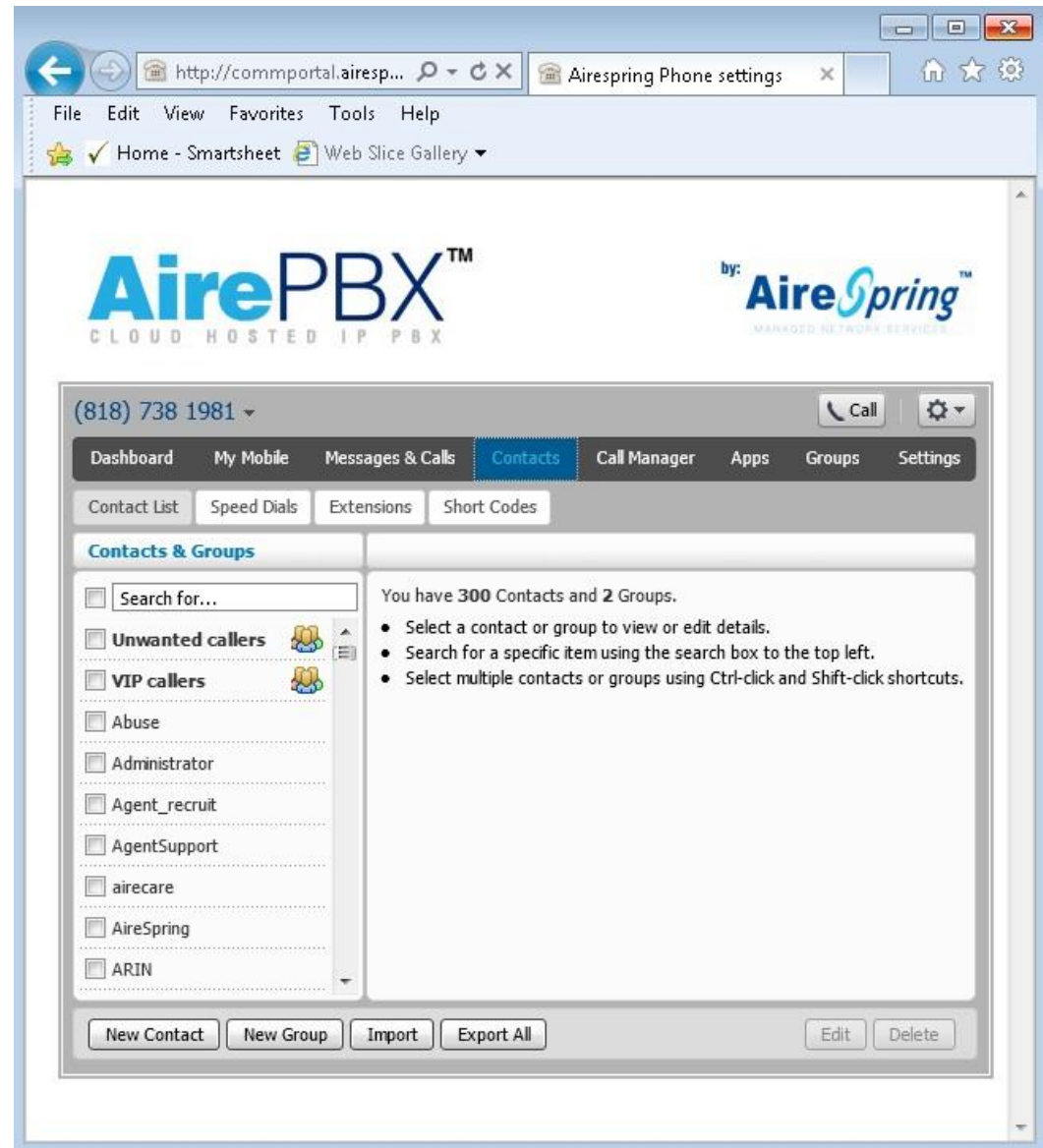
Click2Dial
number to
call back or
create
contact

The screenshot shows the AirePBX web interface. At the top, there's a browser window with the URL 'http://commportal.airesp...' and the title 'Airespring Phone settings'. Below the browser window, the AirePBX logo is displayed with the tagline 'CLOUD HOSTED IP PBX' and 'by: AireSpring MANAGED NETWORK SERVICES'. The main content area shows a navigation menu with 'Messages & Calls' selected. Below the menu, there are tabs for 'Messages (7 New)', 'Faxes (0 New)', 'Missed', 'Dialed', 'Received', 'Rejected', and 'Deleted'. A list of messages is shown, with columns for phone number, time, and status. A context menu is open over one of the messages, showing options: 'Dial (818) 793 5221 from (818) 738 1981', 'Dial (818) 793 5221 from other number...', 'Add to contacts', 'Add to VIP callers', and 'Add to Unwanted callers'. An 'Export' button is located at the bottom right of the message list.

Phone Number	Time	Status
(818) 793 5221	Mon 10/15, 10:53 am	Missed
(818) 793 5221	Mon 10/8, 1:36 pm	Missed
(818) 793 5221	Mon 10/8, 12:02 pm	Missed
(818) 793 5221	Mon 10/8, 12:01 pm	Missed
Pete P	Tue 10/2, 2:02 pm	Missed
(818) 793 5221	Fri 9/28, 5:12 pm	Missed
(818) 793 5221	Fri 9/28, 3:22 pm	Missed
(818) 793 5221	Fri 9/28, 3:22 pm	Missed
(818) 793 5221	Fri 9/28, 10:43 am	Missed
(818) 793 5221	Fri 9/28, 10:38 am	Missed
(818) 793 5221	Fri 9/28, 10:38 am	Missed

Export to
Excel list of
Incoming
Calls

- Allows storage of contact information in the portal to easily ID callers within call list and to use the click2dial feature.
- Add new contacts manually or by importing a csv file.
- Export contacts from portal to Outlook or Excel.



Create two digit speed dial for frequently called numbers

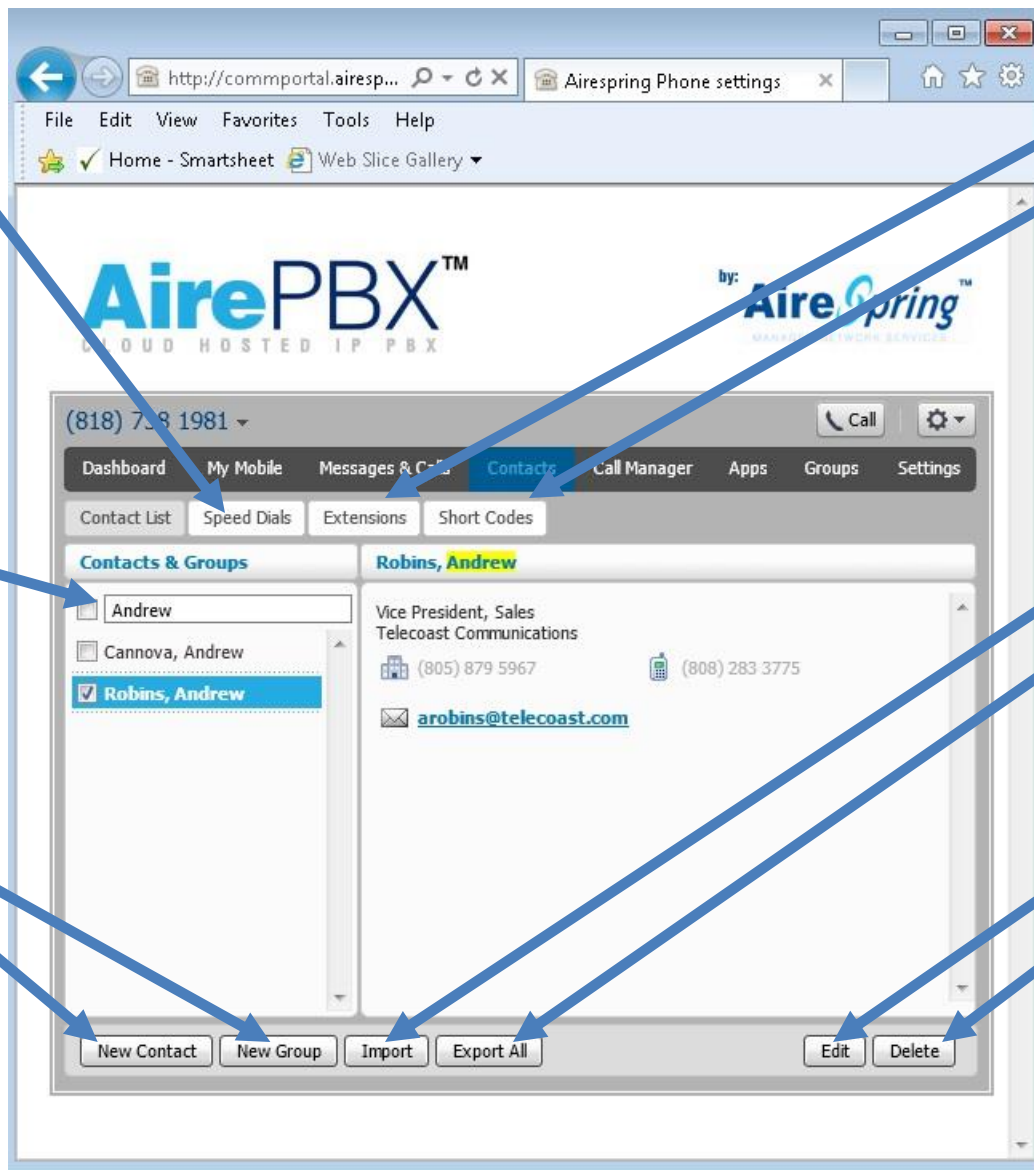
Search for a Contact within Contacts

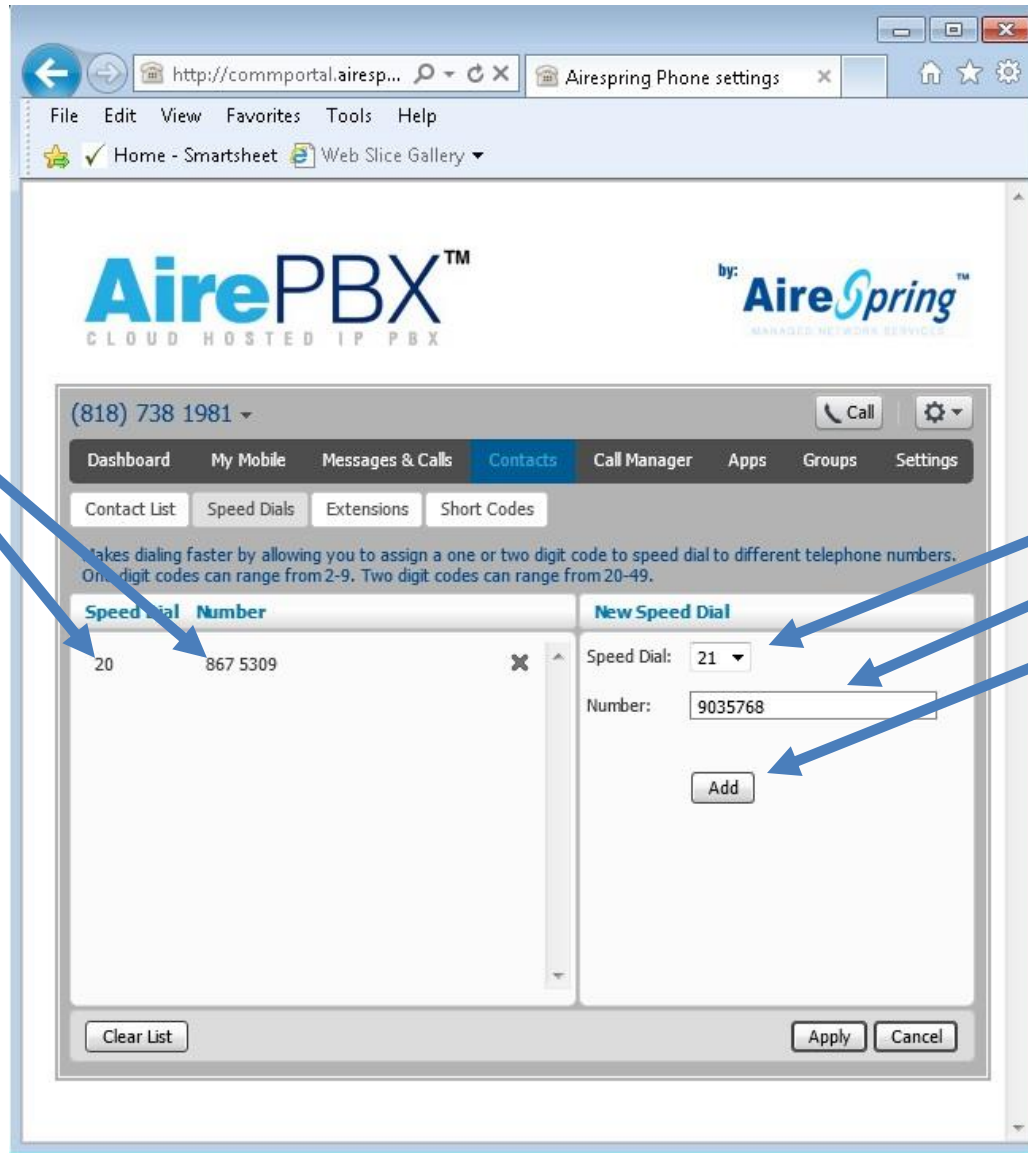
Create new Contacts and Groups

Extensions and Short Codes are created by Business Group Admin

Import or Export contacts from other apps

Edit or Delete Contacts





Speed Dial code and associated number

Enter number, code to be assigned, click button to add

Call Manager allows you to control how incoming calls are handled



AirePBX™ by: **AireSpring™**
 CLOUD HOSTED IP PBX MANAGED NETWORK SERVICES

(818) 738 1981

Dashboard My Mobile Messages & Calls Contacts **Call Manager** Apps Groups Settings

Summary Rules Weekly Schedule Special Days

When I receive a call

- Ring my phone
- Forward to <enter a number>
- Send to voicemail
- Use my Normal rules (or [set up new rules](#))
- Handle depending on the time or day

Set a **weekly schedule** to apply different rules based on time, or day of the week.

Additional options
These options apply in all cases where you've chosen to have your phone ring.

If I don't answer:

- Forward to <enter a number>
- Send to voicemail

If I'm in a call:

- Forward to <enter a number>
- Send to voicemail

Apply Cancel



AirePBX™ by: **AireSpring™**
 CLOUD HOSTED IP PBX MANAGED NETWORK SERVICES

(818) 738 1981

Dashboard My Mobile Messages & Calls Contacts **Call Manager** Apps Groups Settings

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- Use my Normal rules (or [set up new rules](#))
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Set a **weekly schedule** to apply different rules based on time, or day of the week.

Additional options
These options apply in all cases where you've chosen to have your phone ring.

If I don't answer:

- Forward to <enter a number>
- Send to voicemail

If I'm in a call:

- Forward to <enter a number>
- Send to voicemail

Apply Cancel

Current Normal Call Handling and additional option choices

Additional Call treatment Options for no answer and on a call handling

The screenshot shows the Airespring Call Manager interface. At the top, there's a navigation bar with tabs: Dashboard, My Mobile, Messages & Calls, Contacts, Call Manager (selected), Apps, Groups, and Settings. Below this, there are sub-tabs: Summary, Rules (selected), Weekly Schedule, and Special Days. The main content area is divided into two panels: 'Sets of Rules' and 'Screen Calls'. The 'Sets of Rules' panel lists 'Normal', 'Reject Calls', and 'Screen Calls'. The 'Screen Calls' panel shows a rule: 'When I receive a call from an anonymous number, ask the caller to say their name before I accept the call'. A 'Pop up to add a new Rule Set' dialog is open, prompting for a name. A 'Pop up to add new rule to the selected Rule Set' dialog is also open, showing options for 'When I receive a call from'.

Rules Sub Tab

Names of current Rules Sets

Pop up to add a new Rule Set

Pop up to add new rule to the selected Rule Set

List of existing Rules built in selected Set

Weekly
Schedule
Sub Tab

Names of
current
Periods

Using your weekly schedule, you can apply different rules at different times of day.

Once you have set up your weekly schedule here, you can use the [Summary](#) tab to choose which rules apply during the periods you have defined.

Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
8 am							
9 am	Active					Active	Active
10 am						Active	Active
11 am						Active	Active
12 pm						Active	Active
1 pm						Active	Active
2 pm						Active	Active
3 pm						Active	Active
4 pm						Active	Active
5 pm						Active	Active
6 pm						Active	Active

Weekly
Schedule

The screenshot shows the Airespring Call Manager interface. At the top, there's a navigation bar with tabs: Dashboard, My Mobile, Messages & Calls, Contacts, Call Manager (selected), Apps, Groups, and Settings. Below this, there are sub-tabs: Summary, Rules, Weekly Schedule (selected), and Special Days. The main content area displays instructions for Special Days and three calendar views for October, November, and December 2012. A pop-up window titled "Select which public holidays to add to your Special Days." is open, listing five options: 01. US Public Holidays 2012, 02. US Public Holidays 2013, 03. English and Welsh Public Holidays 2012, 04. English and Welsh Public Holidays 2013, and 05. Northern Irish Public Holidays 2012. Buttons for "Go To Today", "Clear All", "Add Public Holidays", "Apply", and "Cancel" are visible at the bottom.

Weekly
Schedule Sub
Tab

Add Public
Holidays Pop
Up. Scroll
and Select
to choose

Scroll months
and click to
select a
specific day

Select which public holidays to add to your Special Days.

- 01. US Public Holidays 2012
- 02. US Public Holidays 2013
- 03. English and Welsh Public Holidays 2012
- 04. English and Welsh Public Holidays 2013
- 05. Northern Irish Public Holidays 2012

OK Cancel

Call Me button can be added to email signatures

Download Desktop App of CommPortal

http://commportal.airesp... Airespring Phone

File Edit View Favorites Tools Help

Home - Smartsheet Web Slice Gallery

AirePBX™

CLOUD HOSTED IP PBX

(818) 738 1981

Dashboard My Mobile Messages & Calls Contacts Call Manager

Assistant

- Dialer
- Call Me
- Voicemail
- Call Lists
- QuickDial

Access on your Computer

CommPortal Assistant (Recommended)

CommPortal Assistant offers instant access to your most frequently used features and settings. You can search and dial contacts right from your desktop, just like you would from your mobile phone. Notifications tell you when you have an incoming call or a new message.

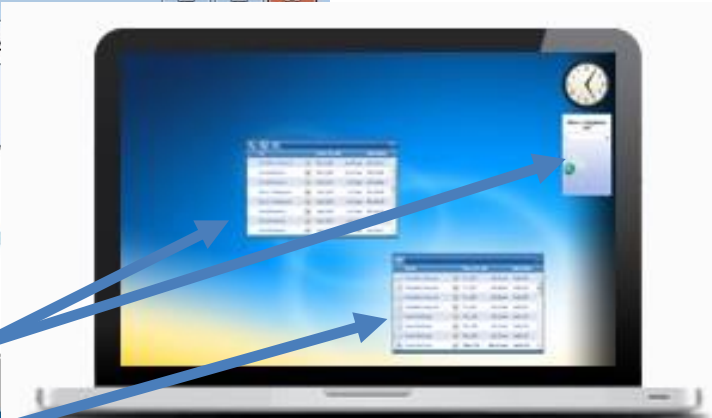
[XP / Vista / Windows 7](#)

Incoming Call: Michael Ferguson

Redirect to:
Sandra Hurst (203) 443 5434
Mobile (253) 113 8284
Home (503) 441 1592
(501) 233 5897

Send to voicemail

enter number



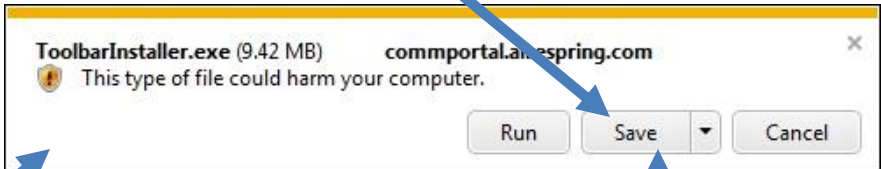
Desktop Dashboard Apps: Dialer Voicemail Call Lists



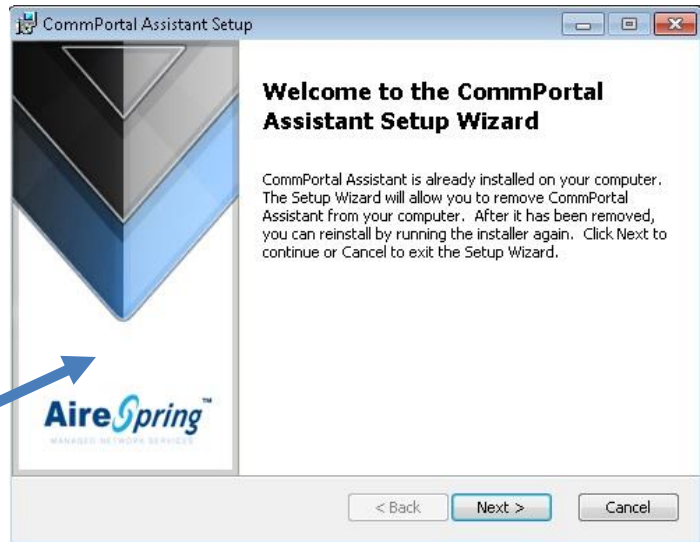
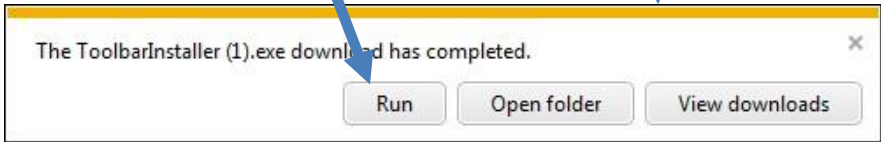
1. Click to download desktop app of CommPortal Assistant

4. Follow instructions from the Windows Installer Pop Up

2. Click Save on Windows Security Pop Up



3. Click Run on Windows download Pop Up



1. Click on System you want to download Widget to.

(818) 738 1981

Dashboard My Mobile Messages & Calls Contacts Call Manager Apps Groups Settings

Assistant
Dialer
Call Me
Voicemail
Call Lists
QuickDial

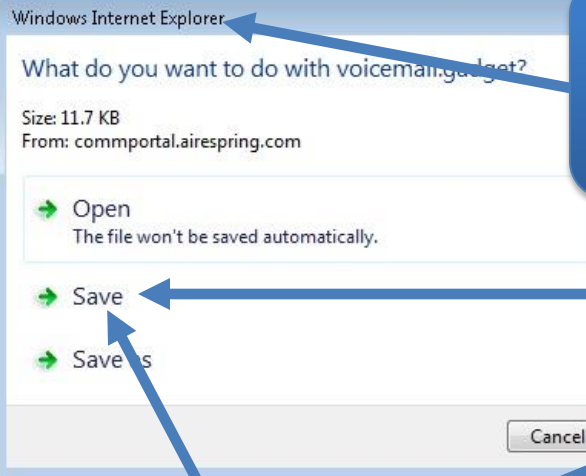
Apps on your Computer
CommPortal Voicemail
Manage all your voicemails with ease and return a call with the touch of a button.

- Google
- Gmail
- Google Calendar
- Windows 7
- Vista Sidebar
- Mac Dashboard

Widget will launch (Small view)



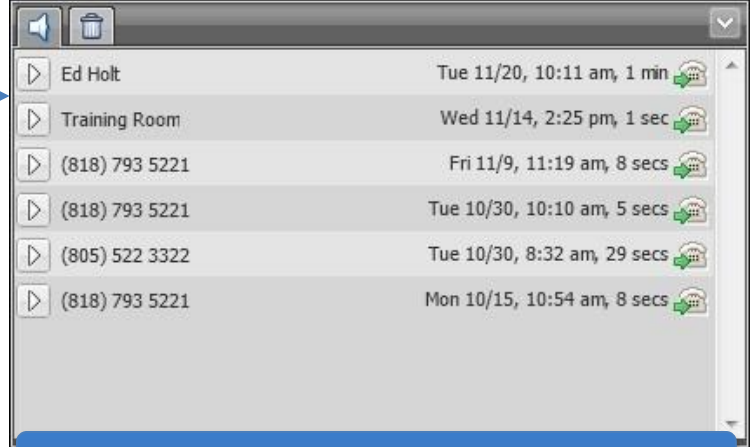
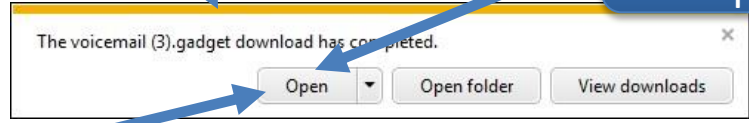
Click to expand to large view.



For Window 7 this Pop Up will launch

2. Click Save

3. Click Open



Note: follow same steps for other widgets

Call Me Button: Specify Options
To create a Call Me Button, please provide the following information.

Step 1
Enter the telephone number you would like to be called on when a user clicks your Call Me Button.
8675309

Step 2
Do you want to create a Call Me Button or a Call Me link?
 Call Me Can be used in web pages and HTML e-mails
 Call Me Can also be used in non-HTML e-mails

Call Me Button: Choose Button Style
Step 3
Please choose your preferred button style

- Call Me**
- Click here to call us now**
- CALL US**
- CALL ME**
- CALL US**
- CALL ME**

Call Me Button: Ready to Use!
To add to an HTML email:
You can copy and paste the button below into a web page or email signature.
[Learn more](#)

To add to a webpage:
Paste this HTML into your website.

```
<a href="http://commportal.airespring.com/callme.html?Token=Nb6ci0ZlWQd"
```

Choose button, click next

Click to launch Call Me setup: Enter number to be called click next

Copy Call Me Button and past into email signature

List of Groups you are a member of

Other members of the group

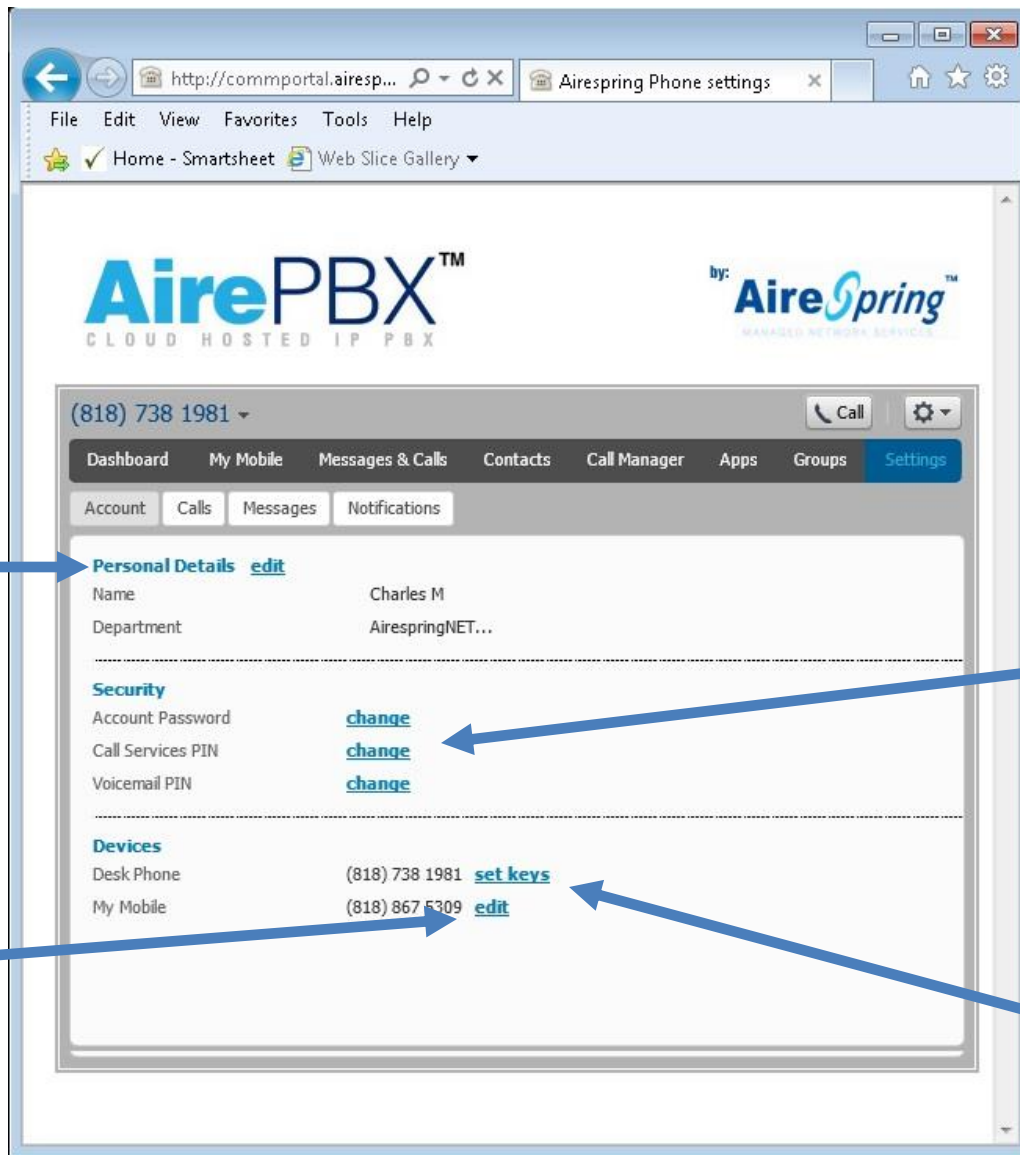
The screenshot shows the Airespring web portal interface. At the top, there's a navigation bar with 'Dashboard', 'My Mobile', 'Messages & Calls', 'Contacts', 'Call Manager', 'Apps', 'Groups', and 'Settings'. The 'Groups' tab is selected. Below the navigation bar, there's a section for '(818) 738 1981' with a 'Call' button and a settings icon. A message states: 'The table below lists the MADN, MLHGs and Call Pickup Groups (CPUGs) you are a member of. Click on one of the groups to view detailed information.'

Under 'Group Membership', a list shows 'CPUG: Network Engin...'. This group is selected, and its details are shown on the right:

- CPUG: Network Engineering**
- Department: None
- Number of Lines: 5

A table lists the members of this group:

Number	Extension	Name
(818) 738 1906	234	Jon H
(818) 738 1908	250	Dumitru B
(818) 738 1919	353	Brent S
(818) 738 1920	397	Miguel V
(818) 738 1981	499	Charles M

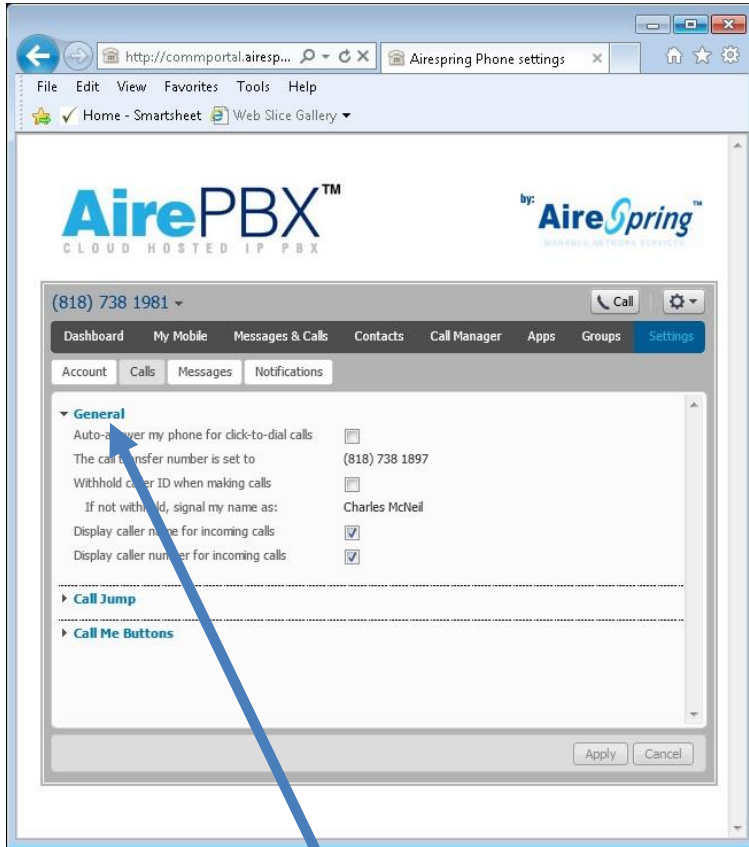


Personal Details can only be edited by BGAdmin

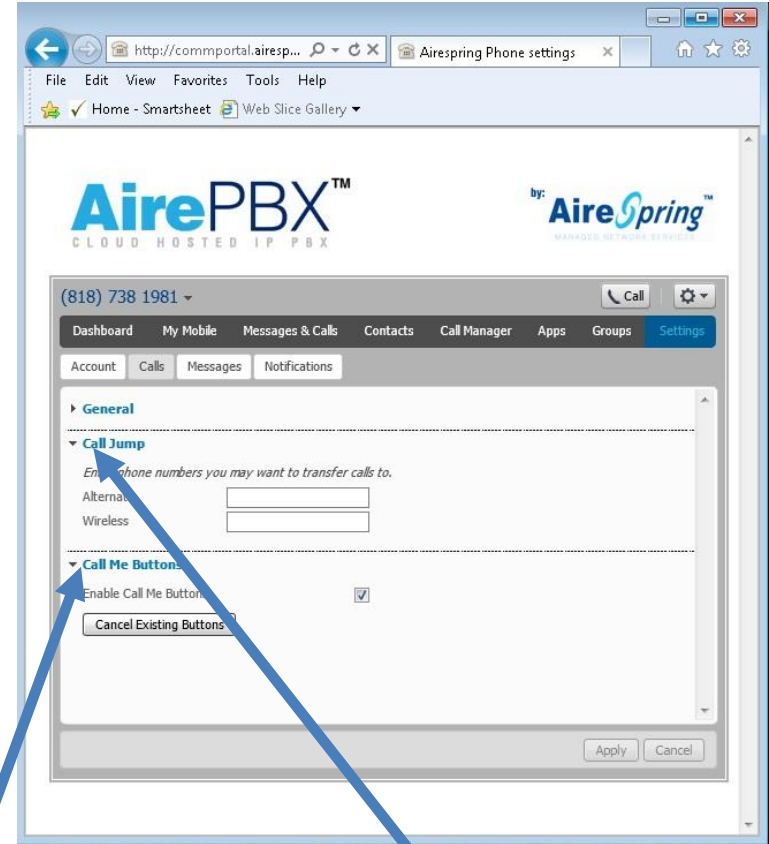
Security: Change Password and PINs

Shortcut to My Mobile Tab

To access Phone key setup



General Call setup options

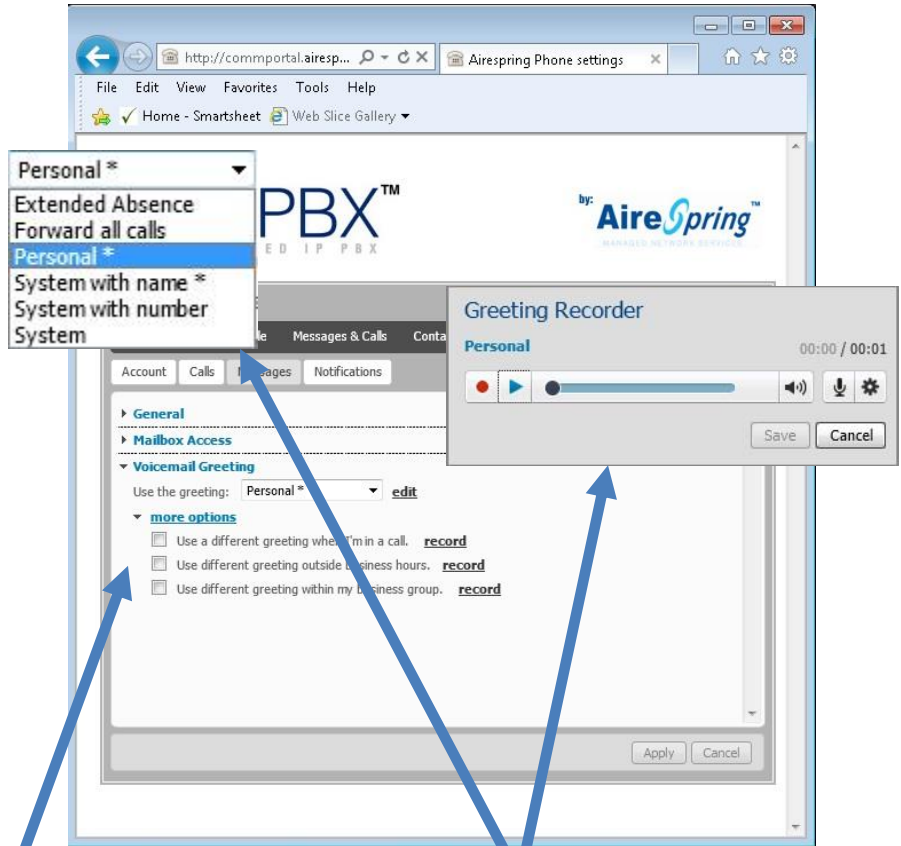


Call Me Buttons Enable or Cancel Existing

Call Jump Enter frequently used call jump numbers

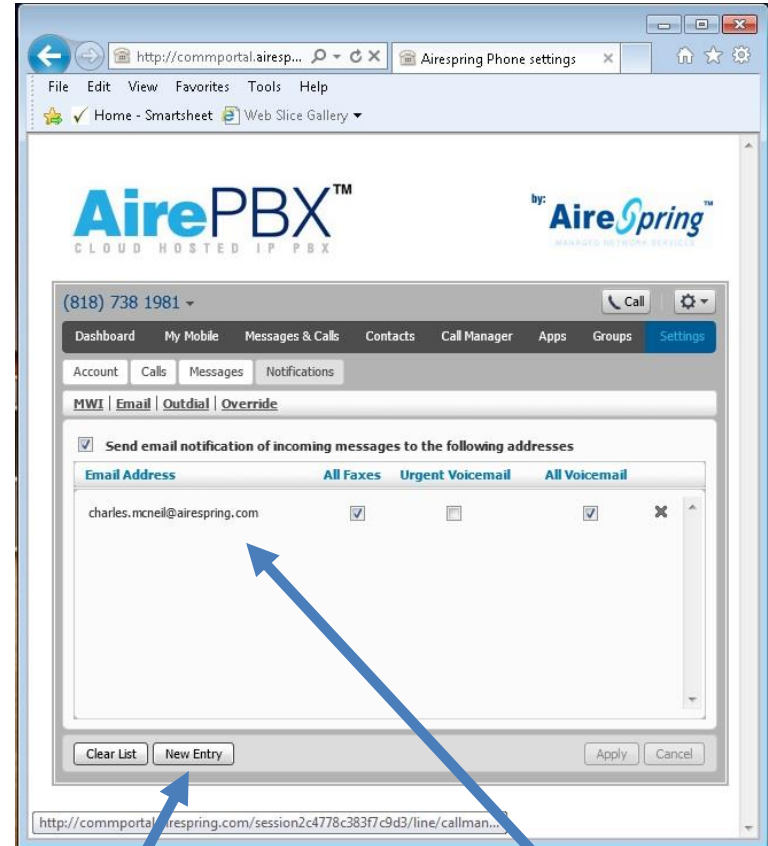
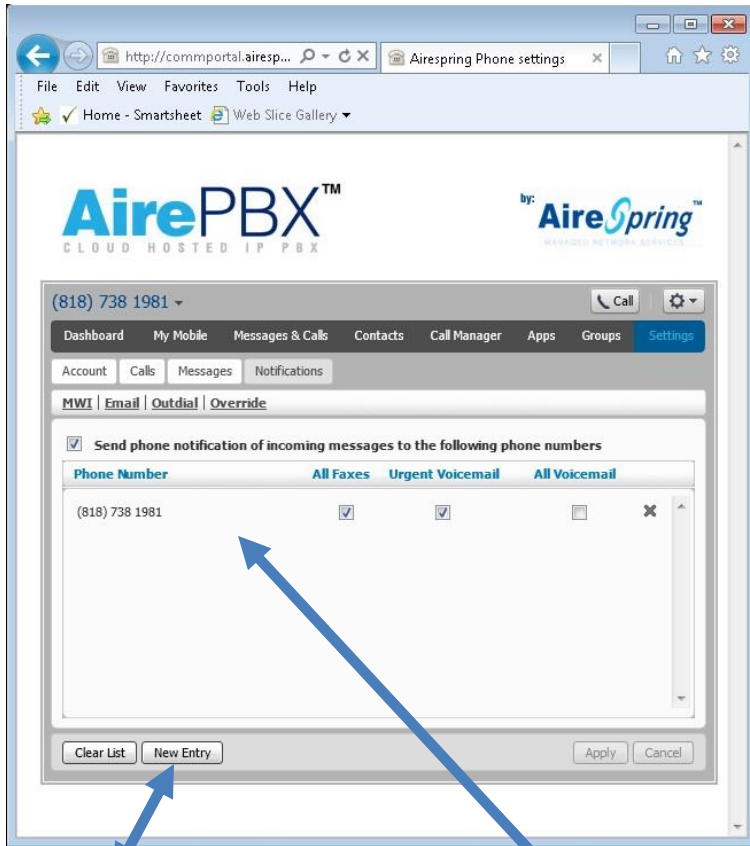


General and Mailbox Access setup Options



Voicemail Greetings and setup options

Pop Ups for greeting choices and to record personal greetings



New Entry
Phone Number:

Message Waiting Indications
Send notifications of messages to a Phone

New Entry
Email Address:

Send notifications of messages to a email

The screenshot shows the 'AirePBX™' settings interface. The 'Settings' tab is active, and the 'Notifications' sub-tab is selected. The 'Outdial' section is expanded, showing the option 'Send outdial notification of incoming messages, according to the schedule:' which is checked. Below this, there are fields for 'Specify the phone number to send outdial notifications to:' and 'Choose the incoming messages that should be notified to the specified phone number:'. There are also settings for 'Number of outdial retry attempts:' and 'Delay between retries (minutes):'. 'Apply' and 'Cancel' buttons are at the bottom.

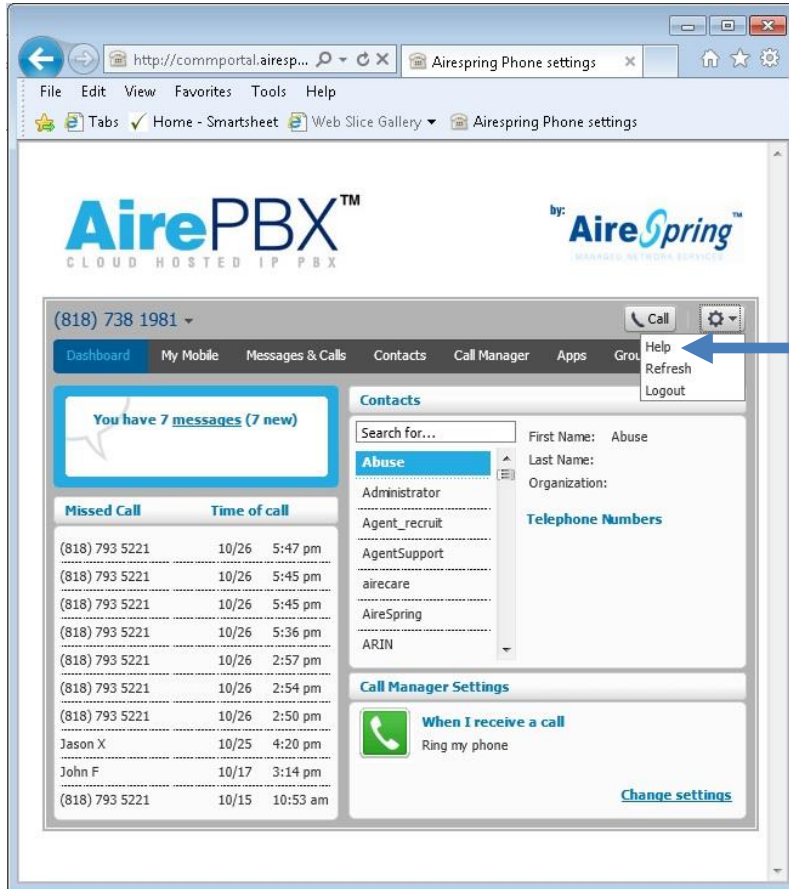
Outdial notification setup options

The 'Outdial Notification Schedule' pop-up window prompts the user to 'Define when you want to receive notification of incoming messages.' It offers three starting options: 'An empty schedule', 'Office hours only', and 'A full schedule'. 'Save' and 'Cancel' buttons are at the bottom right.

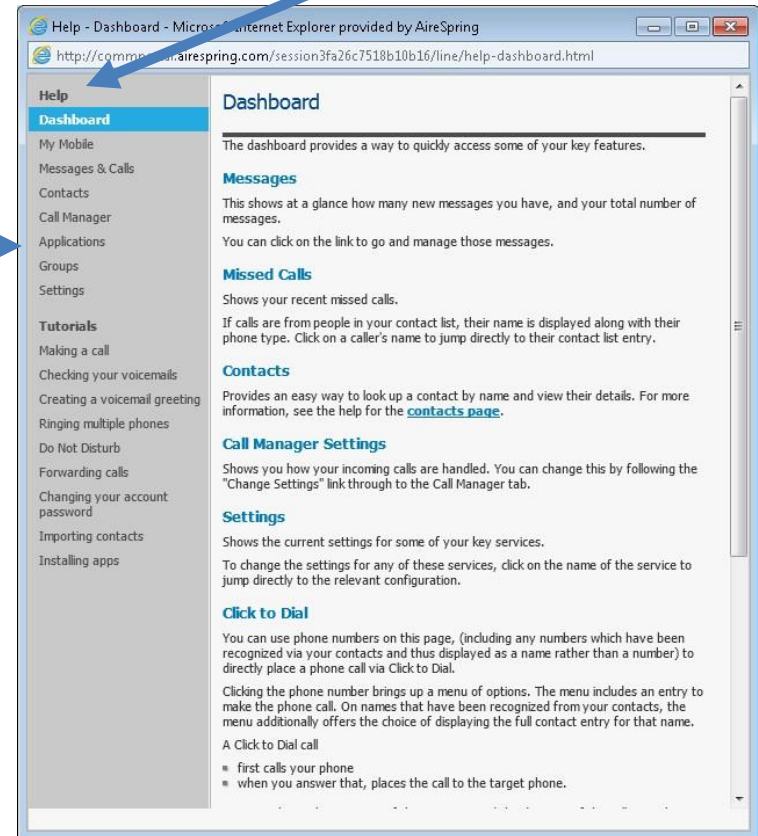
Pop Ups to create schedule for notifications

The detailed 'Outdial Notification Schedule' window shows a grid for scheduling notifications. The columns represent days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and the rows represent times from 9 am to 6 pm. A legend indicates that a dark grey square means 'Notifications Enabled' and a white square means 'Notifications Disabled'. A 'Zoom In' button is located at the bottom left. 'Save' and 'Cancel' buttons are at the bottom right.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							



Onboard Help Pop Up



[MetaSwitch YouTube Channel](https://www.youtube.com/user/builtonmetaswitch?feature=results_main)
www.youtube.com/user/builtonmetaswitch?feature=results_main