BTC broadband ®

Cloud Voice Portal
Quick Start Guide

WELCOME

Welcome to BTC Cloud Communications! 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 at BTCBroadband.com.

You can also contact our local customer care team at 918-366-8000 and we will be happy to assist you.

The Cloud Voice Portal is the web portal used to configure the features on your new phone system. 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: BTCBroadband.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 screens.

Once you are logged in you will see the main Cloud Voice Portal screen:
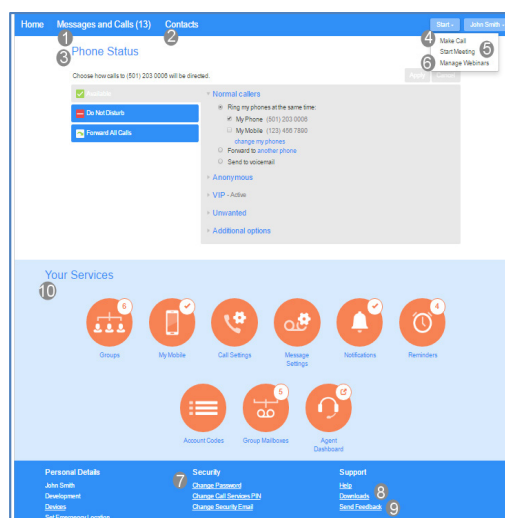
1. Messages and Calls (13) – Click this link to view and retrieve any voicemails.

2. Contacts – Import your contacts from Outlook or create new ones, then click on a name to dial.

3. Phone Status - Control your Call Manager settings.

4. Make Call – Make a call direct from the Cloud Voice Portal.

5. Start Meeting – Start a MaX UC Meeting.

6. Manage Webinars - Create or manage your MaX UC.

7. Security - Use these links to change your password or security email address.

8. Downloads – Download apps, for example the MaX UC App.

9. Send Feedback – Report bugs or make suggestions for improvements to the Cloud Voice Portal interface.

10. Your Services – Use these links to access a range of services available with your Cloud Voice Portal account, for example to change your call, message and notification settings, or set up a Reminder call.

Messages and Calls

The Messages and Calls tab displays all recent call activity. Here you can retrieve voicemails and view calls based on whether they were missed, received, dialed, or deleted.

Click on one of the sub-tabs to get more detail. 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.

Use the Action drop-down alongside each message to mark as Heard (or) New, Forward as Email, or Forward as Voicemail, or click the trash icon to delete it.

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 to display the Voicemail player where you can listen to and manage the message.
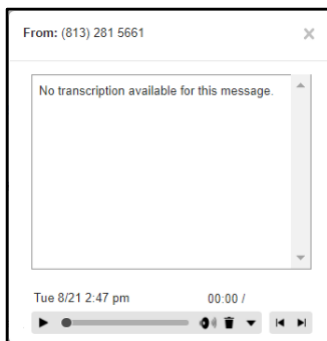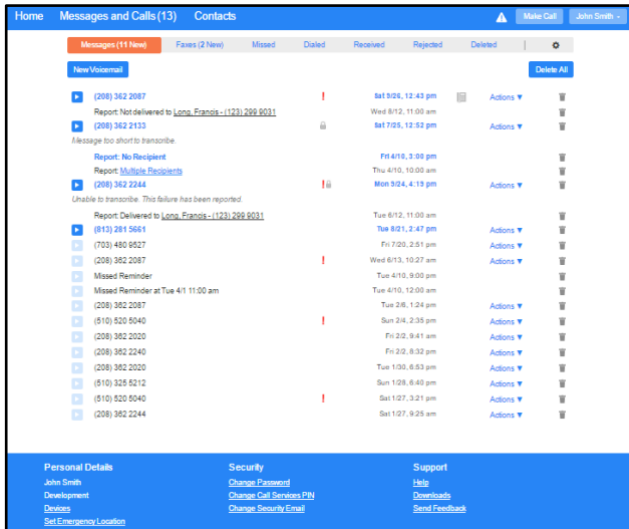
Click the 'New Voicemail' button at the top of the page to record and leave a voicemail as a memo (your computer must have a microphone to use this function).

Contacts

The Contacts tab allows you to manage all your contact information. You can also 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.
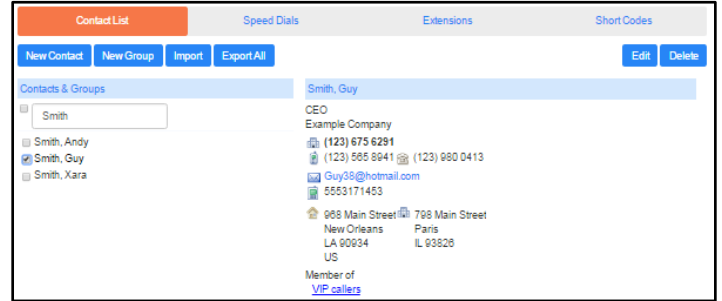
The fastest way to add your contacts is to import them from your email program. If you use Microsoft Outlook, follow these instructions:

- 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 Cloud Voice Portal tab

- Click the Import button

- Click the Browse button to find the Outlook Contacts file

- Click Import!

Call Manager

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


Settings

The panel at the bottom of the Cloud Voice Portal Home page allows you to make various changes to your settings.

For example:

- To configure your phone according to your preferences, use the Devices link. On the screen that appears, use the 'set keys' link to configure your phone according to your preferences.

- To change your password and/or PIN, or your security email address, click on the links under Security at the bottom of the Home page.

The Calls Settings page allows you to control various call settings, for example withholding your caller ID and configuring Call Forwarding, Call Blocking or Call Jump settings.

The Messaging Settings page enables you to control how your messages are handled, for example you manage mailbox settings, customize how you are notified of a voicemail, configure greetings, and more. Using Voicemail Greetings, you can personalize your voicemail greeting by recording an announcement (a microphone is required).
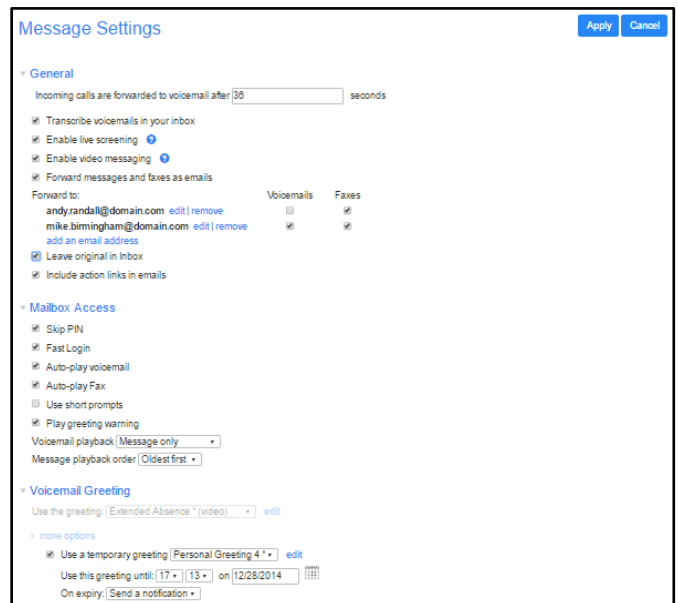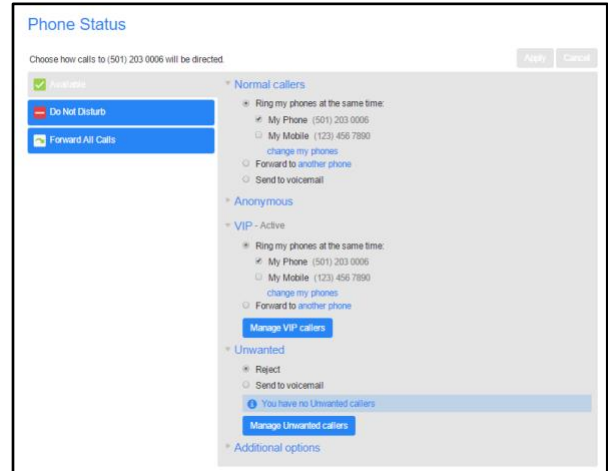
More Information

If you have additional questions about the Cloud Voice Portal, please call us at (918) 366-8000 or email support@mybtc.com

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