

## CommPortal PBX Admin Guide - Voice Admin Portal

1. Log into Commportal with the PBX BTN and password.  
<https://commportal.accessoneinc.net/v2>



### CommPortal Web

Please log in below.

Number:

Password:

Remember me on this computer.

If you have forgotten your password, please contact customer support.

2. Set up Call Forwarding options

- Forwarding Destinations can be saved for frequently used call forward numbers.

### Phone Status

Summary **Forwarding**

Immediately Unavailable **Forwarding Destinations**

Manage the forwarding destinations for your PBX.

Destination	Number		New Destination
Answering Service	(312) 441 1000	✘	Forwarding destinations allow you to configure where your PBX's forwarding services route to by name rather than number.
Recovery Site	(800) 804 8333	✘	

Destination:

Number:

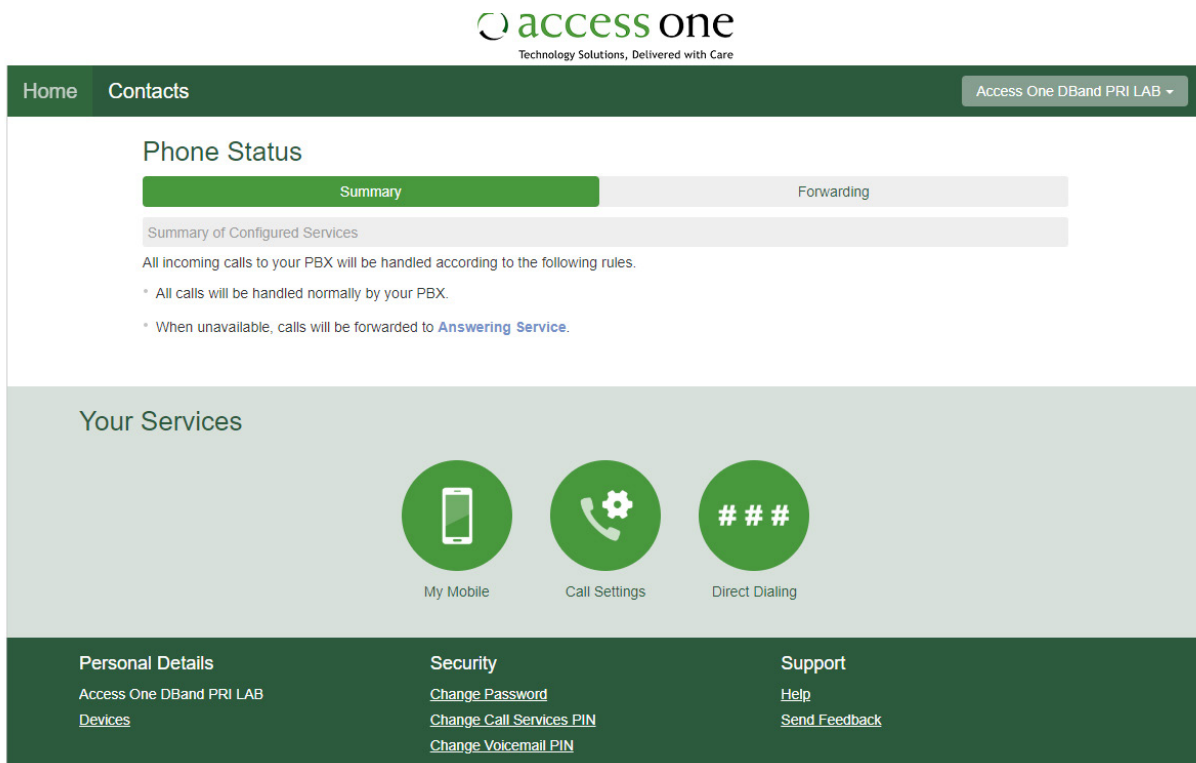
- Call Forward Immediately will call forward all calls to the PBX to a single number.

The screenshot shows the 'access one' logo at the top center with the tagline 'Technology Solutions, Delivered with Care'. Below the logo is a navigation bar with 'Home' and 'Contacts' on the left, and 'Access One DBand PRI LAB' on the right. The main content area is titled 'Phone Status' and features two tabs: 'Summary' and 'Forwarding'. The 'Forwarding' tab is active and highlighted in green. Below the tabs are three sub-sections: 'Immediately', 'Unavailable', and 'Forwarding Destinations'. The 'Immediately' sub-section is selected. It contains a checked checkbox labeled 'Forward calls to my PBX immediately.' Below this is a 'Forward calls to:' label, a dropdown menu set to 'Other', and a text input field containing '(312) 441 1100'. To the right of these fields are 'Apply' and 'Cancel' buttons.

- Call Forward Unavailable will call forward all calls to the PBX to a single number in the event the PBX service goes down.

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- Direct Dialing numbers can also be set up to have their own forwarding options.



**access one**  
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Home Contacts Access One DBand PRI LAB

### Phone Status

Summary Forwarding

Summary of Configured Services

All incoming calls to your PBX will be handled according to the following rules.

- All calls will be handled normally by your PBX.
- When unavailable, calls will be forwarded to [Answering Service](#).

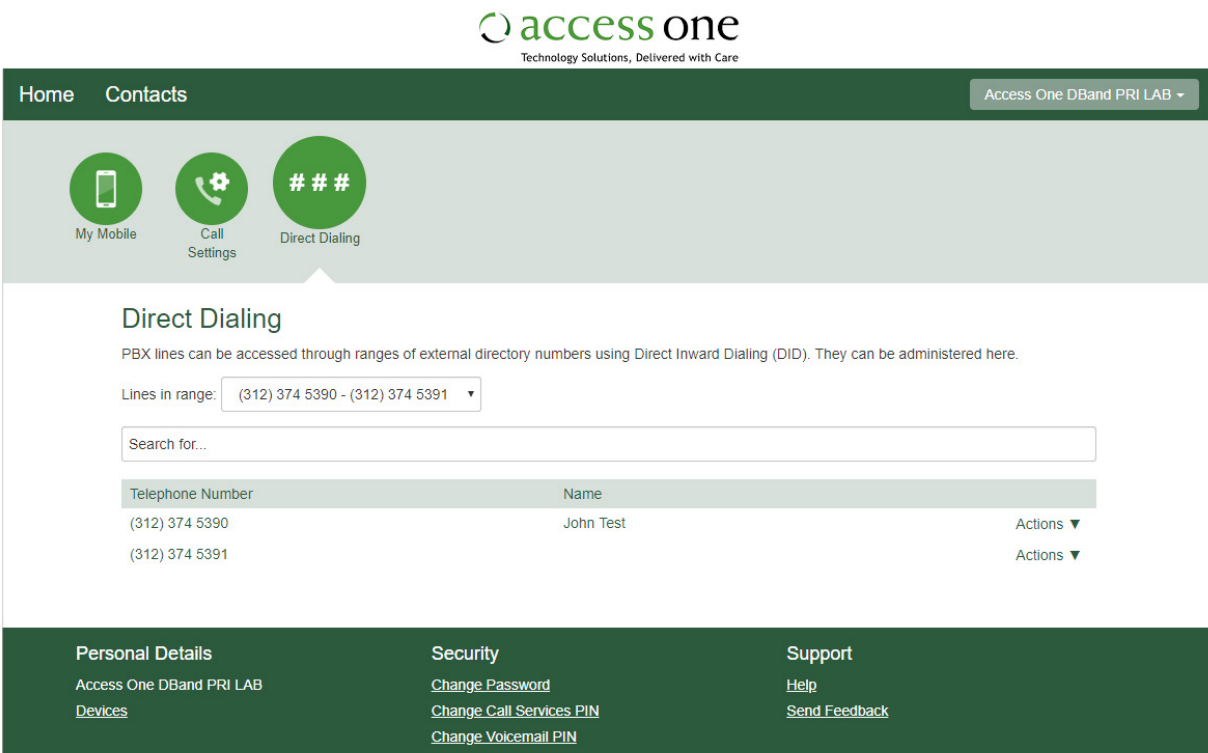
### Your Services

My Mobile Call Settings Direct Dialing

**Personal Details**  
Access One DBand PRI LAB  
[Devices](#)

**Security**  
[Change Password](#)  
[Change Call Services PIN](#)  
[Change Voicemail PIN](#)

**Support**  
[Help](#)  
[Send Feedback](#)



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Home Contacts Access One DBand PRI LAB

My Mobile Call Settings Direct Dialing

### Direct Dialing

PBX lines can be accessed through ranges of external directory numbers using Direct Inward Dialing (DID). They can be administered here.

Lines in range: (312) 374 5390 - (312) 374 5391

Search for...

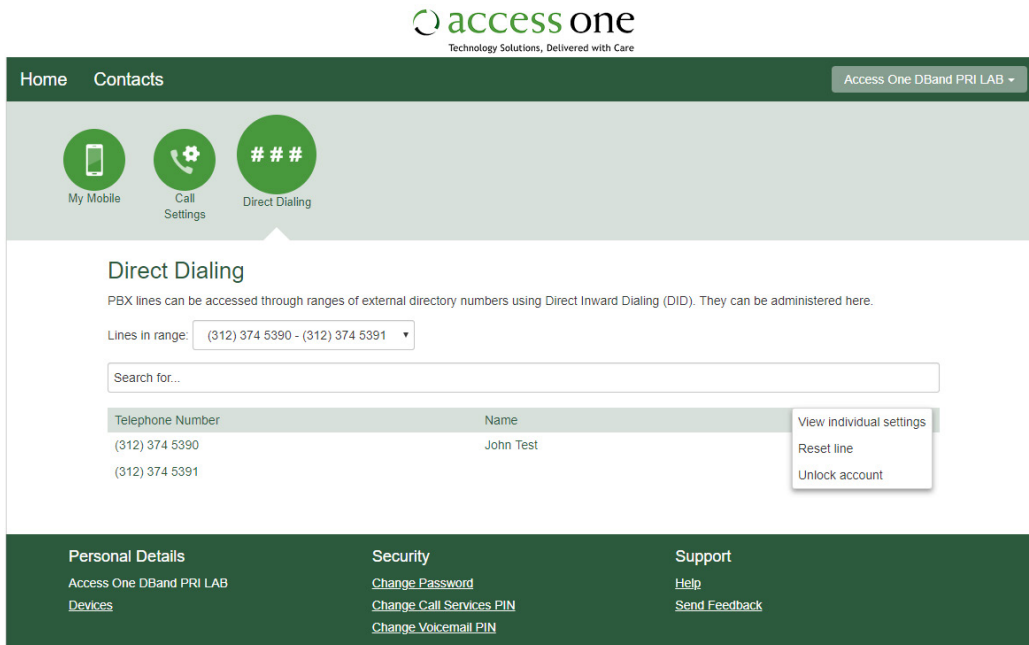
Telephone Number	Name	Actions
(312) 374 5390	John Test	Actions ▼
(312) 374 5391		Actions ▼

**Personal Details**  
Access One DBand PRI LAB  
[Devices](#)

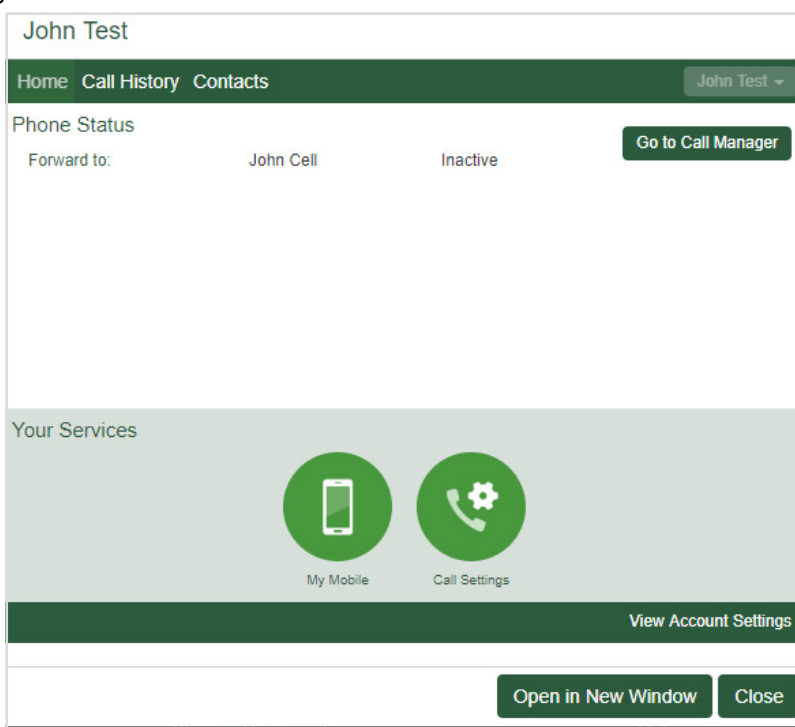
**Security**  
[Change Password](#)  
[Change Call Services PIN](#)  
[Change Voicemail PIN](#)

**Support**  
[Help](#)  
[Send Feedback](#)

- Select the Direct Dial number to be configured. Select Actions>View individual settings



- Go to Call Manager



- Enable Call Forwarding Options. By default, the Direct Dial number will inherit any settings configured at the PBX level. Direct Dial number can override the default configurations by setting Immediately or Unavailable destinations.
- Immediately Call Forward

John Test

Home Call History Contacts John Test

### Phone Status

Summary Forwarding

Immediately Unavailable Forwarding Destinations

Apply Cancel

Forward calls immediately.

Forward calls to: Cell Phone (312) 441 9191

View Account Settings

Open in New Window Close

- Unavailable Call Forward

John Test

Home Call History Contacts John Test

### Phone Status

Summary Forwarding

Immediately Unavailable Forwarding Destinations

Apply Cancel

Forward calls if your PBX is unavailable (e.g. it loses power).

Forward calls to:

Answering Service (312) 441 1000