

Communications Portal User Guide

Online and Telephone Instructions

Login Instructions

If logging into your account for the first time, please follow the instructions below to set up your voicemail.

Setting Up Your Voicemail Account

Voicemail setup must be done over the phone.

1. Call the system: (253) 262-1222
2. Enter the Default PIN: 000000 + #
3. Create a new PIN: _____
Re-enter this new PIN to confirm.
To cancel your PIN setup, press * at any time.
4. Record a Greeting. Your personal greeting must be 2 to 30 seconds long.
Press 0 to change your new greeting.
Press # to keep your new greeting.
5. Record your Name. Your recorded name must be under 10 seconds long.
Press 0 to change your recorded name.
Press # to keep your recorded name.

Online Call Manager

Once your account is set up, you may access your voicemail and calling features by logging onto your online calling manager.

1. Open a new web page and in the address bar type:
www.rainierconnect.com/compportal.php
2. Enter your Phone Number and Password:
Phone Number: _____
Password: _____

Calling into Your Account

1. Call the system: (253) 262-1222
2. Enter your PIN: _____

Online Reference

Your communications portal consists of the following six tabs and their corresponding menus:

Dashboard

The dashboard provides a way to quickly access some of your key features: *Voicemail, Missed Calls, Contacts, Settings*

Messages & Calls

The Messages & Calls page allows you to manage and listen to your voicemail and view the details of your recent missed, dialed and received calls.

Contacts

This page allows you to manage your contact list and speed dials.

Call Manager

The Call Manager allows you to view and configure settings for all your incoming services. Call Manager consists of the following top-level tabs:

Summary

Gives a summary of how your incoming calls will be handled according to the settings you have chosen.

Forwarding

- Immediately - immediately forwards all calls you receive to an alternate destination.
- Busy/No Answer - forward calls to an alternate destination any time your line is busy, if you don't answer your line within a certain time, or both.
- Selective Callers - Immediately forwards calls from specific callers to an alternate destination.
- Forwarding Destinations - configure destinations for phone numbers you frequently forward to (eg: home, work, or cell).

Note: All services that allow you to forward/redirect calls require the configuration of a forwarding destination.

Enabling and Disabling Services

Call Manager gives you the option to enable/disable select services. To activate/deactivate your services, toggle the icon the upper right corner of the screen.

✓ indicates service is enabled

✗ indicates service is disabled

Warning: Changes to services will not be applied unless the *Apply* button has been selected

Online Reference

Follow Me

Redirects calls that you receive to one or more alternate destinations. You may configure multiple destinations to ring in turn, simultaneously, or a combination of the two.

Screening

- **Do Not Disurb** - phone will not ring when service is enabled. Depending on your settings, either redirects all calls to another number or to an announcement stating you do not wished to be disturbed.
- **Selective Rejection** - rejects calls from specific callers.
- **Anonymous Rejection** - rejects calls from callers who withhold their Caller ID.
- **Priority Call** - calls from specific callers ring your phone with a distinctive ringing signal.

Note: A number of incoming call services require you to configure a screening list, or a list of callers that services will selectively apply to.

Reminders

Allows you to configure your phone to ring at a specific time (eg: a wake-up call).

Settings

Security

Page allows you to change your password, your pin, and to block and unblock remote access to call forwarding.

Preferences

Access your preference settings for *Forward Preferences*, *Caller ID Preferences*, *Voicemail Preferences*, and your *Default Carrier Information*.

Note: This page displays your default local, long-distance, and international carriers. However, these are read-only and cannot be changed via the web. If you wish to change any of these settings, please contact Rainier Connect.

Help Function

At the top right corner of each page in the portal, you will find a option titled "HELP".

When selected, it will give you a short description of the tab you are on along with information about the functions included on that page.

Phone Reference

Control your features by phone.

3-way Calling

Depress and release the hook switch/ flash button to put the original party on hold. Dial the 3rd party's number and press the hook switch/ flash button to connect all three parties.

Anonymous Call Rejection

To enable press *77. To disable press *87.

Call Forward Busy

To enable press *90. To disable press *91.

Caller ID Blocking

Per Call Blocking - press *67 to enable.

Line Blocking - press *82 to disable for a single call.

Call Waiting

When you hear a Call Waiting tone during a call, hit the hook switch/ flash button to swap between callers. If you hang up while a call is still on hold, you will receive a ring-back reminding you to reconnect the call.

Call Return

To hear the last caller's number, press *69.

If you would like to return the call, press 1.

To cancel all outstanding call return attempts, press *89.

Priority Call

To configure Priority Call, press *61.

Do Not Disturb

To enable press *78. To disable press *79.

Selective Call Forwarding

To access, press *72.

Selective Call Rejection

To access, press *60.

Selective Call Acceptance

To access, press *64.

Note: Enabling and disabling Do Not Disturb will enable and disable Selective Call Acceptance.

Phone: 253.683.4100|800.832.5725

www.Rainierconnect.com