



Cloud Hosted IP PBX

Basic ECM 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 AirePBX Basic Easy Call Manager User.
 - Setup Voicemail Greetings.
 - Overview of frequently used CommPortal functions.

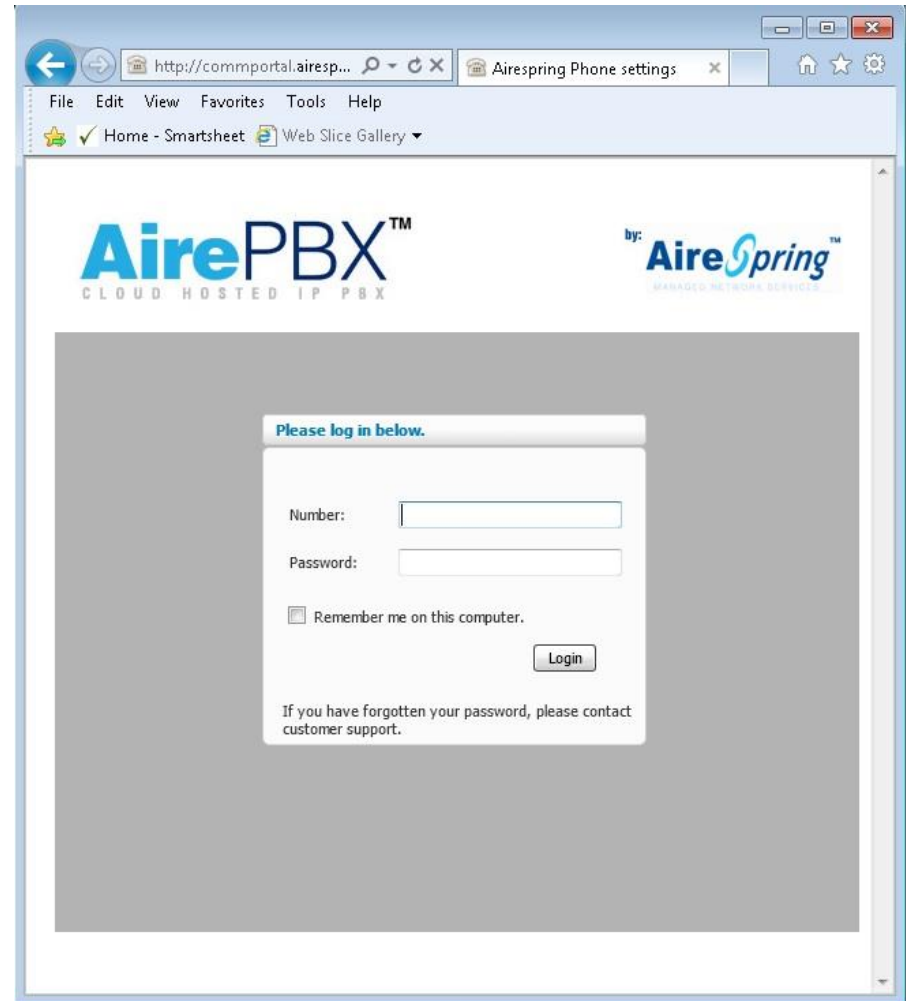
- **User Information Page.**
 - This page contains links to a number of documented resources like phone guides and CommPortal training.
 - [Airespring.com/ip-PBX-customer](https://airespring.com/ip-PBX-customer)
- **CommPortal**
 - Online web based portal to manage your voicemail, contacts and call features, such as Simultaneous Ring.
 - <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 Easy Call Management, Simultaneous Ring, 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 Easy Call Management, Simultaneous Ring, Forward, etc.
 - Retrieve contact information
 - View Received, Missed, and Dialed calls and faxes
 - And use many other features
- Note that you will still be able to use many of the * code features you used previously.

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

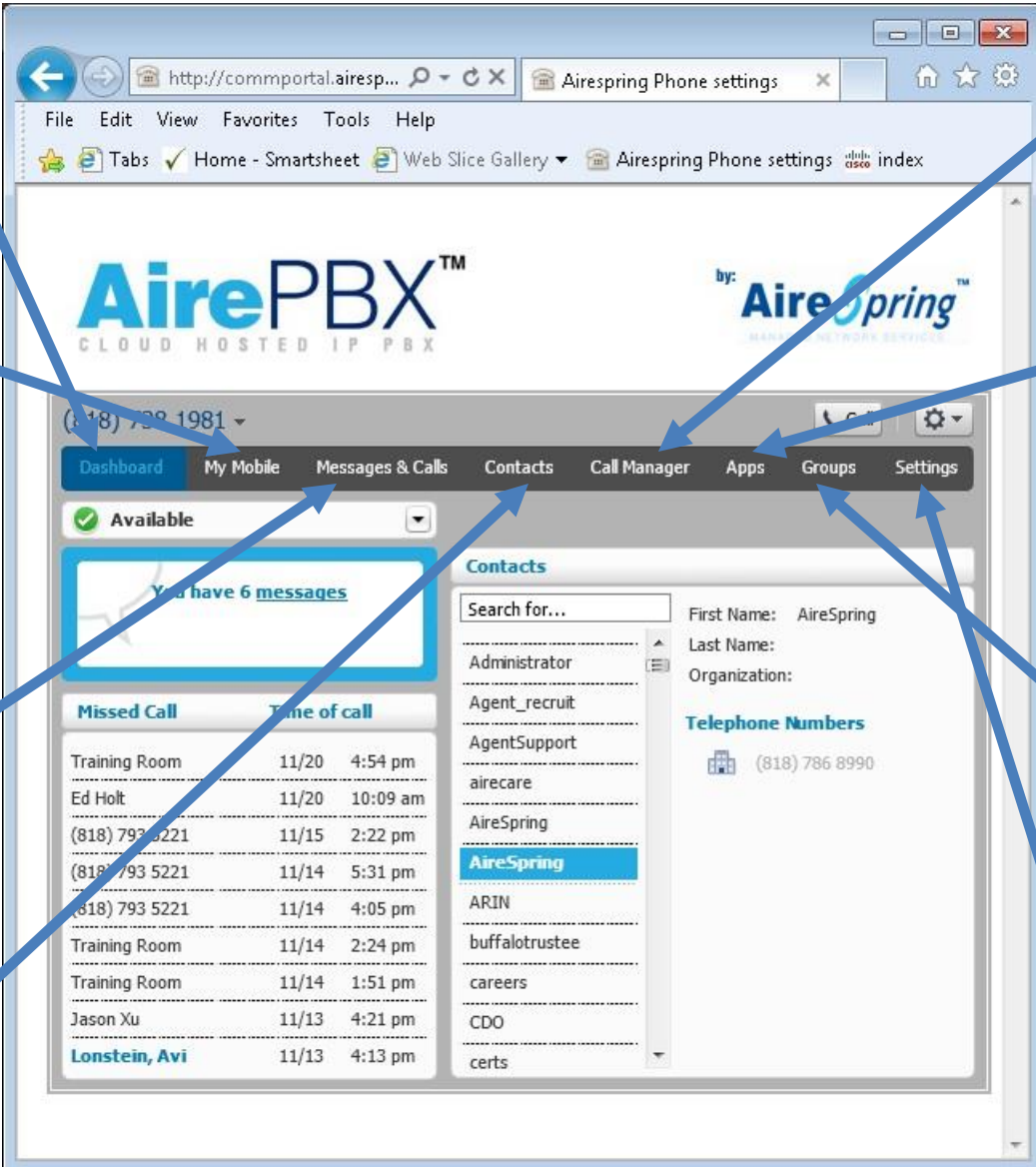


Overview of Messages, Calls, & Settings

Mobile Phone

Messages & Call History

Store, Create, & Retrieve Contact Info



Manage Incoming Call Treatment

Download Desktop Apps & Widgets

If applicable Call Pickup Groups & MLHG

Access & Change Call Service settings

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

Current Incoming Call Choice

Voicemail Access

Missed Call Log

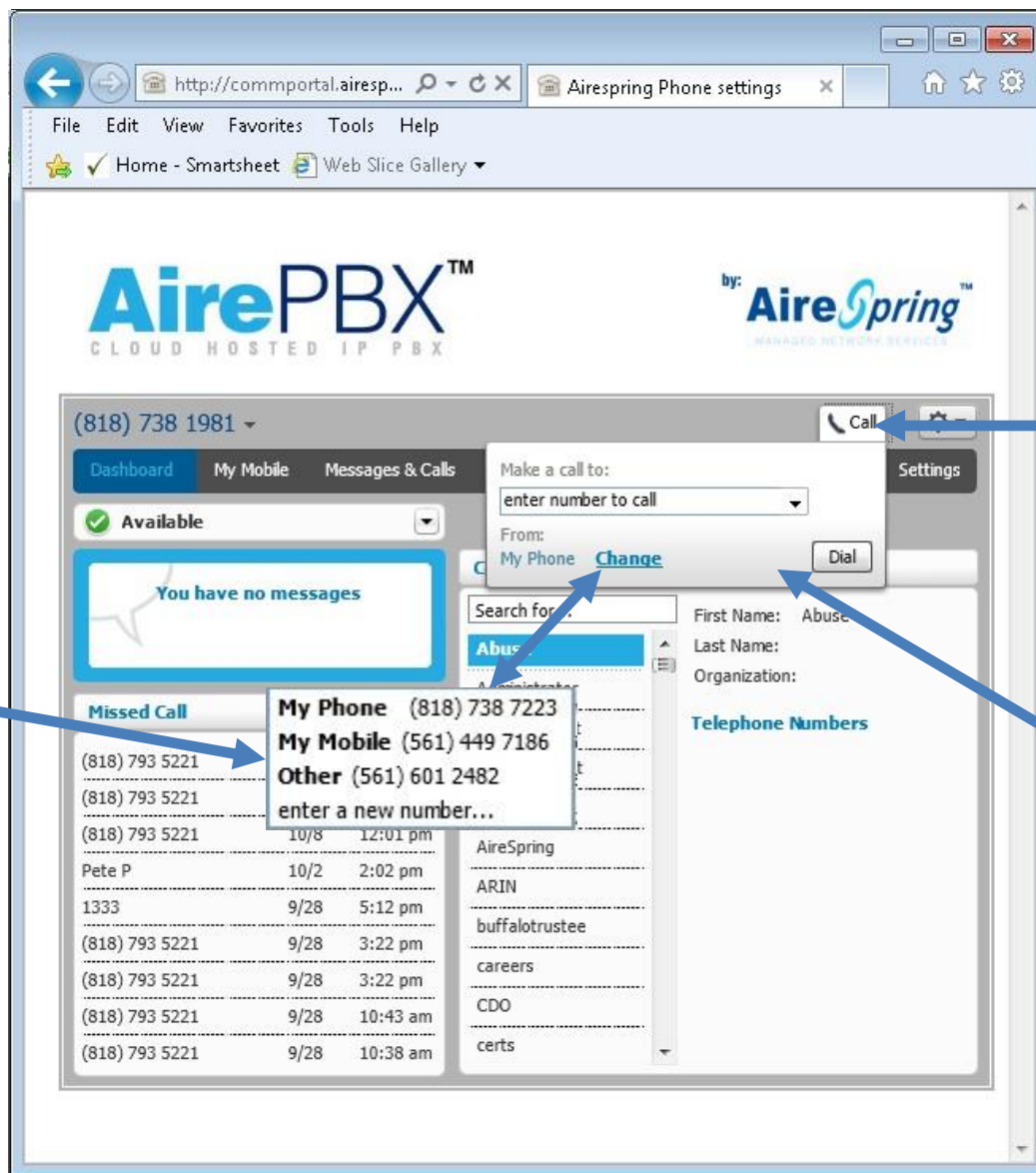
The screenshot shows the AirePBX dashboard for user (818) 738 1981. The interface includes a navigation menu with tabs for Dashboard, My Mobile, Messages & Calls, Contacts, Call Manager, Apps, Groups, and Settings. The main content area is divided into several sections:

- Call Status:** Shows 'Available' with a green checkmark and a dropdown arrow.
- Messaging:** A box indicates 'You have 6 messages' with a lightning bolt icon.
- Missed Call Log:** A table listing missed calls with columns for 'Missed Call' and 'Time of call'.

Missed Call	Time of call
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
Training Room	11/14 2:24 pm
Training Room	11/14 1:51 pm
Jason Xu	11/13 4:21 pm
Lonstein, Avi	11/13 4:13 pm
- Contacts:** A list of contacts with a search bar. The 'AireSpring' contact is highlighted. Details for 'AireSpring' are shown on the right:
 - First Name: AireSpring
 - Last Name: [redacted]
 - Organization: [redacted]
 - Telephone Numbers: (818) 786 8990
- Call Action:** A 'Call' button with a settings gear icon is located in the top right corner.

Click2Dial

Contact List and Details

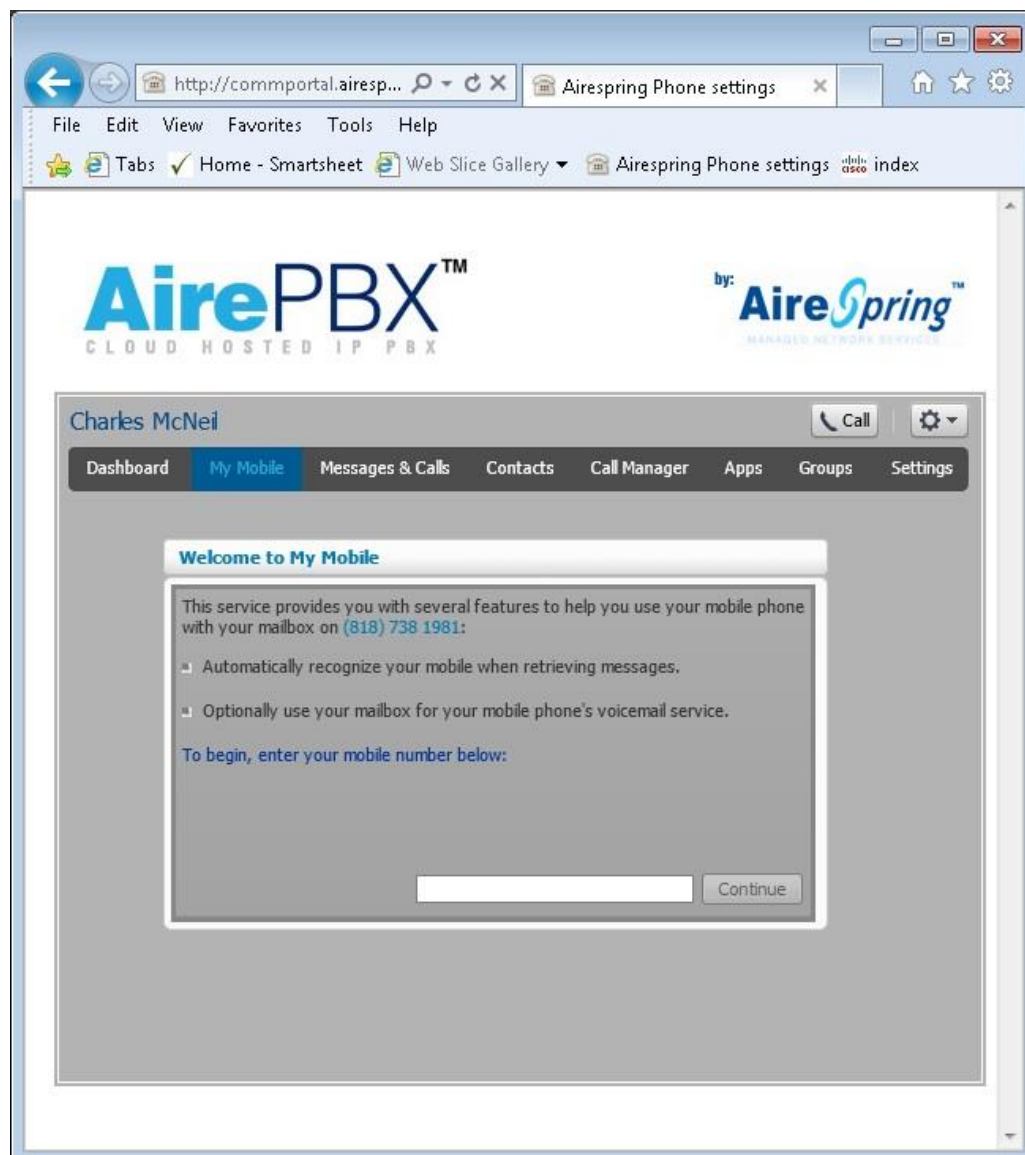


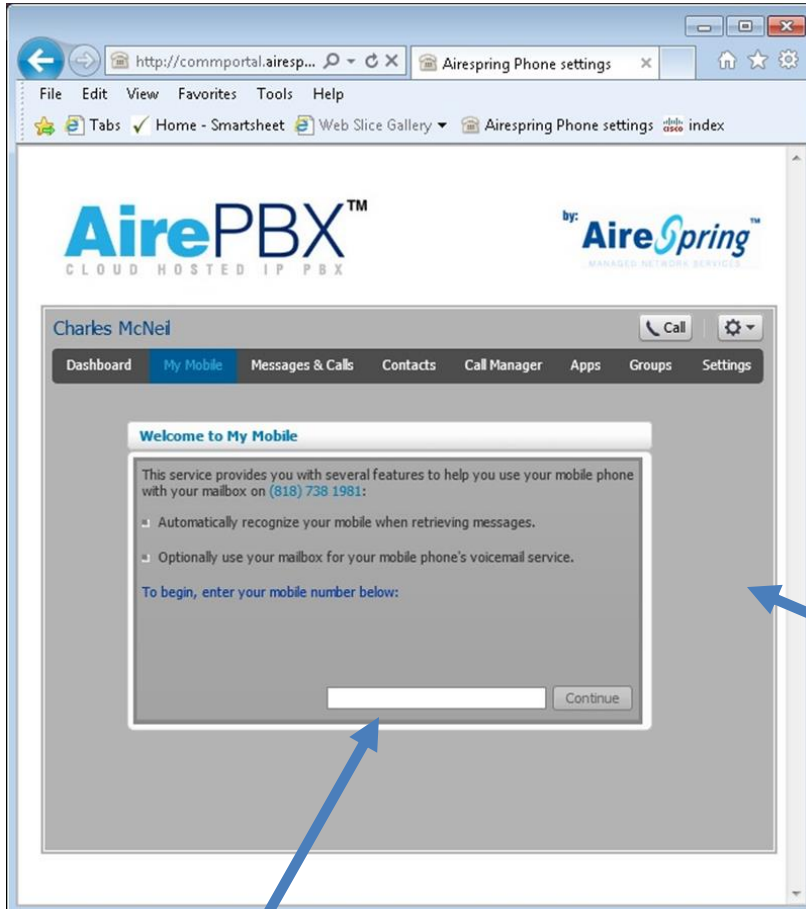
Select another phone from the pop up to change the phone you are calling from

Click2Dial

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

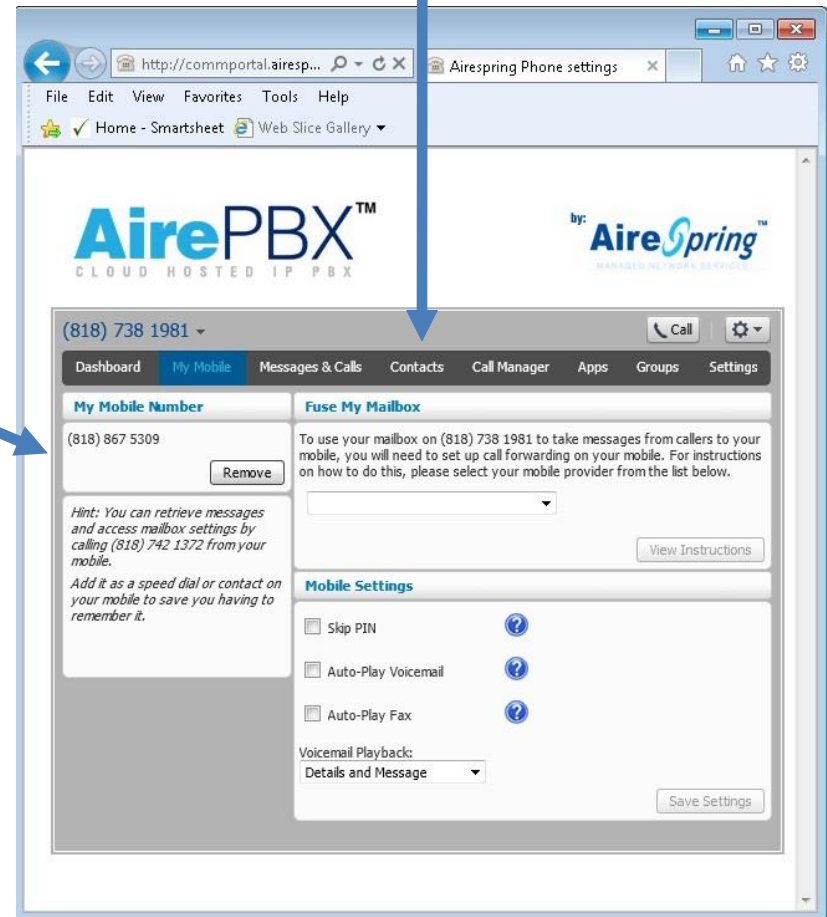
- Add or remove your mobile number.
- Fuse your mobile voicemail to your AirePBX Voicemailbox
 - Mobile provider VM forwarding instructions
- Mobile Setting Options



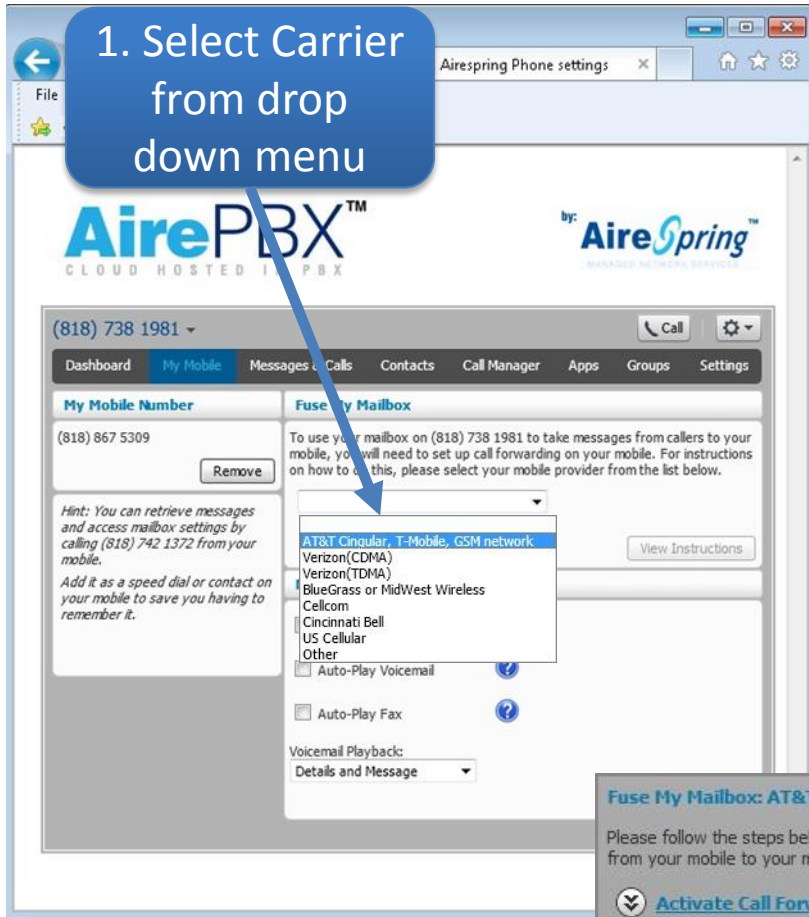


Enter your mobile number

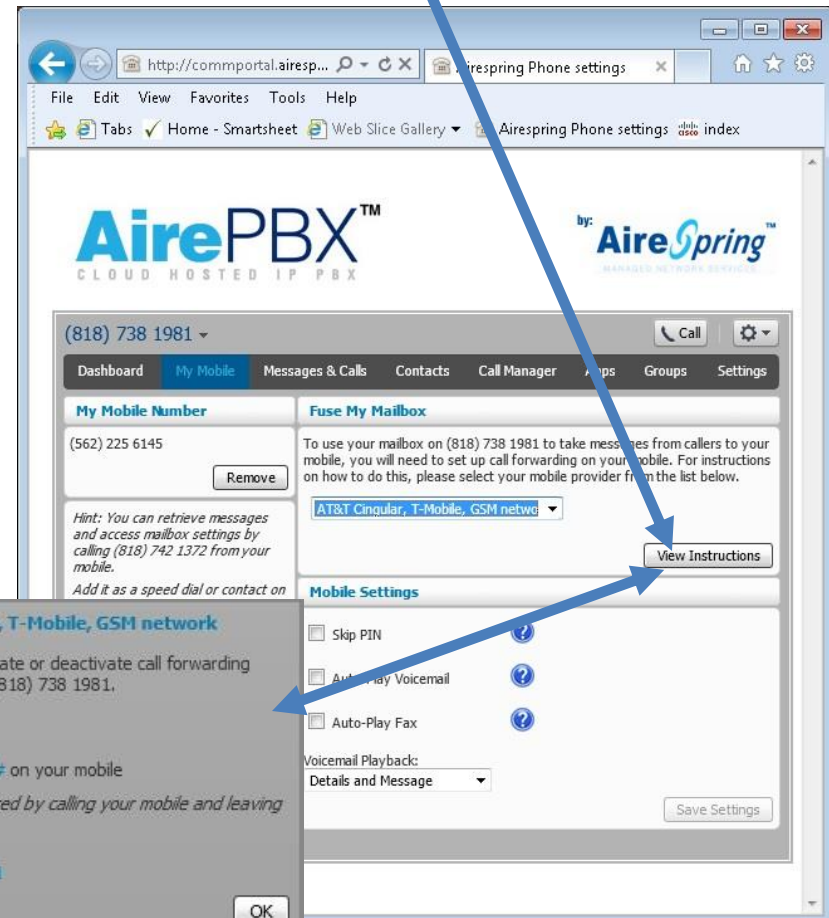
Once a mobile number is entered Tab Page will change



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

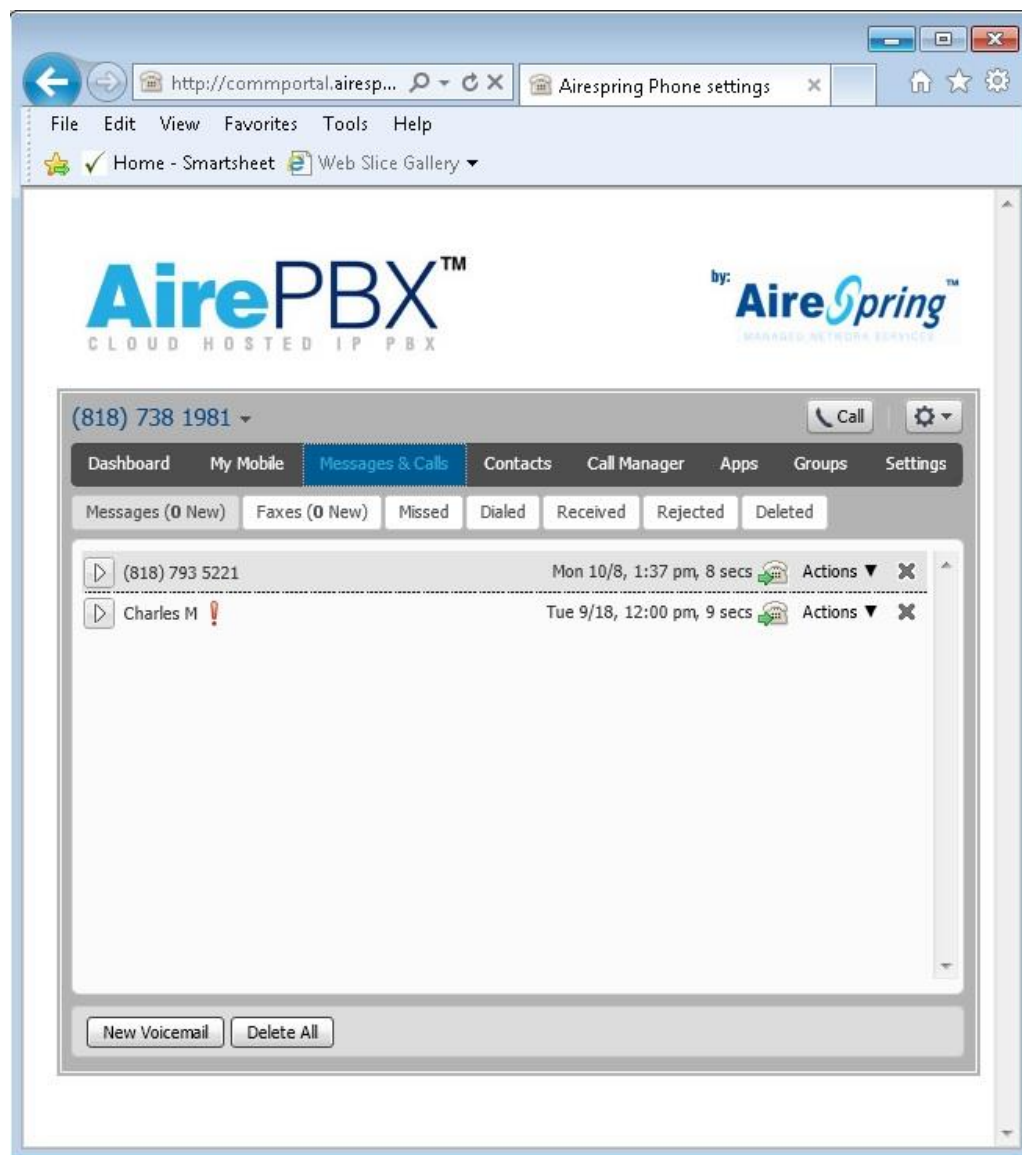
Please follow the steps below to activate or deactivate call forwarding from your mobile to your mailbox on (818) 738 1981.

- 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.
- Additional sub tabs to view:
 - Faxes
 - Missed Calls
 - Dialed Calls
 - Received Calls
 - Rejected Calls
 - Deleted Messages



Missed Calls
Sub Tab

Click VM
Arrow Button
to launch VM
Pop Up

The screenshot shows the Airespring web interface. At the top, there's a navigation bar with tabs: Dashboard, My Mobile, Messages & Calls (selected), Contacts, Call Manager, Apps, Groups, and Settings. Below this, there are sub-tabs for Messages (0 New), Faxes (0 New), Missed, Dialed, Received, Rejected, and Deleted. A list of messages is shown, with one selected. A voicemail pop-up is displayed, showing the sender's number (818) 793 5221, the time (Tue 10/30 10:10 am), and a play button. An 'Actions' menu is open, listing options: Reply, Mark as new, Forward as Email, Forward as Voicemail, and Save File. At the bottom, there are buttons for 'New Voicemail' and 'Delete All'.

Actions
Button
launches Pop
Up Menu.
Forward as
Email or VM
etc.

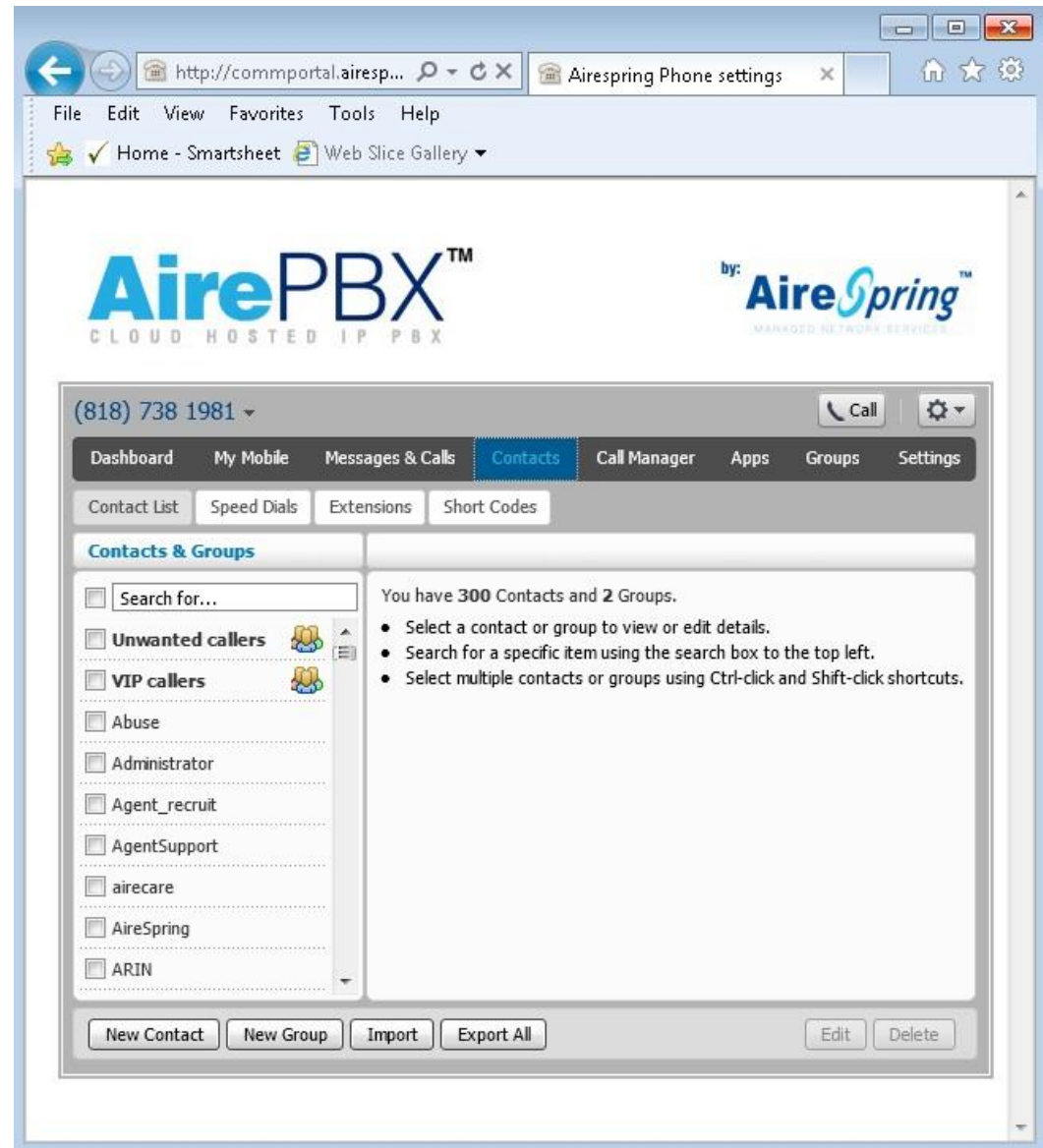
Missed Calls
Sub Tab

Click2Dial
number to
call back or
create
contact

A screenshot of the Airespring web interface. The browser address bar shows 'http://commportal.airesp...'. The page title is 'Airespring Phone settings'. The main header features the 'AirePBX™' logo with the tagline 'CLOUD HOSTED IP PBX' and the 'by: AireSpring™' logo with the tagline 'MANAGED NETWORK SERVICES'. Below the header is a navigation menu with tabs: 'Dashboard', 'Mobile', 'Messages & Calls' (selected), 'Contacts', 'Call Manager', 'Apps', 'Groups', and 'Settings'. Underneath the navigation menu are sub-tabs: 'Messages (7 New)', 'Faxes (0 New)', 'Missed', 'Dialed', 'Received', 'Rejected', and 'Deleted'. The 'Missed' sub-tab is active, displaying a list of missed calls. Each call entry includes a play button icon, the phone number '(818) 793 5221', the date and time, and a 'Call' button. A context menu is open over one of the calls, 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'. At the bottom right of the list is an 'Export' button.

Export to
Excel list of
Incoming
Calls

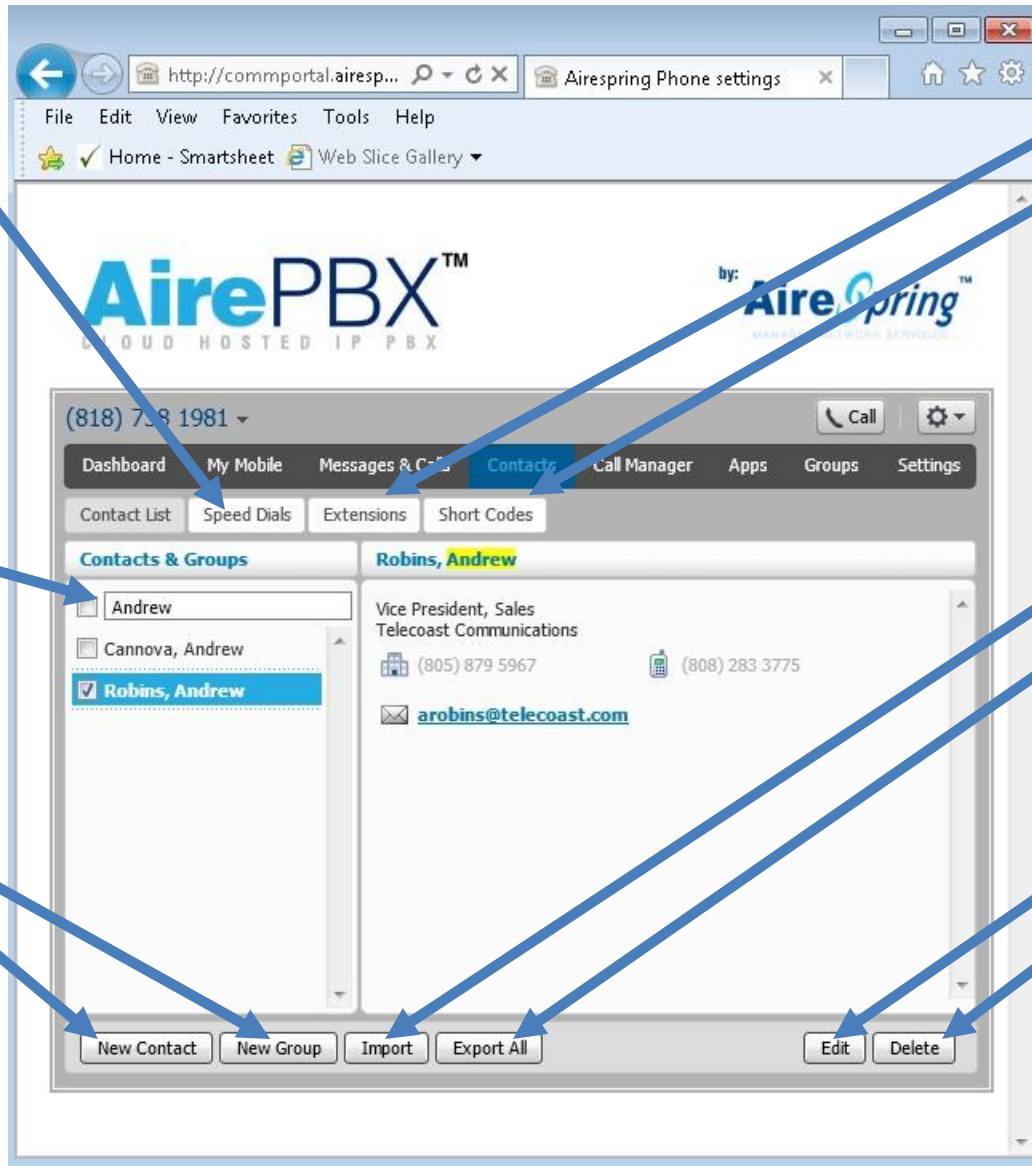
- Allows storage of contact information in the portal to easily ID callers within call list and to use the Click2Dial feature.
- Add new contacts manually or by importing a csv file.
- Export contacts from portal to Outlook or Excel.



Create two digit speed dial for frequently called numbers

Search for a Contact within Contacts

Create new Contacts and Groups



The screenshot shows the Airespring web interface. At the top, there's a navigation bar with 'Dashboard', 'My Mobile', 'Messages & Calls', 'Contacts', 'Call Manager', 'Apps', 'Groups', and 'Settings'. Below this is a sub-tab menu with 'Contact List', 'Speed Dials', 'Extensions', and 'Short Codes'. The main content area is divided into two sections: 'Contacts & Groups' on the left, which has a search bar and a list of contacts (Andrew, Cannova, Andrew, Robins, Andrew), and a detailed view for 'Robins, Andrew' on the right, showing his title, company, phone numbers, and email. At the bottom of the interface, there are buttons for 'New Contact', 'New Group', 'Import', 'Export All', 'Edit', and 'Delete'. Arrows from the callout boxes point to these elements: 'Speed Dials', 'Contacts', 'Robins, Andrew', 'New Contact', 'New Group', 'Import', 'Export All', 'Edit', and 'Delete'.

Extensions and Short Codes are created by Business Group Admin

Import or Export Contacts from other apps

Edit or Delete Contacts

(818) 738 1981 Call Settings

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

Contact List Speed Dials Extensions Short Codes

Makes dialing faster by allowing you to assign a one or two digit code to speed dial to different telephone numbers. One digit codes can range from 2-9. Two digit codes can range from 20-49.

Speed Dial	Number
20	867 5309

New Speed Dial

Speed Dial: 21

Number: 9035768

Speed Dial code and associated number

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

Easy Call Manager allows you to control how incoming calls are handled

Current Status

Click to turn on Do Not Disturb

Click to turn on and enter forwarding number

AirePBX™
CLOUD HOSTED IP PBX

by: AireSpring™
MANAGED NETWORK SERVICE

(818) 738 1981

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

Choose how calls to (818) 738 1981 will be directed.

Available

Do Not Disturb

Forward All Calls

Normal callers

Ring my phones at the same time:

- My Phone (818) 738 1981
- My Mobile (562) 867 5309

[change my phones](#)

Forward to [another phone](#)

Send to voicemail

Anonymous

VIP

Unwanted

Additional options

Apply Cancel

Current Normal Call Handling and additional option choices

Available
 Do Not Disturb
 Forward All Calls

Ring my phones at the same time:

- My Phone (818) 738 1981
- My Mobile (818) 867 5309

[change my phones](#)

Forward to [another phone](#)
 Send to voicemail

Anonymous
 VIP
 Unwanted
 Additional options

Apply Cancel

My Phones
Set up phone numbers that you can choose to ring.

Name	Number	
My Phone	(818) 738 1981	
My Mobile	(818) 867 5309	X
		X
		X
		X

OK Cancel

Pop up window for Change My Phones (add, delete phones to ring simultaneously) .

Forwarding
Forward calls to:

OK Cancel

Pop up window for Another Phone to enter number to be forwarded to.

Choose how calls to (818) 738 1981 will be directed.

- Available
- Do Not Disturb
- Forward All Calls

Anonymous

- Handle like Normal callers
 - Ask caller to say their name before I accept the call
- Send to voicemail

VIP

- Ring my phones at the same time:
 - My Phone (818) 738 1981
 - My Mobile (818) 867 5309[change my phones](#)
- Forward to [another phone](#)

You have no VIP callers

[Manage VIP callers](#)

Apply Cancel

Anonymous Call Handling options

VIP Call Handling options

VIP callers

Add:

[Manage in Contacts tab](#)

Your VIP callers list is empty.

OK Cancel

Pop up window for Manage VIP Callers (add, delete name or numbers).

My Phones

Set up phone numbers that you can choose to ring.

Name	Number	
<input type="text" value="My Phone"/>	(818) 738 1981	
<input type="text" value="My Mobile"/>	(818) 867 5309	✕
<input type="text"/>	<input type="text"/>	✕
<input type="text"/>	<input type="text"/>	✕
<input type="text"/>	<input type="text"/>	✕

OK Cancel

Pop up window for VIP Callers Change My Phones (add, delete phones to ring simultaneously).

Forwarding

Forward calls to:

OK Cancel

Pop up window for VIP Caller Another Phone to enter number to be forwarded to.

A screenshot of the AirePBX web interface. The browser address bar shows 'http://commportal.airesp...'. The page title is 'Airespring Phone settings'. The main content area displays the 'AirePBX' logo and 'by: AireSpring' logo. Below the logos, there's a navigation menu with 'Call Manager' selected. The main settings area is for phone number '(818) 738 1981'. It shows options for 'Available', 'Do Not Disturb', and 'Forward All Calls'. Under 'Additional options', there are radio buttons for 'Forward to another phone' and 'Send to voicemail'. The 'Forward to another phone' option is selected.

Forwarding
Forward calls to:

OK Cancel

Additional Options Pop ups for not answered and on a call forwarding.

Forwarding
Forward calls to:

OK Cancel

Additional Call Handling options, like forward when not answered or on a call

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.

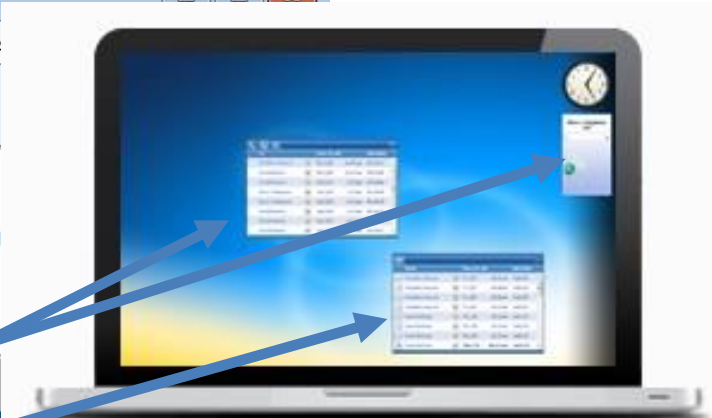
[XP / Vista / Windows 7](#)

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

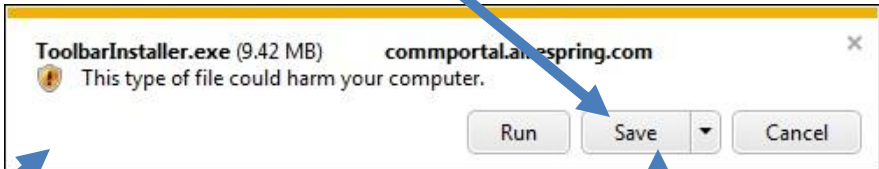


Desktop Dashboard Apps:
Dialer
Voicemail
Call Lists

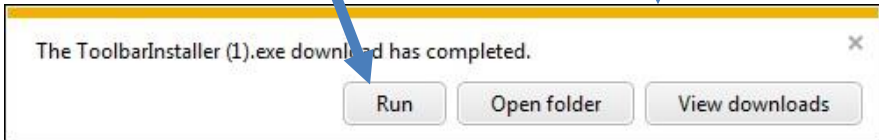


1. Click to download desktop app of CommPortal Assistant

2. Click Save on Windows Security Pop Up



3. Click Run on Windows download Pop Up



4. Follow instructions from the Windows Installer Pop Up



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

(818) 738 1981

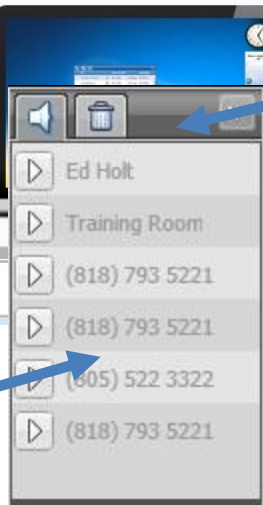
Dashboard My Mobile Messages & Calls Contacts Call Manager Apps Groups Settings

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.

Windows Internet Explorer

What do you want to do with voicemail.gadget?

Size: 11.7 KB
From: commportal.airespring.com

- Open
The file won't be saved automatically.
- Save
- Save as

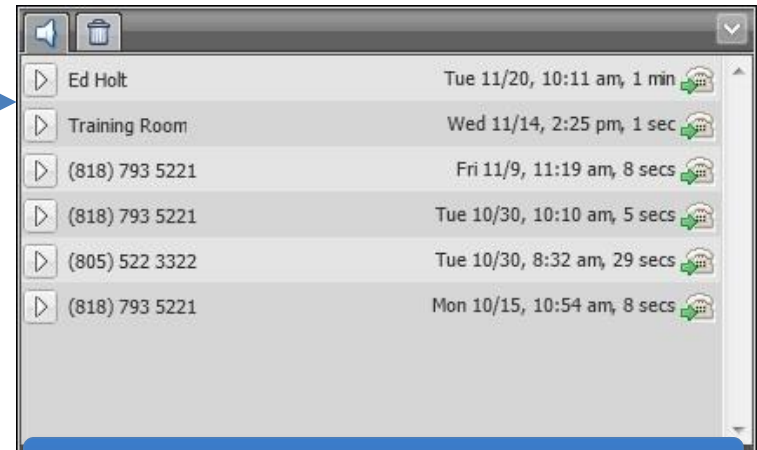
For Window 7 this Pop Up will launch

2. Click Save

3. Click Open

The voicemail (3).gadget download has completed.

Open Open folder View downloads



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

< Back Next > Close

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

- Call Me
- Click here to call us now
- CALL US
- [Phone icon]
- [Mobile phone icon]

< Back Next > Close

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=Nb6ci0ZIWqd" data-bbox="684 834 966 851
```

< Back Next > Close

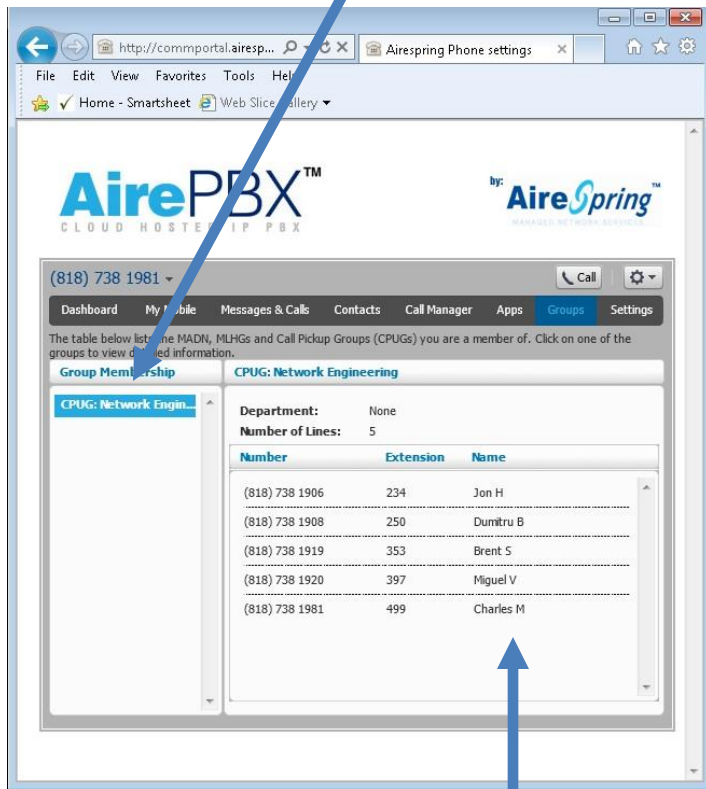
Choose button, click next

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

Copy Call Me Button and paste into email signature

Apps on your Computer
Call Me Buttons
Make it easy for people to reach you by using graphical buttons that you can add to a webpage or email signature. When someone clicks the button, they just enter a phone number and we automatically connect the call when you answer.
[Webpages or Emails](#)

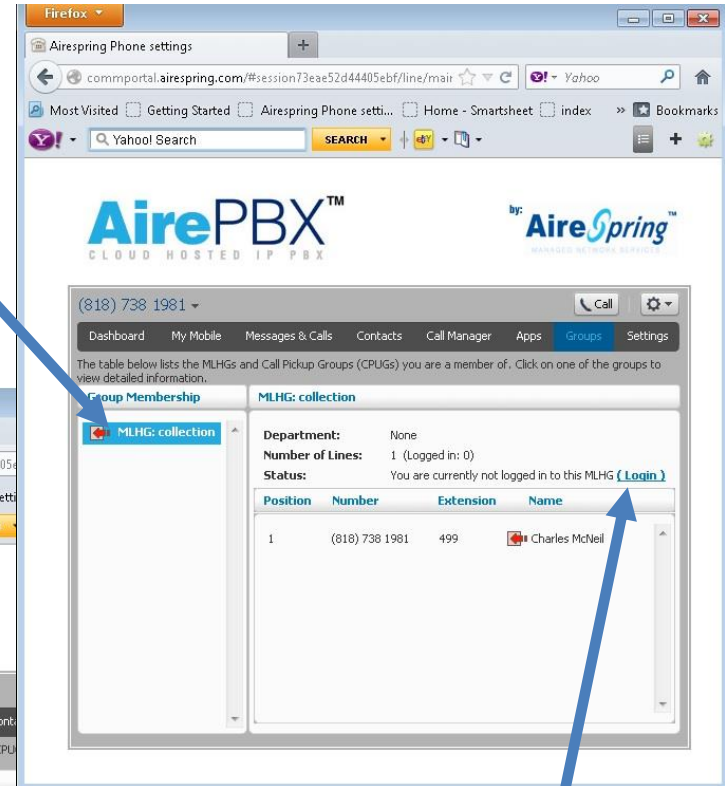
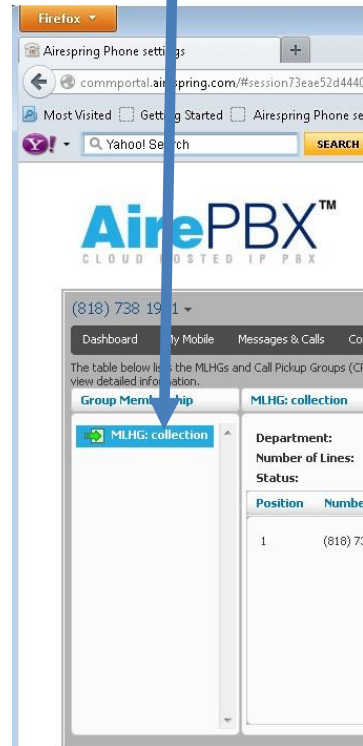
List of Multi Line Hunt Groups you are a member of



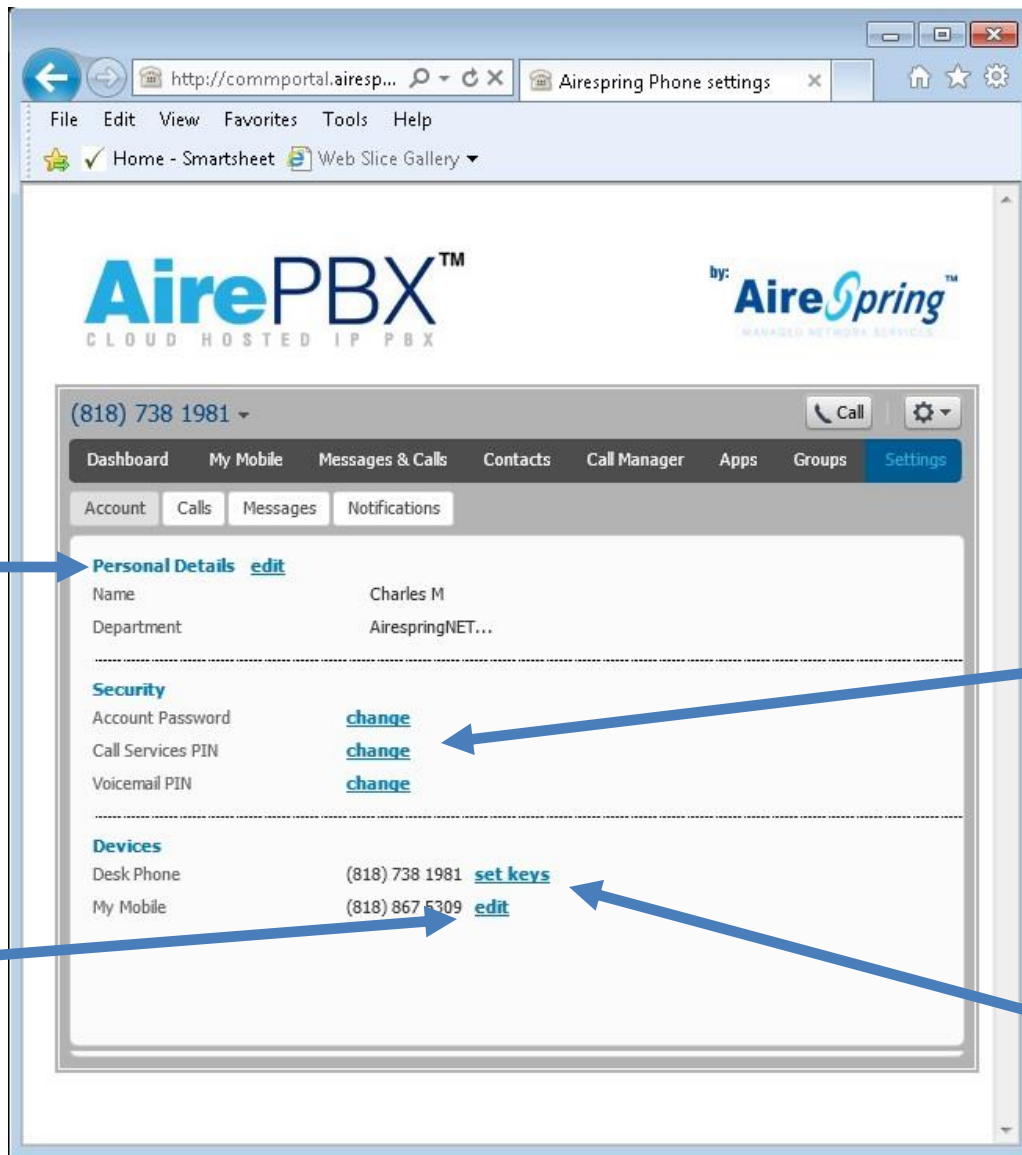
Other members of the MLHG

If Login is Activated

Logged In/Out Status



Click to Login Logout

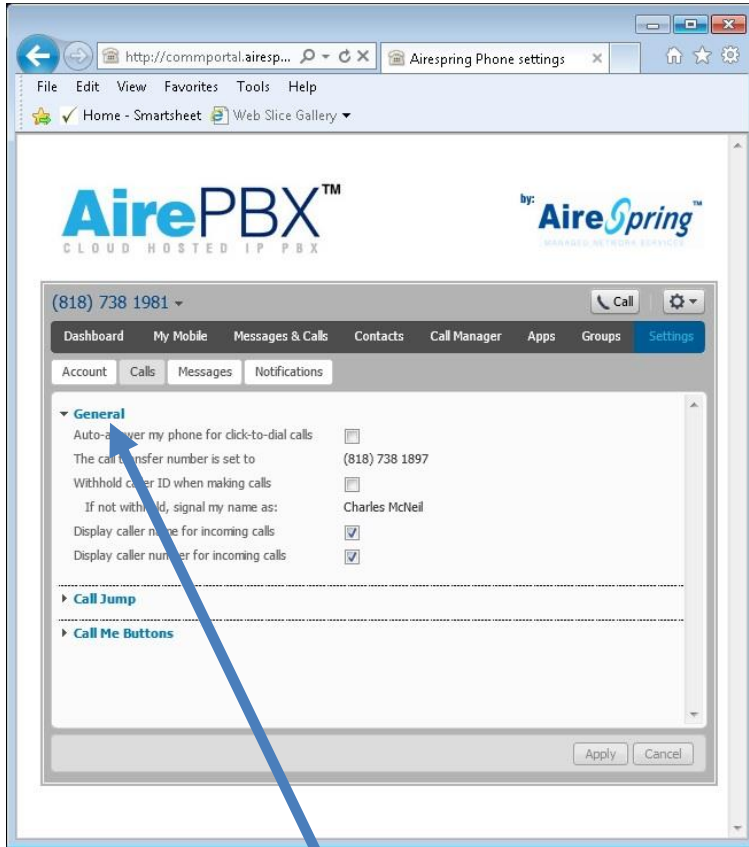


Personal Details can only be edited by BGAdmin

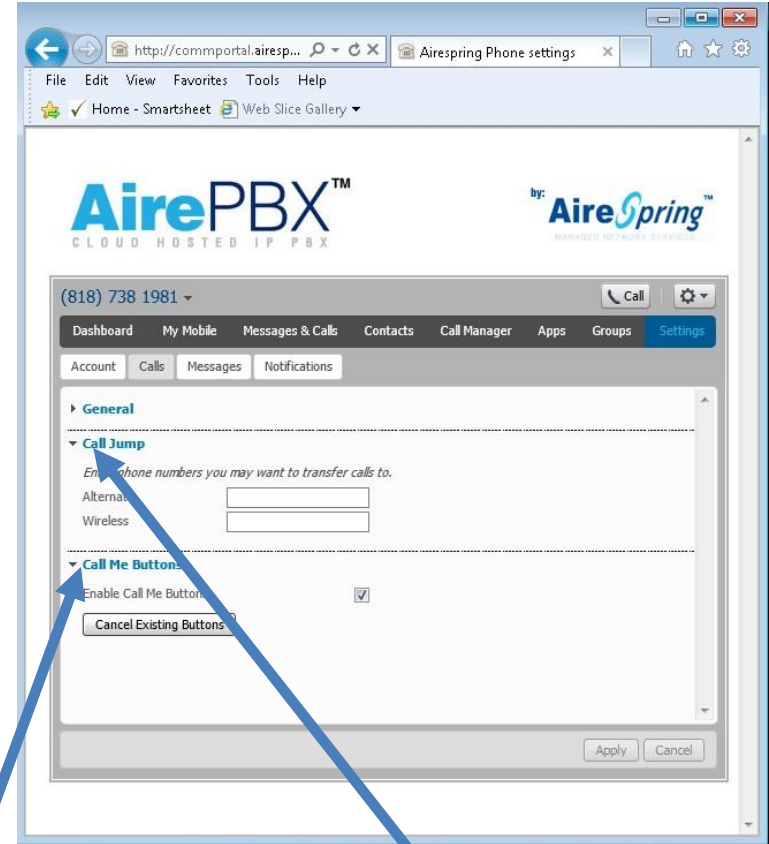
Shortcut to My Mobile Tab

Security: Change Password and PINs

To access Phone key setup



General Call setup options

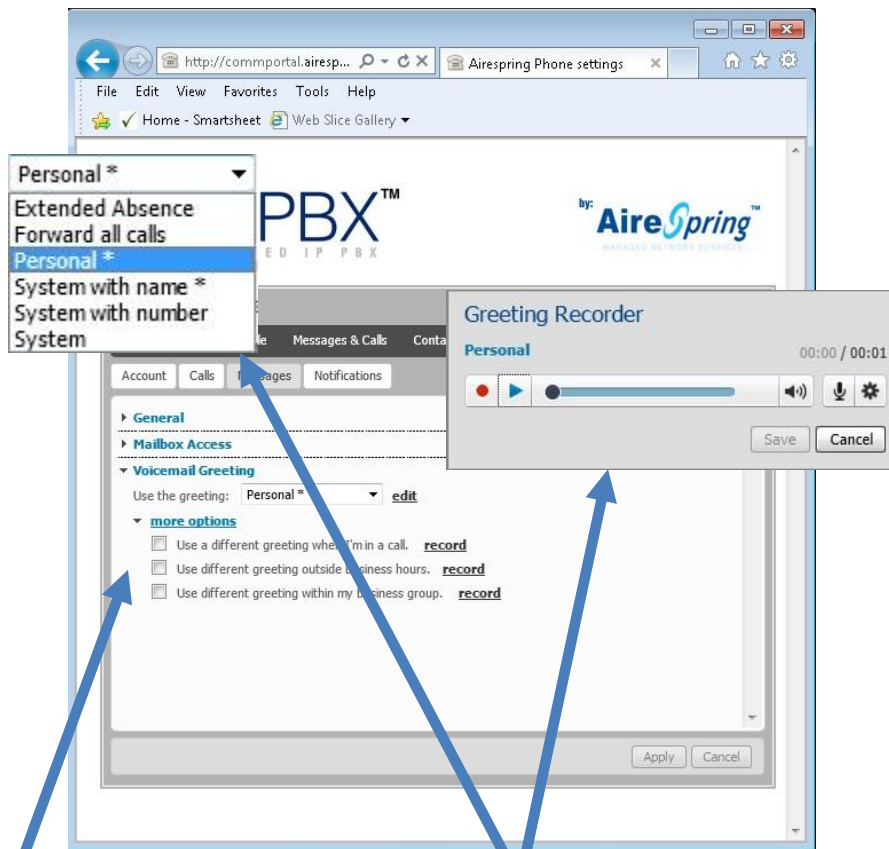


Call Me Buttons Enable or Cancel Existing

Call Jump Enter frequently used call jump numbers

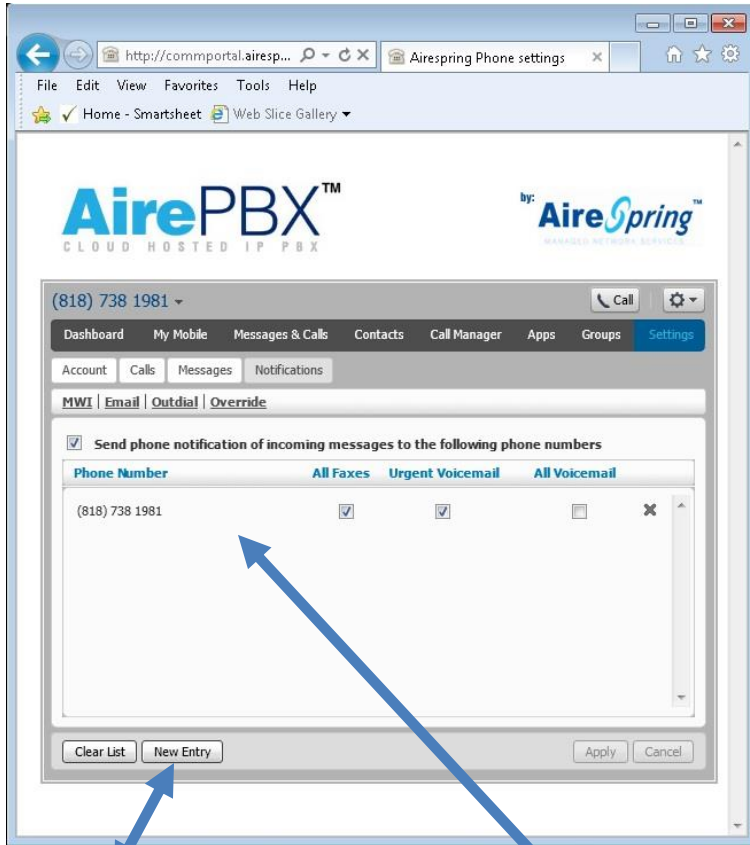


General and Mailbox Access setup Options



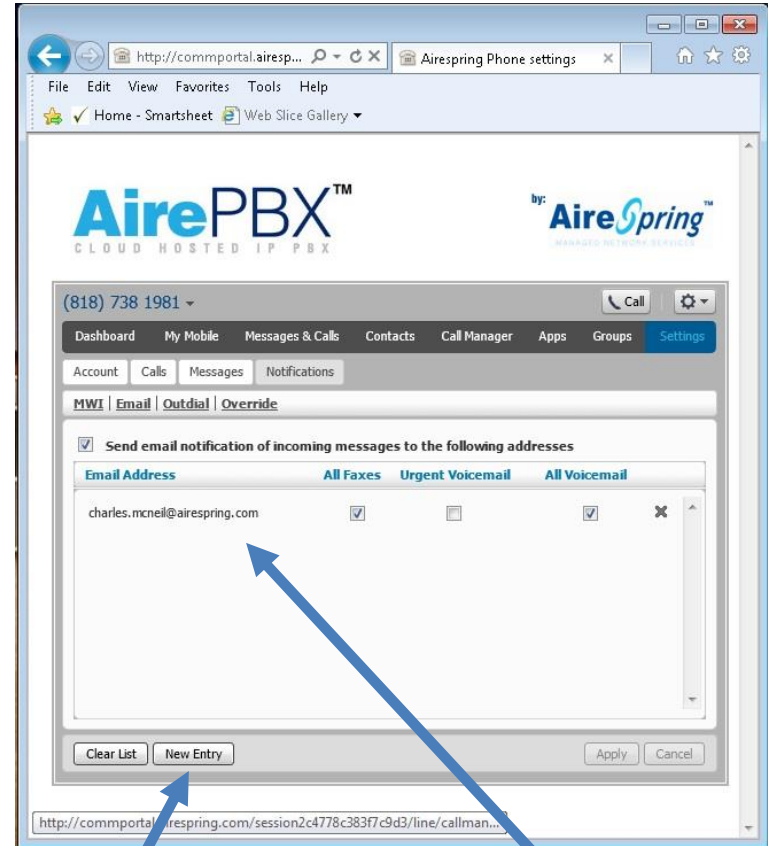
Voicemail Greetings and setup options

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 'Outdial' sub-tab is selected. A checkbox is checked for 'Send outdial notification of incoming messages, according to the schedule'. 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 options for 'Set a retry limit and delay between retry attempts until the message is marked as read:'.

Outdial notification setup options

Outdial Notification Schedule
 Define when you want to receive notification of incoming messages.
 To begin, you can start with:

- An empty schedule
- Office hours only
- A full schedule

Buttons: Save, Cancel

Pop Ups to create schedule for notifications

Outdial Notification Schedule

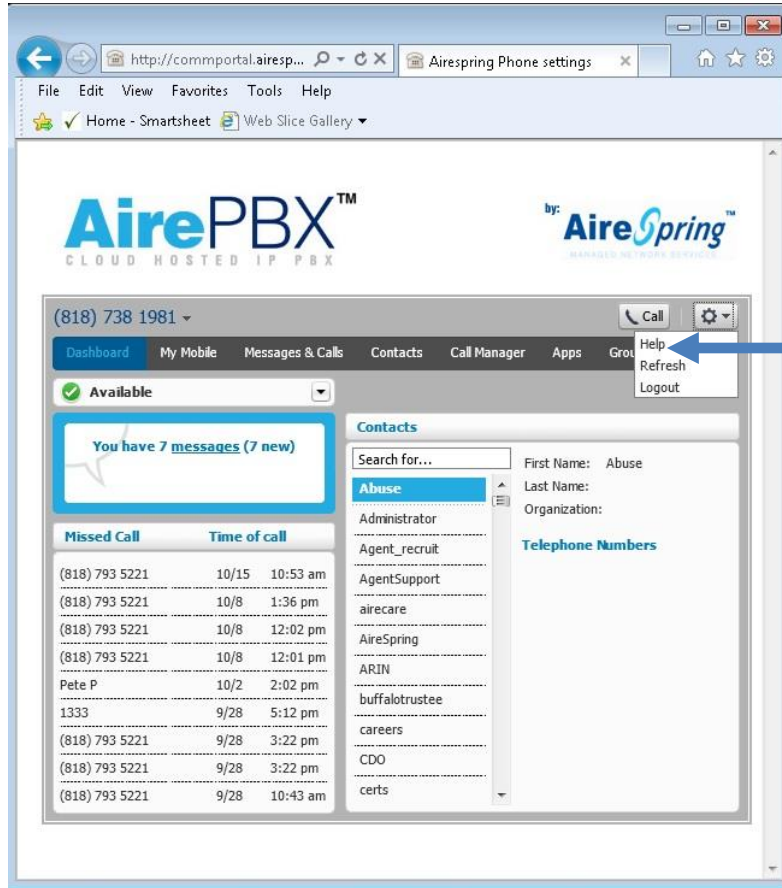
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							

Buttons: Zoom In, Save, Cancel

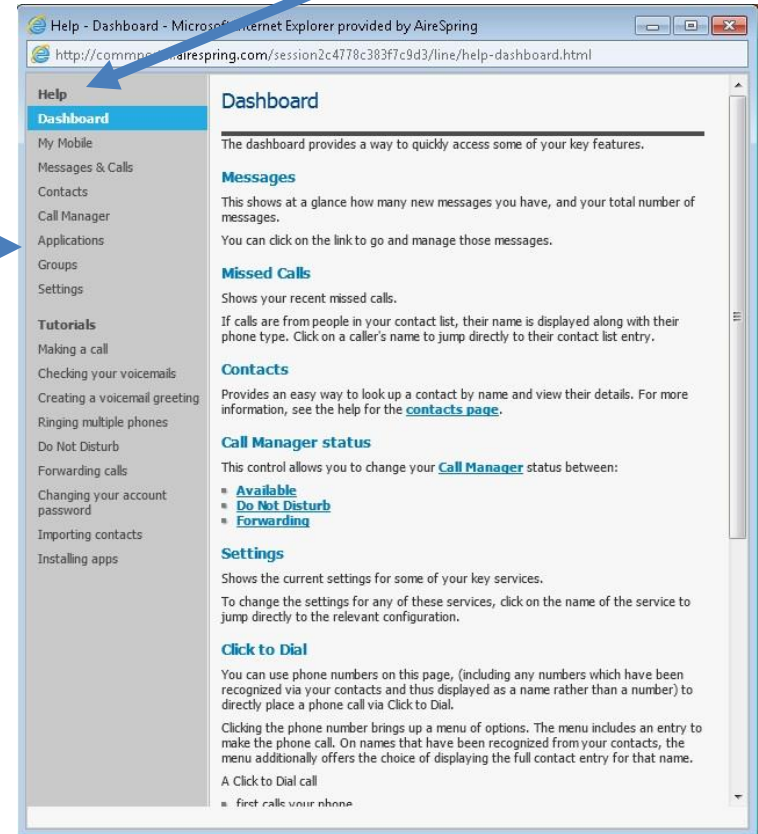
Key: ■ Notifications Enabled □ Notifications Disabled

Override – Outdial and Pager notification setup options

Pop Ups to create override schedule of notifications



Onboard Help Pop Up



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