CT Comm Call Manager Feature Set
Residential & Business

CT Comm's Call Manager Feature Set (CMFS) offers a robust array of phone service enhancements and calling features at an extremely competitive price. Getting these services as part of a feature set provides significant savings over buying them individually. Plus, the set also includes access to CT's Online Web interface, which is not available as a stand-alone offering. Review the product descriptions below and see why the CT Call Manager Feature Set is the best deal in town for phone feature management.

Online Web Interface Features

CT CommPortal & Voicemail
CT's CommPortal is an Online Web interface that lets you manage most aspects of your phone service. It enables customization of calling features and allows access to contacts, missed calls and visual voicemail. You can also record new messages using a microphone attached to your PC, and set reminder calls. Your CommPortal dashboard is accessible via a Web browser from any Internet-connected computer so you can easily manage your calling features and voicemails - even while traveling. With CommPortal's caller screening capabilities, you can avoid annoying nuisance calls. This ensures that only the callers you select will get through. Calls to your main number can be made to ring your mobile phone OR any other regular phone that you designate depending on how you configure your features. Unified messaging simplifies voicemail and call management. You can see a record of your calls – incoming, outgoing and missed calls, as well as the call time, date, and length of the call. CT's CommPortal also allows you to access a whole new generation of voicemail services. With visual voicemail, you can see a detailed list of messages in your voicemail box allowing you to listen and respond to just the messages which are important to you. For even greater convenience, CommPortal extends message accessibility beyond your voicemail box by allowing you the option to automatically send an audio file of incoming voicemails to an external email address. Now you can quickly and easily review these voicemails on your smartphone without having to dial-in or login. Additionally, you can set up the outdial feature to call any other phone number to let you know a message has

Phone Features

Caller ID Plus
Service that sends the caller's name and telephone number between the first and second ring of the call.

Caller ID Call Waiting
If you have an incoming call while you are already on the line, the Call Waiting feature will sound a tone to alert you. This feature allows you to answer the second call while keeping the first caller on hold.

Three-way Calling
This feature lets you turn an everyday two-way phone call into a three-way conversation.

Call Return/*69
This is a feature that allows you to automatically return the last incoming call, whether or not it was answered on your end.

Speed Calling
Now you can call your most frequently dialed numbers just by pressing a one or two-digit code. This includes long distance direct dialed numbers.

Call Transfer
This feature will let you take a phone call and transfer it to another phone number while dropping out of the conversation.

Call Management Features

Call Forwarding
This service lets you transfer your calls to another phone.

Selective Call Forwarding
You can program your phone to forward only those calls from a special list of numbers to another phone number. All other numbers will ring at your phone as usual.

Selective Call Rejection
You can program your phone to reject only those calls from a special list of people. When your service is "turned on," any callers in this list will hear an announcement that you are not accepting calls at this time. All other calls will ring through as usual.

Anonymous Call Rejection
Allows a caller ID end-user to reject incoming calls marked private or anonymous.

Find Me, Follow Me & Sim Ring
A feature to locate a user. It allows an extension to ring multiple extensions or outside telephone numbers - anywhere in the world. Find Me forwards calls in sequence to a list of numbers, while Sim Ring forwards calls simultaneously. With Follow Me, calls are forwarded to numbers based on a time schedule.

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CT Phone Assistant

The CT Phone Assistant is an additional service feature included with the CMFS that is designed to compliment the CT CommPortal interface. The functionality is meant to simplify and enhance your communications experience. The automatic notifications and instant access to frequently used calling features make it a valuable tool for keeping you connected. Below are features on why the CT Phone Assistant is an added benefit for you and how it works with the CT CommPortal.

Application Features

High Function Toolbar

The CT Phone Assistant toolbar greatly enhances your experience by enabling you access to communication services at any time from your desktop, without having to change applications. It's an intuitive toolbar application that allows you access to:

• Search your CT CommPortal contact list.

• Search contacts in an external LDAP directory.

• Initiate and configure synchronization with Outlook Contacts.

• Initiate click-to-dial outgoing calls for contacts or telephone.

• Ring my phone – Deactivates any call forwarding service.

• Forward all calls to voicemail or to other phone numbers.

• Enable/disable Find Me, Follow Me.

• Enable/disable key call services.

• Quick launch to CT CommPortal.

Outlook Integration

• Contact synchronization with Microsoft Outlook.

• Configurable conflict resolution settings.

• LDAP database integration for global contacts list.

Call Notifier With Disposition

The CT Phone Assistant Notifier transparently maintains contact with the CT CommPortal interface in order to alert you whenever a call is incoming, or when a new voicemail is received, via a pop-up notification, or "toast". The toast displays the name of the caller (pulled automatically from your CT CommPortal contact lists), his or her number, and the time of the message. Additionally, when you receive an incoming call, the notifier provides options on how to handle the call, in real time.

• Identify a caller through a "toaster" pop-up on the desktop.

• Provides graphic interface within pop-up that allows you to send the call to voicemail or forward to another line.

Integrated Taskbar

The taskbar in the CT Phone Assistant provides you multiple features to quickly manage the application and to reference your status. Key features include access to:

• Message waiting notification for unheard/heard messages.

• Open messages to review, listen, and/or manage.

• Account connection status.

• CT CommPortal help.

• Check for updates.

• Quick launch to CT CommPortal.

CMFS Instructions

To Login:

• In your Web browser, navigate to https://ctdp.ctcn.net

• Enter your phone number in the "Number" field.

• Enter your CT account number in the "Password" field.

• If desired, check the box "Remember me on this computer".

• Click on the "Login" button.

To Access Usage Instructions:

• Once logged in, click on the "gear" icon in the upper right hand corner of the CommPortal interface display.

• Select "Help" from the drop down menu.

• In the pop-up window, locate the navbar on the left side of the window and click on a feature or topic for additional info.

• Follow the on-screen tutorials/instructions for your selection.

• To exit the help section, simply close its browser window.

CT Phone Assistant Instructions

To Download and Install:

• Login to your CT CommPortal Web interface.

• Click on the "Apps" tab across the top navbar.

• Click on the link in the lower left corner to initiate the download.

• Follow the on-screen prompts and instructions to install the app.

• Once installed, a window prompt will ask you to restart your PC in order to load and complete the install.

• After restart, you'll be prompted to enter your login info, which is the same login used for CT CommPortal, then click "Apply".

• Next, right click anywhere on your home screen taskbar (bottom bar where Start menu is located).

• From the pop-up window, first select "Toolbars" and then select "CT Phone Assistant".

• Your CT Phone Assistant is now active.

• Click on the chevron icon , and select "Settings" to configure your functionality of CT Phone Assistant. Then click "OK".