

avidphone.com

Office Phones Business Internet CyberSecurity Network Design | Cloud Migration Contact Center Client Login Call us

1. Office Phones
"Expensive phone plans, delays and echoes: are those my only choices?"
We feel your pain. Let's talk...

2. Business Internet
All Internet providers are the same, right?
We help customers find their best option. Compare...

3. CyberSecurity
How secure are my data and customers from cyber-criminals?
Hackers hate Avid. Here's why...

4. Network Design | Cloud Migration
Am I dense because I really don't understand the Cloud?
Put your network in the hands of experts...

5. Contact Centers
Ridiculously expensive seat licenses and impossible setup requirements. I just want my clients to easily reach us.
We take the mystery out of Contact Center solutions...

March 10, 2020
How Avid Will Help Your Business Respond to COVID-19 Disruption
Photo Courtesy: Alissa Eckert, MS; Dan Higgins, MAMS By David Scott, Managing Member at Avid Communications. I imagine your business has been developi ...
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March 5, 2020
Customer Spotlight: H&K Smart Fence, Inc. [more ▶](#)

February 27, 2020
Avid and your Managed Service Provider [more ▶](#)

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Do you know how much time your employees are [more ▶](#)

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Blog Kansas City: Des Moines:

test66.pptx Show All

Go to www.avidphone.com

The screenshot shows the Avid Communications website with a navigation menu. The 'Client Login' link is highlighted, and a dropdown menu is open, showing the following options: Open CommPortal, Open Admin Portal, Conference Bridge, SimpleHelp, and Pay Bill. A red arrow points to the 'Open CommPortal' option. The main content area features five colored boxes with text: 1. Office Phones (red), 2. Business Internet (green), 3. Cyber (blue), 4. Network Design | Cloud Migration (dark blue), and 5. Contact Centers (yellow). The footer contains a blog section with three articles: 'How Avid Will Help Your Business Respond to COVID-19 Disruption' (March 10, 2020), 'Customer Spotlight: H&K Smart Fence, Inc.' (March 5, 2020), and 'Avid and your Managed Service Provider' (February 27, 2020). The bottom of the page shows a browser address bar with 'https://webcare.avidphone.net/commportal/' and a taskbar with a 'test66.pptx' file.

Select "Client Login" and then choose "Open CommPortal"

CommPortal Web

Please log in below.

Number: 8169947075

Password:

Remember me on this computer.

Login

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

Enter your work phone number and your CommPortal password

The screenshot shows a web browser window with multiple tabs. The active tab is 'CommPortal Web' with the URL 'webcare.avidphone.net/commportal/sessionae9c9f9ac04cefe/line/main.html?justLoggedIn=1583867567#/'. The page content includes a navigation bar with 'Home', 'Messages and Calls', and 'Contacts'. Below this is the 'Phone Status' section with four tabs: 'Summary', 'Forwarding', 'Follow Me', and 'Screening'. A red arrow points to the 'Forwarding' tab. Under the 'Summary' tab, there is a 'Summary of Configured Services' section with the text 'Calls that you receive will be processed according to the following rules.' and three bullet points: 'All calls will ring your phone.', 'When busy, calls will be forwarded to voicemail.', and 'On no answer, calls will be forwarded to voicemail.' Below this is a 'Your Services' section with five icons: 'Groups', 'Call Settings', 'Message Settings', 'Notifications', and 'Group Mailboxes'. At the bottom, there are three columns: 'Personal Details' (John Doe, Devices), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Send Feedback).

Select the "Forwarding" tab

Home Messages and Calls Contacts John Doe

Phone Status

Summary **Forwarding** Follow Me Screening

Immediately Busy/No Answer Selected Callers Forwarding Destinations

Forward calls immediately.

Forward calls to:

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Ring my phone once when a call is forwarded? Yes No

Apply Cancel

Your Services

- Groups
- Call Settings
- Message Settings
- Notifications
- Group Mailboxes

Personal Details
John Doe
Devices

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

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

Check "Forward calls immediately" and enter the "Forward calls to:" number.

The screenshot shows a web browser window with multiple tabs. The active tab is 'CommPortal Web' displaying the 'Phone Status' page for 'John Doe'. The page has a blue header with navigation links: 'Home', 'Messages and Calls', and 'Contacts'. Below the header, the 'Phone Status' section has four tabs: 'Summary', 'Forwarding' (selected), 'Follow Me', and 'Screening'. Under the 'Forwarding' tab, there are sub-tabs: 'Immediately', 'Busy/No Answer', 'Selected Callers', and 'Forwarding Destinations'. The 'Immediately' sub-tab is active, showing a checked checkbox for 'Forward calls immediately.' and a text input field containing '(816) 994 7050'. A red arrow points to the 'Apply' button. Below the input field is a blue hint box: 'Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.' At the bottom of the page, there are sections for 'Your Services' (Groups, Call Settings, Message Settings, Notifications, Group Mailboxes) and 'Personal Details', 'Security', and 'Support'.

Click "Apply"

The screenshot shows a web browser window with multiple tabs. The active tab is 'CommPortal Web' with the URL 'webcare.avidphone.net/commportal/sessionae9c9f9ac04cefe/line/main.html?justLoggedIn=1583867567#/#topTabBox=Summary'. The page has a blue header with 'Home', 'Messages and Calls', and 'Contacts' tabs, and a user profile 'John Doe'. Below the header is the 'Phone Status' section with four tabs: 'Summary' (highlighted in orange), 'Forwarding', 'Follow Me', and 'Screening'. A red arrow points to the 'Summary' tab. Under 'Summary of Configured Services', a message states: 'Calls that you receive will be processed according to the following rules.' Below this, a red-bordered box contains the text: 'All calls will be forwarded to (816) 994 7050.' The 'Your Services' section contains five icons: 'Groups' (with a '1' notification), 'Call Settings', 'Message Settings', 'Notifications' (with a checkmark), and 'Group Mailboxes'. At the bottom, there are three columns: 'Personal Details' (John Doe, Devices), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Send Feedback). A taskbar at the bottom shows 'test66.pptx' and a 'Show All' button.

Click on the "Summary" tab and verify that the forwarding is active.

Thank you!