

Polycom VVX CommPortal Quick Reference Guide



ITS CommPortal gives you a powerful and easy to use on-line interface to use access your voice mail and phone settings.

[See complete VVX Phone User Guide for additional instructions.](#)

Logging In

1. Go to <https://myfeatures.itstelecom.net>
2. Enter your 10 digit phone number
3. Enter your **default** password: _____ Create Your New Password: _____
4. You can change the password after that time.

Change Password

1. Go to **Settings** page
2. Select **Account Password**
3. Enter your new password in **Password** box
4. Re-enter your new password in the **Confirm Password** box
5. Click **Change Password**

Dashboard Page

The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.

Messages & Calls

- The **Messages** tab displays new and saved voice messages. Play, delete, or mark as heard/unheard.
- **Missed Calls**, **Dialed Calls**, and **Received Calls** show you all your recent called activity.

Call Manager

- The Summary tab of **Call Manager** provides a description of what will happen to your incoming calls. You can control incoming and outgoing calls and call forward to your other phones like your mobile or home phone.

Configure Your Phone Keys

1. Select the **Settings** page in ITS CommPortal.
2. Select the **Phones** tab.
3. Click on the **Configure Your Phone** link.

Setup Voice Mail-To-Email

1. Select the **Settings** page in ITS CommPortal.
2. Select the **Messages** tab.
3. Click on the **Forward Message As** link.
4. Enter email address.