

INSTALLING COMMPORTAL ASSISTANT



DATA. INTERNET. VOICE. VIDEO.

SYSTEM REQUIREMENTS

The PC onto which you want to download CommPortal Assistant must have at least 3MB of disk space for installation and be running:

- Windows XP (Service Pack 2 or later), or Windows Vista
- Internet Explorer v6.0 or above, or Firefox

CommPortal Assistant also requires .NET 1.1, a component of the Windows operating system. Most PCs already have .NET 1.1. However, if you do not have .NET 1.1 installed on your computer, the installation process will provide you with a link to download it from Microsoft and install it on your PC. This download is free.

You also need administrator privileges to install CommPortal Assistant. You will usually have these privileges if you are installing the software on your own computer, but you may need to contact your network administrator if you are using a company-owned PC or are in a similarly controlled environment.

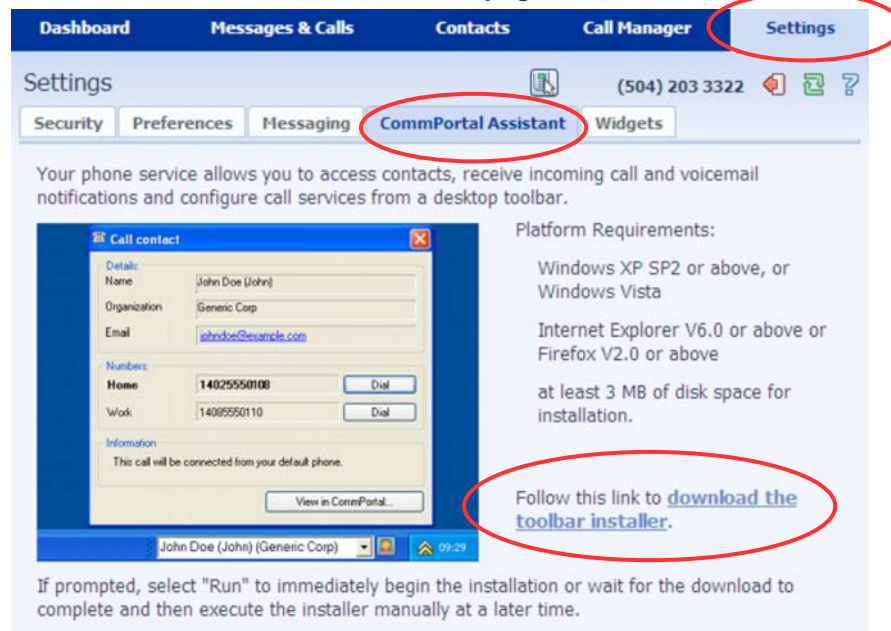
DOWNLOADING COMMPORTAL ASSISTANT

Log into your account using CommPortal at

<http://www.lightpathhostedvoice.com>

- o Log in using your telephone number, and your CommPortal PIN or password
- Click Settings on the navigation bar.
- Click *CommPortal Assistant*.
- You are then taken to the CommPortal Assistant display, from where you can download the tool. This display also shows the minimal system requirements for downloading and using this tool, as described above.

The CommPortal Assistant download page



Dashboard Messages & Calls Contacts Call Manager **Settings**

Settings (504) 203 3322

Security Preferences Messaging **CommPortal Assistant** Widgets

Your phone service allows you to access contacts, receive incoming call and voicemail notifications and configure call services from a desktop toolbar.

Call contact

Details:
Name: John Doe (John)
Organization: Generic Corp
Email: johndoe@esumedia.com

Numbers:
Home: 14025550108 Dial
Work: 14085550110 Dial

Information
This call will be connected from your default phone.

View in CommPortal...

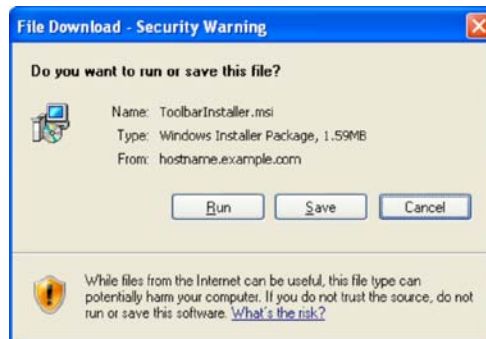
Platform Requirements:
Windows XP SP2 or above, or Windows Vista
Internet Explorer V6.0 or above or Firefox V2.0 or above
at least 3 MB of disk space for installation.

Follow this link to [download the toolbar installer](#).

If prompted, select "Run" to immediately begin the installation or wait for the download to complete and then execute the installer manually at a later time.

- Click *download the toolbar installer* to download the installation package *ToolbarInstaller.msi*. You will see a pop-up dialog box similar to the following figure:

Security warning on download of CommPortal Assistant installation package

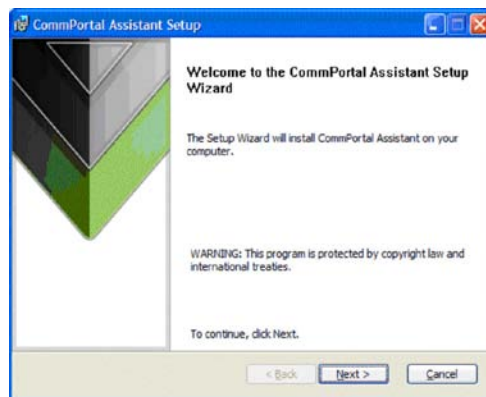


- Click *Run* to install CommPortal Assistant immediately, or *Save* to download it and install it at a later date.

COMMPORTAL ASSISTANT INSTALLATION WIZARD

Once you have downloaded CommPortal Assistant, you can use the CommPortal Assistant Setup Wizard to install the toolbar on your PC.

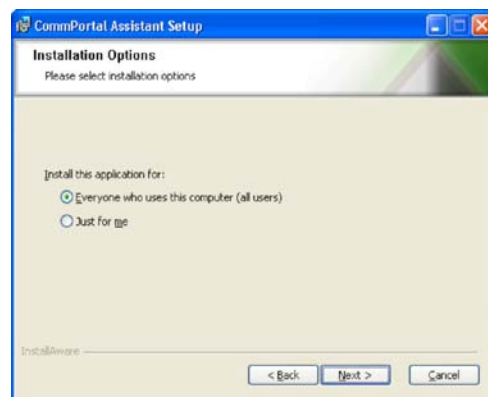
The CommPortal Assistant Installation Wizard



- If you chose *Run* when prompted by the dialog box, the installer will launch automatically. If you chose *Save*, when you are ready to begin installing CommPortal Assistant, open the location you saved it to and double-click the *ToolbarInstaller* icon.

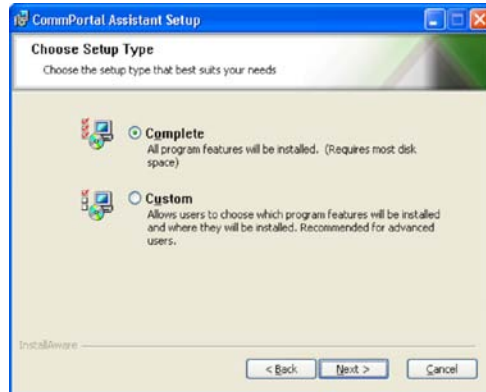
- If you are using Windows Vista, a security dialog may appear, asking you to confirm that you wish to install the new software. Select *Allow* or *Continue* to proceed with the installation.
- The CommPortal Assistant Setup Wizard begins.
- Click *Next*, then read the End User License Agreement. If you accept it, select *I accept the terms in the License Agreement* and click *Next* again.
- If your computer supports multiple users, you must then select whether you want to make the tool available to all users, or only to you.
Even if you choose to make the tool available to all users, your account remains secure. Each user must enter their own login details to access their mailbox.

Selecting the users on the PC for whom CommPortal Assistant is available



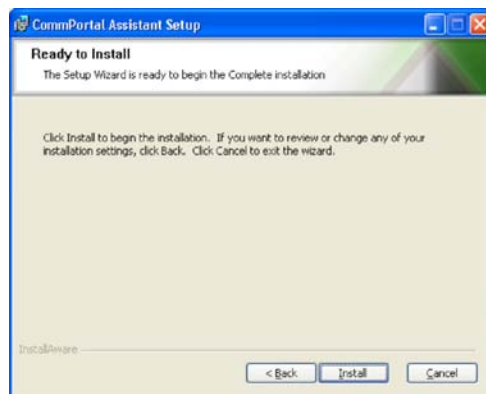
- You are then asked whether you want to install the complete package or a custom package, as shown:

Selecting a complete setup



- If you are an experienced user, you may wish to select custom options. Otherwise, we suggest you install the complete package. Select *Complete* and then click the *Next* button.
- Finally, you are asked to confirm your settings, as shown. Select Install to continue.

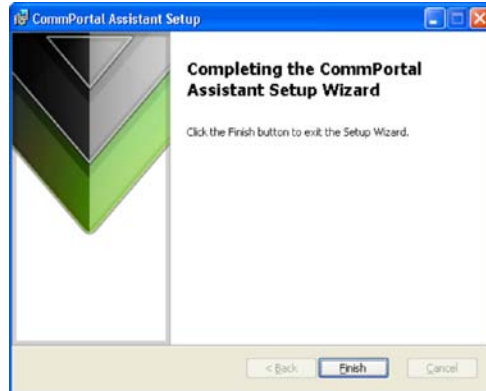
Initiating the installation



- CommPortal Assistant is then installed on your PC using the settings you configured.

- Once complete, you are given the option to start the toolbar, as shown. Select *Launch CommPortal Assistant* and click *Finish* to start using the feature immediately.

Installation complete



- Finally, verify that CommPortal Assistant appears in your Windows Taskbar and Notification area (usually towards the bottom-right of your screen). This is illustrated as shown:

The CommPortal Assistant and Notification area icons on the Taskbar

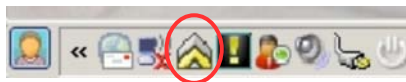


- If CommPortal Assistant is not visible, right-click on your Windows Taskbar, select *Toolbars*, and then click *CommPortal Assistant*.
- If you have Outlook 2003 or Outlook 2007 installed on the same PC as CommPortal Assistant, the first time you launch the toolbar you will see a balloon message alerting you to CommPortal Assistant's synchronization. This feature enables you to automatically synchronize your CommPortal Assistant and Outlook contacts once you have set up the necessary configuration.

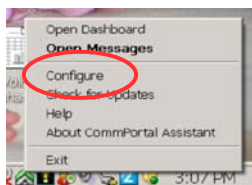
CONFIGURING COMMPORTAL ASSISTANT

Once CommPortal Assistant is installed you will have to configure it to your phone number:

- Right mouse click on the CommPortal Assistant



- Select Configure



- Enter your:

- o Phone Number
- o Password (**NOTE:** If you changed your password when you first logged into your phone, that will now be your CommPortal password)
- o CommPortal url: <https://lightpathhostedvoice.com>

- Select Apply and OK

