

ONBOARDING GUIDE USER

Connected to your cloud telephone service



VIDEOTRON
Business

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Dear client,

Thank you for choosing Videotron Business as your partner.

Cloud Communications offers you a simple, reliable, and flexible telephony solution that will meet your most ambitious business objectives.

This guide will help you configure the most common features for an optimal experience.

For any request for support, we invite you to contact us at any time at :

- 1 800 561-4248, option 3 (Technical Support) for any service-related problems service
- 1 877 512-8590, option 2 (Customer Service) for billing, moving or service changes (move, add, change, and delete)
- 1 833 380-1889 for assistance with your phone system configuration

Feel free to visit the Support section of our website for more information : <https://support.videotron.com/business/telephony/cloud-communications>

We are privileged to have you as a customer, and we will continue to do our best to provide you with the best possible service.

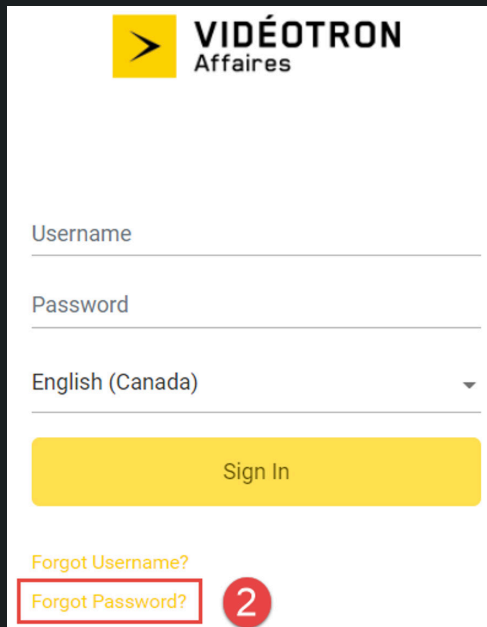
Your Videotron Business team

Reset your password

This is the password that will be used to log in to the COMMAffaires app for desktop or mobile and the online user portal. To reset it, you must go through the user portal.

1 Go to the **User Portal** <https://commaffaires.videotron.com/myphonenext>

2 Click on **Forgot Password ?**



VIDÉOTRON
Affaires

Username

Password

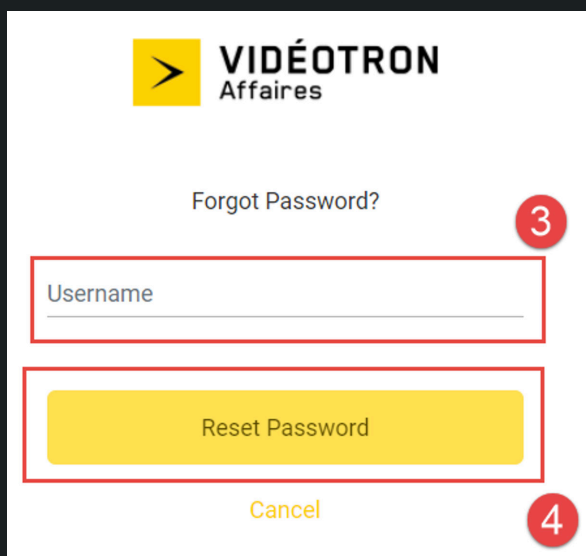
English (Canada)

Sign In

Forgot Username?

Forgot Password?

3 Enter your **Username**.



VIDÉOTRON
Affaires

Forgot Password?

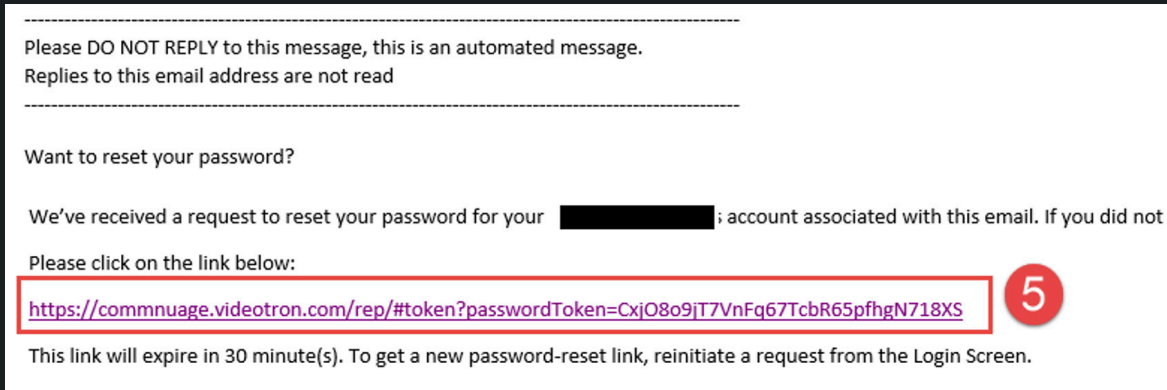
Username

Reset Password

Cancel

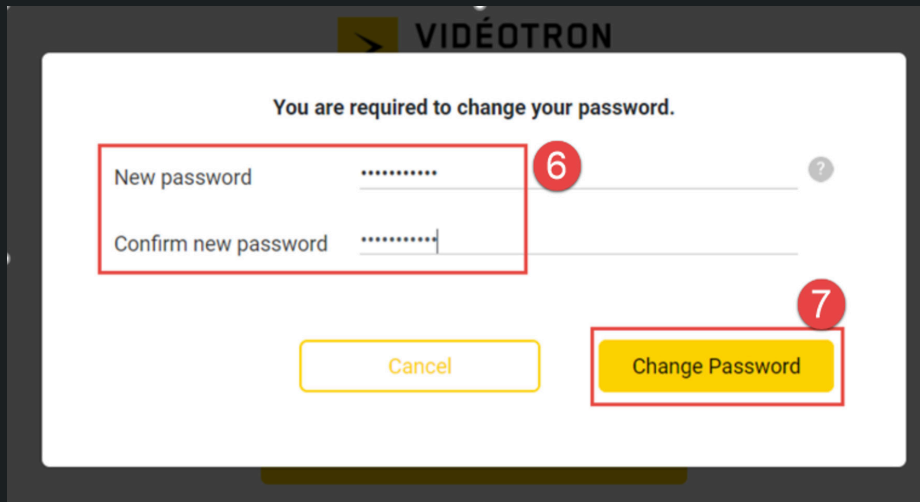
4 Click on **Reset Password**

5 Check your mailbox to receive your **Temporary Password** and click on the link in the email



6 Choose a new password. To be compliant, your password must include :

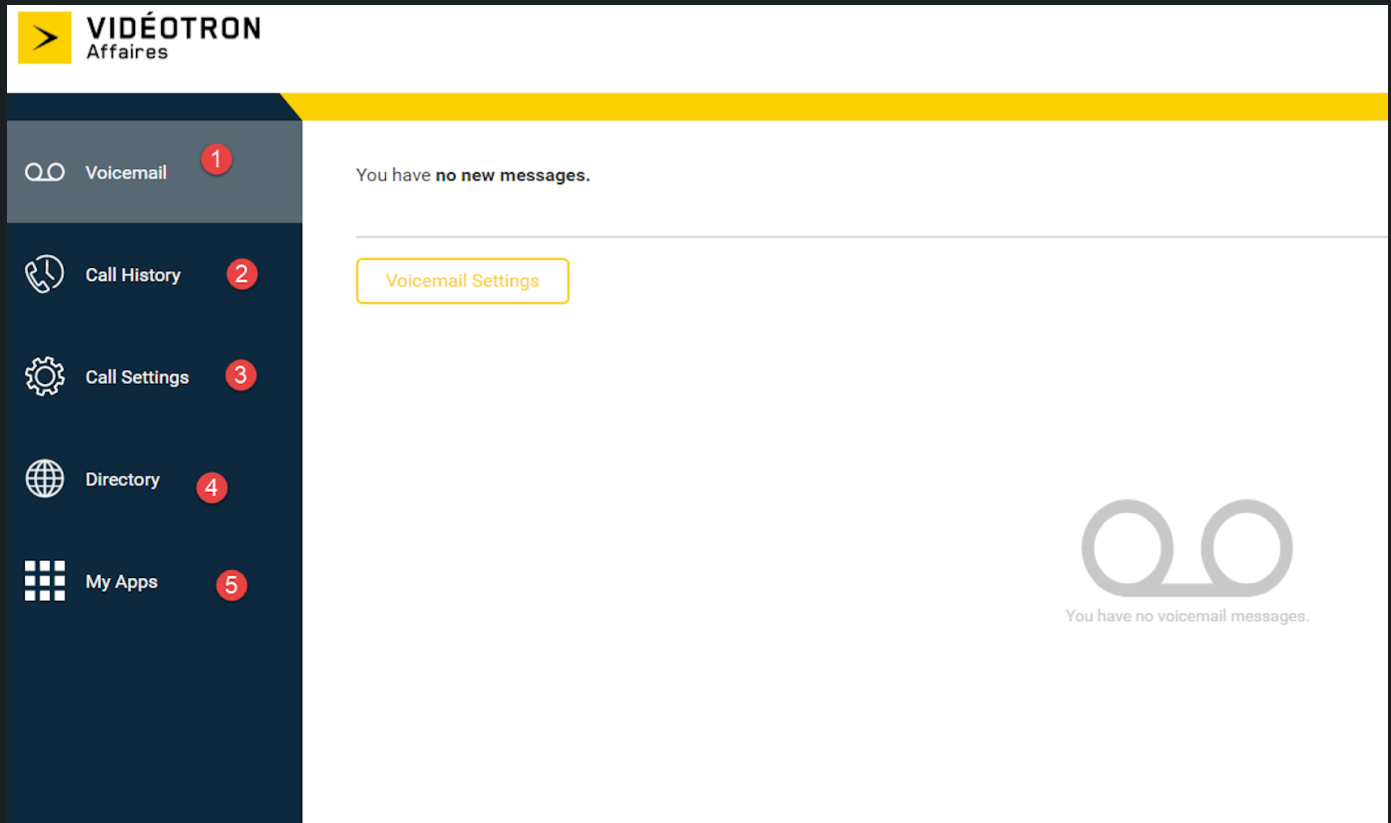
- 10 characters
- 1 uppercase
- 1 lowercase
- 1 number
- 1 special character (@, #, \$, %, &, *)
- It must be different from your last 10 passwords



7 Click on **Change Password**

Overview of the user portal

Here is a preview of the User Portal available at <https://commaffaires.videotron.com/myphonenext>



1 List of messages in your voicemail, allows you to listen and delete messages

2 History of received and missed calls

3 Cloud Communications licence settings

4 List of added contacts

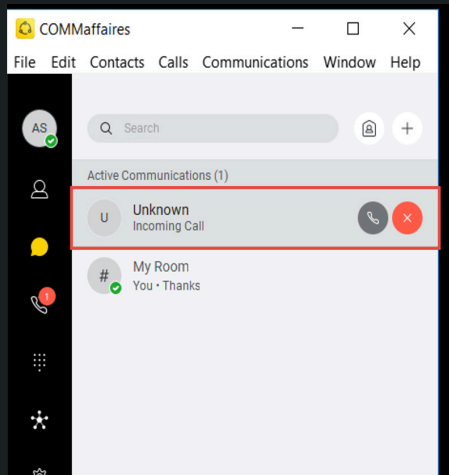
5 Apps available for download

How to answer calls in Desktop COMMAffaires Application

With the Cloud Communications service, you can receive calls on your mobile device or directly on your computer via the COMMAffaires app.

The COMMAffaires app can be downloaded from the « **Desktop application COMMAffaires** » or « **Mobile application COMMAffaires** » section here : <https://support.videotron.com/business/telephony/cloud-communications/end-users> (Section **Desktop Application COMMAffaires**).

When you receive an incoming call, a notification will appear in the lower right corner of your screen. A banner will also be visible at the top of the COMMAffaires window.



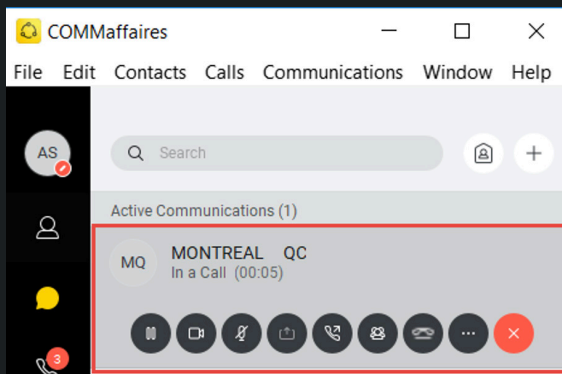
Click the phone button to **Accept** the call



Click the X button to **Decline** the call

During a call :

Choose one of the following options, if necessary



Hold : Allows you to put the caller on hold



Start video : Allows you to convert the call to a video call



Mute microphone : Disables the microphone



Share screen : Allows you to share the screen with your caller



Add people : Allows multiple people to be on the same call



Click to park call : Allows you to park the call and retrieve it from another device



Transfer : Transfers the call to a third party



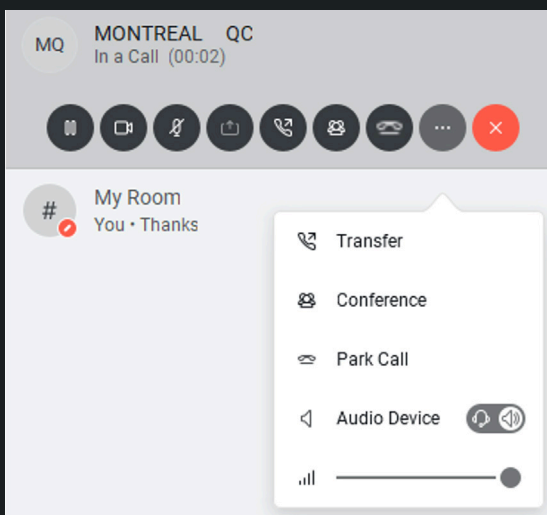
Audio device : Allows you to toggle the call between your speakers and headset



Adjust volume : Allows you to adjust the call volume



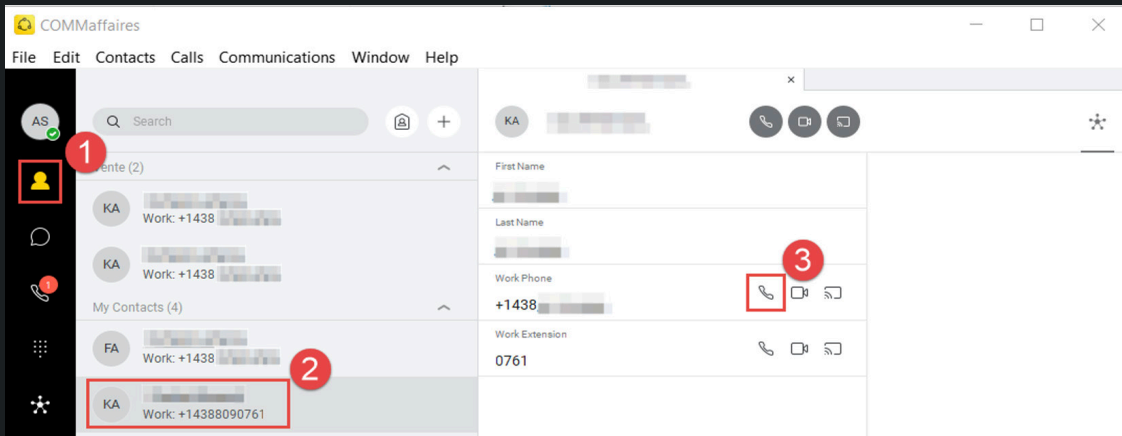
End call : Allows you to hang up



How to initiate a call from the COMMAffaires Application

From the desktop application :

1 Select the **Contacts** menu

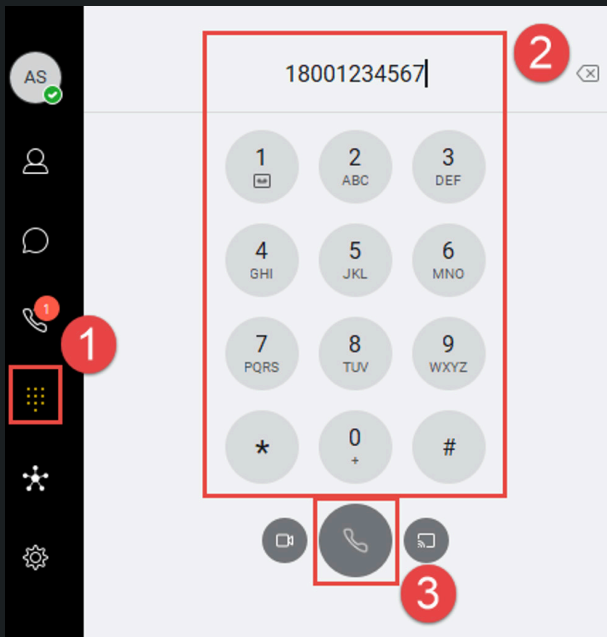


2 Double-click on the contact you want to call

3 Click **Audio Call**

OR :

1 Select the **Dialpad**



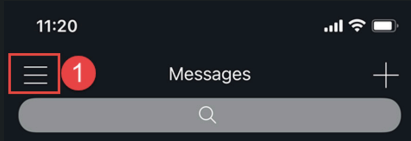
2 Dial the phone number you want to call

3 Click **Audio Call**

From the mobile application :

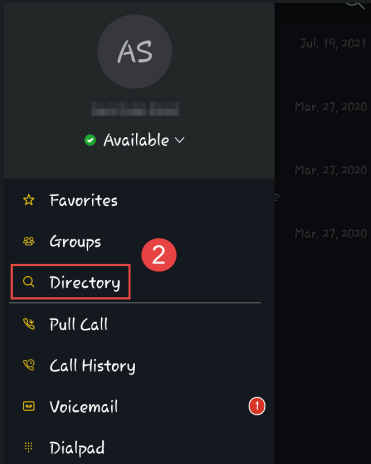
1

Select the **Menu icon**



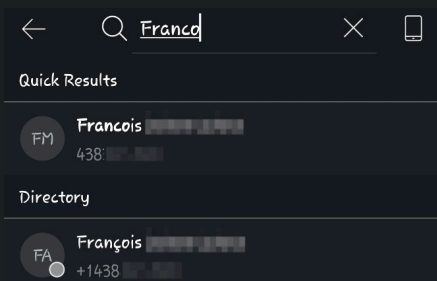
2

Tap **Directory**



3

Type the name or the phone number of the person you want to reach

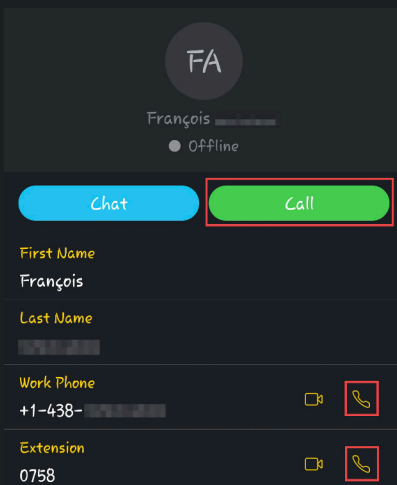


4

Tap the contact in question

5

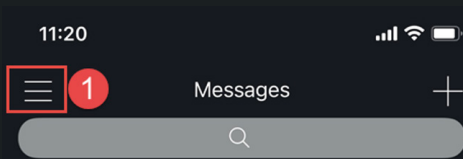
Tap **Call**



OR :

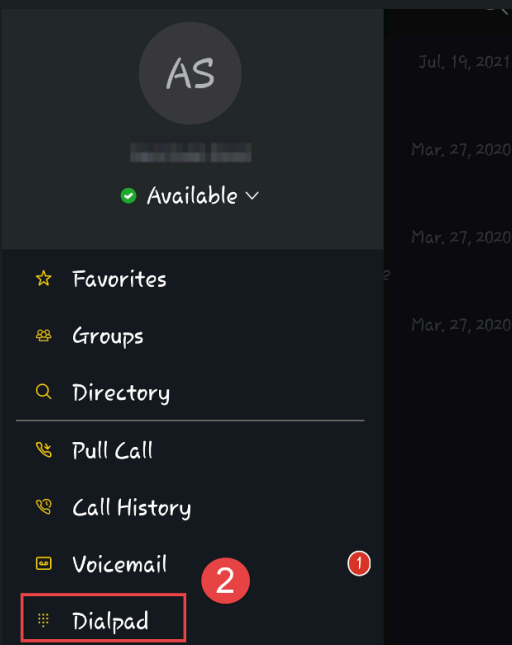
1

Select the **Menu icon**



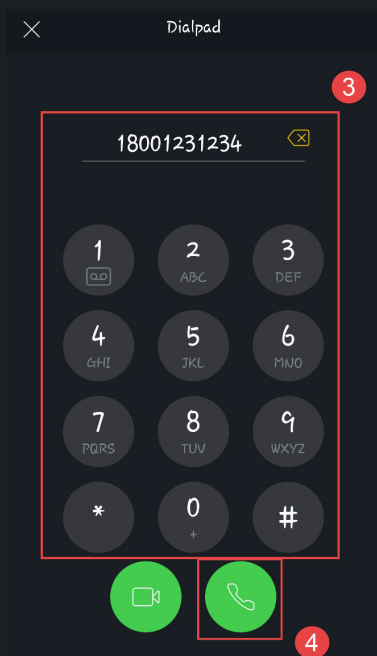
2

Tap **Dialpad**



3

Dial the phone number you want to call

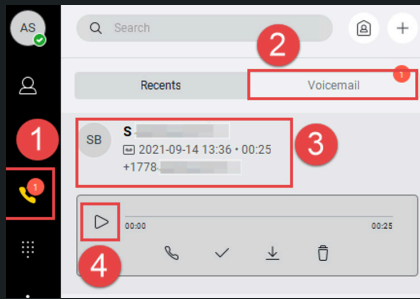


4

Tap the **Audio Call** button

From the COMMAffaires app for desktop :

1 Click **Calls**



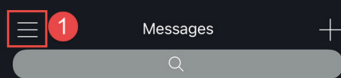
2 Click **Voicemail**

3 Click the voice message you want to listen to

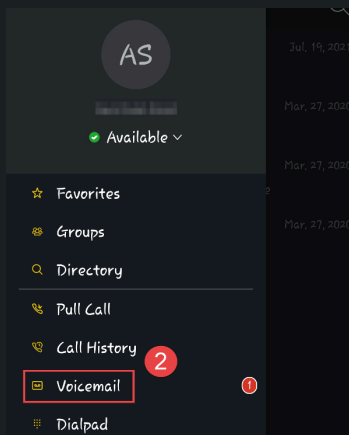
4 Click the **Play Voicemail** button

From the COMMAffaires app for mobile :

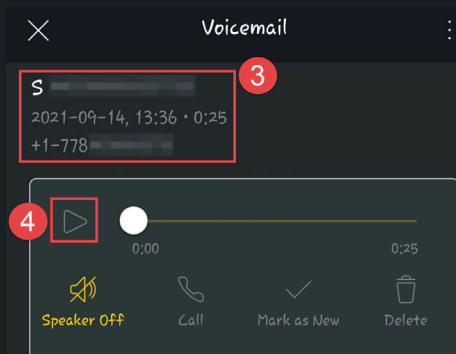
1 Tap **Menu icon**



2 Tap the **Voicemail** button



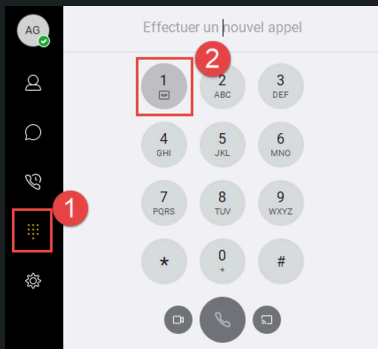
3 Tap the voice message you want to listen to



4 Tap the **Play** button

From the COMMAffaires app for desktop :

1 Click Dialpad

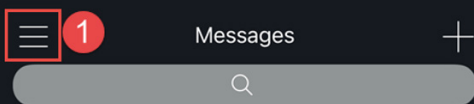


2 Hold down number 1 for a few seconds

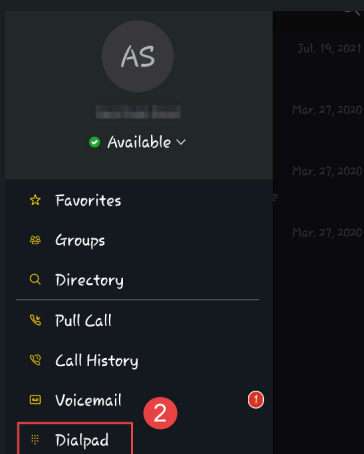
3 Follow the instructions :
Click 1 to listen to your voice messages
Click 3 to edit your voicemail greeting
Click 8 to edit your voicemail access code (PIN)

From the COMMAffaires app for mobile :

1 Tap Menu icon



2 Tap Dialpad



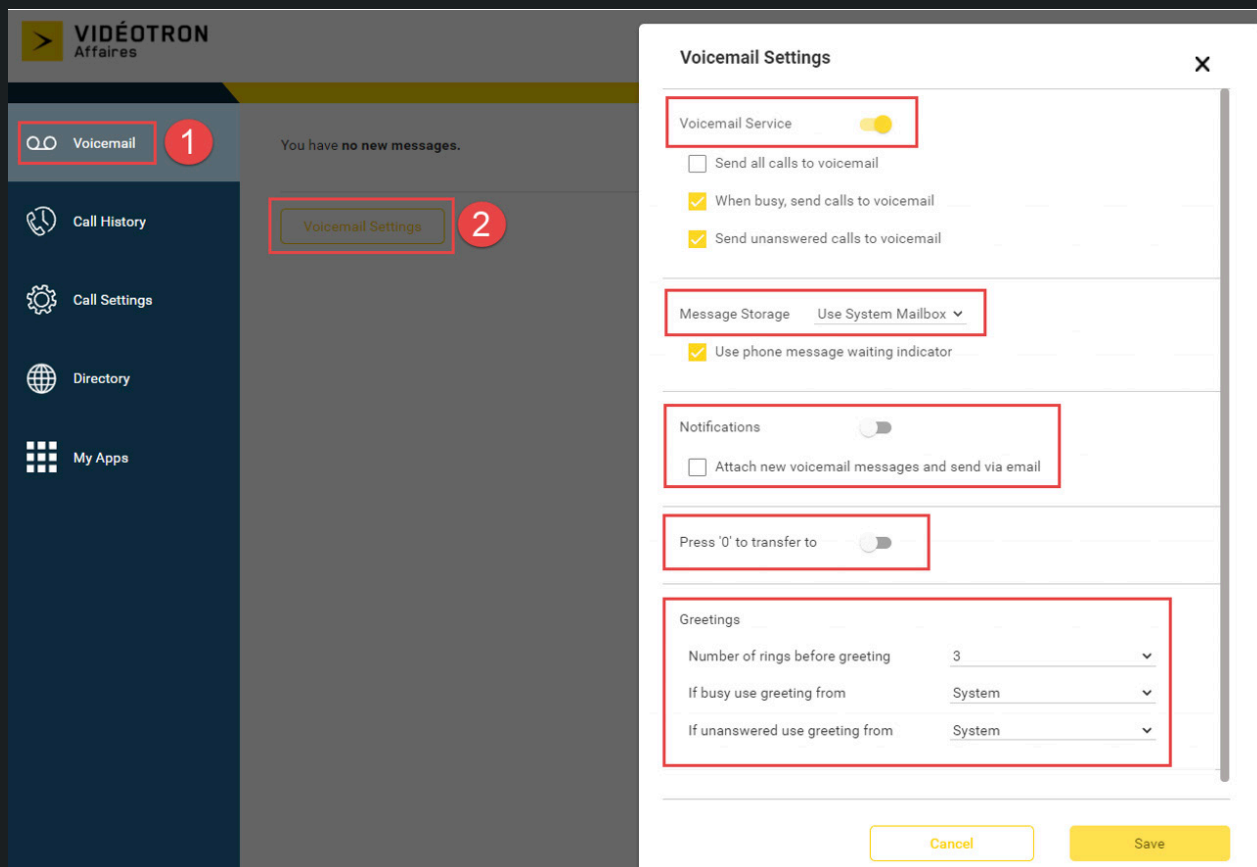
3 Hold down number 1

4 Follow the instructions :
Tap 1 to listen to your voice messages
Tap 3 to edit your voicemail greeting
Tap 8 to edit your voicemail access code (PIN)

For more options :

1 Log in to the **User Portal** <https://commaffaires.videotron.com/myphonenext>

2 From the **Voicemail**, click **Voicemail Settings**



Voicemail Service : Disables your voicemail

Message Storage : Allows you to use the mailbox by default or transfer your voice messages by email in .wav format

Notifications : Activates email notifications when a voice message is received

Press « 0 » to transfer to : Allows callers to be transferred to a number of your choice if they press 0 (example : in case of emergencies)

Greetings :

Number of rings before greeting : Allows you to edit the number of times the phone rings before the call is redirected to your voicemail

If busy use greeting from : Allows you to choose between a personalized message or the system's standard message

If unanswered use greeting from : Allows you to choose between a personalized message or the system's standard message

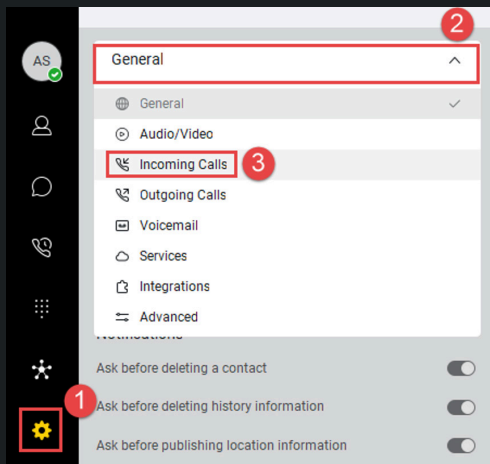
Set up a Call Forwarding

Call Forwarding redirects incoming calls to another number. This may apply, for example, if your line is busy or you don't answer the call. This will allow your caller to be automatically redirected to another number to ensure their call is answered.

Via the COMMAffaires app for desktop :

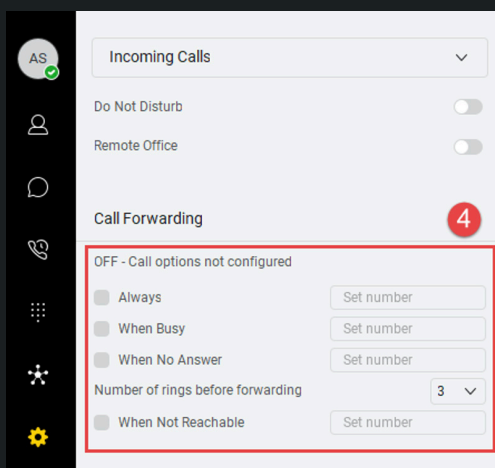
1 Click **Options**

2 Click **General**



3 Click **Incoming Calls** in the drop-down menu

4 Check the type of **Call Forwarding** you want



Always : Redirects all incoming calls to the number of your choice

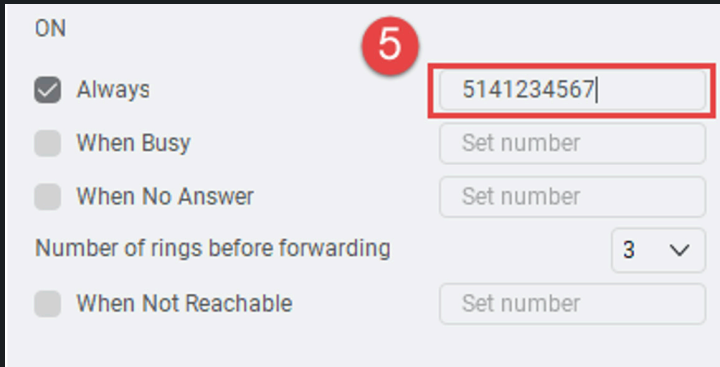
When Busy : Redirects incoming calls if a call is in progress

When No Answer : Redirects incoming calls if you do not answer. The number of rings can be selected directly below

When Not Reachable : Redirects calls if the COMMAffaires app is not available or if the cell is out of range

5

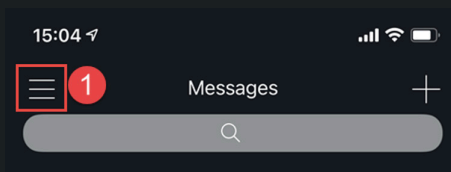
Enter the desired number in the **Set number** field



Via the COMMAffaire app for mobile :

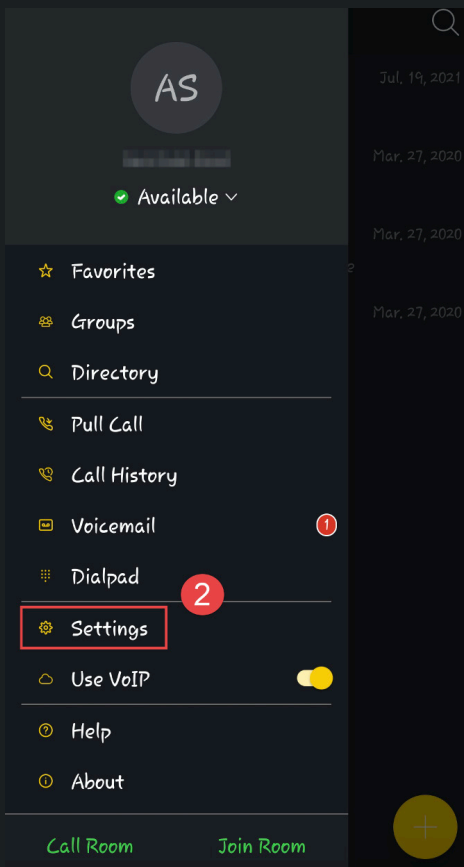
1

Tap **Menu icon**



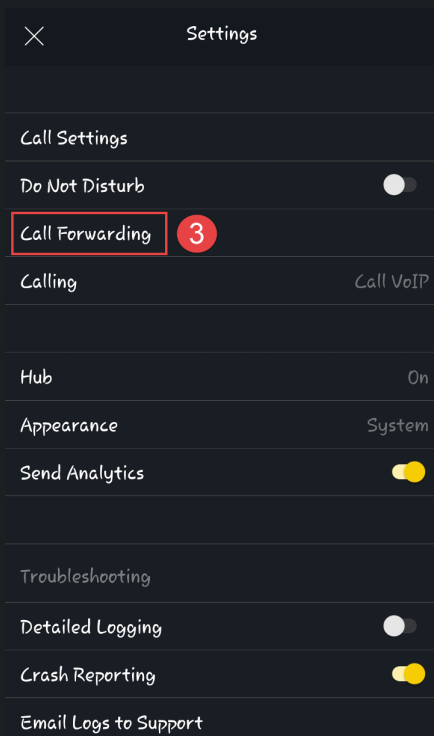
2

Tap **Settings**



3

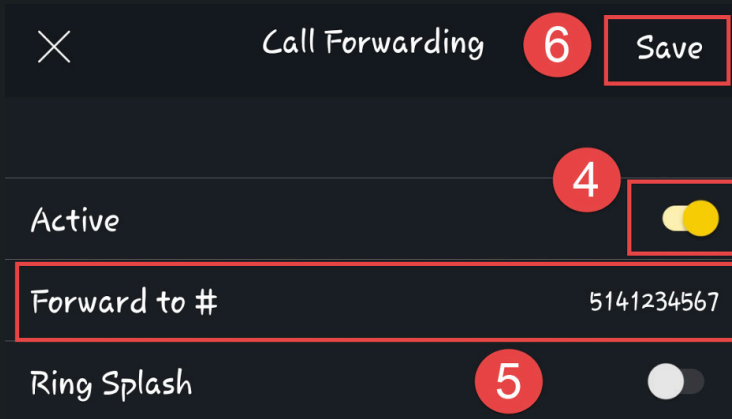
Tap Call Forwarding



*All calls will be redirected. For conditional transfers, select **Call Settings** and the **Incoming Calls**

4

Tap the Active button



5

Tap Forward to # and enter the number you want to redirect the calls to

6

Tap Save

Via the User Portal :

1 Click **Call Setting**

The screenshot shows the 'VIDÉOTRON Affaires' user portal. The left sidebar contains navigation options: Voicemail, Call History, Call Settings (highlighted with a red box and a '1' callout), Directory, and My Apps. The main content area is titled 'Incoming Calls' and includes sections for 'Schedules' and 'Additional Features'. Under 'Additional Features', there are three settings: 'Do Not Disturb' (disabled), 'Office Anywhere' (disabled), and 'Anonymous Call Rejection' (disabled). The 'Call Forwarding' section is active, indicated by a yellow toggle and a '2' callout. It offers three options: 'Always' (checked with a '3' callout), 'When busy', and 'When no answer'. A text input field contains the number '5141234567' with a '4' callout. Below it is a checkbox for 'Send to voicemail' with a help icon. At the bottom right, there are 'Cancel' and 'Save' buttons, with 'Save' highlighted by a red box and a '5' callout.

2 Activate **Call Forwarding**

3 Check the type of **Call Forwarding** you want

Always : Redirects all incoming calls to the number of your choice

When Busy : Redirects incoming calls if a call is in progress

When no answer : Redirects incoming calls if you do not answer. The number of rings can be selected just below

4 Enter the number you want to redirect the calls to

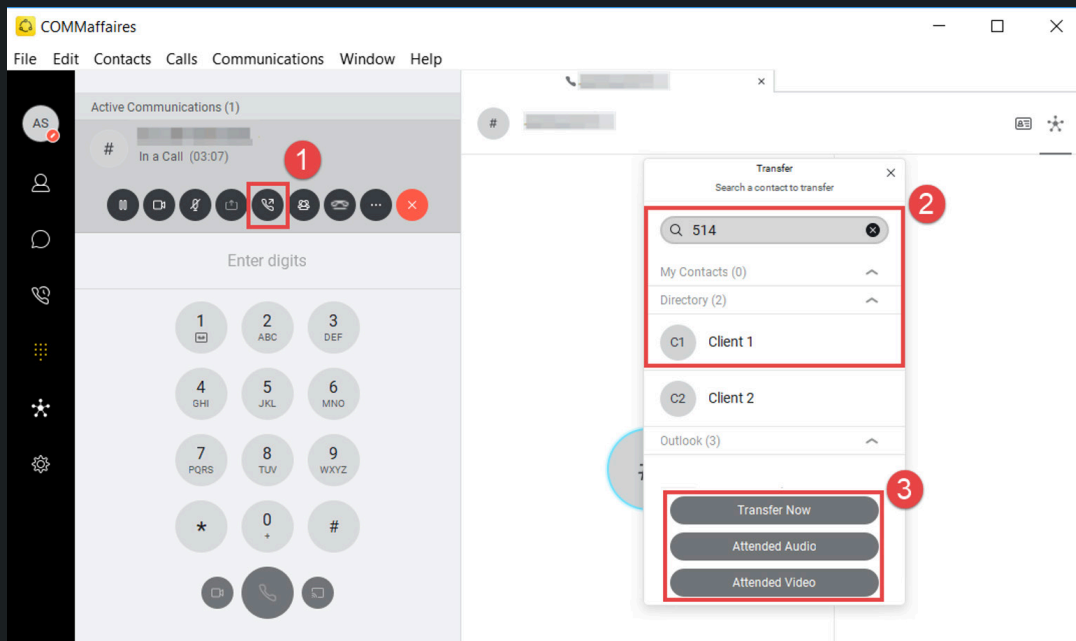
5 Click **Save**

Transfer call to another person

With Call Transfer, you can connect the caller another person. Videotron's Cloud Communications offers 2 types of call transfers : Transfers Now (Cold Transfert) and Attended Audio (Warm Transfer). Attended audio does not group 3 callers in the same call. If you want 3 callers to speak with each other in the same call, then you will need to do a Conference call, explained in the « Create a Conference » section of the guide.

For the COMMAffaires app for desktop :

1 Click the **Click to Transfer Call** button



2 Dial a number or select a contact from the search tab

3 Select the desired transfer type :

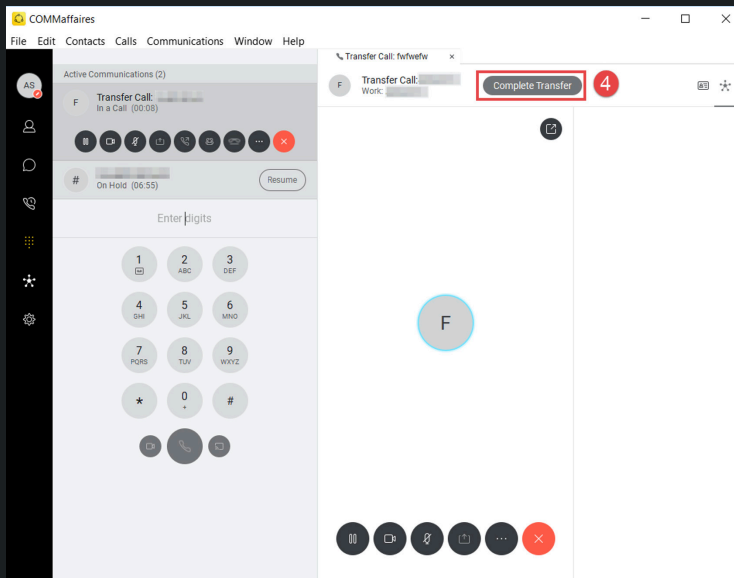
Transfer Now : Transfers the call directly to the 3rd call participant without introduction. Your call will end, and you will hear the ring of the new call to the number indicated during the transfer

Attended Audio : Transfers the call to the 3rd call participant with introduction. You will first talk to the person you want to transfer the call to in order to explain the situation. The caller will be put on hold. When you have finished explaining the reason for the transfer, click **Complete Transfer**. The conversation will then continue between the caller and the 3rd call participant

Attended Video : Like Participation audio, but with a video call between you and the person

4

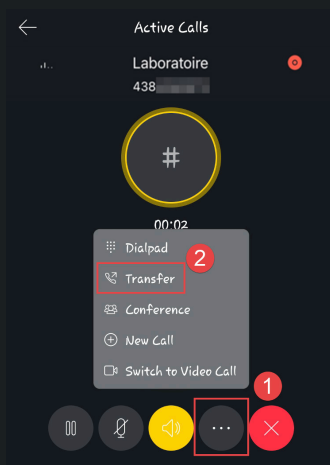
Click **Complete Transfer** to exit the conference if you have chosen a participation



For the COMMaffaires app for mobile

1

Tap the **Plus** button during the call

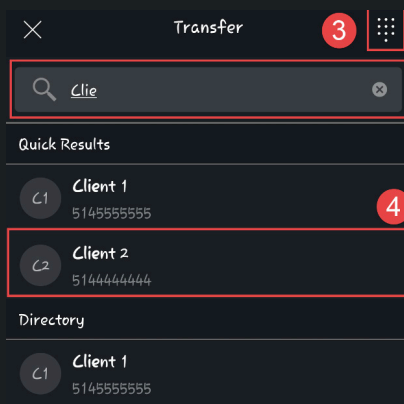


2

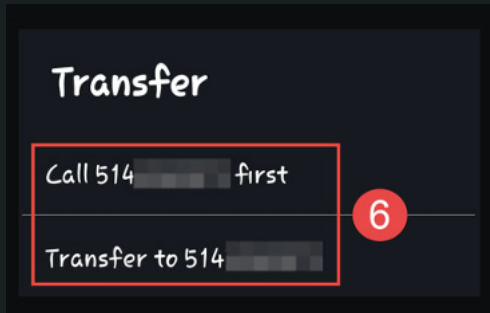
Tap **Transfer**

3

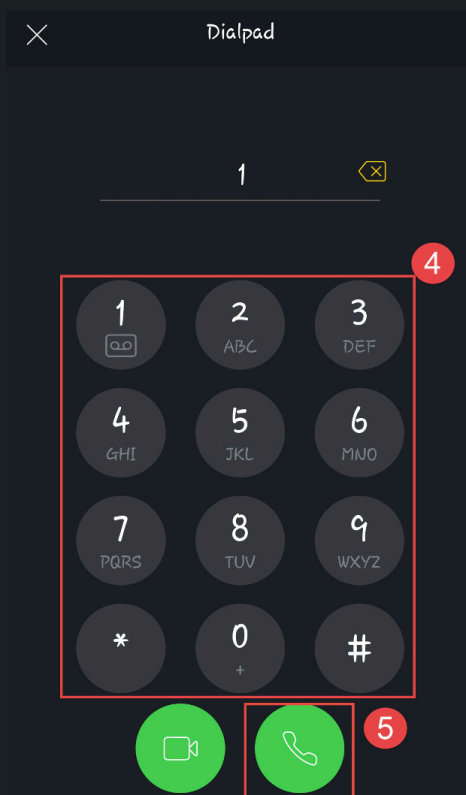
Type the name of the contact you want to transfer the call to OR click the **Dialpad** button to dial the number you want to call



4 Tap or dial the phone number you want to call



5 Tap the **Audio Call** but



6 Select the type of transfer you want to perform

Call First : You will first talk to the person you want to transfer the call to in order to explain the situation. The caller will be put on hold. When you have finished explaining the reason for the transfer, click **Complete Transfer**. The conversation will then continue between the caller and the 3rd call participant

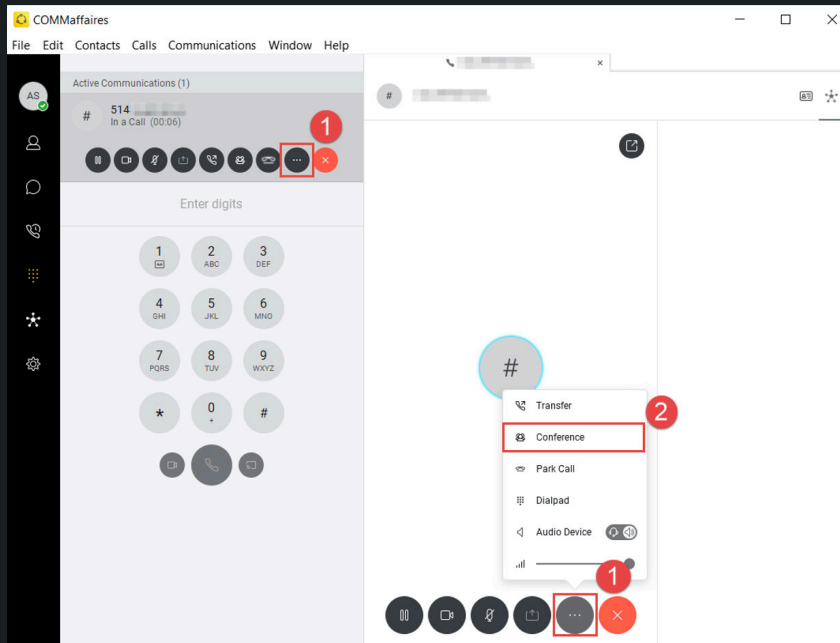
Transfer to : Transfers the call directly to the 3rd call participant without introduction. Your call will end, and you will hear the ring of the new call to the number indicated during the transfer

Create a conference call

Allows several participants to be on the line.

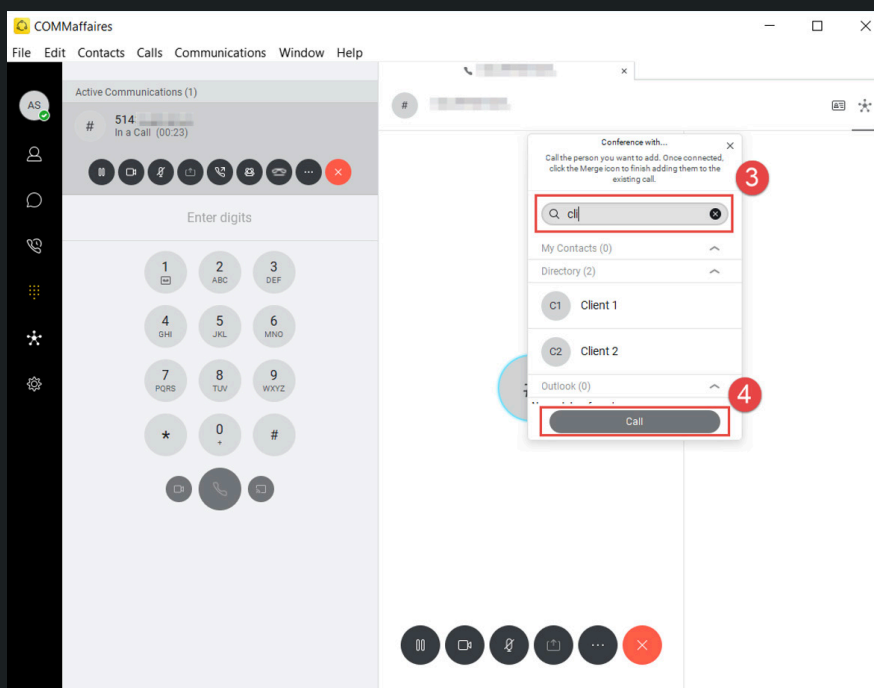
From the COMMAffaires app for desktop :

1 Click the **Plus** button



2 Click **Conference**

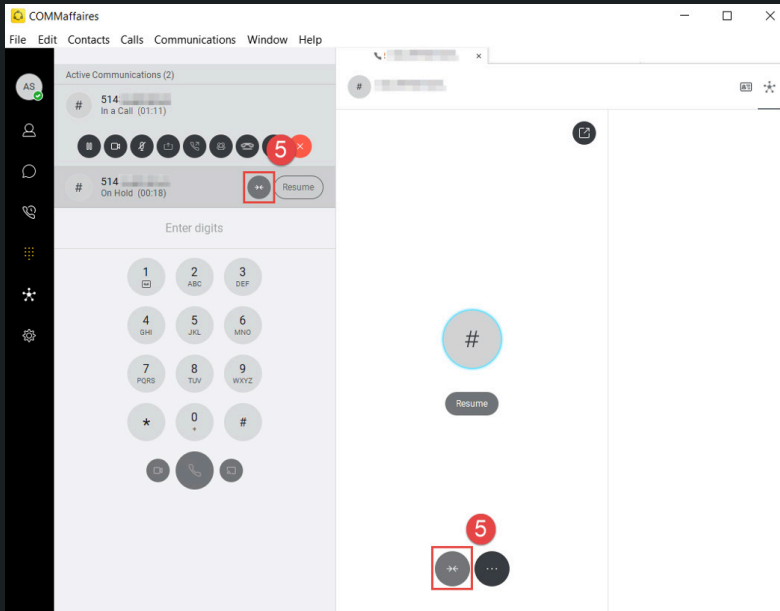
3 Type the phone number or select the name of the person you want to reach



4 Click **Call**

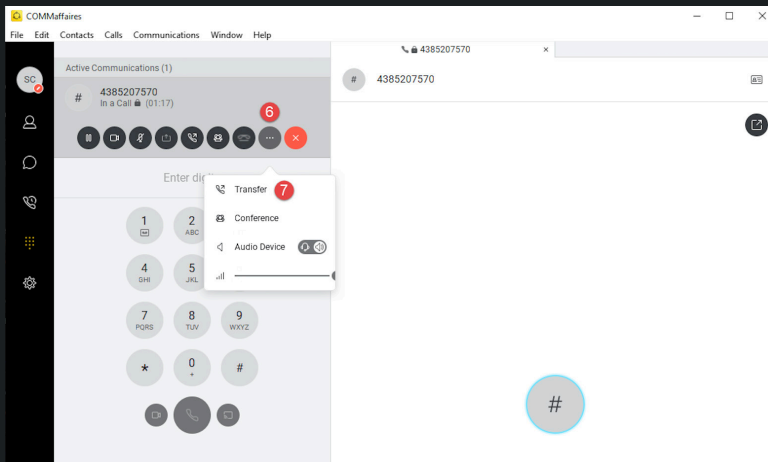
5

When the additional person has answered, click the **Merge** button



6

Click the **More** button

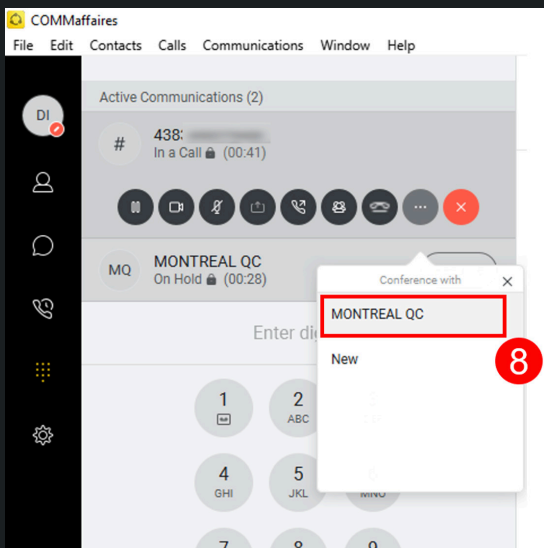


7

Click **Conference with**

8

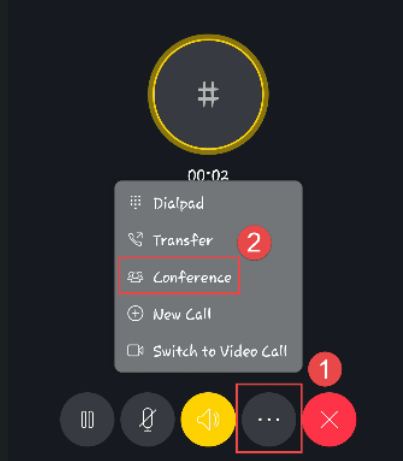
Select the contact you want to do a conference with



Repeat steps 1 to 5 for additional call participants

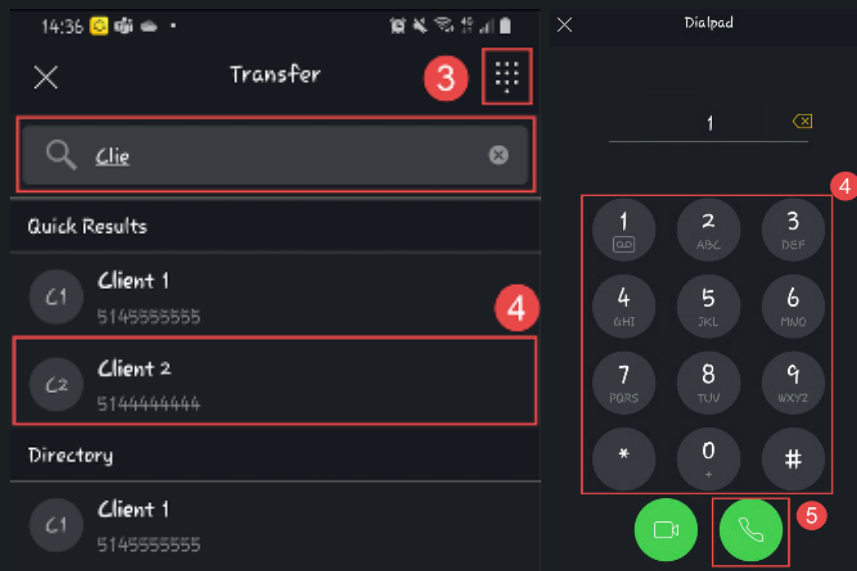
From the COMMAffaires app for mobile :

1 Tap the **Plus** button



2 Tap **Conference**

3 Type the name of the contact you want to transfer the call to OR click the **Dialpad** button to dial the number you want to call



4 Type the phone number or select the name of the person you want to reach

5 Tap **Audio Call**

6 When the additional call participant has answered, both called will be merged

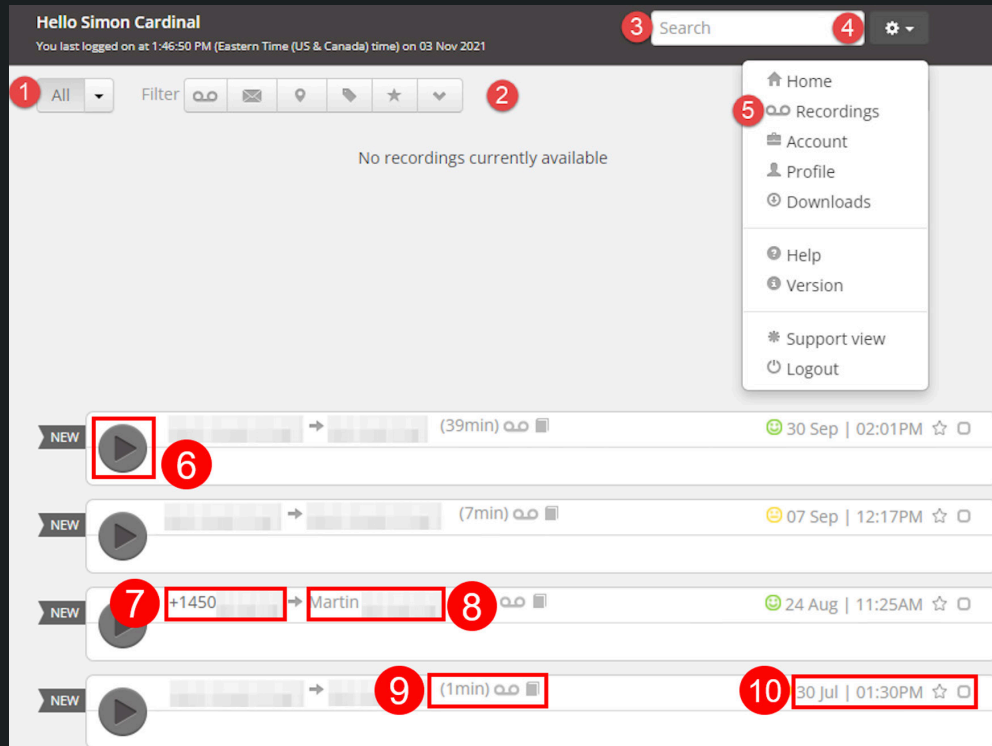
Call recording Portal

The call Recording Portal allows you to perform the following tasks :

- Listen to your own recordings
- Listen to the team's recordings if you have the team listener profile
- Share recordings
- Report recordings

1 Log in to the Call recording portal : <https://enregistreurappel.videotron.com/>

2 Overview of the call recording portal :



1 Access all recordings

6 Button to play a call

2 Filters bar : voicemail, recording, meetings, tagged, and favourite

7 Caller (initiated the call)

3 Search bar

8 Called (received the call)

4 Main menu

9 Duration of the recording

5 Recordings

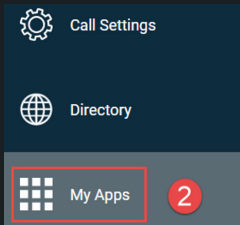
10 Date, time, favourite icon and recording selection button

Receptionist Console

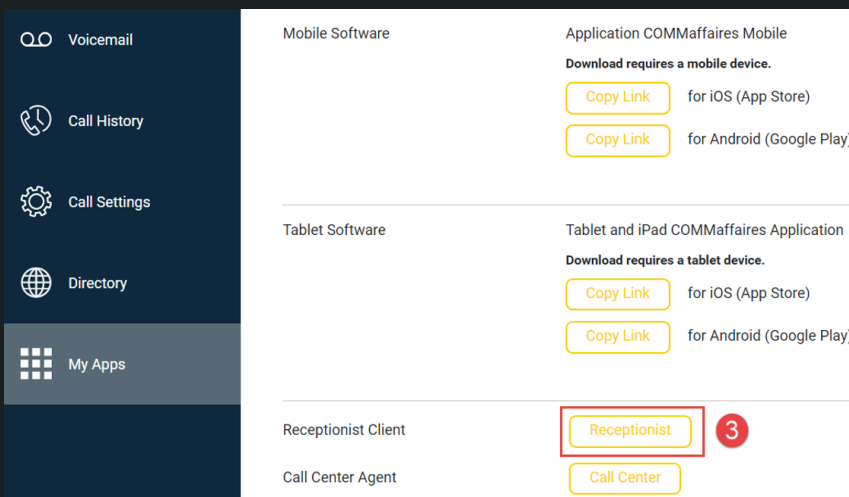
This option is used to monitor the status of the employees. Calls will be transferred as usual, via your phone. The following sections explain how to log in to the console for the first time.

1 Log in to the **User Portal**

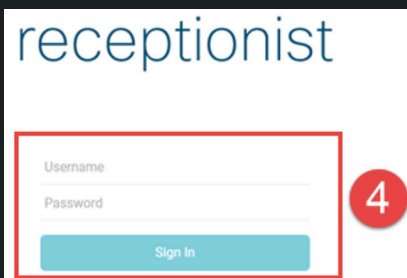
2 Click on **My Apps**



3 Select **Receptionist Client**



4 Log in to the **Receptionist Client** portal using the same login name and password as for the **User Portal**



5 Click on **Company** to view all users and their statuses

