

Utility Telecom

Emergency Call Notifications Guide

This guide is intended to help you understand how to check and set up emergency call notifications in the CommPortal. If you have any questions, give us a call at 877-965-7800 or email service@uyt.co.



Utility Telecom

Digital Business Communications

How to Check and Set Up Emergency Calls

In CommPortal, we can alert someone via email and/or phone call that one of their lines has dialed 911.

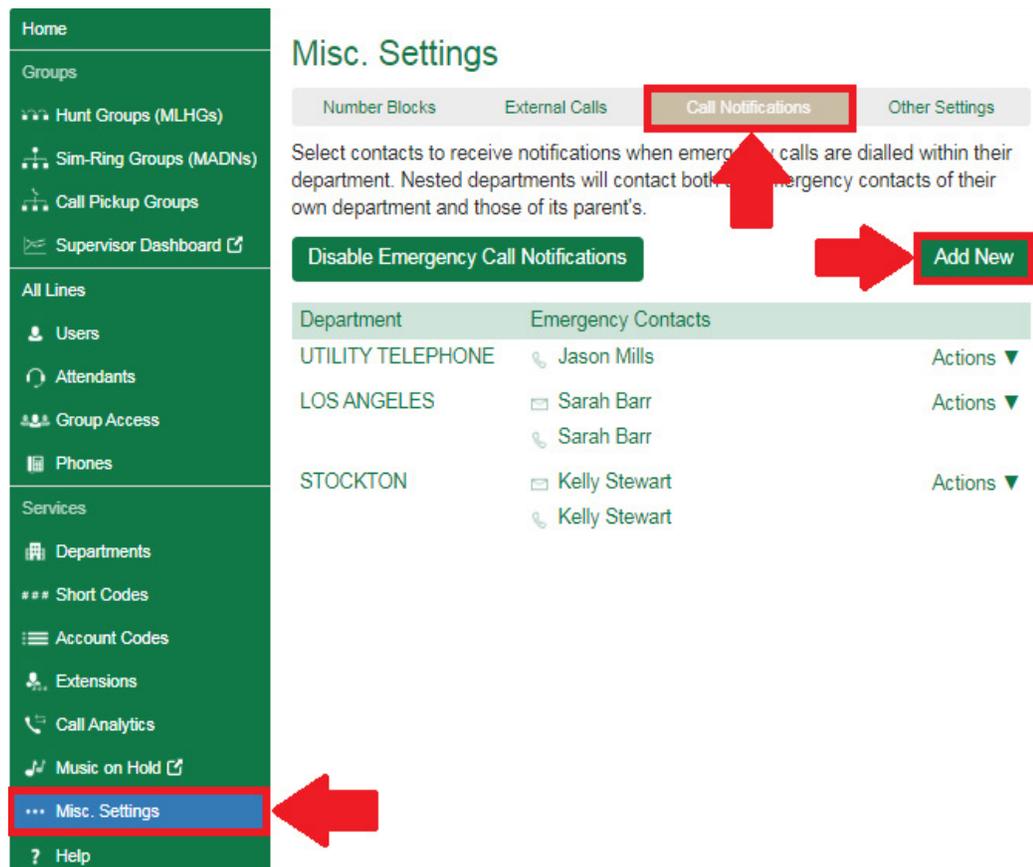
Customers should have a notification setup for each site they have our service at. This is done by department. If a customer has three sites they will need three notifications to have one at each site. You can have multiple notification that alerts an owner or manager about all sites as well. The goal is to have someone at the same site the 911 call was made alerted to it.

1. Using an admin account, log into the CommPortal Webpage for Administrators by visiting: <https://cp2.telcox.net/bg/#bg/login.html>

2. In the Business Group Admin Portal, click "...Misc. Settings" on the left and then "Call Notifications" on the right.

3. This screen will show you any existing notifications that are setup.

a. You can edit or clear the existing settings with the "Actions" button to the right.



Misc. Settings

Number Blocks External Calls **Call Notifications** Other Settings

Select contacts to receive notifications when emergency calls are dialed within their department. Nested departments will contact both their own emergency contacts of their own department and those of its parent's.

Disable Emergency Call Notifications **Add New**

Department	Emergency Contacts	
UTILITY TELEPHONE	 Jason Mills	Actions ▼
LOS ANGELES	 Sarah Barr	Actions ▼
	 Sarah Barr	
STOCKTON	 Kelly Stewart	Actions ▼
	 Kelly Stewart	

4. Click the “Add New” button to bring up new Emergency Callers to be added.
5. Select the correct department from the list of departments.

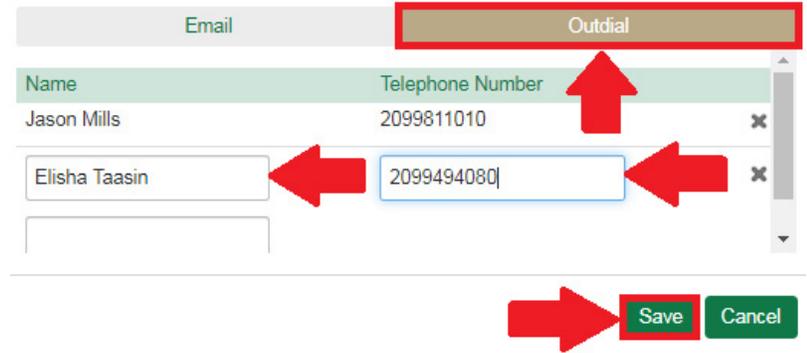
a. Departments will get notifications for themselves and each of their dependent departments. For example, selecting San Luis Obispo in the Utility Telephone Business Group will send a notification to the person being added if any of the three departments make an emergency call: San Luis Obispo, Home Office, and Daniel’s House.

b. If there is only one notification target in the Business Group then it should be added to the top department. In this example it would be Utility Telephone.

6. You can then add as many Names and Email Addresses, and/or Names and Phone Numbers as necessary.

a. Email – The customer is sent an email that includes the customer’s phone number, extension, and the current name of the phone.

b. Phone Number – The phone call will include the phone number of the line that was used to make the emergency call. Customers who don't know their individual numbers should opt for an email as well as the phone call.



Email	Outdial
Name	Telephone Number
Jason Mills	2099811010
Elisha Taasin	2099494080

Save **Cancel**

7. When you are done, press the “Save” button and you will have completed set up!

Please remember:

- Notifications need to be set up for each physical location so that someone at that location is alerted. For example, if a customer has two sites, we need separate notifications for each site, alerting someone at that site.
- An owner or manager can be added to the top-level department to receive alerts for all sites, but that should not be the only notification if the customer has more than one site.

Misc. Settings

Number Blocks

External Calls

Call Notifications

Other Settings

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Disable Emergency Call Notifications

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We're Here to Help

If you're unable to find what you need, please contact Customer Care. We are available for assistance 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co.

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more information!

