

USER GUIDE: Admin CommPortal HPBX



CONTENTS

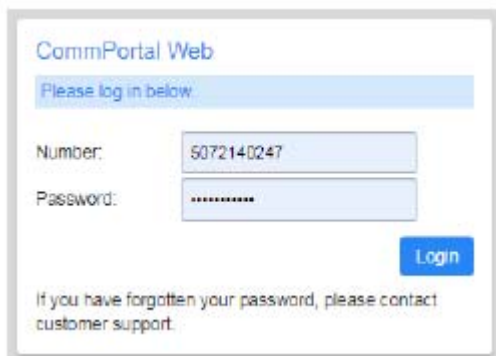
Logging into CommPortal Admin	1
Managing Lines with the Admin CommPortal.....	2
1.1 Resetting a User’s Line	2
1.2 Logging into a User's Account	3
Managing Phones with Admin Comportal	4
1.3 Changing the Line Keys on a Phone.....	4
Configuring the Easy Auto Attendant	8
1.4 Configure Easy Auto Attendant (EAA)	8
1.5 Set EAA Business Hours.....	11
1.6 SET EAA Non Business Hours	12
1.7 Change EAA Greetings.....	12
1.8 Dial by Name	12
Music on Hold.....	13
1.9 Uploading a new MOH wav file.....	13
Set up a Fallback Number	16

LOGGING INTO COMMPORTAL ADMIN

The Administrator Web Portal can be accessed by typing in the following web address into your browser: <https://CommPortal.jagcom.net/bg/>

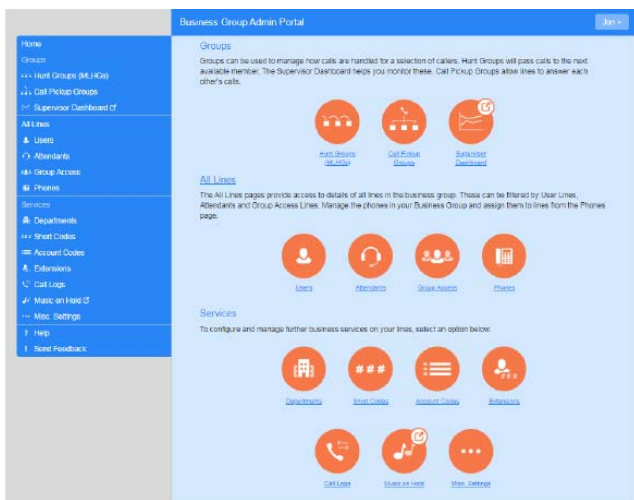
1. To log in, follow these steps:
2. Enter a phone number with administrative access
3. Enter the password
4. Click on Login.

Figure 1: CommPortal login page



After logging in, you will see the CommPortal Administrator homepage, shown below.

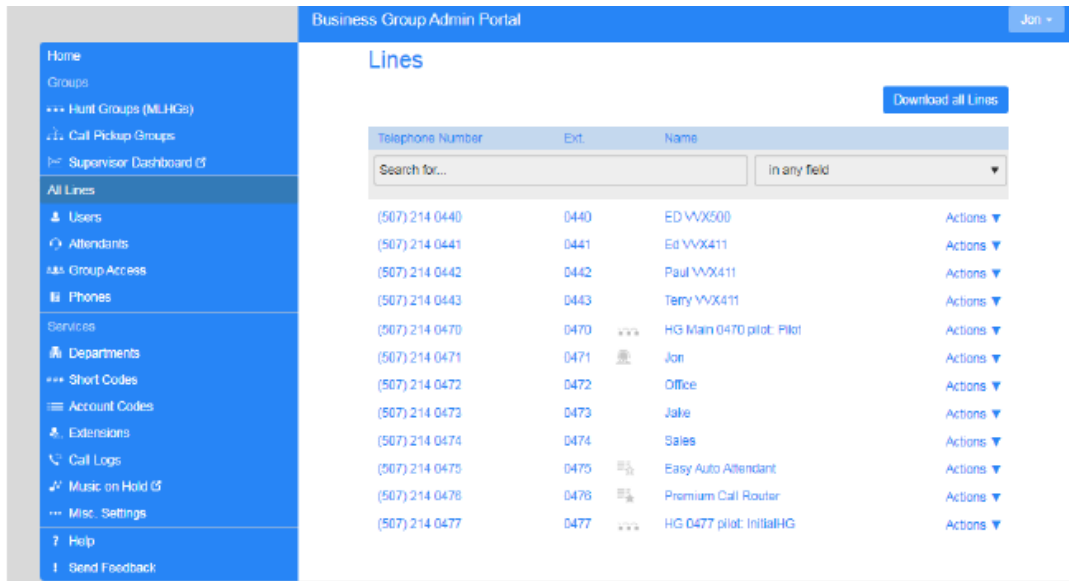
Figure 2: CommPortal Administrator homepage



MANAGING LINES WITH THE ADMIN COMMPORTAL

Click on the *All Lines* tab on the left to display the Lines.

Figure 3: Lines screen



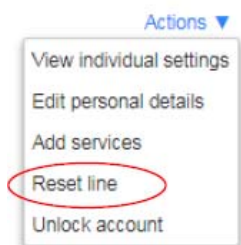
1.1 Resetting a User’s Line

You can use a reset line option if you need to allocate this line to a different subscriber. Resetting the line removes all the current data associated with the line, including any call lists.

To reset the line:

1. Expand the Actions drop-down alongside the line.
2. Select Reset Line.

Figure 4: Actions drop-down



1.2 Logging into a User's Account

To log on as a regular user, follow these steps:

1. Expand the **Actions** drop-down to the right of the line, and select *View Individual Settings*.
2. This will launch the regular CommPortal interface for that line in a new browser window.

Figure 5: Actions drop-down

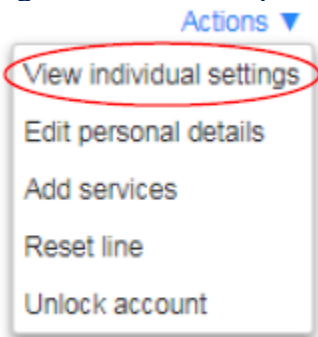
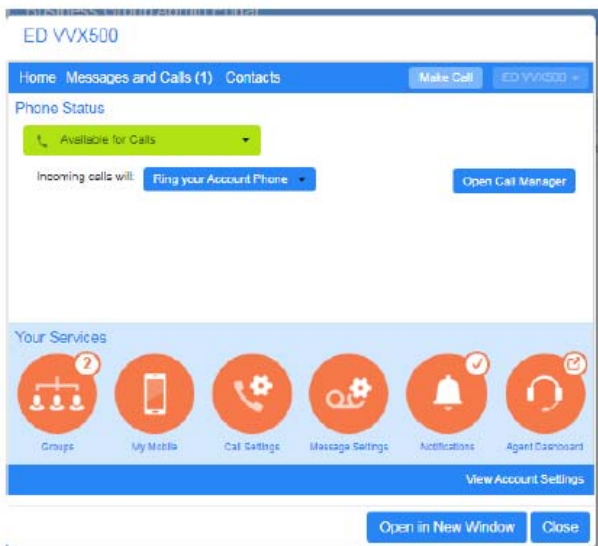


Figure 6: Call Manager



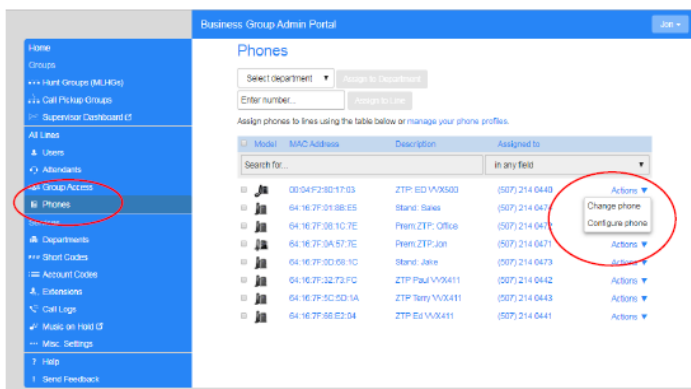
MANAGING PHONES WITH ADMIN COMPORTAL

1.3 Changing the Line Keys on a Phone

To make changes to a single phone, follow these steps:

1. On the left side, select the **Phones** tab.
2. On the right hand side, click the **Actions** tab for the phone you would like to modify and select **Configure phone**.

Figure 7: Phones Menu



3. You will see an example of the phone you are going to modify.

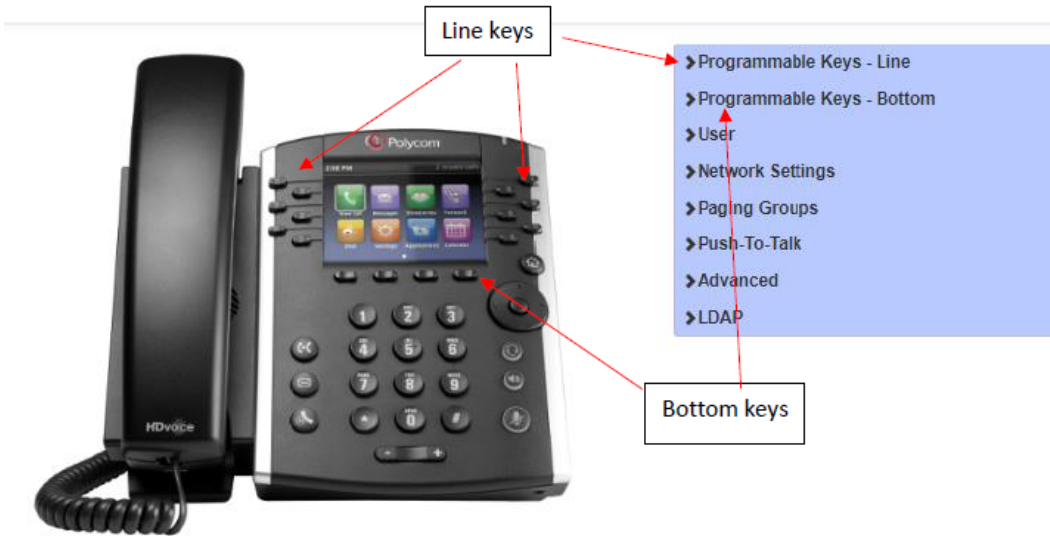
Figure 8: Manage your phones.

Manage your phones



4. Click edit.
5. A new menu will pop up showing the options available to change.

Figure 9: VVX411



To change the line keys, follow these steps:

1. Click on the Programmable Keys – Line arrow.
2. Click on the arrow by the key you would like to change.

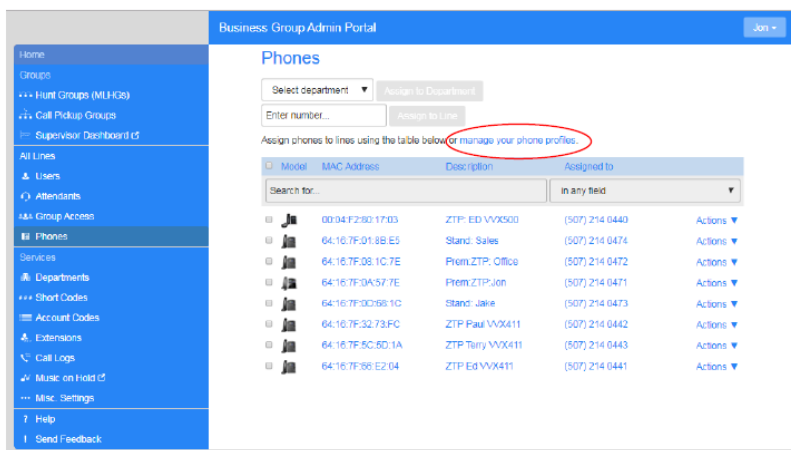
Figure 10: Line keys

▼ Programmable Keys - Line	
▶ Key Capabilities	
▶ Key 1	
▶ Key 2	Kitchen 2567
▶ Key 3	Office HG 2573
▶ Key 4	Park 1
▶ Key 5	Park 2
▶ Key 6	Park 3
▶ Key 7	Office 1 2561
▶ Key 8	Office 2 2562
▶ Key 9	Office 3 2563
▶ Key 10	Host 1 2564
▶ Key 11	Host 2 2565
▶ Key 12	Room Srv 2566

3. In the soft key action section, use the drop-down arrow to select the desired action and hit Save changes.
4. You cannot modify Key 1.

You can modify the line keys for all phones at the same time by clicking the *manage your phone profiles* at the top of the screen.

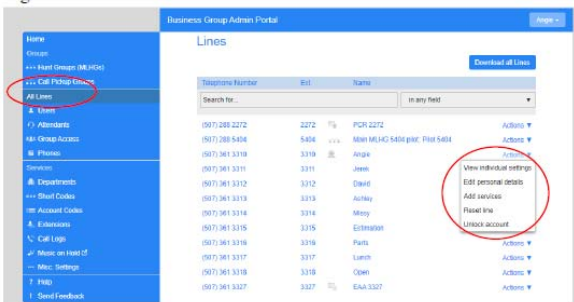
Figure 11: Phones screen



To change the name on a phone, use the following steps:

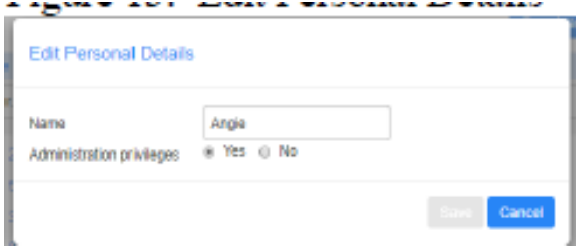
1. On the left hand side of the screen, select the All Lines tab.

Figure 12: Lines screen



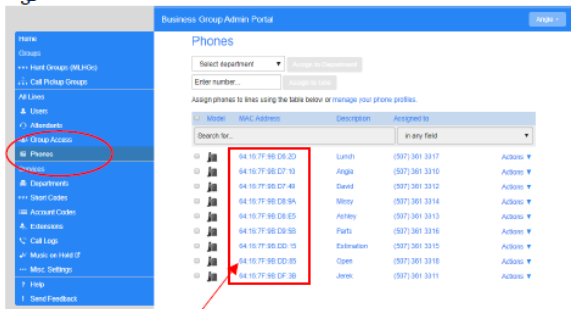
2. Click the actions button on the phone that you want to change.
3. Select Edit personal details.
4. In the Name box, change the name on the individual phone.

Figure 13: Edit Personal Details



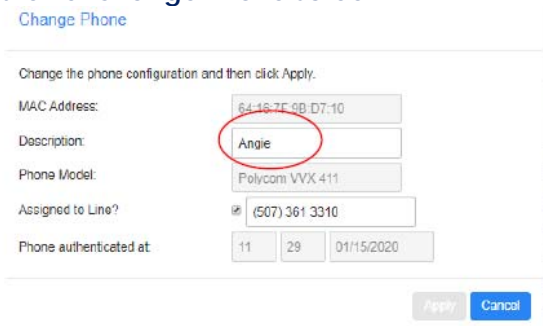
5. To make this person an Admin, change the Administrative privileges to Yes.
6. When finished hit the Save button.
7. Next, on the left hand side select the phones tab.

Figure 14: Phones Screen



8. Click on the MAC Address of the phone you want to change.
9. In the Description box, change the name.

Figure 15: Change Phone screen



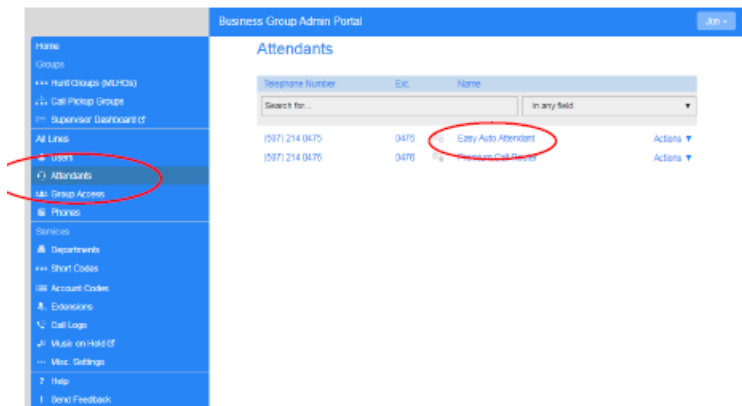
10. Click Apply.

CONFIGURING THE EASY AUTO ATTENDANT

1.4 Configure Easy Auto Attendant (EAA)

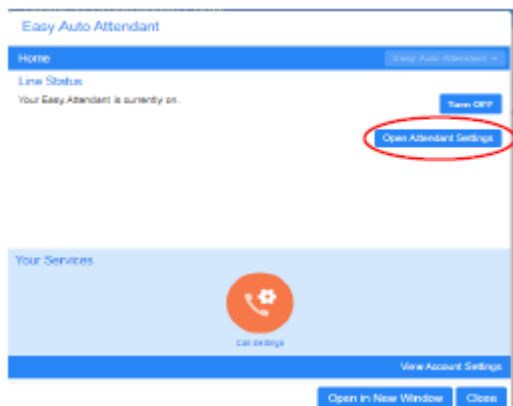
1. On the left side, click the Attendants tab.

Figure 16: Lines screen



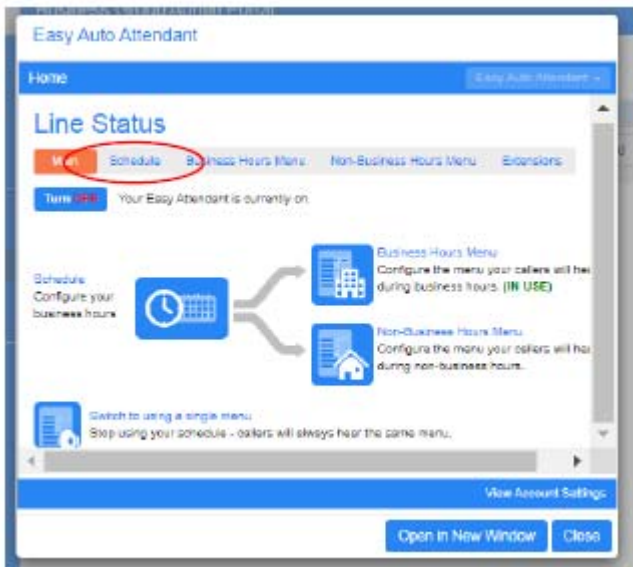
2. Click on Easy Auto Attendant. This will open up to Easy Auto Attendant home page.
3. Click the Open Attendant Settings button.

Figure 17: Actions drop-down



4. Click on the Schedule tab to view/set the business hours.

Figure 18: EAA Main Screen



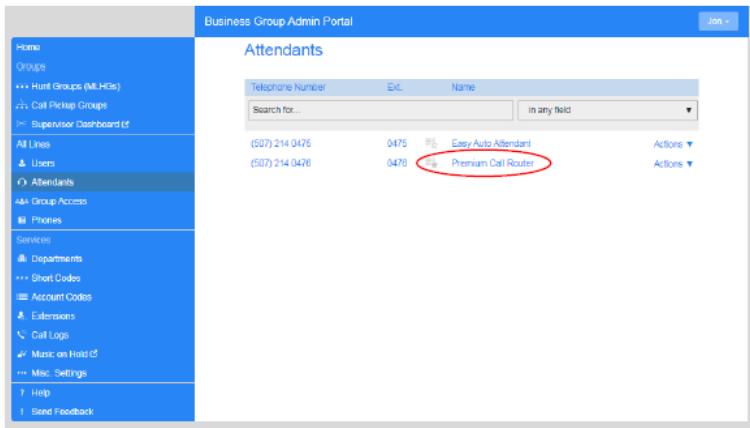
5. To set the business hours, just click on the time that the business is open and click apply.

Figure 19. Easy Auto Attendant Schedule



Note: Any changes made to the Easy Auto Attendant time schedule will also need to be made to the Premium Call Router (PCR) time schedule. Follow the same example for setting the Easy Auto Attendant Business hours.

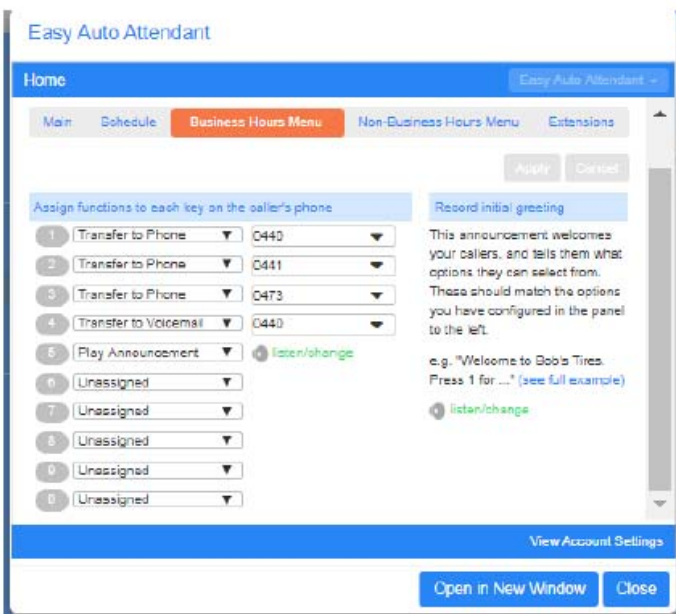
Figure 20. Lines screen



1.5 Set EAA Business Hours

To set the EAA business hours options, click on the Business Hours Menu tab.

Figure 21: EAA Business Hours Menu



1.6 SET EAA Non Business Hours

To set the EAA non-business hours options, click on the Non-Business Hours Menu tab.

1.7 Change EAA Greetings

To change the EAA Greeting & Announcements.

1. Press the voice mail key on your phone. It will be the small envelope on the left side of your phone.
2. Press 7 to go directly to the Easy Auto Attendant configuration.
3. Enter in the 10 digit phone number associated with the Easy Auto Attendant followed by the # sign.
4. Enter your pin for the auto attendant followed by the # sign.
5. Press 1 = easy attendant configuration
6. Press 2 = edit announcements.
7. Press 2 or 3 = edit announcement for business hours (2) or non-business hours (3).
8. Press # = edit initial greeting (This is the initial greeting).
9. Press 1 = save or 2 to re-record. The * will take you back to the previous menu.

1.8 Dial by Name

To set up Dial by Name.

1. Dial into the EAA using the login & pin.
2. Select option 1.
3. Select option 4.
4. Enter in the 4 digit DID/extension.
5. Say the name and press #.
6. Continue until all the names are recorded.

MUSIC ON HOLD

1.9 Uploading a new MOH wav file

1. On the left hand side of the main screen, select Music on Hold

Figure 22: CommPortal Administrator homepage

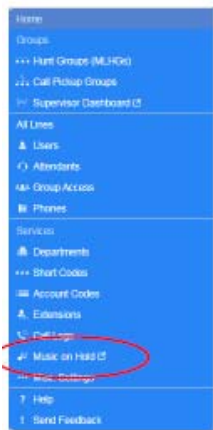


Figure 23: Music On Hold screen



2. Select the Resources tab

Figure 24: Music on Hold Resources tab.



3. In the ID box, add the next available ID number, add a description for the new wav file and select Choose File to upload a new wav file. The new file will be uploaded.

Figure 25: Music on Hold Resources tab.

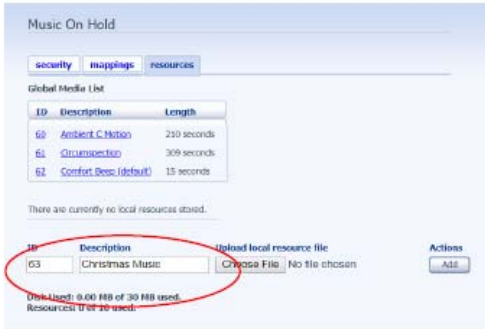
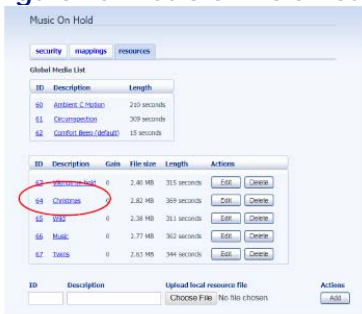


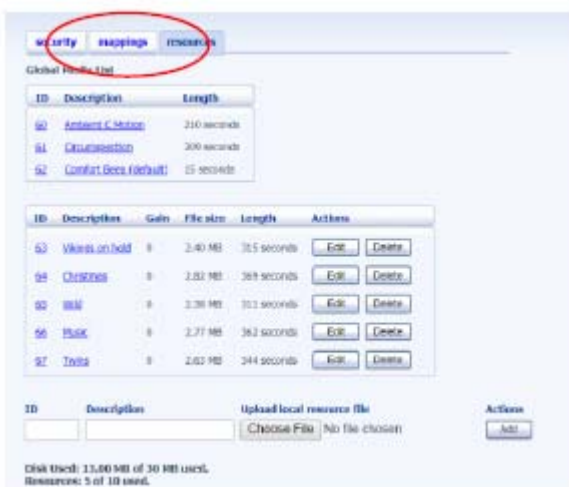
Figure 26: Music on Hold Resources tab.



Selecting a new MOH wave file to play.

1. In the Music on Hold tab, select mappings

Figure 27: Music On Hold mappings tab.



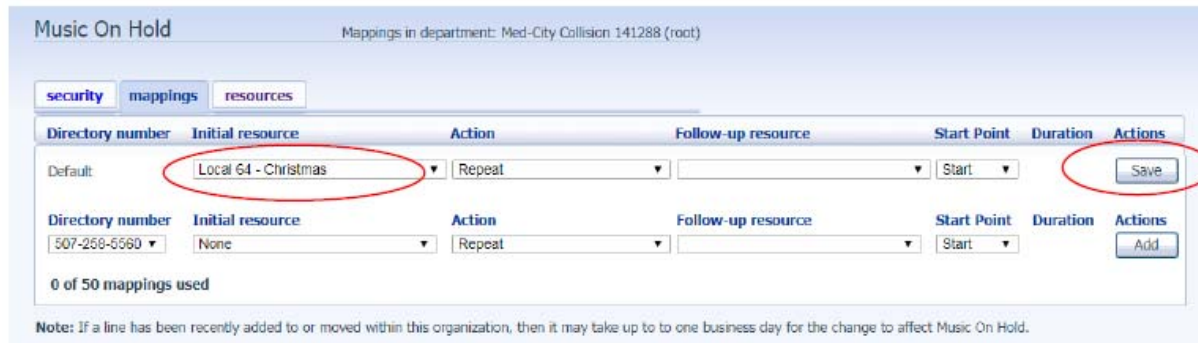
2. Select the Edit tab.

Figure 28: Music On Hold mappings screen.



3. In the default line, click the down arrow on the current MOH music. This will display all available options for MOH. Select the new MOH and click the save button.

Figure 29: Music On Hold mappings tab.



SET UP A FALLBACK NUMBER

Setting up a fallback number in case there is an outage with your phone system.

1. On the left hand side, select Hunt Groups (MLHG) or click on the Hunt Groups (MLHG) picture

Figure 30: Main Menu.



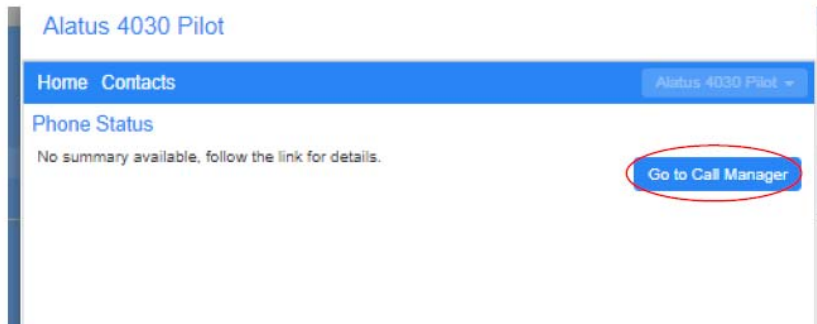
2. Click on the telephone number for the hunt group.

Figure 31: Hunt Group tab.



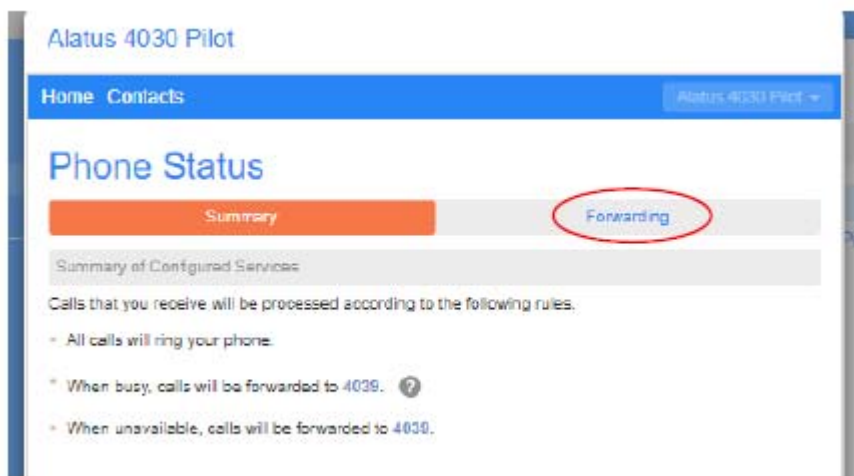
3. Click on Go to Call Manager.

Figure 32: Phone Status tab.



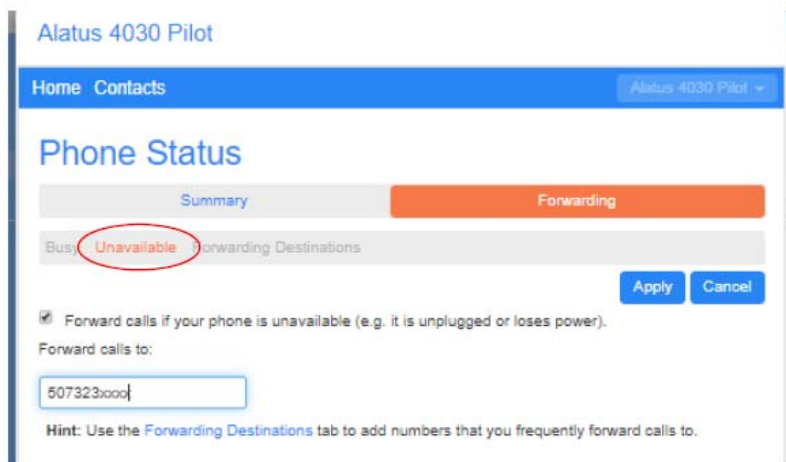
4. Click on the Forwarding tab.

Figure 33: Hunt Group Call Manager tab.



5. Click on the Unavailable tab.

Figure 34: Hunt Group Call Forwarding tab.



6. In the Forward calls box, enter in the external number you would like all incoming calls to be forwarded to.
7. Click Apply.