

## USER GUIDE: End User CommPortal HPBX



### Caution Emergency 911 Limitations

Emergency 911 service using this device may be limited or unavailable. Be sure you have an alternate means of contacting 911. **IMPORTANT:** Emergency calls are routed to the public-safety answering point for your designated emergency response location. If your physical location differs from your designated location, required emergency service will be delayed or unavailable.

For more information, please call 507-214-1000 to update any IP phone location or address changes. In a large or multi-level building, E911 would want to know your room or suite number along with location address.

**Important:** This is a VoIP device. E911 Service may be limited or unavailable in the event of a power outage, internet failure, if your physical location differs from your designated location, or other circumstances.

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## 1. COMMPORTAL ASSISTANT- USER DASHBOARD

### Logging into the CommPortal Assistant

#### Figure 1: Login Window

The CommPortal Assistant can be accessed by typing in the following web address into your browser. <http://CommPortal.jagcom.net>



The screenshot shows a login window with a light blue border. At the top, a header bar contains the text "Please log in below." Below this, there are two input fields: "Number:" followed by a text box, and "Password:" followed by a text box. Underneath the password field is a checkbox labeled "Remember me on this computer." To the right of the checkbox is a "Login" button. At the bottom of the window, there is a line of text: "If you have forgotten your password, please contact customer support."

#### Video "User Dashboard Tutorial"

Right click on header with mouse > open hyperlink

- or -

Copy and paste the following link:

[http://docs.metaswitch.com/interactive/CommPortal-end-user-tutorial/story\\_html5.html](http://docs.metaswitch.com/interactive/CommPortal-end-user-tutorial/story_html5.html)

## 2. LOG IN CREDENTIALS

You will receive an email from your administrator which includes the following passwords.

- **Station Phone Number:** The number used to log into the CommPortal Assistant. It will typically be your full phone number.
- **Station Password:** The password used to log into the CommPortal Assistant.

Once you are logged in, you will see the Dashboard.

The screenshot displays the CommPortal dashboard for user Kevin Bennett. At the top, there are navigation tabs for 'Home', 'Messages and Calls', and 'Contacts', along with a 'Make Call' button and the user's name. The main section is titled 'Phone Status' and includes a dropdown menu set to 'Available for Calls', an 'Apply' button, and a 'Cancel' button. Below this, it shows 'Incoming calls will: Ring your Account Phone' and a card for 'Account Phone (507) 214 0247'. There are two sections for call handling: 'If there is no answer' with options for forwarding to another phone (36 seconds) or voicemail (18 seconds), and 'If your phone is busy' with similar forwarding options. An 'Advanced Settings' panel is open, showing checkboxes for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. Below the settings is a 'Your Services' section with six tiles: 'Groups' (1 notification), 'My Mobile' (checkmark), 'Call Settings', 'Message Settings', 'Notifications' (checkmark), and 'Agent Dashboard' (checkmark). At the bottom, there are three columns of links: 'Personal Details' (Kevin Bennett, General Office, Devices), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Downloads, Send Feedback).

**Bookmark** the CommPortal in your browser for easy access in the future.

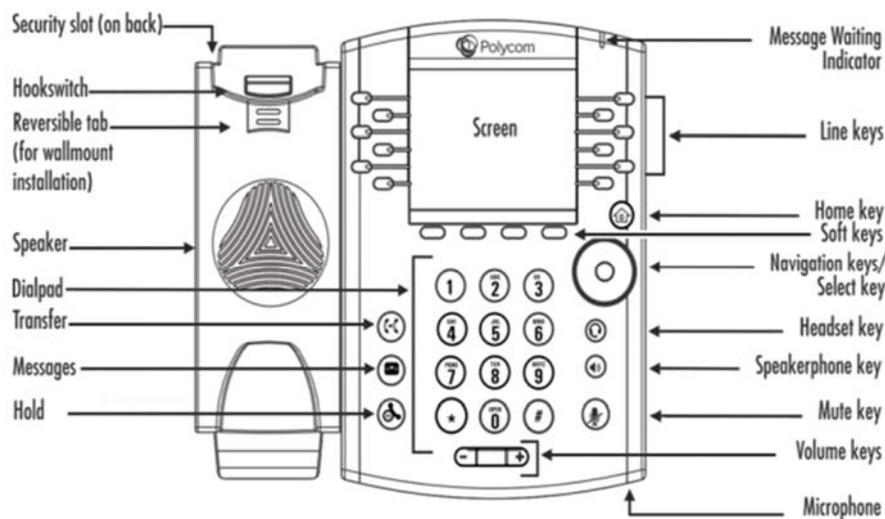
Watching the video tutorial on the CommPortal is highly recommended.

### 3. THE PHONE

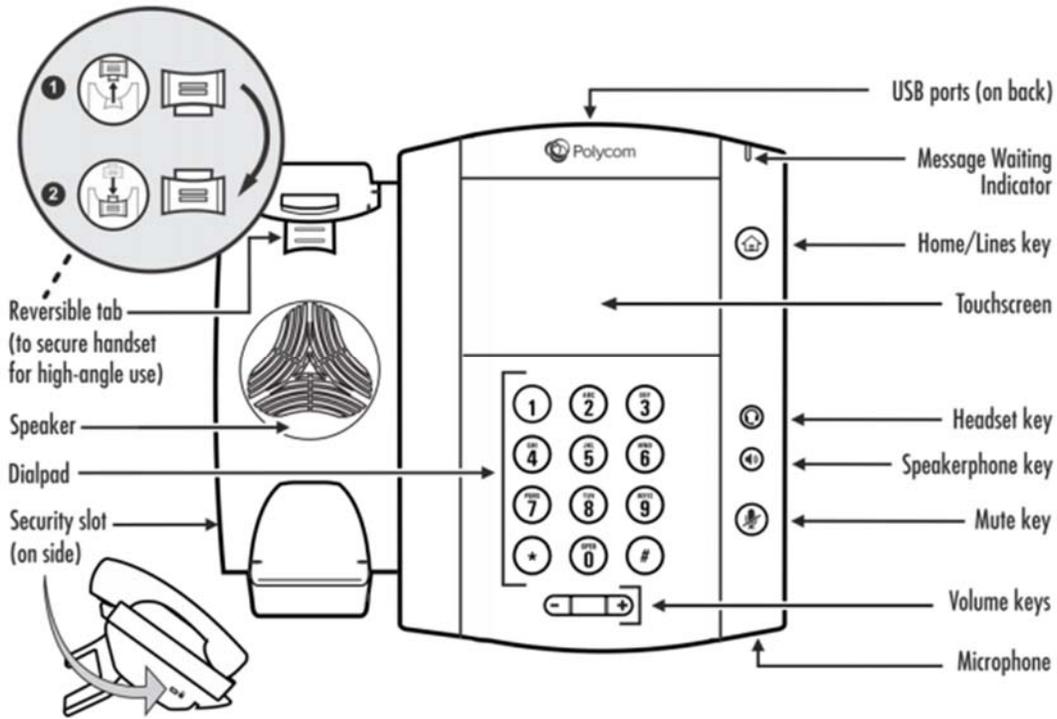
Jaguar uses the **Polycom VVX 411 & VVX 601** phone set. These phones have many features, including a built-in headset amplifier. See the Reference Documentation section below for detailed information.

The Internet port on these phones is Gigabit.

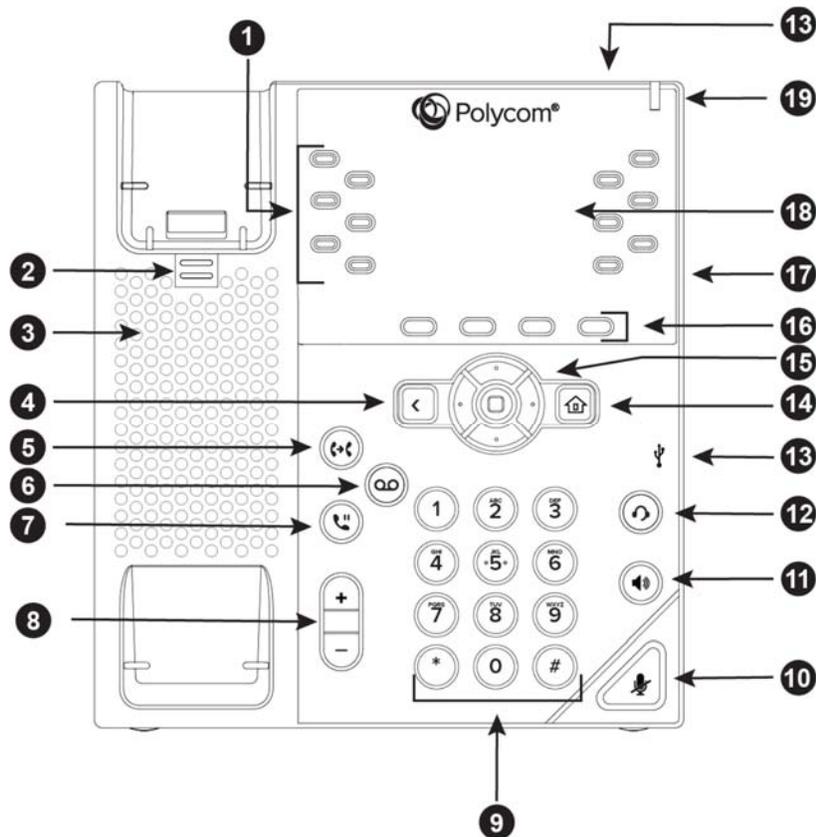
#### Buttons for the Polycom VVX 411



### Buttons for the Polycom VVX 601



## Buttons for the Polycom VVX 450



1	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
3	Speaker	Provides ringer and speakerphone audio output.
4	Back key	Enables you to return to the previous screen.
5	Transfer key	Transfers an active call to a contact.
6	Messages key	Enables you to access and manage instant and voice messages.
7	Hold key	Holds an active call or resumes a held call.
8	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.

9	Dial pad	Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers.
10	Mute key	Mutes local audio during calls and conferences.
11	Speakerphone key	Enables you to place and receive calls using the speakerphone.
12	Headset key	Enables you to place and receive calls through a headset.
13	USB Port	Enables you to attach a USB flash drive or USB headset.
14	Home key	Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen.
15	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
16	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
17	Security slot (on back)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
18	Screen	Shows a 10.9 cm (4.3 in) color display with a backlight that enables you to view menu options and data.
19	Message Waiting Indicator	Flashes red to indicate when you have new messages.

## 4. CALL HANDLING

### Answer an Incoming Call

Pick up the handset. To use the speaker instead of the handset, press the speakerphone button or if using a headset, press the headset button. You can receive calls directly to your phone by using your "Direct Inward Dial" (DID) number which is the 7-10 digit number associated with your phone. This number is private and you control who you want to give it out to.

### Place an Outbound Call

Pick up handset; press the speakerphone button or, if using a headset, press the headset button for an outbound dial tone; enter the number to call.

If you choose to use the speaker to dial, while handset is on the hook, follow same as above, plus press the "Dial" button on the lower screen to place the call.

### Place an Internal call

Pick up the hand set, press the speakerphone button or if using a headset, press the Headset button and enter the extension number to call.

### Announce Transfer a call

Press Transfer button on lower screen, then enter the extension, announce the call then hang up. If you choose, you can hit the Transfer button again to complete the transfer and hang up or use cancel to return to caller.

### Blind Transfer

Press "Transfer", next "Blind", then enter the extension number (xxxx) or enter 9 plus an outside phone number to transfer offsite.

### Transfer Direct to Voicemail

Press "Transfer" & then select "Blind". Enter 7 plus extension (7xxxx), press send on your lower screen and the call will transfer directly to the voicemail for that extension without ringing the phone

## Hold Button

This holds the call at your station privately so no one else can answer it; and you can retrieve the held call by pressing the Resume button on the bottom of the screen or the flashing button on the upper left on your phone.

## Conference Call

While on a call with another caller or after making a call and the other caller has answered, you can press the button below the word "More" on the lower right of the phone screen and then the button below the word "Conference" on the lower left of the phone screen. This will allow you to dial to another extension or outside number. Once the other caller answers, press the button below more again and the button below Conference again to bring you and the other persons into the call.

## Call Park

While on a call with another caller, press the "Park" button on the left side of the display. This will put the call on a system-wide hold which can be accessible to all users. To retrieve a call that is parked simply just pick up the handset and press the flashing "Park" button.

## Paging

By pressing the "Page" soft key button two times, it will open up the speakers on all the phones system wide.

## Intercom

By pressing the "Intercom" soft key button and then the extension, you will open up a 2-way speaker conversation.

## Headsets

Jaguar Communications / MetroNet does not sell headsets but they do work with the Polycom phones. Not all headsets will work with Polycom. Check with us for compatibility.

For wireless headsets you will need an Electronic Hook Switch to answer from the headset.

To setup a personal headset you will want to do the following:

- **Step 1.** Press the Home button. It's on the right side and has a picture of a house on it.
- **Step 2.** Go to settings and press the select button. (It's the little button on the right hand side inside the Navigation button.)
- **Step 3.** Select the **Basic option** and press the select key.
- **Step 4.** Select the **Preference option** and press the select key.
- **Step 5.** Select number **#3 the Headset option** and press the select key.
- **Step 6.** Select **#1 Headset memory** and press the select button.
- **Step 7.** On the right hand side, use the Navigation button to select **#2 Enable** and press the Select key and then press the Back button.
- **Step 8.** Select **#3 Echo Cancellation** and press the select button.
- **Step 9.** Use the Navigation button to select **#2 Enable** and press the select button and then press the back button.
- **Step 10.** Select **#2 Hook switch mode** and press the Select button. Use the Navigation button to **select your headset type**; such as; **#3 Plantronics EHS** -phone will reboot. You will need to order an EHS Adapter to support the electronic hook switch (EHS) feature-this will allow you to answer the phone from the button on the wireless headset
- **Step 11.** Press Headset key on right side of phone to activate/deactivate headset mode.

## 5. SETTING UP PERSONAL VOICEMAIL

Press the Messages button on your Polycom phone.

If the system asks for your VM pin, enter the VM pin you received in your email followed by the # button. (We usually setup the voicemail to Skip the PIN.)

### Record your greeting message

- To work with your Greetings press 3.
- To setup a personal greeting press 1.
- To work with your personal greeting press 1.
- Follow prompts to record your VM greeting message.

### Record your name

- To work with your Greetings press 3.
- To change the recording of your name press 3.
- To review or re-record the recording of your name press 2.
- To make a new recording of your name press 1.
- Follow prompts to record your name.

## 6. ADDITIONAL TRAINING DOCUMENTS:

**Polycom VVX400 series IP Phone:** (Training Video on "YouTube")

<https://www.youtube.com/watch?v=-yWOEYWBXao>

**Polycom VVX601 series IP Phone:** (Training Video on "YouTube")

<https://www.youtube.com/watch?v=Db4Q1tkSBAG&t=58s>

**Polycom VVX301 series IP Phone:** (Training Video on "YouTube")

<https://www.youtube.com/watch?v=aVKUa8aEaal>

**End User Guide:** [http://docs.metaswitch.com/interactive/CommPortal-end-user-tutorial/story\\_html5.html](http://docs.metaswitch.com/interactive/CommPortal-end-user-tutorial/story_html5.html)

**Desktop Client:**

<https://www.youtube.com/watch?v=wmlI5Lc05fk>

**Using the Desktop Client:**

<https://www.youtube.com/watch?v=VwGpumJMEa4>

**Voicemail messaging setting:**

<https://www.youtube.com/watch?v=mKmd6WOh6gc>

### For Premium Users only:

**MAX UC Desktop Overview:**

<https://CommPortal.jagcom.net/sessione07d18d00c10a38b2083c83564d74c03/line/AD-help-index.html>

**MAX UC Mobile Client Overview:**

<https://www.youtube.com/watch?v=9kuiuJfwelU>

**MAX UC Mobile making a call:**

<https://www.youtube.com/watch?v=wSKHCaxqG6M>

For Administrators only

**ADMINISTRATOR Guide:** [http://docs.metaswitch.com/interactive/CommPortal-admin-tutorial/story\\_html5.html](http://docs.metaswitch.com/interactive/CommPortal-admin-tutorial/story_html5.html)

**Administrator Web Portal:** <https://CommPortal.jagcom.net/bg/> ("Admin" Enter your 10 digit phone number & password provided at install)