

## Jaguar Communications Voicemail - Online Access – 10/31/19 REV 3

Go to <https://voicemail.jagcom.net> in a web browser.

### CommPortal Web

Please log in below.

Number:

Password:

Remember me on this computer.

[Login](#)

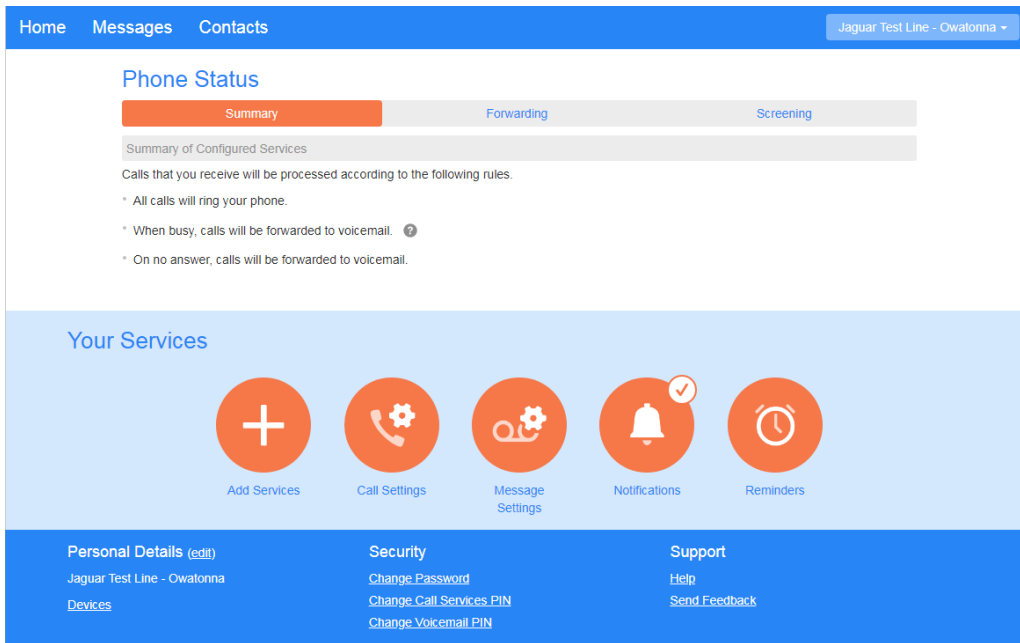
If you have forgotten your password, please contact customer support.

**Number:** Enter your ten digit VM enabled telephone number. Example: 5072141000

**Password:** Enter your password. When you first login, your password will be Jag! followed by your account number with no spaces. Example: **Jag!35740**

For security we recommend that you change your password. See the Change Online access password section late in this document.

## Home

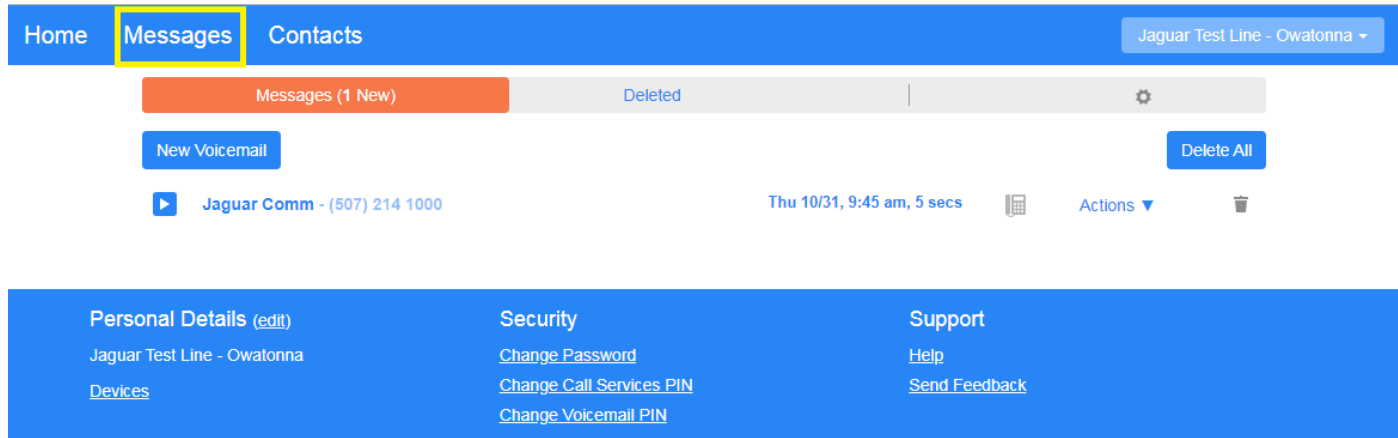


The Home screen features a blue navigation bar with 'Home', 'Messages', and 'Contacts' tabs, and a user profile dropdown 'Jaguar Test Line - Owatonna'. The main content area is titled 'Phone Status' and includes a 'Summary' tab (highlighted in orange) for 'Forwarding' and 'Screening'. Below this is a 'Summary of Configured Services' section with the text: 'Calls that you receive will be processed according to the following rules.' followed by three bullet points: '\* All calls will ring your phone.', '\* When busy, calls will be forwarded to voicemail.', and '\* On no answer, calls will be forwarded to voicemail.' The 'Your Services' section contains five orange circular icons: 'Add Services' (plus sign), 'Call Settings' (phone with gear), 'Message Settings' (envelope with gear), 'Notifications' (bell with checkmark), and 'Reminders' (alarm clock). The bottom blue bar contains three columns of links: 'Personal Details (edit)' with 'Jaguar Test Line - Owatonna' and 'Devices'; 'Security' with 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'; and 'Support' with 'Help' and 'Send Feedback'.

The Home screen will display your status.

## Listen to and manage your messages

By clicking on the link Messages you will be taken to the messages section.  
Use the Messages section to listen to and manage your messages.



The screenshot shows a navigation bar with 'Home', 'Messages' (highlighted with a yellow box), and 'Contacts'. On the right of the navigation bar is a dropdown menu for 'Jaguar Test Line - Owatonna'. Below the navigation bar is a header for the Messages section with 'Messages (1 New)' in an orange box, 'Deleted' in a grey box, and a settings gear icon. There are two buttons: 'New Voicemail' on the left and 'Delete All' on the right. A message card is displayed with a play icon, the sender 'Jaguar Comm - (507) 214 1000', the date and time 'Thu 10/31, 9:45 am, 5 secs', a calendar icon, an 'Actions' dropdown, and a delete icon. At the bottom, there is a blue bar with three sections: 'Personal Details (edit)' with links for 'Jaguar Test Line - Owatonna' and 'Devices'; 'Security' with links for 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'; and 'Support' with links for 'Help' and 'Send Feedback'.



Click on the play icon to play the message (You must have a device that has speakers).



Click on the Delete Icon to delete the message.

## Change Telephone access PIN

This is to change the PIN that is used for listening to and managing messages while using a telephone to call into the system. See Telephone Access VM Instructions at <http://support.jagcom.net> under the Voice section.

The screenshot shows the user interface for 'Jaguar Test Line - Owatonna'. At the top, there are navigation tabs for 'Home', 'Messages', and 'Contacts'. Below this is a 'Phone Status' section with tabs for 'Summary', 'Forwarding', and 'Screening'. The 'Summary' tab is active, showing a 'Summary of Configured Services' section with three bullet points: 'All calls will ring your phone.', 'When busy, calls will be forwarded to voicemail.', and 'On no answer, calls will be forwarded to voicemail.'. Below this is a 'Your Services' section with five icons: 'Add Services', 'Call Settings', 'Message Settings', 'Notifications', and 'Reminders'. At the bottom, there is a blue navigation bar with three sections: 'Personal Details (edit)' with links for 'Jaguar Test Line - Owatonna' and 'Devices'; 'Security' with links for 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN' (which is circled in yellow); and 'Support' with links for 'Help' and 'Send Feedback'.

- Click on Change Voicemail PIN in the bottom menu.
- In the new window that opens, enter your current PIN, New PIN and Confirm new PIN.
- Click on the Confirm button.

## Change Voicemail PIN

Current PIN:

New PIN:

Confirm new PIN:

PIN codes must meet the following requirements.

- Consist of digits only.
- Be between 6 and 20 characters long.
- Not have a single digit repeated more than 2 times in a row.
- Not be a numeric sequence, e.g. 12345 or 54321.
- Not contain, or match part of the telephone number associated with this account.

## VM Greeting

If you would like to record a personalized greeting for your VM you will need to use the Telephone access instructions. This requires you to use a telephone to call into the system to make the recording. See Telephone Access VM Instructions at <http://support.jagcom.net> under the Voice section.

The screenshot shows a user interface for 'Jaguar Test Line - Owatonna'. At the top, there are navigation links for 'Home', 'Messages', and 'Contacts'. Below this is a 'Phone Status' section with three tabs: 'Summary' (selected), 'Forwarding', and 'Screening'. Under 'Summary', there is a heading 'Summary of Configured Services' and a paragraph: 'Calls that you receive will be processed according to the following rules.' This is followed by three bullet points: '\* All calls will ring your phone.', '\* When busy, calls will be forwarded to voicemail. ?' (with a question mark icon), and '\* On no answer, calls will be forwarded to voicemail.' Below this is a 'Your Services' section with five icons: 'Add Services' (plus sign), 'Call Settings' (phone with gear), 'Message Settings' (envelope with gear, circled in yellow), 'Notifications' (bell with checkmark), and 'Reminders' (alarm clock). At the bottom, there are three columns of links: 'Personal Details (edit)' with 'Jaguar Test Line - Owatonna' and 'Devices'; 'Security' with 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'; and 'Support' with 'Help' and 'Send Feedback'.

- Click on Message Settings.

Add  
ServicesCall  
SettingsMessage  
Settings

Notifications



Reminders

## Message Settings

Apply

Cancel

### ▼ General

Incoming calls are forwarded to voicemail after  seconds Enable live screening ? Forward messages as emails

Forward to:

[add an email address](#) Leave original in Inbox

### ▶ Mailbox Access

### ▶ Voicemail Greeting

Use the greeting:  ▾[▶ more options](#)

### Personal Details [\(edit\)](#)

Jaguar Test Line - Owatonna

[Devices](#)

### Security

[Change Password](#)[Change Call Services PIN](#)[Change Voicemail PIN](#)

### Support

[Help](#)[Send Feedback](#)

- Expand Voicemail Greeting by clicking the arrow symbol to the left of Voicemail Greeting.
- By default the greeting will be set to System with number. This plays the normal system greeting, including your phone number.
  - System= this plays the normal system greeting, with no identifying information.
  - System with Name= this plays the normal system greeting, but includes your recorded name
  - Personal= this uses the greeting you recorded using the telephone access method.See Telephone Access VM Instructions at <http://support.jagcom.net> under the Voice section.

## Change Online Account access password

This is to change the password you use when logging into the VM system via the web.

The screenshot shows the top navigation bar with 'Home', 'Messages', and 'Contacts'. The user is logged in as 'Jaguar Test Line - Owatonna'. The main content area is titled 'Phone Status' and includes a progress bar for 'Summary', 'Forwarding', and 'Screening'. Below this is a 'Summary of Configured Services' section with three bullet points: 'All calls will ring your phone.', 'When busy, calls will be forwarded to voicemail.', and 'On no answer, calls will be forwarded to voicemail.'. The 'Your Services' section contains five icons: 'Add Services', 'Call Settings', 'Message Settings', 'Notifications', and 'Reminders'. The bottom blue navigation bar contains three sections: 'Personal Details (edit)' with 'Jaguar Test Line - Owatonna' and 'Devices'; 'Security' with 'Change Password' (highlighted with a yellow circle), 'Change Call Services PIN', and 'Change Voicemail PIN'; and 'Support' with 'Help' and 'Send Feedback'.

- Click on Change Password in the bottom menu.
- In the New window that opens, enter your Current Password, New Password and Confirm new password and then click confirm.

The 'Change Password' form has a title 'Change Password' and three input fields: 'Current password:', 'New password:', and 'Confirm new password:'. Below the input fields are two buttons: 'Confirm' and 'Cancel'.

Passwords must be at least 8 characters long and contain at least one number, letters and at least one special character.

Example: Jag!9512

## Receive new VM message notifications via email

Home Messages Contacts Jaguar Test Line - Owatonna ▾

### Phone Status


Summary Forwarding Screening


Summary of Configured Services

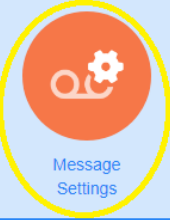
Calls that you receive will be processed according to the following rules.


- \* All calls will ring your phone.
- \* When busy, calls will be forwarded to voicemail. ?
- \* On no answer, calls will be forwarded to voicemail.


### Your Services

 Add Services

 Call Settings

 Message Settings

 Notifications

 Reminders






Personal Details [\(edit\)](#)  
Jaguar Test Line - Owatonna  
[Devices](#)

Security  
[Change Password](#)  
[Change Call Services PIN](#)  
[Change Voicemail PIN](#)

Support  
[Help](#)  
[Send Feedback](#)

- Click on Message Settings.

Home Messages Contacts Jaguar Test Line - Owatonna

 Add Services
  Call Settings
  Message Settings
  Notifications
  Reminders

## Message Settings Apply Cancel

▾ General
   
Incoming calls are forwarded to voicemail after  seconds
   
 Enable live screening ?
  
 Forward messages as emails
   
Forward to:
   
 [add an email address](#)
  
 Leave original in Inbox
   
[▶ Mailbox Access](#)
  
[▶ Voicemail Greeting](#)

**Personal Details** [\(edit\)](#)
  
Jaguar Test Line - Owatonna
   
[Devices](#)

**Security**
  
[Change Password](#)
  
[Change Call Services PIN](#)
  
[Change Voicemail PIN](#)

**Support**
  
[Help](#)
  
[Send Feedback](#)

- Click on the box to the left of Forward messages as emails to place a checkmark in the box.
- Click on the add an email address link.

Email Address:

- In the New window that opens, type in a single valid email address that you would like the notification to be sent to and then click Add. Repeat this process for adding an additional email address. The maximum is two email addresses. Example: support@jagcom.net

### Leave original message in Inbox

- Checked = You will receive the message notification via email and also have telephone access to the messages as well as have an audible message indicator (stuttered dial tone on your phone) and visual message indicator (if your phone supports this feature).
- Unchecked= You will only receive the message via email notification and *will not* have access to the messages via telephone access or have an audible message indicator and visual message indicator (if your phone supports this feature).



## Change how many times to ring your phone before the VM system answers the call

Home Messages Contacts Jaguar Test Line - Owatonna

### Phone Status

Summary Forwarding Screening

Summary of Configured Services

Calls that you receive will be processed according to the following rules.

- All calls will ring your phone.
- When busy, calls will be forwarded to voicemail. ?
- On no answer, calls will be forwarded to voicemail.

### Your Services

Add Services Call Settings Message Settings Notifications Reminders

Personal Details (edit) Jaguar Test Line - Owatonna Devices

Security Change Password Change Call Services PIN Change Voicemail PIN

Support Help Send Feedback

- Click on Message Settings.

Home Messages Contacts Jaguar Test Line - Owatonna

Add Services Call Settings Message Settings Notifications Reminders

### Message Settings

Apply Cancel

General

Incoming calls are forwarded to voicemail after 36 seconds

Enable live screening ?

Forward messages as emails

Forward to:

[add an email address](#)

Leave original in Inbox

Mailbox Access

Voicemail Greeting

Personal Details (edit) Jaguar Test Line - Owatonna Devices

Security Change Password Change Call Services PIN Change Voicemail PIN

Support Help Send Feedback

- The default time is 36 seconds (approximately 6 rings). Enter a new value here. Range: 0 - 60 seconds. A value of zero indicates that calls are forwarded immediately to the voicemail system. Click Apply.

Home Messages Contacts Jaguar Test Line - Owatonna

### Phone Status

Summary Forwarding Screening

Summary of Configured Services

Calls that you receive will be processed according to the following rules.

- All calls will ring your phone.
- When busy, calls will be forwarded to voicemail. ?
- On no answer, calls will be forwarded to voicemail.

### Your Services

Add Services Call Settings **Message Settings** Notifications Reminders

Personal Details [edit](#)  
Jaguar Test Line - Owatonna  
[Devices](#)

Security  
[Change Password](#)  
[Change Call Services PIN](#)  
[Change Voicemail PIN](#)

Support  
[Help](#)  
[Send Feedback](#)

- Click on Message Settings.

Add  
ServicesCall  
SettingsMessage  
Settings

Notifications



Reminders

## Message Settings

Apply

Cancel

### ▼ General

Incoming calls are forwarded to voicemail after  seconds

- Enable live screening ⓘ
- Forward messages as emails

Forward to:

[add an email address](#)

- Leave original in Inbox

### ▶ Mailbox Access

- Skip PIN
- Fast Login
- Auto-play voicemail

Voicemail playback 

### ▶ Voicemail Greeting

#### Personal Details [\(edit\)](#)

Jaguar Test Line - Owatonna

[Devices](#)

#### Security

[Change Password](#)[Change Call Services PIN](#)[Change Voicemail PIN](#)

#### Support

[Help](#)[Send Feedback](#)

- Expand Mailbox access by clicking the arrow symbol to the left of Mailbox access.
- Skip PIN= If Skip PIN is enabled, when accessing your mailbox from your own telephone you are not required to enter your PIN. This saves you time, but reduces security as anybody with access to your telephone can then access your mailbox.
- Fast Login= Enabled by default. Generally when you dial into your mailbox you are asked to enter both your phone number and PIN. However if Fast Login is enabled, when accessing your mailbox from your own telephone, your phone number is recognized automatically and you only need to enter your PIN.
- Auto-play Voicemail= If auto-play is enabled, when you log into your mailbox, instead of hearing the main menu your messages will start playing immediately.
- Voicemail playback= When your messages are played to you, you can choose whether you wish to hear the message details (who the message is from and when it was left), only the message itself, or both.

## Help

The screenshot shows a user interface for 'Phone Status'. At the top, there is a blue navigation bar with 'Home', 'Messages', and 'Contacts' on the left, and 'Jaguar Test Line - Owatonna' with a dropdown arrow on the right. Below the navigation bar, the 'Phone Status' section is displayed. It has three tabs: 'Summary' (selected), 'Forwarding', and 'Screening'. Under the 'Summary' tab, there is a section titled 'Summary of Configured Services' which states: 'Calls that you receive will be processed according to the following rules.' Below this, there are three bullet points: '• All calls will ring your phone.', '• When busy, calls will be forwarded to voicemail. ?' (with a question mark icon), and '• On no answer, calls will be forwarded to voicemail.' Below the 'Your Services' section, there are five circular icons: 'Add Services' (plus sign), 'Call Settings' (phone with gear), 'Message Settings' (envelope with gear), 'Notifications' (bell with checkmark), and 'Reminders' (clock). At the bottom, there is a blue footer bar with three columns: 'Personal Details (edit)' with sub-links 'Jaguar Test Line - Owatonna' and 'Devices'; 'Security' with sub-links 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'; and 'Support' with sub-links 'Help' (circled in yellow) and 'Send Feedback'.

- Clicking the Help Link in the bottom menu will allow you to view an extensive Help menu that will give more detailed information about the VM services.

## Logout

This screenshot shows the same user interface as the previous one, but with a dropdown menu open. A black arrow points to the 'Jaguar Test Line - Owatonna' dropdown in the top right corner of the navigation bar. The dropdown menu is open, showing a 'Logout' option. The 'Your Services' section and the bottom footer bar are also visible.

- Clicking your Name in the upper right hand corner will allow you to Logout.