

Jaguar Communications Voicemail - Online Access – 01/10/19 REV 2

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



Please log in below.

Number:

Password:

Remember me on this computer.

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

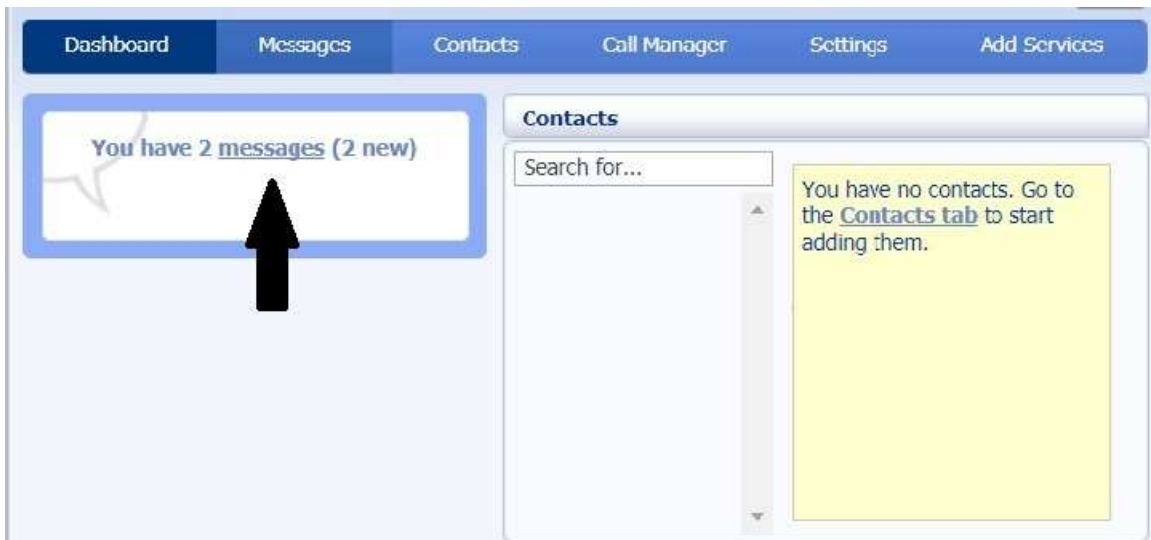
Enter your ten digit VM enabled telephone number and the password for this number.

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 Change Online access password section.

Listen to and manage your messages



The screenshot shows the dashboard with a navigation bar at the top containing: Dashboard, Messages, Contacts, Call Manager, Settings, and Add Services. The Messages tab is highlighted. A message notification box on the left says "You have 2 messages (2 new)" with a lightning bolt icon and a black arrow pointing to the word "messages". The Contacts section on the right has a search bar and a yellow message box that says "You have no contacts. Go to the [Contacts tab](#) to start adding them."

The Dashboard will display your messages status.
By clicking the link 'message(s)' you will be taken to the messages section.

Use the Messages section to listen and manage your messages.


Dashboard Messages Contacts Call Manager Settings Add Services

Messages (2 New) Deleted

Jaguar Comm Wed 29/11, 11:17 , 5 secs Actions ▾ ✕

Jaguar Comm Wed 29/11, 11:14 , 5 secs Actions ▾ ✕

New Voicemail Delete All

 Play Message (You must have a device that supports flash player and has speakers)

 Delete 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 system. See Telephone Access VM Instructions at <http://support.jagcom.net>



- Click on Settings in the top menu.
- Make sure you are on the Account tab on the lower menu.
- Click on change link to the right of Voicemail PIN.
- In the New window type in your new PIN and click Confirm.

Change Voicemail PIN

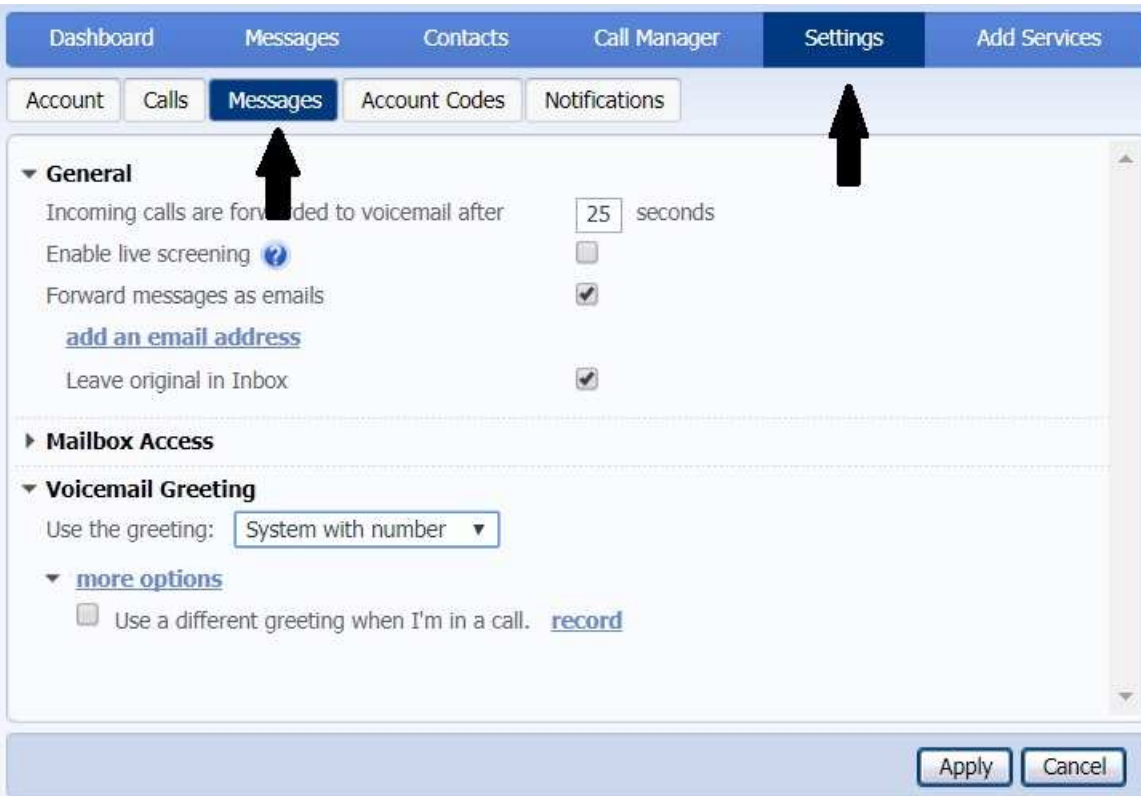
New PIN:

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

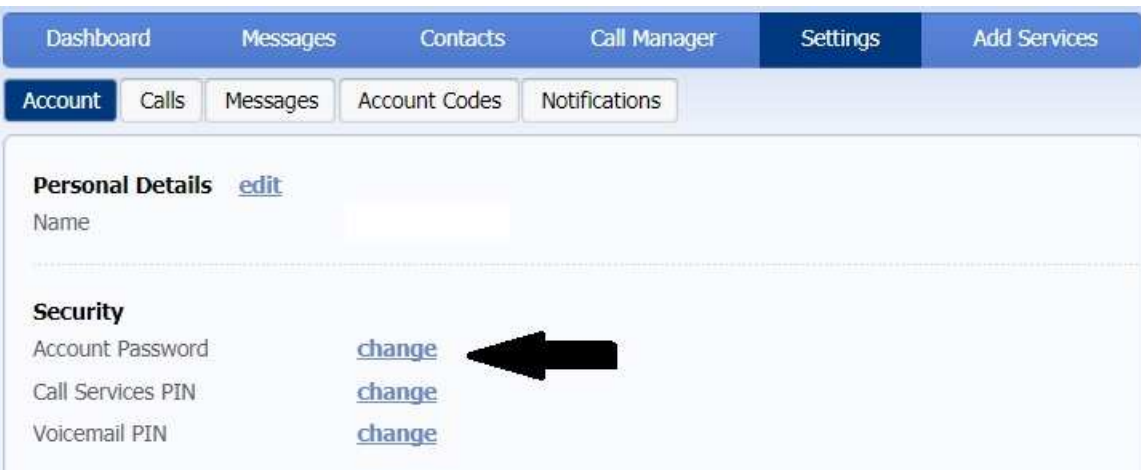
If you would like to record a personalized greeting for your VM you will need to use the Telephone access instructions. This requires you to use a telephone to call into the system to make the recording. See Telephone Access VM Instructions at <http://support.jagcom.net>



- Click on Settings in the top menu.
- Make sure you are on the Messages tab on the lower menu.
- 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.

Change Online Account access password

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



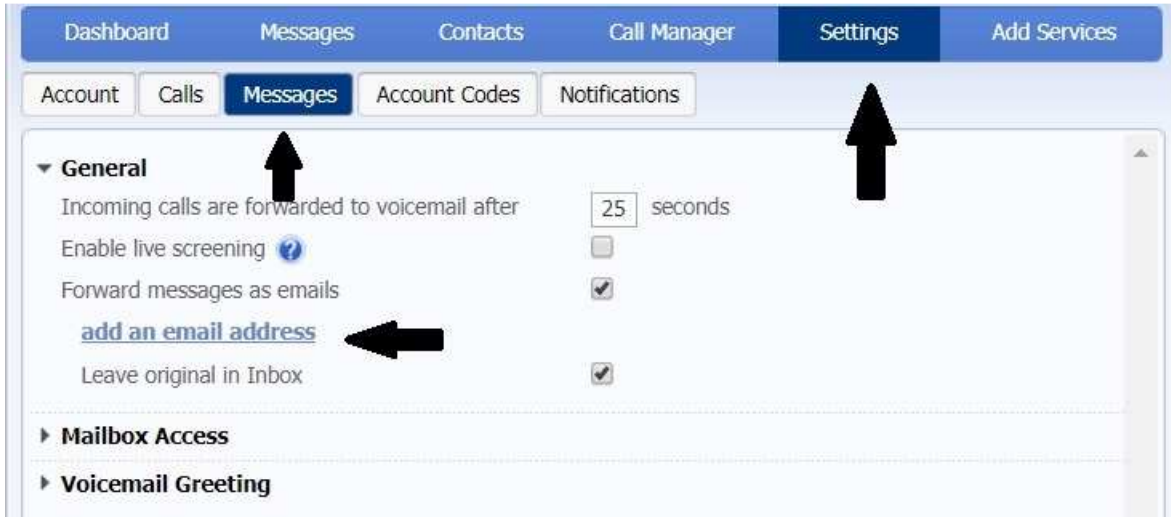
- Click on Settings in the top menu.

- Make sure you are on the Account tab on the lower menu.
- Click on change to the right of Account Password.
- In the New window type in your Current Password, New Password and Confirm new password and then click confirm.

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



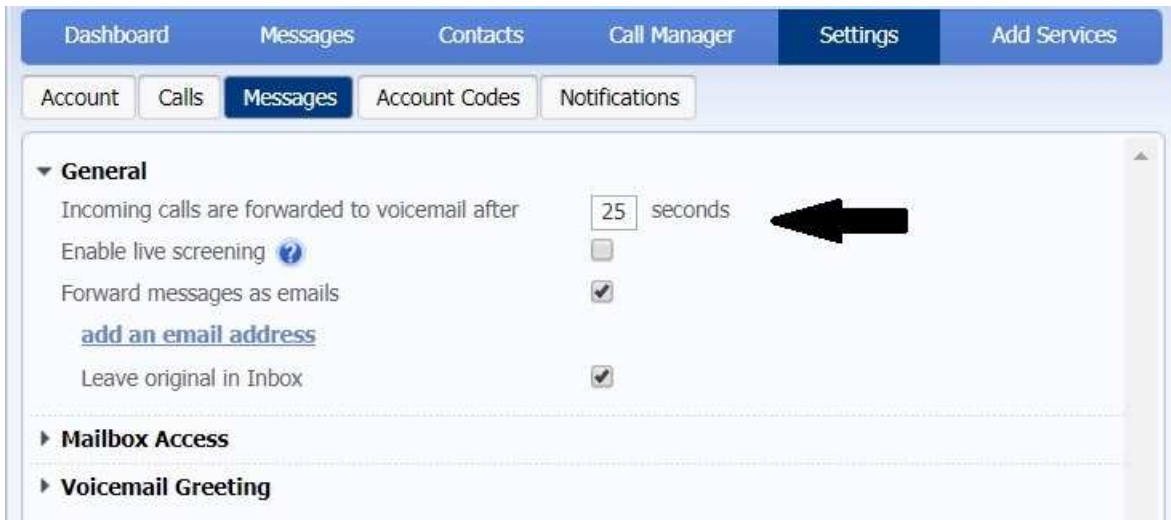
- Click on Settings in the top menu.
- Make sure you are on the Messages tab on the lower menu.
- Click on add an email address.

- In the New window 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. Maximum is two.
Example: support@jagcom.net
- Make sure the box to the right of Forward messages as emails is checked.

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 before the VM system answers the call



Dashboard Messages Contacts Call Manager Settings Add Services

Account Calls Messages Account Codes Notifications

▼ **General**

Incoming calls are forwarded to voicemail after seconds

Enable live screening

Forward messages as emails

[add an email address](#)

Leave original in Inbox

▶ **Mailbox Access**

▶ **Voicemail Greeting**

- Click on Settings in the top menu.
- Make sure you are on the Messages tab on the lower menu.
- The default time is 36 seconds (approximately 6 rings). Enter a new time here in seconds and then click Apply.

Other Settings



Dashboard Messages Contacts Call Manager Settings Add Services

Account Calls Messages Account Codes Notifications

▼ **General**

Incoming calls are forwarded to voicemail after seconds

Enable live screening

Forward messages as emails

[add an email address](#)

Leave original in Inbox

▼ **Mailbox Access**

Skip PIN

Fast Login

Auto-play voicemail

Voicemail playback

▶ **Voicemail Greeting**

Apply Cancel

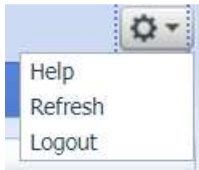
Mailbox Access

- Click on Settings in the top menu.
- Make sure you are on the Messages tab on the lower menu.
- Expand Mailbox access by clicking the arrow symbol to the left of Mailbox access.
- Skip PIN= If Skip PIN is enabled, then 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 autoplay 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.

Hints

Hover your cursor over various items to get more information about that item.

Help



Clicking the Gear Icon in the upper right corner will allow you to reach an extensive Help menu that will give more detailed information about the VM services.

Clicking the gear icon will also allow you to Logout.