



HPBX

**USER GUIDE:**  
End User CommPortal



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**Central Notification Contact Information Needed** | Per FCC regulations, your HPBX system is configured to notify a central location on-site or off-site contact where someone is likely to see or hear the notification whenever a call is placed to a 911 operator. Relevant FCC Rules require operators and managers of the HPBX system to designate a contact that will be notified if a 911 call is placed from one of the users' MLTS phones. It is your responsibility to provide Metronet with the relevant contact information in the Metronet Admin CommPortal. We would be pleased to assist you if you do not know how to identify such a contact. Please contact us by email at [business-customer-service@metronet.com](mailto:business-customer-service@metronet.com) or phone at (855) 769-0936 if you need assistance.

**Notify Metronet if You Move Your Phone** | The location and address associated with a phone is the location and address identified on the initial service order when your HPBX service was installed. If you move your phone to a location or address that is different than that identified in the initial service order, 911 calls will appear to 911 emergency service operations to be coming from the address identified in the service order and not the new location or address. Your organization is responsible for managing and updating any changes to the location and address of the phone with dispatchable location information after the initial installation of your HPBX service. Dispatchable location information should include the validated street address where the phone is located and any adequately identify the location of the caller. In the event that you change the location of your phone, you can log on to the E911 Management Portal at <https://e911.metronetinc.com> to update the "Detailed Location for 911." You may also update the location of your phone by contacting Metronet Business Customer Service at (855) 769-0936. Updates may take 1-2 business days to process. Failure to update the location of the phone with dispatchable location information means that emergency responders may not have information to locate the caller quickly and accurately.

## Logging In

URL:

*Login Information:*

**Number:**

**Password:**

**PIN:**

## Tabs

### Home Screen

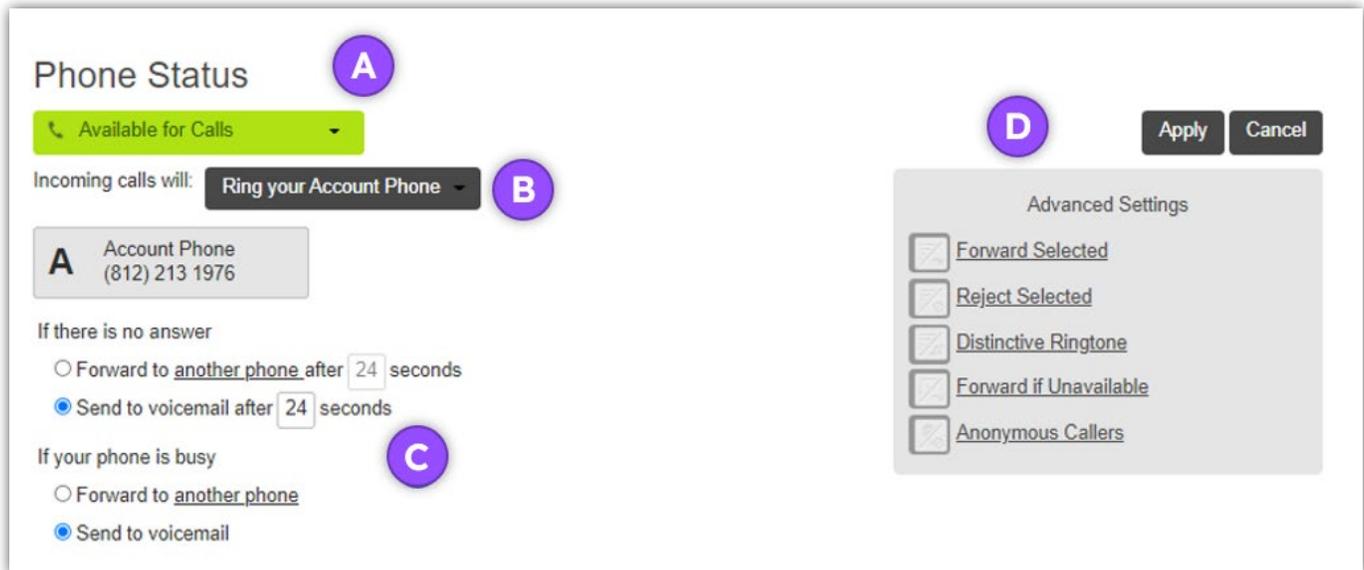
The screenshot shows the Home screen with the following components:

- Tabs:** Home, Messages and Calls, Contacts. A user profile 'Bill Jones' is visible in the top right.
- Phone Status:**
  - Phone Status: Available for Calls
  - Incoming calls will: Ring your Account Phone
  - Account Phone: (812) 213 1976
  - If there is no answer:
    - Forward to another phone after 24 seconds
    - Send to voicemail after 24 seconds
  - If your phone is busy:
    - Forward to another phone
    - Send to voicemail
  - Advanced Settings: Forward Selected, Reject Selected, Distinctive Ringtone, Forward if Unavailable, Anonymous Callers.
- Your Services:** Groups, Call Settings, Message Settings, Notifications.
- Additional Controls:**
  - Personal Details: Bill Jones, SALES, Admin, Devices
  - Security: Change Password, Change Call Services PIN, Change Voicemail PIN
  - Support: Help, Downloads, Send Feedback

The first screen you see upon logging in is the Home screen. Many navigation options are available from this Home screen. If you go to any other section of the CommPortal, you can return to this Home screen by clicking the Home tab at the top of the screen.

## Phone Status

In the Phone Status portion of this screen, you will see how your phone line is currently functioning. Making changes here and hitting Apply will instantly modify your settings.



The screenshot shows the 'Phone Status' configuration interface. Callout A points to the 'Available for Calls' status dropdown. Callout B points to the 'Incoming calls will:' dropdown menu. Callout C points to the 'If your phone is busy' section. Callout D points to the 'Advanced Settings' panel, which includes checkboxes for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. The 'Apply' and 'Cancel' buttons are also visible.

### A) Set your Line Status:

- Available
- Do Not Disturb

### B) Set calls to ring:

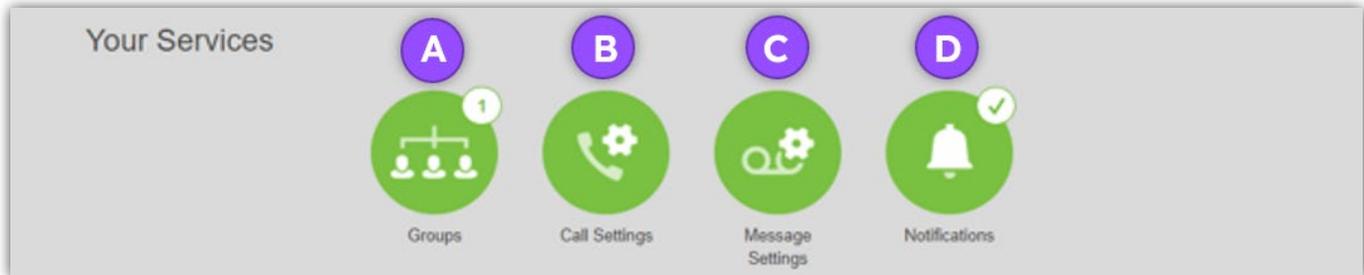
- Your phone
- A designated set of phone numbers in sequence
- A designated set of phone numbers simultaneously
- Forward your line to another number

### C) Busy/No Answer Configuration

### D) Advanced Settings

- *Forward Selected* - Forwards callers from a forwarding list to a specific number.
- *Reject Selected* - Callers from the rejection list will be rejected without going to voicemail.
- *Distinctive Ringtone* - Callers from the distinctive ringing list will ring with a different ringtone.
- *Forward if Unavailable* - If your phone is unavailable, calls will be forwarded to another phone.
- *Anonymous Callers* - Calls from anonymous callers will be rejected without going to voicemail.

## Your Services



A) The Groups icon will be shown if the user is a member of a Multi-Line Hunt Group. Click this icon to manage your status (logged in/out to the Hunt Group) and see if other members are logged in or out.

### Groups

Multi Line Hunt Groups and Call Pickup Groups you are a member of. For Multi Line Hunt Groups, indicates logged-in, and logged-out.

Group Membership	Hunt Group: Service HG
Hunt Group: Service HG	Department: SERVICE Number of Lines: 1 (Logged in: 1) Status: You are currently logged in to this Hunt Group Logout

Position	Number	Ext.	Name
1	(812) 213 1976	1976	Bill Jones

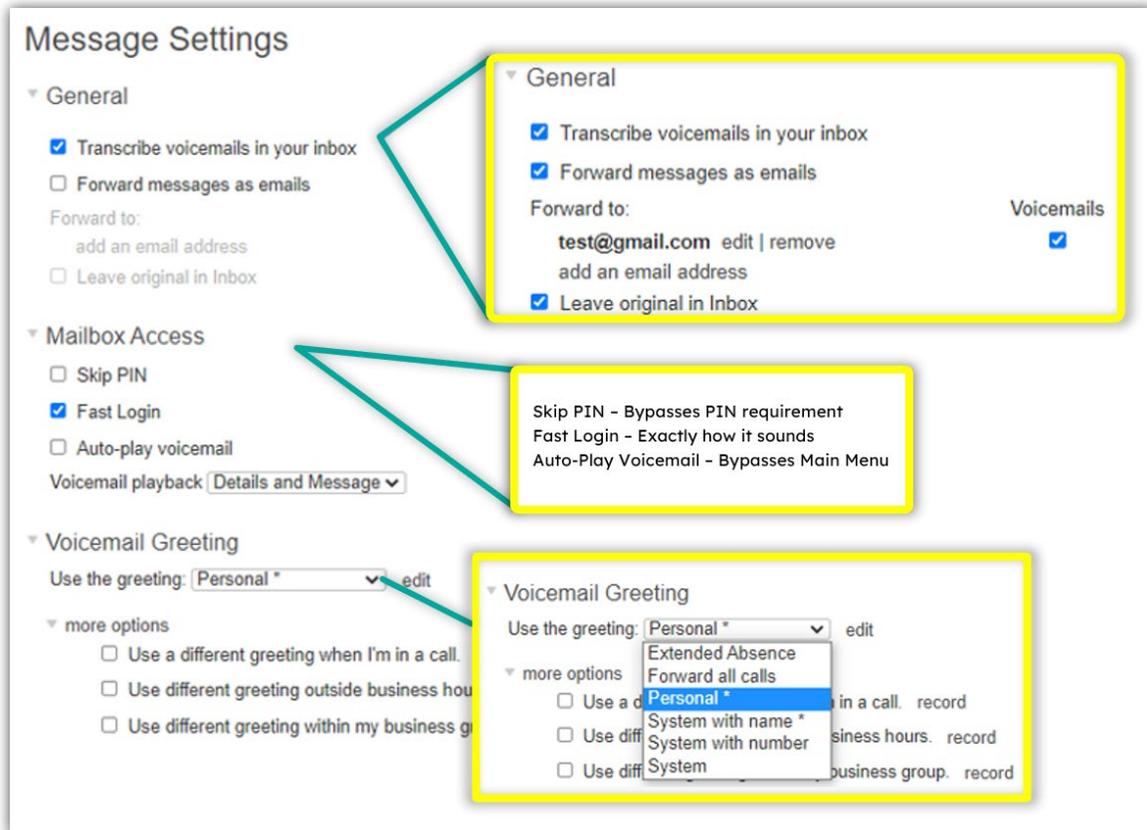
B) Call Settings - Shows a summary of your line’s call handling settings:

- *General* - Shows your Operator’s extension (callers can press zero to exit your voicemail without leaving a message)
- *Call Forwarding* - On/Off forwarding settings
- *Call Blocking* - Shows the types of calls that are blocked from being dialed from your line.

### Call Settings

- General**
  - Caller transfer is not available as no operator number has been set for your business group.
  - Withhold caller ID when making calls
  - If not withheld, signal my name as: 8122131976
  - Provide caller ID for incoming calls
  - Provide caller name for incoming calls
- Call Forwarding**
  - Ask me for a forwarding number each time I turn on forwarding from my phone using an access code:
  - Immediate Forwarding
  - Busy Forwarding
  - No Answer Forwarding
  -
- Call Blocking**

C) Message Settings



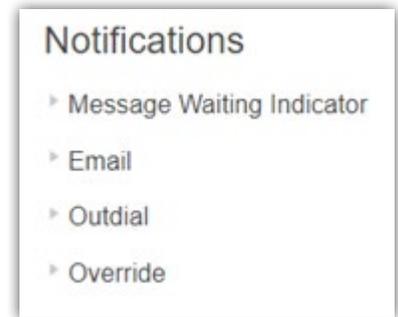
There are various settings you can modify relating to your incoming voicemail messages.

Voice-mails can be forwarded to multiple email addresses as an attached audio file. If you want both the emailed copy of the voicemail and the light to blink on your phone and a copy of the voicemail to appear in your CommPortal, be sure to check *Leave Original in Inbox*. A Standard voicemail box has a 30 message limit and Premium has a limit of 50.

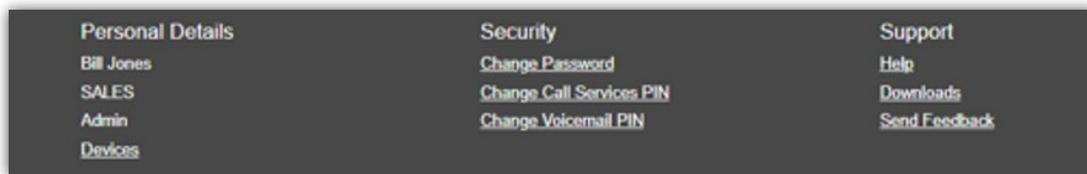
If you only want the voicemails to go to your email, uncheck *Leave Original in Inbox*. Messages will only ever be delivered to the email address(es) provided and are not accessible through any other manner. The message limit does not apply in this scenario as messages are not stored in the Inbox.

Regarding Mailbox Access, there are four different settings you can modify. 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. 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. If **Auto-Play** is enabled, when you log into your mailbox, your messages will start playing immediately. And lastly, with the options for **Voicemail Playback**, you can choose whether you wish to hear the message details (who the message is from and when it was left), the message itself, or both.

- D) Notification Settings - The Notifications button allows you to set options for how you wish to receive notification whenever a new message arrives for you.
- *Message Waiting Indicator* - This is set by default for you in order to notify you of new messages.
  - *Email* - Add an email address if you want to be notified via email that a voicemail is in your inbox.
  - *Outdial* - Program a number to be called by the automated system whenever a new message arrives in your inbox.
  - *Override* - This is to override schedules you may have configured for your outdial notifications to be sent.



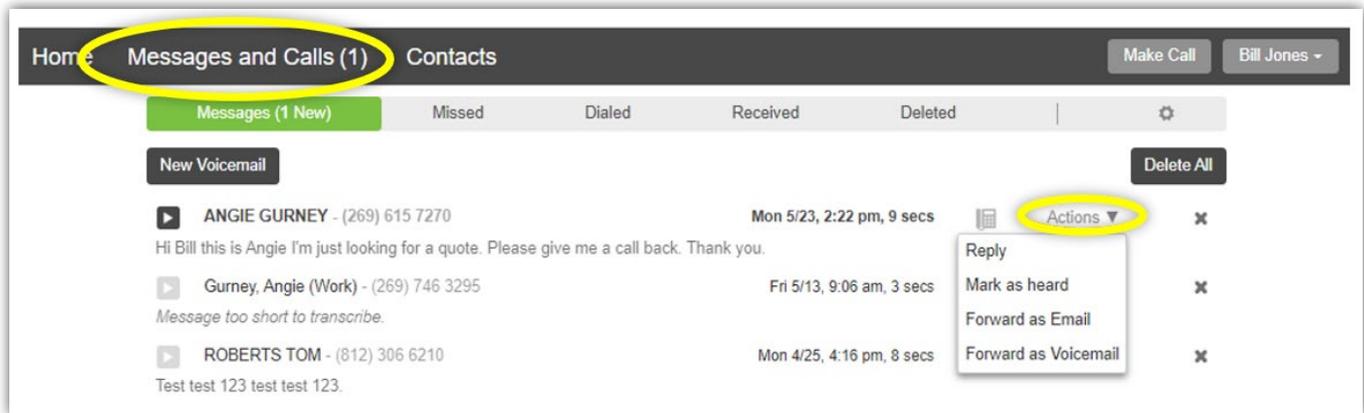
### Additional Controls



The most commonly accessed features in the Additional Controls include:

- *Devices* - Allows you access to modify the programming of your physical phone. Please proceed with caution when making modifications to your phone. It is recommended that you contact an admin within your company or reach out to Metronet for assistance.
- *Change Password / Change Voicemail PIN* - Use these functions to change the password to access CommPortal / the Metronet Go app or the PIN used to access voicemail over the phone.
- *Help* - Clicking the Help link will give you a description of the functions on the specific page of the CommPortal you're currently viewing.

## Messages and Calls



## Messages

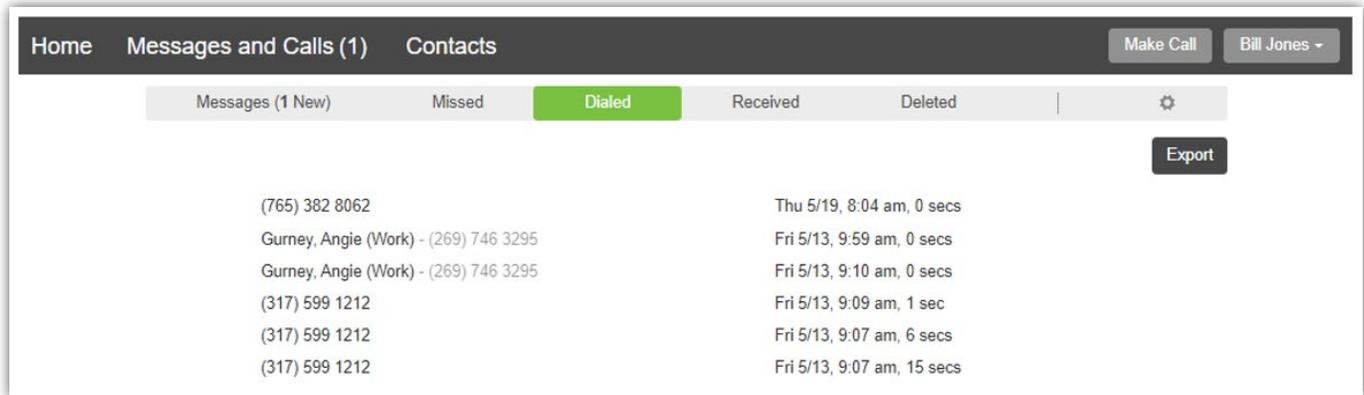
New messages are indicated in the Messages tab. You will see a number in parentheses when you have a new message. When you click on that tab, you will be able to see all messages including saved and new. Premium Voicemail users have a limit of 50 total messages the inbox can hold. Standard Voicemail users have a limit of 30. *This limit is for both new and saved messages.*

Hitting the Play button to the left of a message will play the audio of that message, but you will also see the automatic transcription of the recorded message.

In the **Actions** dropdown, you can also forward your message via email (as a .wav file) or as a new voicemail message to one of your peers.

If you want to delete individual messages, click on the X to the right of the corresponding message. To clear out all of your messages, you can click on **Delete All**, located above the Xs.

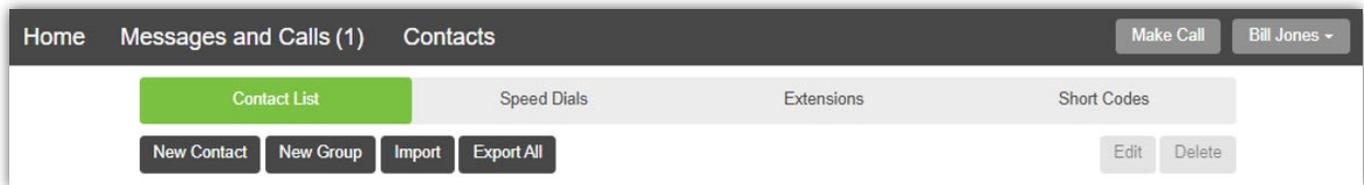
## Call History



Call History is accessed through the Messages and Calls tab. In the secondary bar, you can select between Missed, Dialed, and Received calls.

## Contacts

### Contact List

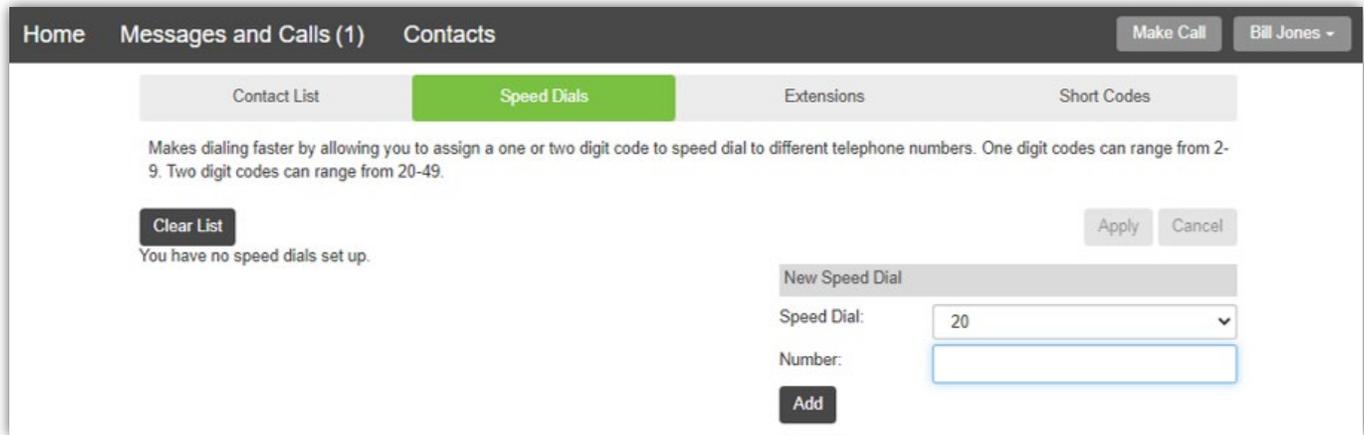


The contact list has options to add a **New Contact**, add a **New Group**, **Import** contacts, and **Export All** contacts.

### Add Contact from Call History

To add a new contact from your Call History, go to the appropriate list in your *Messages and Calls*. Click on the number or name of the caller. Select the **Add to Contacts** option. This will automatically take you to the Contacts tab. Enter all of the additional details you want stored for your new contact and click **Save**.

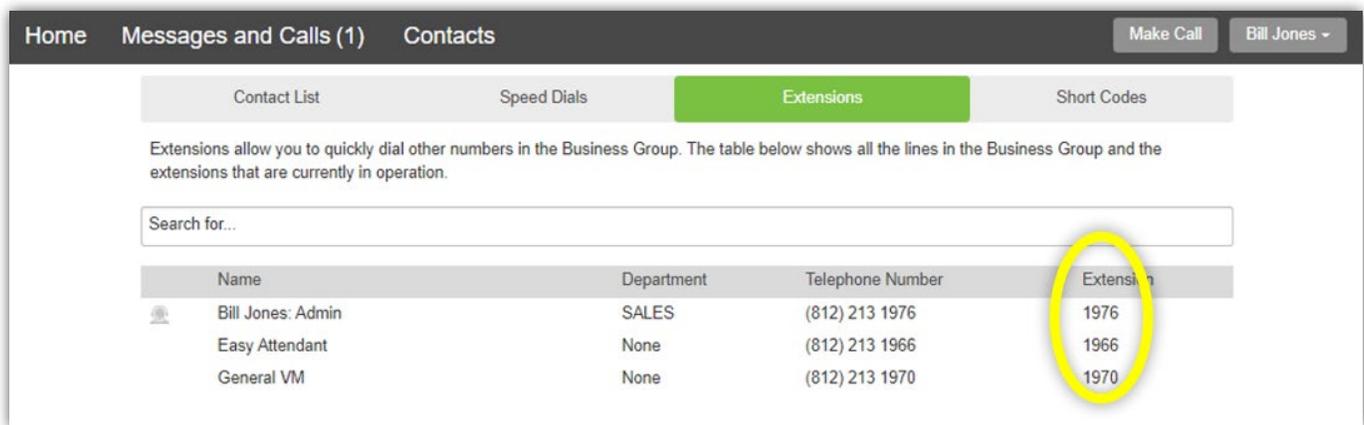
## Speed Dials



Speed Dials assign a shortened code to a phone number of your choice so you can simply dial the Speed Dial instead of the full telephone number.

To add a new Speed Dial, select the speed dial code you want to use from the *Speed Dial* dropdown. Then enter the number to which you'd like this code to point. Click **Add** and then **Apply**.

## Extensions



The Extensions section is where you can go to view a listing of the extensions associated with your Business Group.

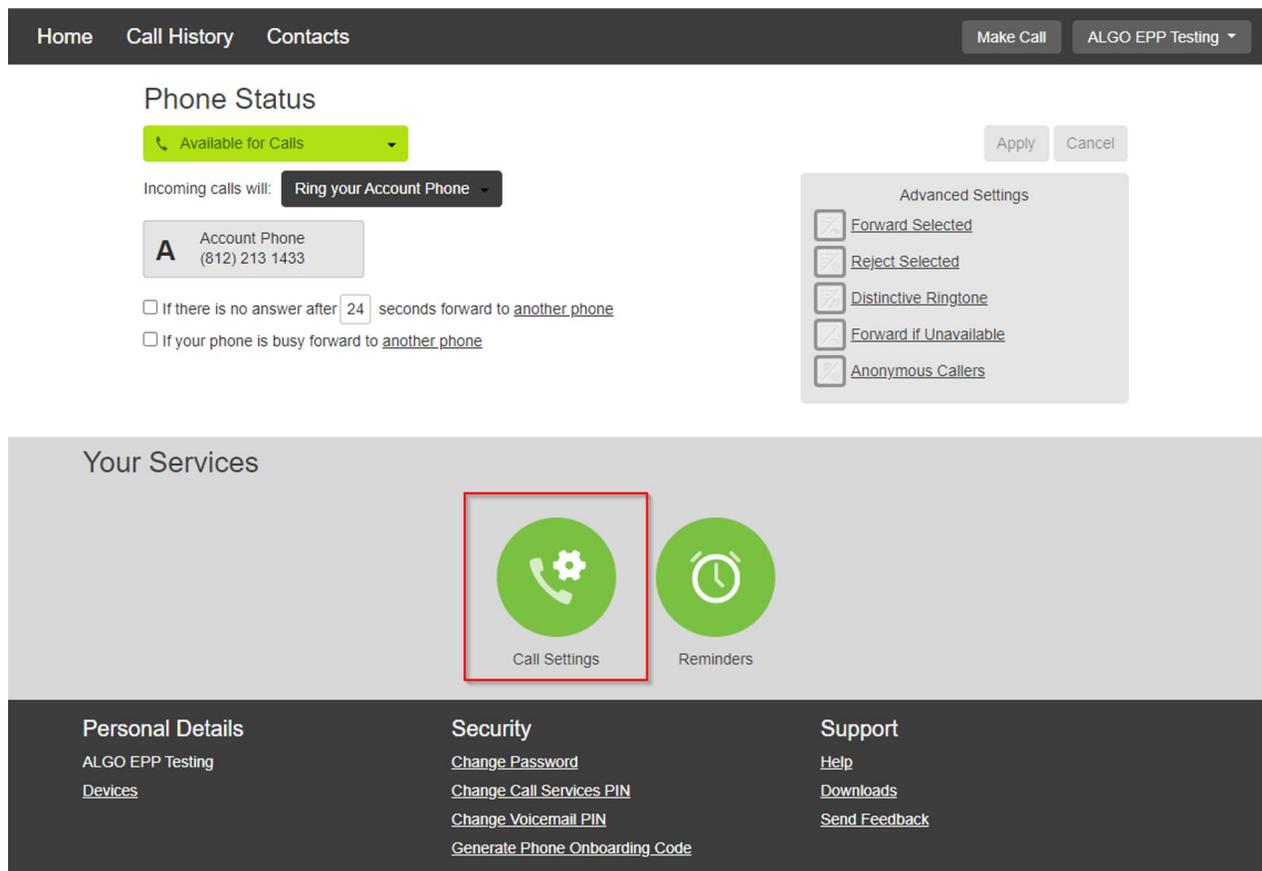
## Transfer to Operator

Transfer to Operator allows callers who have reached your voicemail to transfer to another number you set. When this option is turned on, callers will start to be prompted to press 0 before the voicemail tone plays to be transferred.

## Setting an Individual Line Operator

Log in to CommPortal using your phone number and EAS password and select Call Settings.

**Note:** Setting an Individual Operator Number will override any Business Group Operator for the individual user.



Once in Call Settings under General, you will see an option that says Individual call transfer number. This is your Operator Line. Input the telephone number you would like for your Personal Operator and hit Apply. Callers will be prompted if you do not answer to press 0 to be transferred to the Operator which is the number you have designated.

**Note:** If you do not have the option to input a telephone number, that means your Business Group Administrator has not allowed individuals to set their own Operator numbers.

Home Call History Contacts Make Call ALGO EPP Testing ▾

Call Settings Reminders

### Call Settings

▾ General

Individual call transfer number:

Withhold caller ID when making calls  
If not withheld, signal my name as: Test 10

Provide caller ID for incoming calls

Provide caller name for incoming calls

▸ Call Forwarding

▸ Call Blocking

Apply Cancel

**Personal Details**  
[ALGO EPP Testing](#)  
[Devices](#)

**Security**  
[Change Password](#)  
[Change Call Services PIN](#)  
[Change Voicemail PIN](#)  
[Generate Phone Onboarding Code](#)

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

Dont forget to press apply to save your changes

Individual call transfer number: (111) 111 1111

- Withhold caller ID when making calls  
If not withheld, signal my name as: Test 10
- Provide caller ID for incoming calls
- Provide caller name for incoming calls

- Call Forwarding
- Call Blocking

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