HPBX Sidecar
PROGRAMMING INSTRUCTIONS

CTC

HPBX SIDECAR PROGRAMMING

HOW TO PROGRAM YOUR HPBX SIDECAR:
- Log in to portal.brainerd.net with your CTC phone number and password.
- Use your 10 digit number, no spaces or dashes.
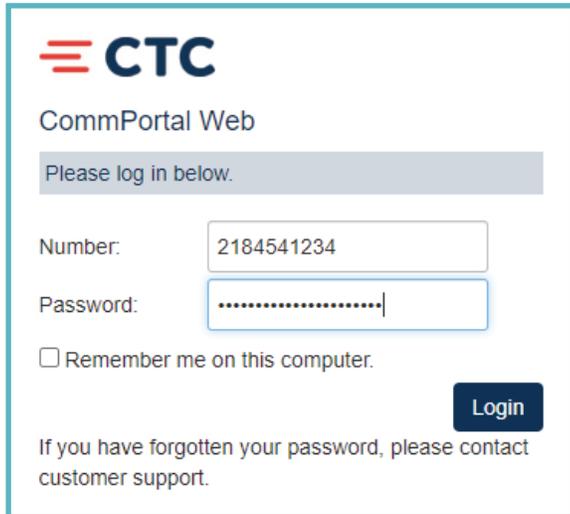
CTC
CommPortal Web

Please log in below.

Number:	2184541234
Password:	••••••••••••••••••

☐ Remember me on this computer.

Login

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

AFTER LOGIN:
- A number of options will appear, click on "Devices" in the bottom left.
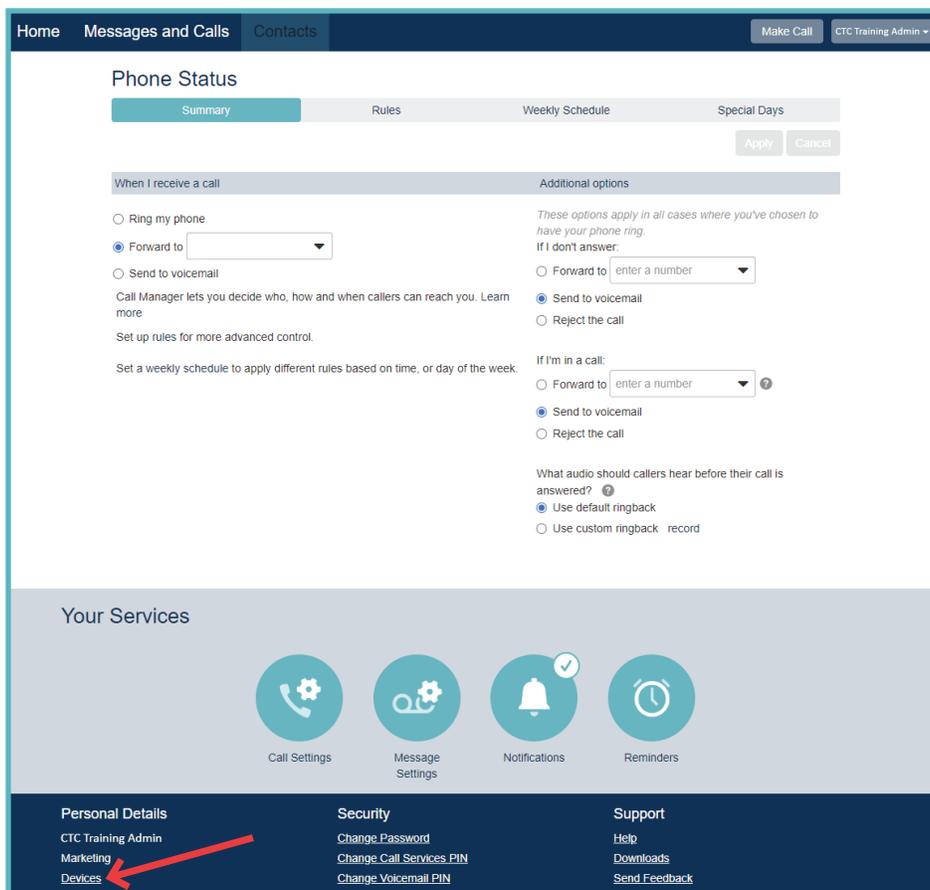
Home   Messages and Calls   Contacts   Make Call   CTC Training Admin ▾

Phone Status

Summary	Rules	Weekly Schedule	Special Days

Apply   Cancel

When I receive a call	Additional options

○ Ring my phone

◉ Forward to ▾

○ Send to voicemail

Call Manager lets you decide who, how and when callers can reach you. Learn more

Set up rules for more advanced control.

Set a weekly schedule to apply different rules based on time, or day of the week.

These options apply in all cases where you've chosen to have your phone ring.
If I don't answer:

○ Forward to enter a number ▾

◉ Send to voicemail

○ Reject the call

If I'm in a call:

○ Forward to enter a number ▾ ❓

◉ Send to voicemail

○ Reject the call

What audio should callers hear before their call is answered? ❓
◉ Use default ringback
○ Use custom ringback record

Your Services

Call Settings   Message Settings   Notifications   Reminders

Personal Details	Security	Support
CTC Training Admin	Change Password	Help
Marketing	Change Call Services PIN	Downloads
Devices	Change Voicemail PIN	Send Feedback

SET KEYS:

- This will populate a pop-up window asking you to select which device (if you have multiples). Select "Set Keys"
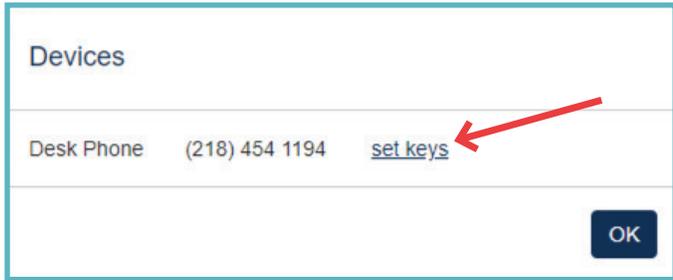
PHONE IMAGE WINDOW:

- A new window will populate with an image of your phone. Click anywhere on the phone or select the edit button.
- Note: In most cases, you will only have one phone to choose from.

PROGRAMMABLE KEYS:

- Click on the button that you wish to set for a key.

DROP DOWN MENU:
- Select the drop down menu that appears either:
    - For extensions within your business, select "Enhanced Monitored Extension"
    - All other numbers, you will use "Enhanced Speed Dial"

LABELING A NUMBER:
- Select the line you want to call this number from. In most cases, this will be Line 1.
- Fill in the telephone number, no dashes or spaces, and label it to be descriptive to you.
- If you must dial the number with 1 and area code, you will need to enter that here.
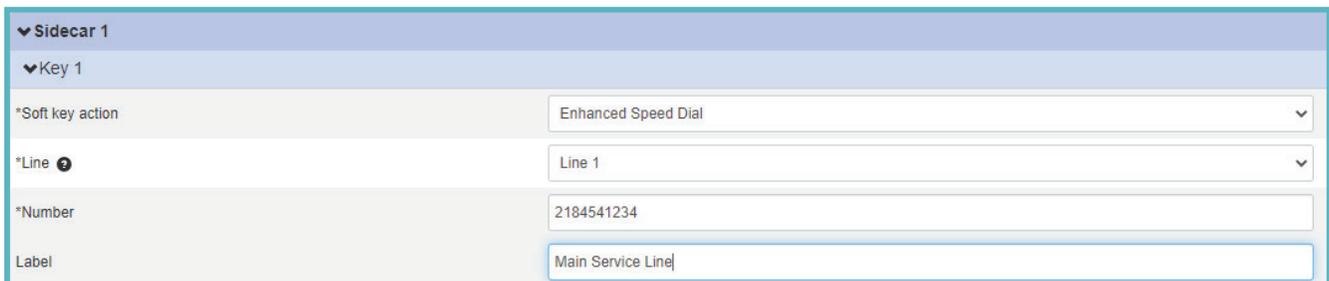
SAVE CHANGES:

- After you are done making all of the changes you want, select "Save Changes" at the bottom.
- Note: If the check mark in the bottom right indicates "update phone(s) immediately when saving," the phone may or may not take the update automatically. If it does not, you may need to manually update the phone.
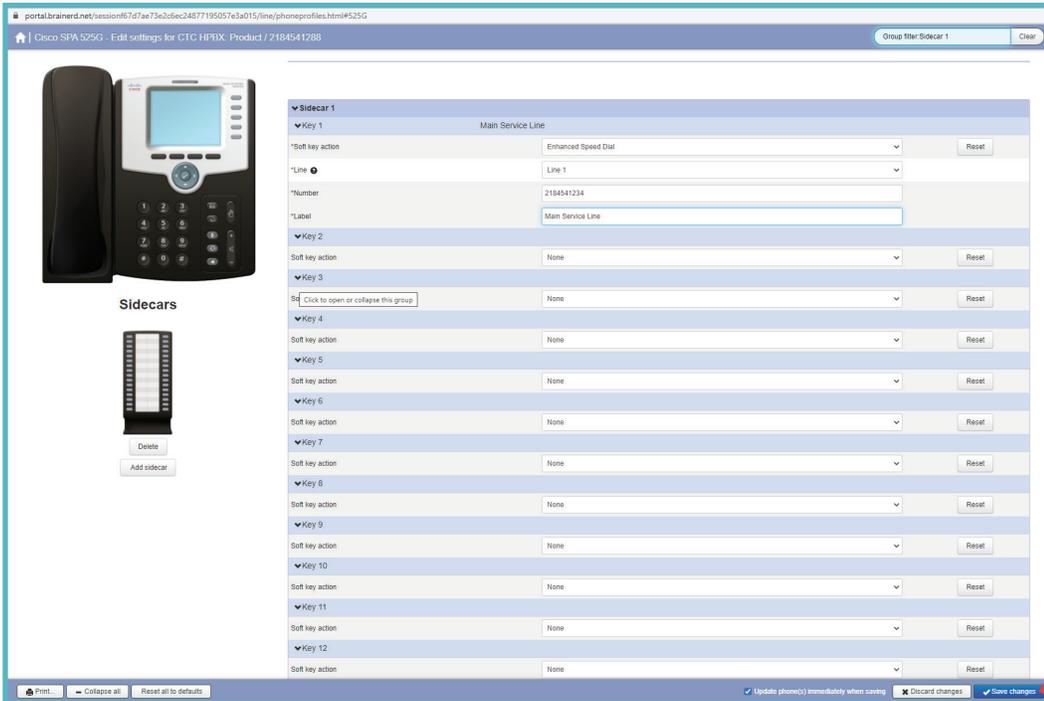
CLOSING AND LOGGING OFF:

- Close out of the pop up window.
- Log out from the upper right of the screen.
- You must reboot your telephone before the changes will take effect. (See next page.)
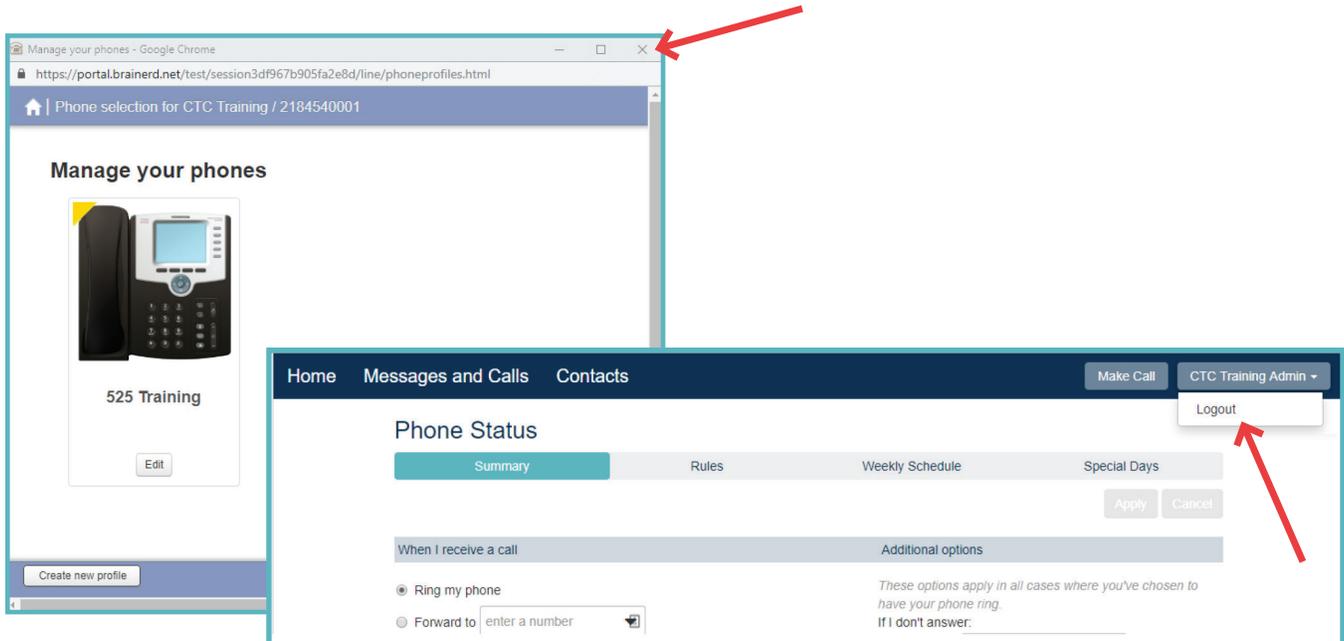
UPDATE AND CONFIGURATION ON YOUR PHONE

CISCO 514

1. Press the Settings button
2. Use the arrow button to highlight 12 Reboot
3. Press the select key
4. Press the "OK" softkey when prompted on the screen with the following: Confirm System Reboot?

NOTE: The phone will go through a 2-step process of rebooting. After the first time, it will appear functional, but will reboot one more time.

CISCO 525

1. Press the Settings button
2. Use the arrow key to highlight 9 Device Administration
3. Press the Select softkey
4. Use the arrow button to highlight 4 Restart
5. Press the Select softkey
6. Press the OK softkey when prompted on the screen with the following: Do you want to reboot the system?

NOTE: The phone will go through a 2-step process of rebooting. After the first time, it will appear functional, but will reboot one more time.