

Congratulations on your new TNCI Telastic Hosted Voice Services! In addition to the quick tips and tricks presented in the *Getting Started* Guide, we would like to introduce you to your new online User Portal.

## About this Guide

The User Portal is a simple and easy to use platform that will allow you to access and manage your features and settings, all in one place. This guide will provide easy to follow, step-by-step instructions on things such as changing your password, managing your voicemail and setting up call forwarding.

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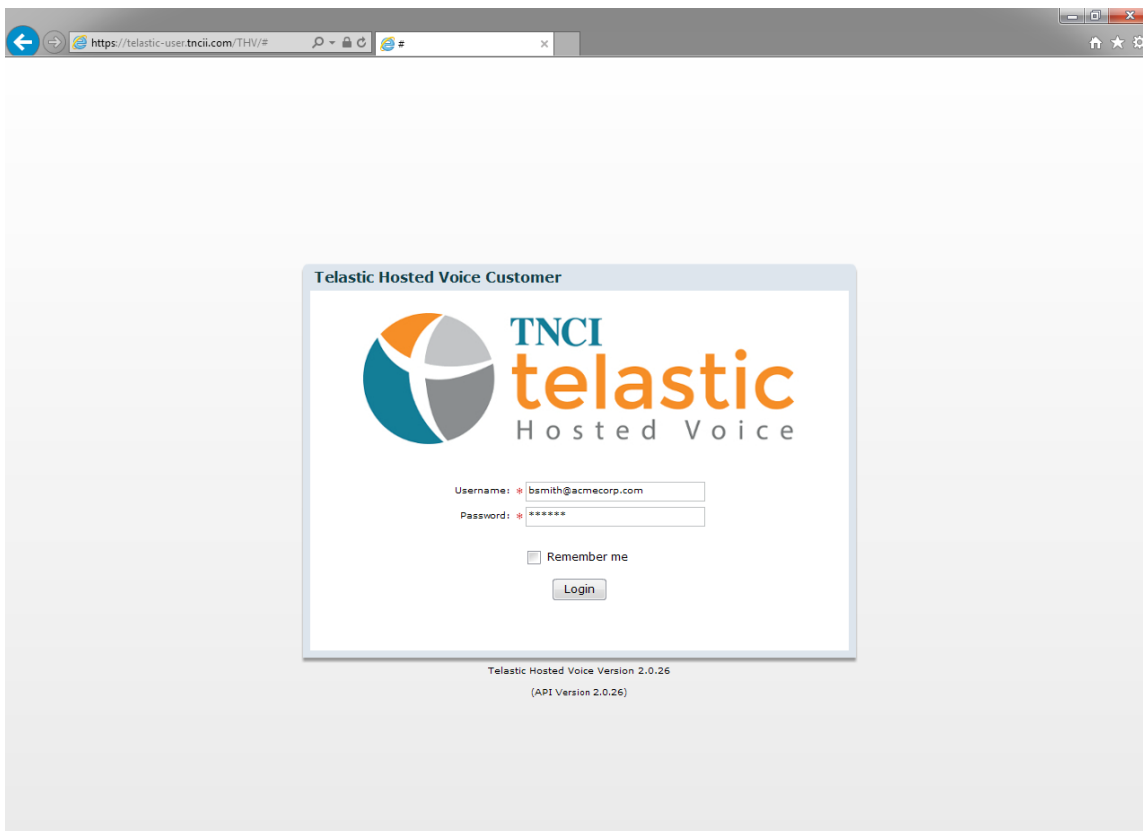
## Chapter 1: Getting Started

### Logging into the Customer User Portal

To get started, you will need your username and password information, which will be provided by the Administrator of your office. You may have also received an email with this information. Please contact your Administrator, or call our Customer Care Department at 800-800-8400 if you are unable to retrieve this information.

To log in to the User Portal:

1. Enter **https://telastic-user.tncii.com** into your web browser
2. Enter your username and password provided. There is an option to check a box so that the site will recognize you at your next visit. It will remember your username login, but the password section will still be blank.
3. Click **Login**



## Navigating and Understanding the Home Page

This is an overview of what you will see upon logging into your User Portal.

Telastic TBX User (Acme Corporation)

Logged in as: bsmith@acmecorp.com

[Home](#)
[Inbox](#)
[Settings](#)
[Call Activity](#)
[Help](#)
[Logout](#)

**Voicemail Folders:**

- [Inbox \(1 new\)](#)
- [Work](#)
- [Family](#)
- [Friends](#)

**Settings:**

- [Password](#)
- [Personal](#)
- [Voicemail](#)
- [Call Forwarding](#)
- [Call Blocking](#)

**Features:**

- [Call Recordings](#)

Home

**Personal Info**

Name: Bob Smith  
 Email: bsmith@acmecorp.com  
 Phone Number: 805-456-1022  
 Extension: 1000

**Phones**

Line	Status
110111_550_bsmith-0	● On-Line

**Message Center**

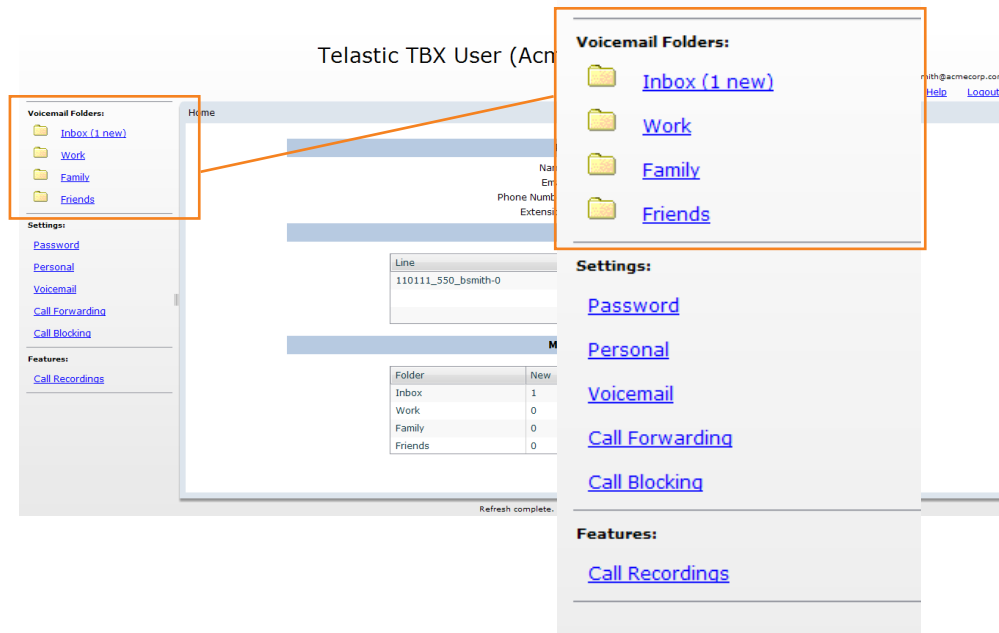
Folder	New	Total
Inbox	1	5
Work	0	0
Family	0	0
Friends	0	1

Refresh complete.

Your **Personal Information** will be displayed at the top center of the portal. This information has been set up by the Administrator. Under **Phones**, you should see that your **Line** shows a **Status** of “On-Line”. If your Line shows “Off-Line” or “Never Registered”, please contact your Administrator. Below that is your **Message Center**. This will show you any new messages in your voicemail folders, as well as a total number of messages for each.

*Please Note: At any point that you’ve been logged into the portal and a change has been made, you may need to click the **Refresh** button in order to see that new or updated information displayed.*

## Chapter 2: Voicemail Folders



### Overview

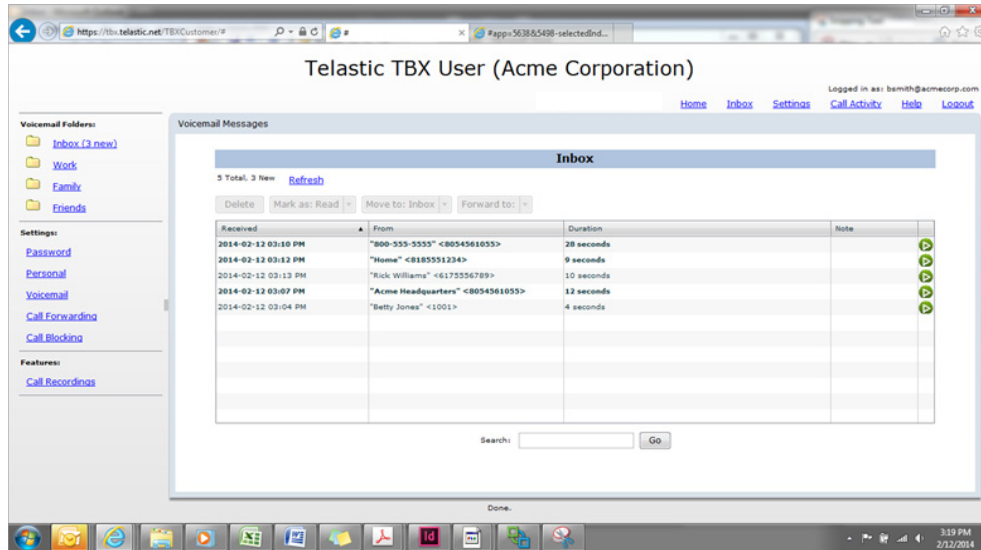
- Inbox
- Work
- Family
- Friends

This section will allow you to access, listen to, and manage your voicemail messages. All new voicemail messages will automatically display in your **Inbox**, where you will be able to sort and move them to your **Work**, **Family** or **Friends** folders.

*Please Note: When dialing in from your registered device to listen to your voicemail messages, the auto attendant will prompt you to move and sort voicemail messages. Any changes made through there will be reflected in your User Portal.*

## Understanding and Managing your Voicemail Folders

Your inbox will show you any new or old voicemail messages that have not been sent to a designated folder or deleted. If the Voicemail message is bolded, this means it is a new or unread message and if it is not bolded, it is an old or read message.

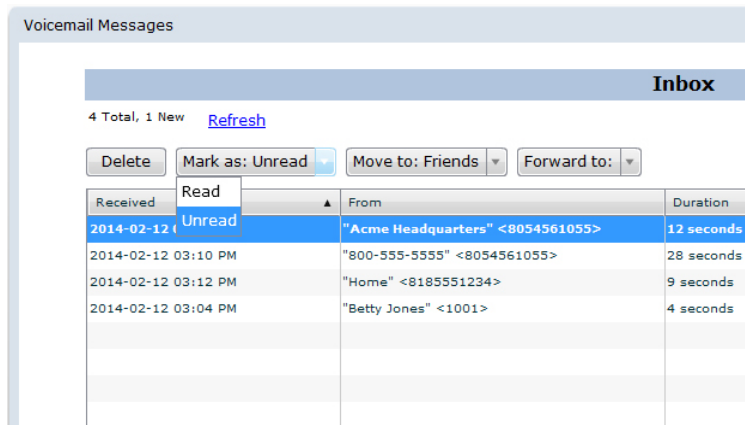


### Deleting a Voicemail message:

1. Click to highlight and select the voicemail message you wish to delete.
2. Click the delete button.

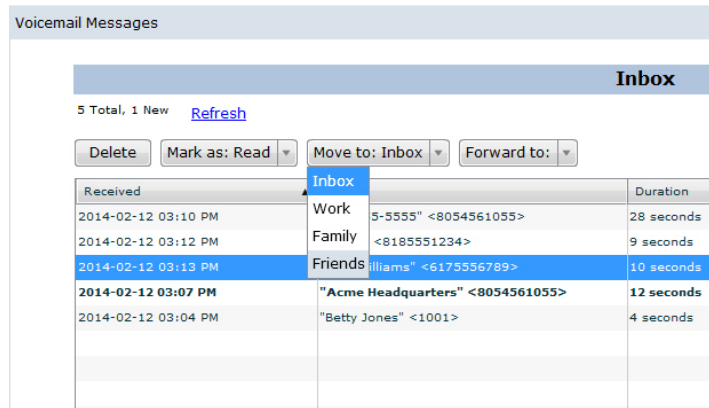
### Marking a Voicemail message as Read or Unread:

1. Click to highlight and select the voicemail message you wish to mark as read or unread.
2. Click the drop menu labeled "Mark as:" and then select read or unread.
3. Click inside the "Mark as:" box again to apply the change.



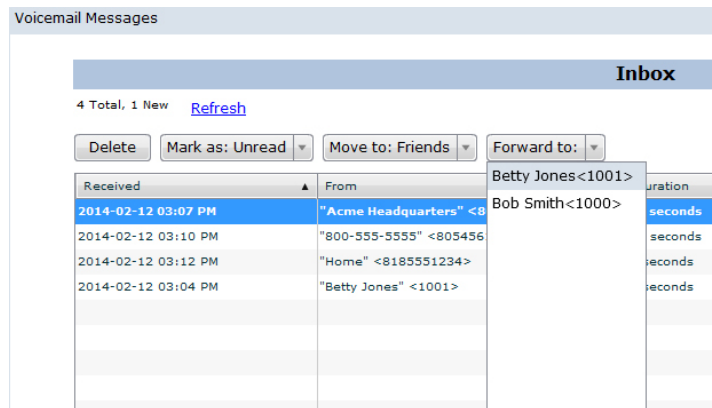
## Moving a Voicemail Message to a Different Folder

1. Click to highlight and select the voicemail message you wish to move.
2. Click the drop menu labeled “Move to:” and then select the folder you wish to move the voicemail message to.
3. Click inside the “Move to:” box again to apply the change.



## Forwarding a Voicemail Message to Another User

1. Click to highlight and select the voicemail message you wish to forward.
2. Click the drop menu labeled “Forward to:” and then select the user you wish to forward the voicemail message to.
3. Click inside the “Forward to:” box again to apply the change.



## Additional Information Regarding Voicemail Messages

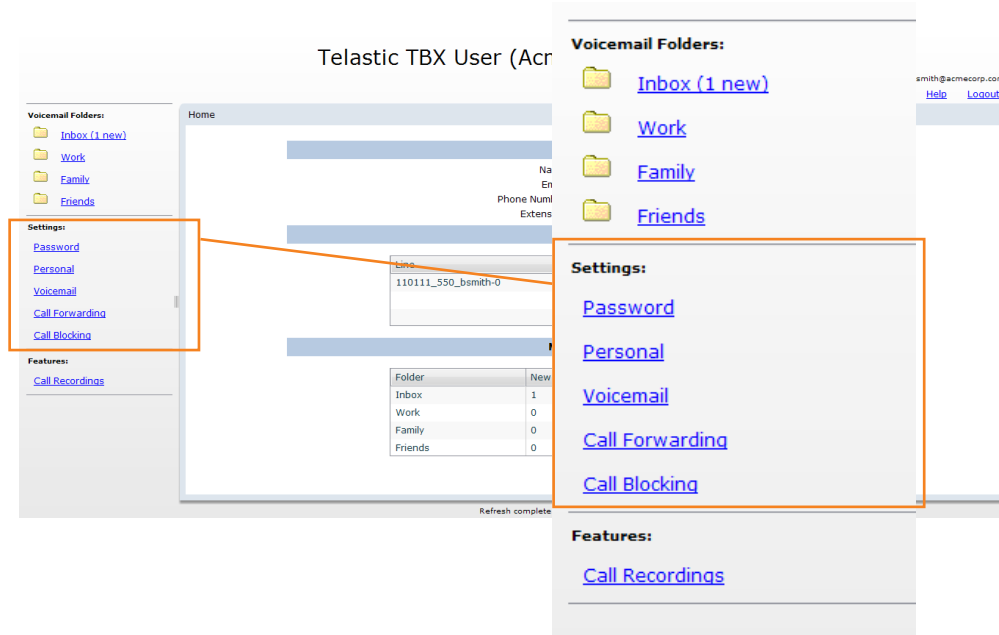
### Voicemail to Email

- There is an option to have your voicemail messages be delivered to you via Email. This will be covered in the Settings, Voicemail section of this User Guide.
- There is an option to have your voicemail messages be delivered to you via Email and then be deleted from the message center once sent. This will be covered in the Settings, Voicemail section of this User Guide.

### Voicemail Storage

Each voicemail box comes preloaded with 100 MB or 30 Days storage. Additional storage may be added. Contact your Administrator for more information.

## Chapter 3: Settings



### Password

Click on this link to update your Password.

1. Type in your current password in, followed by a new password of your choice.

**Change Password**

Current Password:

New Password:

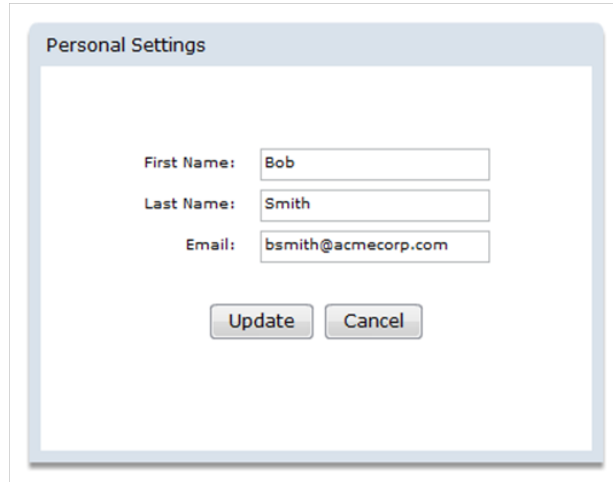
Re-enter New Password:

2. Click **Update** to save any changes
3. Click **Cancel** to disregard any changes

## Personal

Click on this link to update your Personal Information

1. If you wish to edit this, type in your First Name, Last Name, and/or Email address.



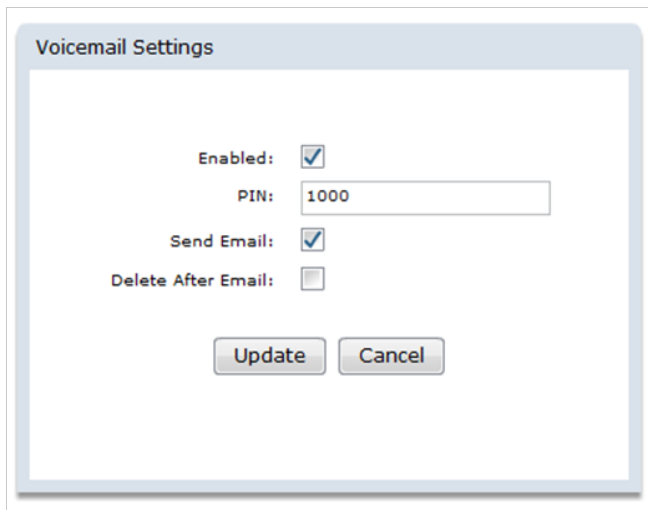
The screenshot shows a 'Personal Settings' dialog box with three input fields: 'First Name' containing 'Bob', 'Last Name' containing 'Smith', and 'Email' containing 'bsmith@acmecorp.com'. Below the fields are two buttons: 'Update' and 'Cancel'.

2. Click **Update** to save any changes
3. Click **Cancel** to disregard any changes

## Voicemail

Click on this link to view and edit your Voicemail Settings.

1. There are four options in which you can modify your voicemail settings:



The screenshot shows a 'Voicemail Settings' dialog box with four options: 'Enabled' (checked), 'PIN' (1000), 'Send Email' (checked), and 'Delete After Email' (unchecked). Below the options are two buttons: 'Update' and 'Cancel'.

- **Enabled:** Checking this box will enable voicemail access , leaving the box unchecked will disable voicemail access.
- **PIN:** this is your four or five digit password that will be entered to access your voicemail from any device.
- **Send Email:** Checking this box will send an email of all new voicemail messages received.
- **Delete After Email:** Checking this box will delete the voicemail message from the portal and your message center once the email has been sent.

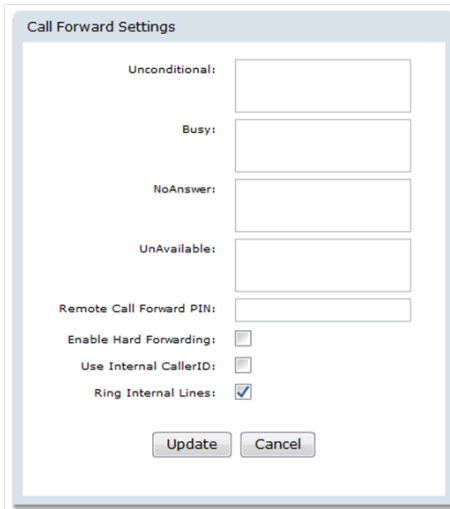
2. Click **Update** to save any changes
3. Click **Cancel** to disregard any changes



## Call Forwarding

Click on this link to view and edit your Call Forward Settings

1. There are eight options in which you can modify your call forward settings.



- **Unconditional:** This is your unconditional call forwarding number. You can designate a telephone number to have all incoming calls forwarded to. Enter in a ten digit telephone number without spaces or dashes here.
- **Busy:** This is your call forwarding when busy number. You can designate a telephone number to have incoming calls forwarded to if your line is busy. Enter in a ten digit telephone number without spaces or dashes here.
- **NoAnswer:** This is your call forwarding number when there is no answer. You can designate a telephone number to have incoming calls forwarded to if you do not answer the call. Enter in a ten digit telephone number without spaces or dashes here.

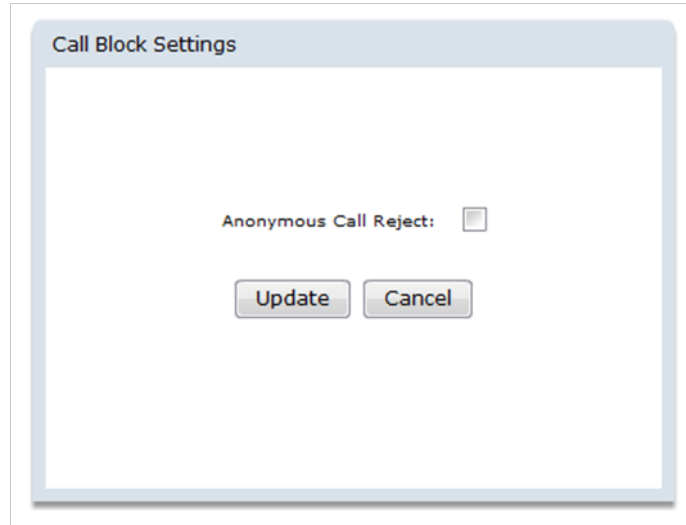
- **UnAvailable:** This is your call forwarding when unavailable number. You can designate a telephone number to have incoming calls forwarded to if your device loses power or internet connection. Enter in a ten digit off-net telephone number without spaces or dashes here.
- **Remote Call Forward PIN:** This is the PIN to access remote call forwarding. You can designate a PIN to dial in when you are setting up remote call forwarding. You will be able to dial this PIN from your device to turn this feature on and off. Enter in any combination of numbers without spaces or dashes.
- **Enable Hard Forwarding:** Hard Forwarding allows the called party to accept the incoming call without any prompts. When Hard Forwarding is disabled, the called party will be prompted to press 1 to accept the call.
- **User Internal CallerID:** When enabled, the CallerID for this User will be presented to the forwarded call. Otherwise, the CallerID from the incoming call will be used.
- **Ring Internal Lines:** When enabled, internal Lines will be dialed simultaneously when using Unconditional call forwarding. Otherwise, only the call forwarding numbers will be dialed.

2. Click **Update** to save any changes
3. Click **Cancel** to disregard any changes

## Call Blocking

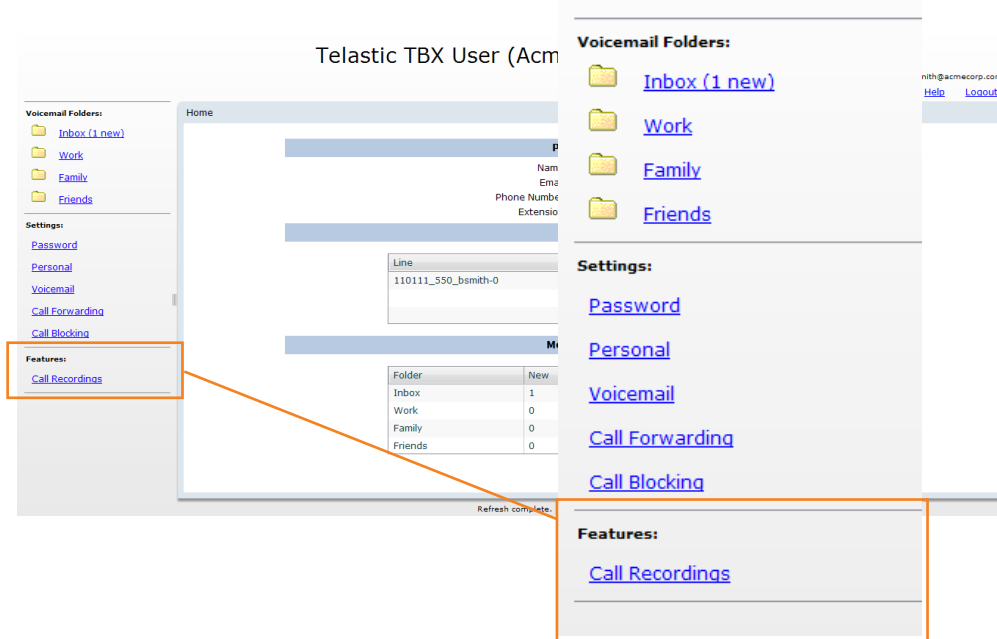
Click on this link to view and edit your Call Blocking Settings

1. There are two options in which you can manage your call blocking settings

A screenshot of a web dialog box titled "Call Block Settings". Inside the dialog, there is a single checkbox labeled "Anonymous Call Reject:" which is currently unchecked. Below the checkbox are two buttons: "Update" and "Cancel".

- Checking the box will enable the feature so that all incoming calls with an anonymous caller ID will be rejected.
  - Leaving the box unchecked will disable the feature so that all incoming calls with an anonymous caller ID will be received.
2. Click **Update** to save any changes
  3. Click **Cancel** to disregard any changes

## Chapter 4: Features



### Call Recording

1. Clicking this link will allow you to view and manage all of your recorded calls. To record a call, dial \*55 prior to the ten digit number of the called party.

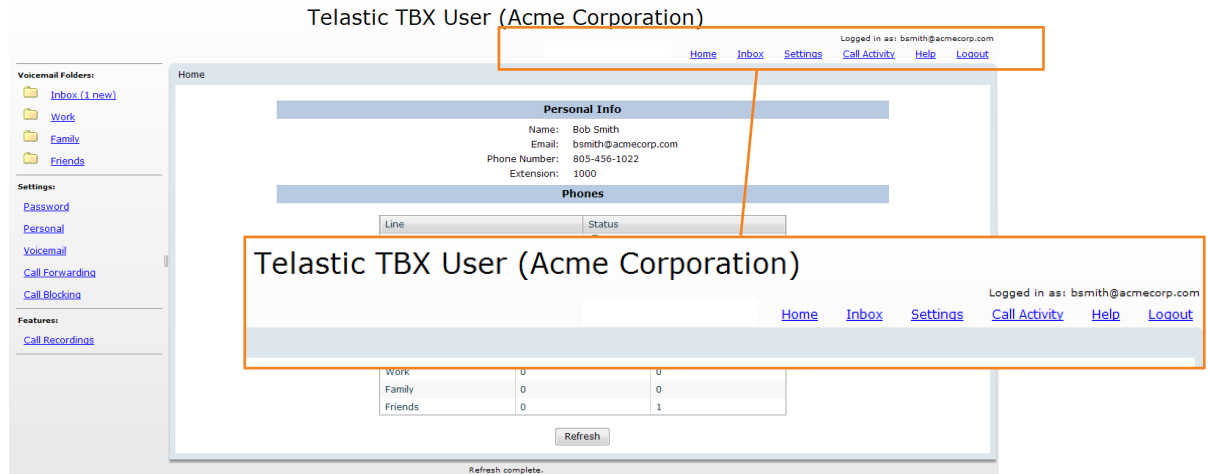
Recorded Calls: (1) [Refresh](#)

Date/Time	Type	CallerID	Dialed Number	Size
2014-02-13 11:21 AM	Outgoing	1000	8054561055	1823 KB

2. You can sort through this list by Date/Time, Type, CallerID, Dialed Number, or size.
3. You can manage these recordings by clicking to highlight a single recording and then clicking Play, Download, or Delete.

## Chapter 5: Toolbar Functions

The links at the top right hand side of your user portal function similarly to the left hand navigation panel, covered earlier in this User Guide.

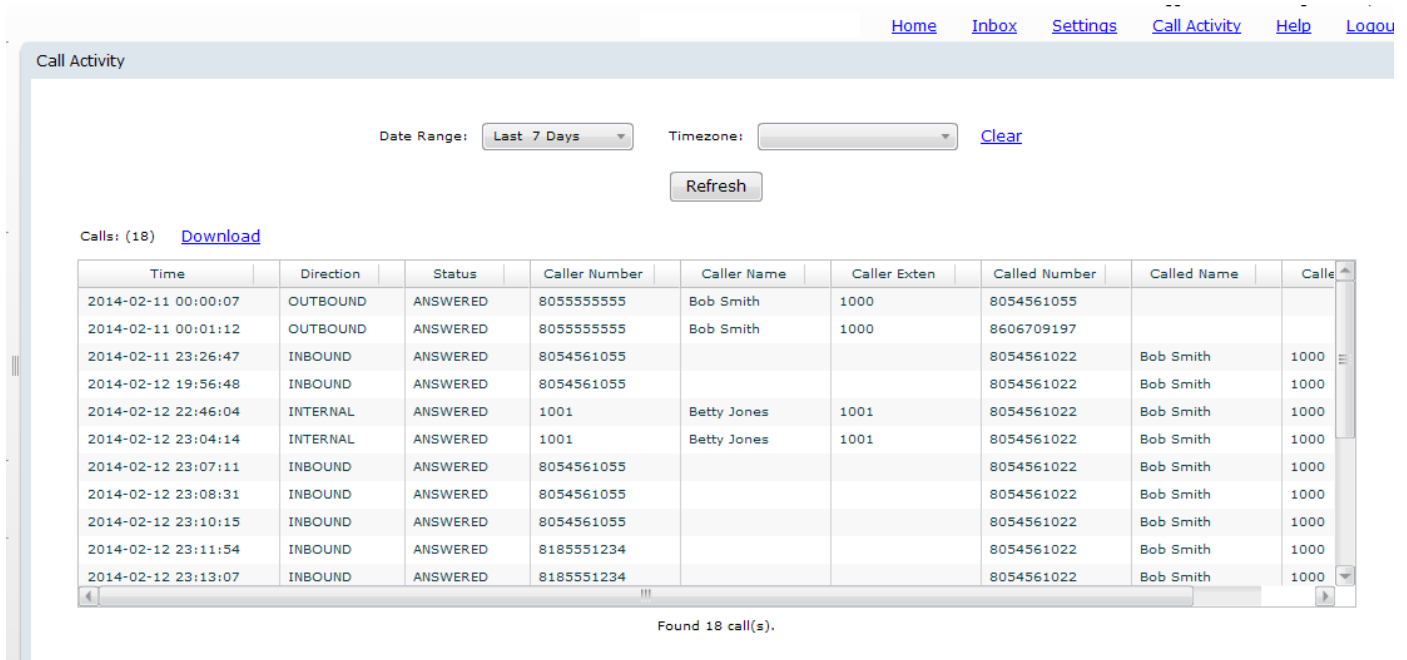


### Toolbar Links

- **Home:** This link brings you to your Home screen, which is what you first see upon logging in. Please refer to Chapter 1, “Understanding and Navigating the Home Page” for information regarding this page.
- **Inbox:** This link brings you to your Voicemail Messages Inbox. Please refer to Chapter 2, “Voicemail Folders” for more information regarding Voicemail Messages and Inbox functions
- **Settings:** This link brings you to a page with links for all of your user settings. Please refer to Chapter 3, “Settings” for information regarding User Portal Settings.
- **Call Activity:** This link brings you to your Call Activity Log. Please refer to the next section in this chapter for more information on this feature.
- **Help:** This link brings you to a page that shows you all of the available Star Code Features of this platform. Please refer to our User Guide for more information regarding Star Code Features and Functions
- **Logout:** Clicking this link will securely log you out of the User Portal.

## Call Activity

This link brings you to your Call Activity log where you can review your call history in detail in date ranges and time zones. You can also download this information to an Excel Spreadsheet in a CDR format.



The screenshot shows the 'Call Activity' page with navigation links (Home, Inbox, Settings, Call Activity, Help, Logout) and filters for 'Date Range' (Last 7 Days) and 'Timezone'. A 'Refresh' button is present. Below the filters, there is a 'Calls: (18) Download' link and a table of call records.

Time	Direction	Status	Caller Number	Caller Name	Caller Exten	Called Number	Called Name	Call Duration
2014-02-11 00:00:07	OUTBOUND	ANSWERED	8055555555	Bob Smith	1000	8054561055		
2014-02-11 00:01:12	OUTBOUND	ANSWERED	8055555555	Bob Smith	1000	8606709197		
2014-02-11 23:26:47	INBOUND	ANSWERED	8054561055			8054561022	Bob Smith	1000
2014-02-12 19:56:48	INBOUND	ANSWERED	8054561055			8054561022	Bob Smith	1000
2014-02-12 22:46:04	INTERNAL	ANSWERED	1001	Betty Jones	1001	8054561022	Bob Smith	1000
2014-02-12 23:04:14	INTERNAL	ANSWERED	1001	Betty Jones	1001	8054561022	Bob Smith	1000
2014-02-12 23:07:11	INBOUND	ANSWERED	8054561055			8054561022	Bob Smith	1000
2014-02-12 23:08:31	INBOUND	ANSWERED	8054561055			8054561022	Bob Smith	1000
2014-02-12 23:10:15	INBOUND	ANSWERED	8054561055			8054561022	Bob Smith	1000
2014-02-12 23:11:54	INBOUND	ANSWERED	8185551234			8054561022	Bob Smith	1000
2014-02-12 23:13:07	INBOUND	ANSWERED	8185551234			8054561022	Bob Smith	1000

Found 18 call(s).

- **Sorting by Date Range:**
  1. Click the drop menu labeled "Date Range:" and then select the date range you wish to view your Call History details.
  2. Click the Refresh Button
- **Sorting by Time Zone:**
  1. Click the drop menu labeled "Timezone:" and then select the timezone you wish to view your Call History details.
  2. Click the Refresh Button
- **Downloading your CDR:**
  1. Click the link labeled "Download"
  2. Follow the downloading instructions per your internet browser to either open the file or save the file.

## Learn More

Contact us today to learn more about your new TNCI Telastic Hosted PBX & User Portal!  
 telastic@tncii.com or 800-800-8400