VoiceCo Networks, Inc.

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END USER PORTAL GUIDE

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Welcome

Congratulations on having a VoiceCo Phone System. This manual is designed to help you to discover how to use the web interface to program your user settings and view your call activity.

Summary

Task	Action	See page
Check voicemail	Click **Inbox** on the left side bar or the top menu bar.	7
Change voicemail settings	Click **Voicemail** in the *Settings* section of the left side bar	9
Change password	Click **Password** in the *Settings* section of the left side bar	9
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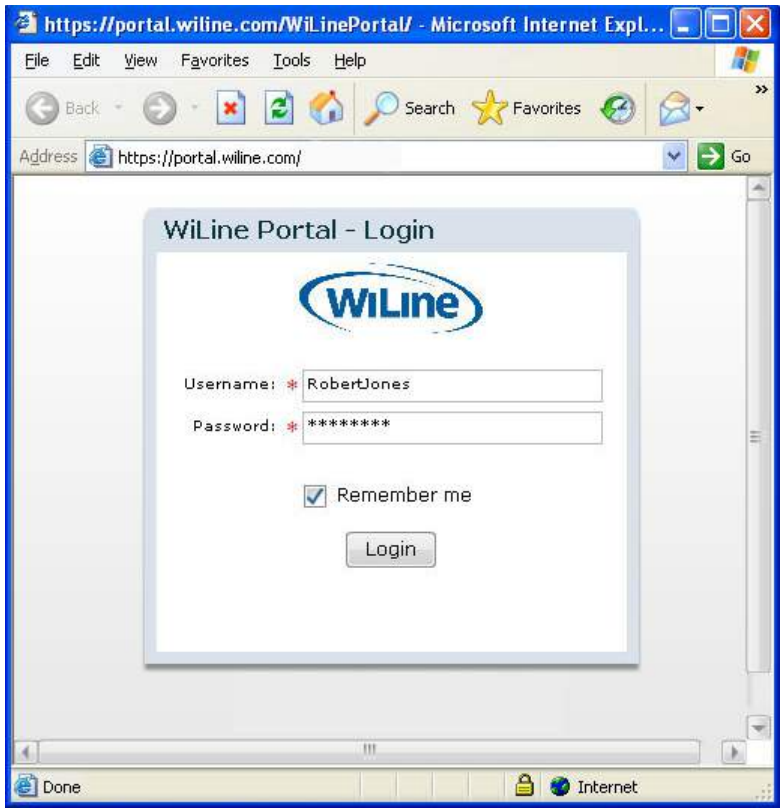
Logging in

You receive a username and password via email from the site administrator. This also contains a web link to the phone system portal https://portal.wiline.com.

1. Go to the phone system portal.
2. The *Wiline-Portal - Login* page opens.

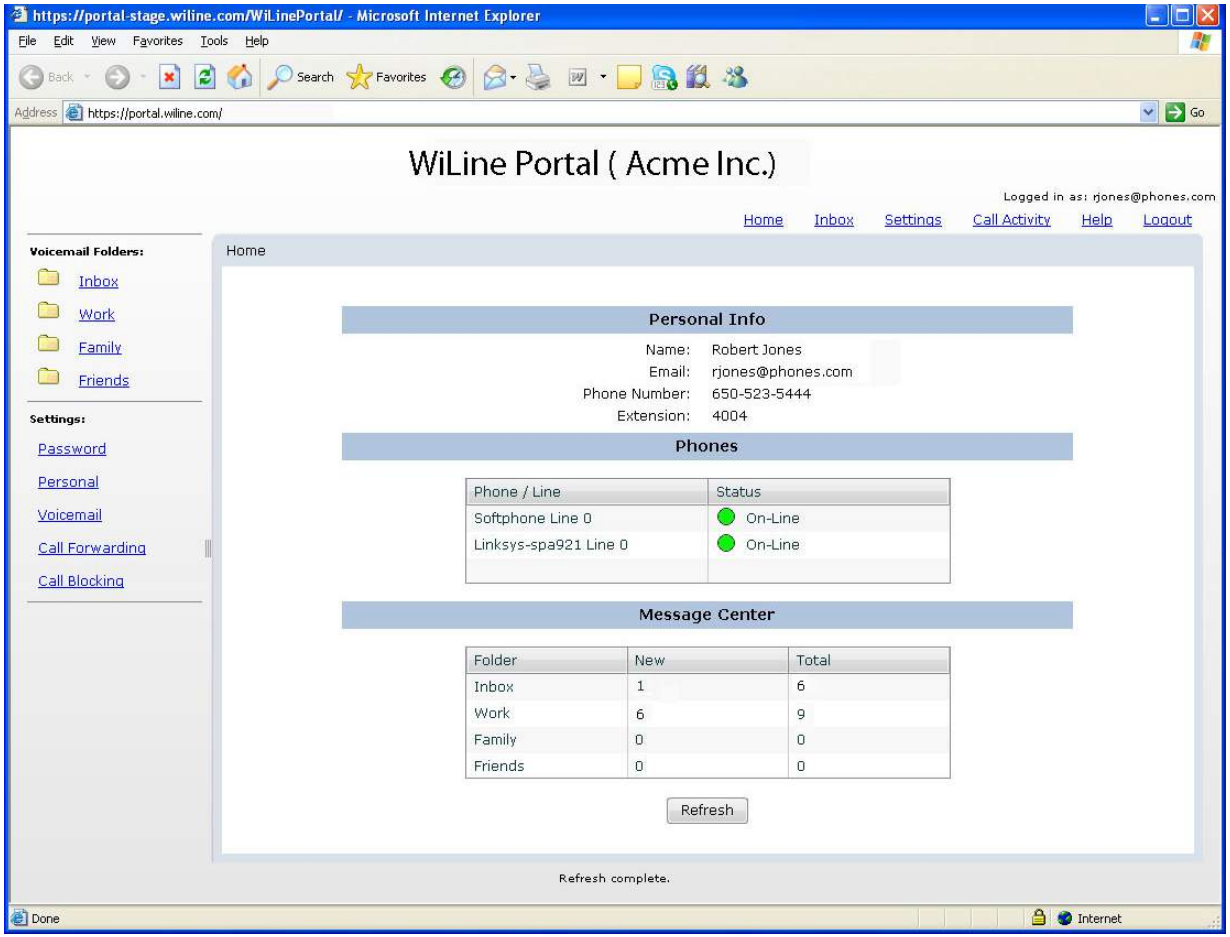
Figure 1. Wiline-Portal - Login page



3. Enter your username and password.

4. Click **Login**.
5. The *Home* page opens, where you can access your settings.

Figure 2. Home page



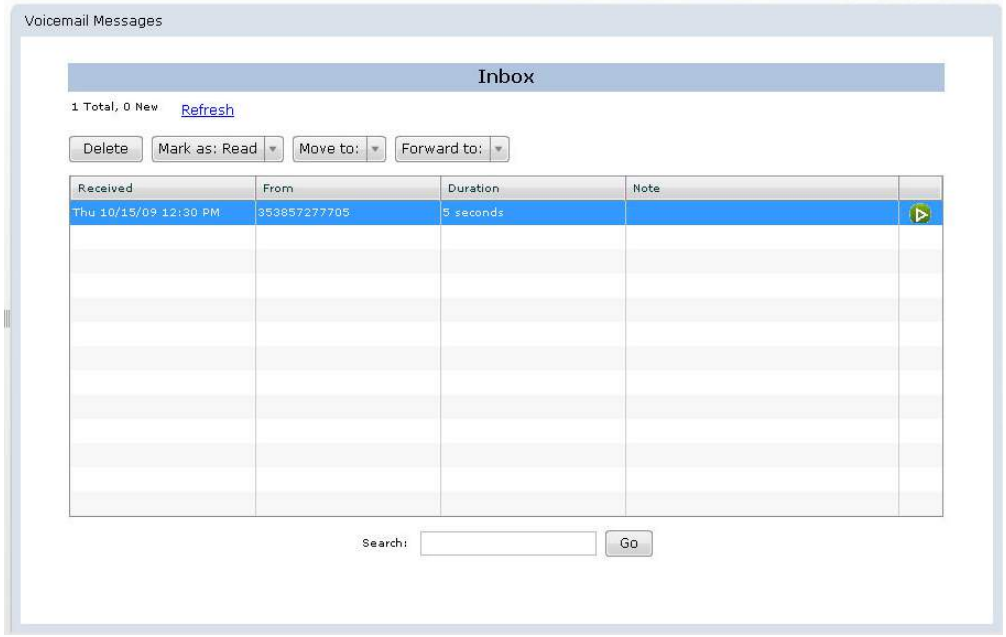
Checking voicemail

You can check your voicemail online wherever you are.

1. Click **Inbox** on the left side bar or the top menu bar.
2. The *Inbox* page opens and displays your voicemail messages.

Note: You can view a summary of your voice mail on the *Home* page after your login.

Figure 3. Voicemail Inbox



3. Use this page to organise your mail box and forward messages.

- Select one or more messages and click **Delete** to delete a messages.
- Select one or more messages and click **Mark as Read** to mark messages as read.
- Select one or more messages and click **Move to** move messages to another folder.
- Select one or more messages and click **Forward to** to forward messages another person.
- If you need to find a specific message, enter text from the *From* or *Note* fields in the *Search* box and click **Go**.

Note: If you wish to work with your messages from work, family and friends, choose the relevant page from the **Voicemail Folders** menu.

Changing voicemail settings

You can change your voicemail settings so that you receive voicemail by email.

1. Click **Voicemail** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Configure Voicemail Settings** in the *Settings* page.
2. The *Inbox* page opens. Your voicemail settings are displayed.

Figure 4. Voicemail Settings page

- Check **Enabled** to enable your voicemail.
- Enter a **PIN number** for your voicemail account.
- Check **Send Email** if you wish to receive an email with the message when you receive a voicemail.
- Check **Delete after Email** if you want the message to be deleted after the system sends you an email with the message.

3. Click **Update** to update your voicemail settings.

Changing your password

You can change the user password to access the web system.

1. Click **Password** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Change Password** in the *Settings* page.
2. The *Change Password* page opens.

Figure 5. Change Password Page

3. Enter your current password in the *Current Password* text box.
4. Enter your new password in the *New Password* and *Re-enter New Password* text boxes. These entries must match exactly.
5. Click **Update** to update your password.

Changing your personal settings

You can change your personal settings, including your email address.

1. Click **Personal** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Configure Personal Settings** in the *Settings* page.
2. The *Personal Settings* page opens.

Figure 6. Personal Settings page

3. Edit the *First Name*, *Last Name* and *Email* text boxes as required.
4. Click **Update** to update your personal settings.

Note: You can view but not edit your personal settings on the *Home* page.

Changing call forwarding

Call forwarding sends your calls to another phone when you are busy or away from your desk.

1. Click **Call Forwarding** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Configure Call Forwarding Settings** in the *Settings* page.
2. The *Call Forward Settings* page opens.

Figure 7. Call Forward Settings Page

3. Enter the number(s) you want to forward your calls to in the *Unconditional, Busy*, *No Answer* and *Unavailable* text boxes.

- The *Unconditional* text box contains the numbers you always forward to.
- The *Busy* text box contains the numbers you forward to when your phone is busy.
- The *NoAnswer* text box contains the numbers you forward to when your phone is unanswered.
- The *UnAvailable* text box contains the numbers you forward to when you are unavailable.

4. Enter your PIN for remote call forwarding in the *Remote Call Forward PIN* if you wish to access your remote call forward settings over the phone.
5. Check *Enable Hard Forwarding* if you wish the person taking the forwarded call to accept it without any prompts. If this is not checked, the system prompts them to press 1 to accept the call.

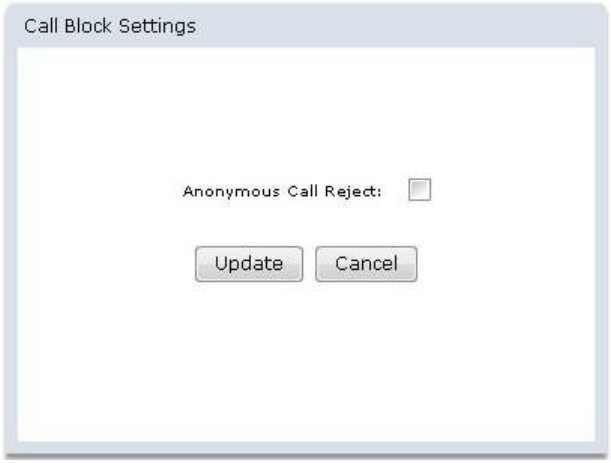
6. Check *Use Internal Caller ID* if you wish your caller information to be displayed when the call is forwarded. If this option is not checked, the caller information of the caller is displayed.
7. Check *Ring Internal Lines* if you wish all the internal lines to be dialled when using unconditional call forwarding. If this is not checked, the phone system dials only the numbers entered in the *Unconditional* text box.
8. Click **Update** to update your call forward settings.

Changing call blocking settings

Anonymous call reject refuses calls that have blocked the display of their number. Any caller blocking their number are notified that you are not accepting unidentified calls. The caller is then prompted to enter their number. If they do so, you receive the call and the number is displayed.

1. Click **Call Blocking** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Configure Call Blocking Settings** in the *Settings* page.
2. The *Call Block Settings* page opens.

Figure 8. Call Block Setting page



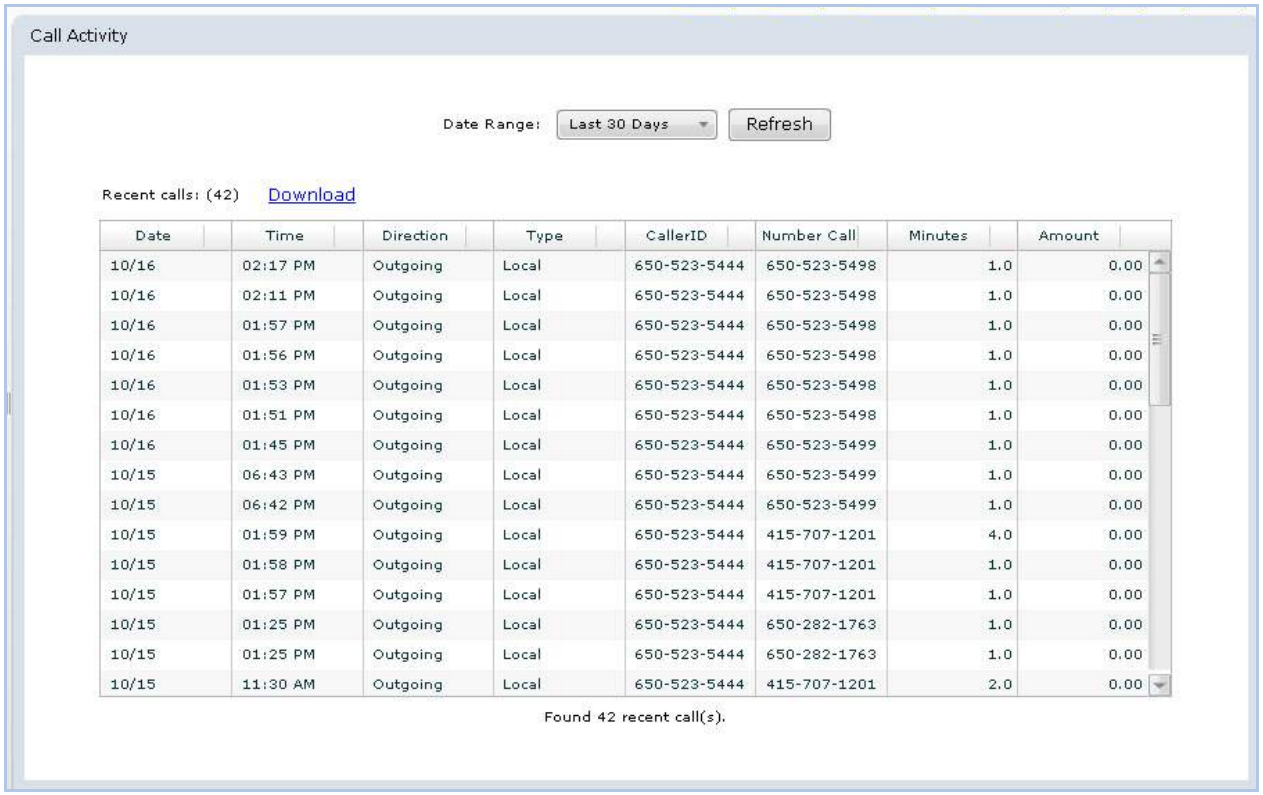
3. Check *Anonymous Call Reject* if you do not want to receive calls with a hidden caller ID.
4. Click **Update** to change the call block settings.

Viewing your call activity log

The call activity logs displays the calls you have made and received.

1. Click **Call Activity** on the top menu bar. The *Call Activity* page opens.

Figure 9. Call Activity page



Date	Time	Direction	Type	CallerID	Number Call	Minutes	Amount
10/16	02:17 PM	Outgoing	Local	650-523-5444	650-523-5498	1.0	0.00
10/16	02:11 PM	Outgoing	Local	650-523-5444	650-523-5498	1.0	0.00
10/16	01:57 PM	Outgoing	Local	650-523-5444	650-523-5498	1.0	0.00
10/16	01:56 PM	Outgoing	Local	650-523-5444	650-523-5498	1.0	0.00
10/16	01:53 PM	Outgoing	Local	650-523-5444	650-523-5498	1.0	0.00
10/16	01:51 PM	Outgoing	Local	650-523-5444	650-523-5498	1.0	0.00
10/16	01:45 PM	Outgoing	Local	650-523-5444	650-523-5499	1.0	0.00
10/15	06:43 PM	Outgoing	Local	650-523-5444	650-523-5499	1.0	0.00
10/15	06:42 PM	Outgoing	Local	650-523-5444	650-523-5499	1.0	0.00
10/15	01:59 PM	Outgoing	Local	650-523-5444	415-707-1201	4.0	0.00
10/15	01:58 PM	Outgoing	Local	650-523-5444	415-707-1201	1.0	0.00
10/15	01:57 PM	Outgoing	Local	650-523-5444	415-707-1201	1.0	0.00
10/15	01:25 PM	Outgoing	Local	650-523-5444	650-282-1763	1.0	0.00
10/15	01:25 PM	Outgoing	Local	650-523-5444	650-282-1763	1.0	0.00
10/15	11:30 AM	Outgoing	Local	650-523-5444	415-707-1201	2.0	0.00

2. Select whether you want to see the calls from the last 30, 60, or 90 days from the **Date Range** drop down list box.
3. Click **Download** to download the call list. Click **Refresh** if you need to refresh the page.

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