



Hosted VoIP Portal User Guide

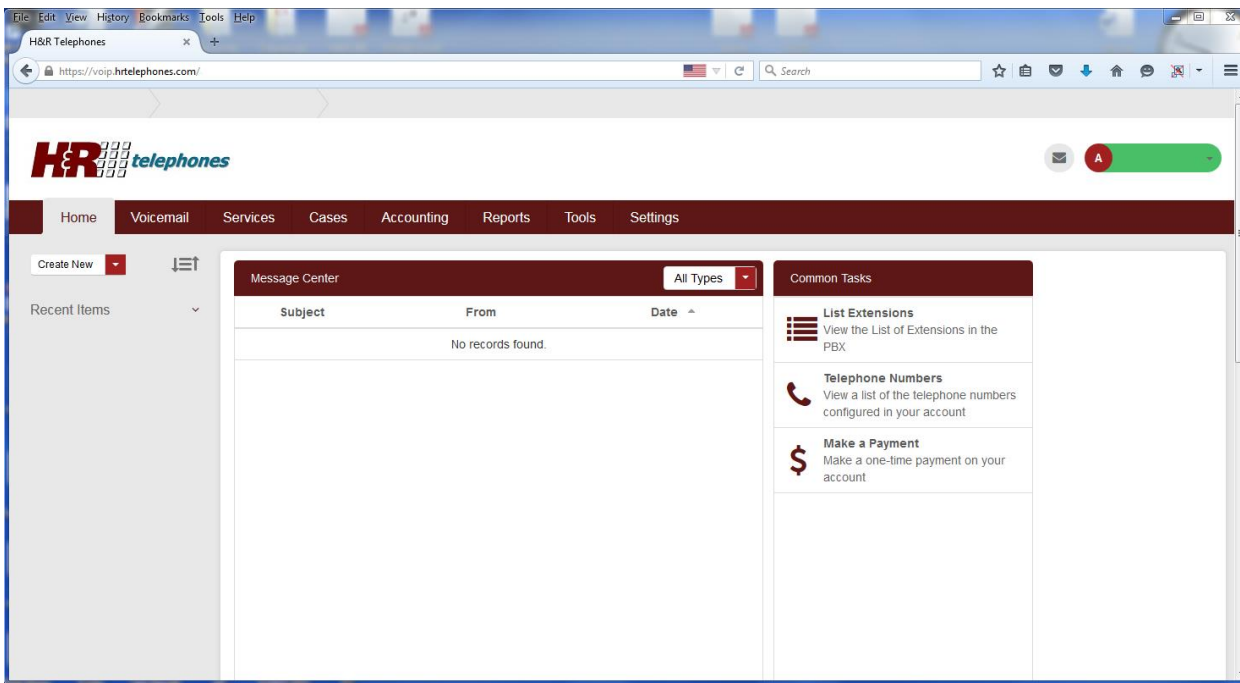
To log into the portal, using Firefox, Chrome, or another browser go to:

<https://voip.hrtelephones.com>

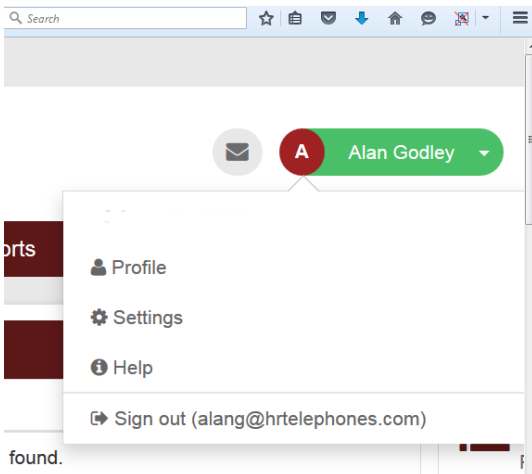
Your login is **your email address**

Your password is **Welcome2017**

Logging into the portal will take you to this page:



In the upper right-hand corner, if you click on your name, you will see a drop-down box. Click on Help for a complete help guide. Click on Profile to change your password (recommended).



Note – Not all features are available to all users

VOICEMAIL tab

You can see a list of your voicemail messages and listen or delete them.

You can click on “[Click Here](#)” to change your mailbox settings. This is where you can change your voicemail password and add your email address to have your voicemail messages sent to your email.

SERVICES tab

Phone Numbers – this is a list of all of your phone numbers. You can click on the edit icon to make changes to the number routing

Caller ID Routing – Route phone calls based on the incoming phone number.

E911 Locations – If taking a phone to a new location, you must add the address where the phone will be located for E911. Please note: there is an additional charge for each address.

SIP Trunk – not applicable

T.38 Fax Line – not applicable.

Extensions – A list of extensions will appear with their current status. You can click on the edit icon to change name, outgoing Caller ID, and other settings.

Endpoints – A list of the phones you have on your account. Click on the edit icon to change phone type, software and soft keys.

Mailbox – A list of mailboxes on your system. Click on the edit icon to make changes. (Same as Voicemail tab above)

Auto Attendant – If using an Auto Attendant, configure or create new programming here.

Time Frame – Set your hours for automatic day and night mode routing.

Ring Group – Create or configure ring groups. (Groups of extensions that ring for various reasons)

Contacts – This is a list of your contacts. You can import/export contacts or create new contacts.

Conference Bridge – Create or configure Conference Bridges here. Additional charges apply.

Listen Live – not applicable

Call Center – Make Call Center adjustments here.

Holidays – To have your calls route differently on holidays, enter parameters here.

Hold Music – You can upload music files to be used for Music on Hold.

DISA – Use outside phones to make calls from the office system.

Call Blocking – Enter phone numbers you wish to block from calling you.

CASES tab

Number Porting Cases – If we are porting your phone numbers from another carrier, the port request case will appear here. You can check the status of a port.

ACCOUNTING tab

Transactions – this is a list of accounting transactions on your account; i.e., invoices, payments, etc.

Orders – Order for equipment and services

Invoices – A list of invoices. You can see the status of an invoice (paid or unpaid). You can also review and print an invoice by clicking on the invoice number and then clicking on “Download”.

Payments – A list of all payments made

Payment Profile – Credit cards on file. Note – credit card information is not stored here. You can add or delete credit cards.

REPORTS tab

Activity – you can get reports based on incoming, outgoing, internal, or all calls. You can also view path usage (maximum number of “lines” used on a daily basis).

TOOLS tab

Test My Connection – use this tool to test your internet connection.

SETTINGS tab

Account Settings – address and primary emails.

My Profile – Your name, address, password, etc.

Message Center – Email messages from H&R Telephones.

Manage Users – Change settings for users on your account.

Networks – Choose individual or all networks being used.

Scheduled Reports – Schedule activity reports.

Call Notification – If you want to receive an email or text message if someone on your system dials 911, fill in this section.