## T3 Communications Web Portal Quick Start Guide

This guide provides a brief introduction to the basics of using the Web Portal to manage your Extension; including how to edit your Profile, access and change your Voicemail and Greetings, Answering Rules, and to manage your Contacts and Call History.

Accessing the Portal:

1. Start by using your preferred browser to navigate to https://mypbx.t3com.net.
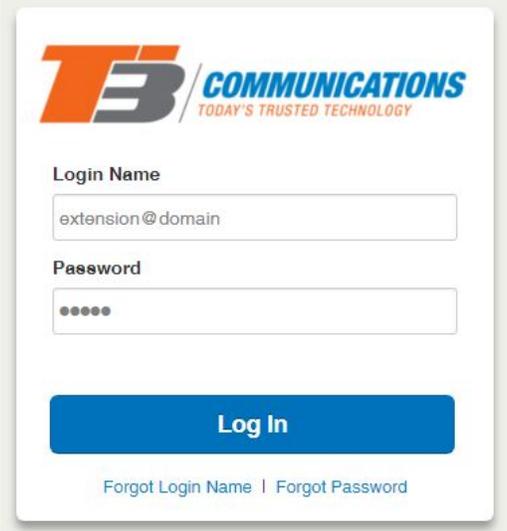
2. Enter your provided login credentials as seen in the image above. If you did not receive your login information, please contact your Administrator so that a reset link can be sent to your email.
   Example:
    Login Name: 100@mypbx.t3com.net
    Password: $ecureP@ss#1!

3. We recommend that upon logging in for the first time, you click on your name in the top right corner of the portal, select Profile and change your password immediately. The password minimum length is 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s), minimum of 1 number(s).

    *If you have received a Welcome Email that guided you through setting your password, you may skip this step.
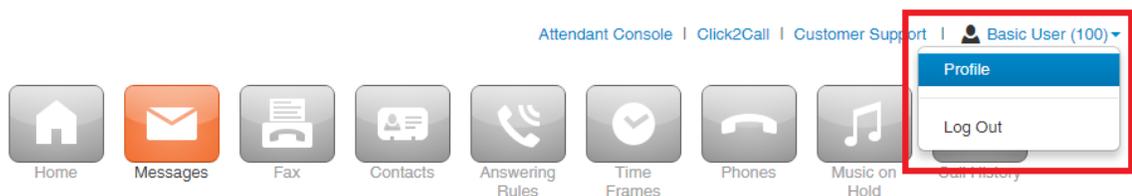
Home Page

The Home page of your portal provides an overview of your Extension. At-a-glance you can check to see if you have messages, missed calls, your active answering rules and more.

New Voicemail Messages

The Home page allows you to quickly access and process your Voicemail, from this simple splash page you can do all the following:

1. Play your voicemails over your computer's speakers/headset
2. Forward the message back to your phone. Just answer the call and the system will play the message.
3. Forward the message to another user's extension.
4. Download the message as a .wav file.
5. Save the voicemail to your Messages tab.
6. Delete the message.

Recent Call History

This section allows you to quickly see your recent inbound and outbound calls, whether they were answered or missed, their date and time as well as the duration. The color-coded indicators allow you to quickly assess what a call did.

Green – Outbound call
Blue – Inbound call
Red – Inbound Missed call

Active Answering Rules

Quickly identify or change your current Answering Rules. You can easily toggle between pre-configured Answering Rules that are configurable in the Time Frames tab. Quickly change between your Business Hours rule that rings your office line and cell phone, and your Lunch rule that sends all calls immediately to voicemail.

Active Phones

This section allows you to see which of your devices is currently online and working. You can have multiple phones of varying model, softphones or the SNAPMobile client active on an Extension at the same time. Here you can readily identify which of those are online and capable of making and receiving calls. Here you can see that this Extension has an active Yealink 48S:

The Messages Tab

The Messages tab allows you to manage your voicemail messages, chat between users logged into the portal, make changes to your inbox settings, easily record greetings and configure your voicemail to email options.

Voicemail

The Voicemail sub-tab allows you to save, forward, or delete your messages the same as was detailed in the Homepage section. To see your saved or recently deleted voicemails, you can filter using the dropdown menu.

Chat

The Chat sub-tab allows you to have a text conversation with other users on the system. Request a call, provide additional information about a voicemail you forwarded, and keep your team informed.
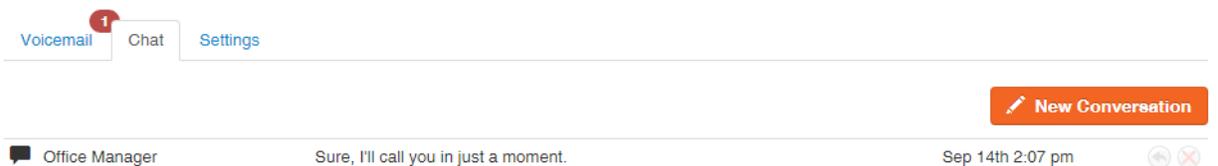
Settings

The Settings sub-tab allows you to edit your inbox options, re-record and manage your greetings, as well as configure voicemail to email.

Managing your Greetings

From the Settings section you can use the "Speaker" Manage button next to the Voicemail Greeting to access options to either Upload or Record your new greeting. This allows you to easily record your own personal greetings, or even upload a professionally made recording for your business's main voicemail box.

Recording your Greeting

1. In the Messages, Settings sub-section, click the Manage button next to Voicemail Greeting and chose the option to Record.
2. The "Call me at" field will auto-populate with your extension, this can be changed to a cellphone, another extension, or wherever you would like to answer to record the greeting.
3. Give the recording a name.
4. Hit Call, answer the call and then follow the prompts to record your greeting.
5. After you have completed the recording, refresh the page and you should see your new message.

Uploading a Greeting

If you have a pre-existing audio file (.mp3 and .wav only) that you would like to upload as your Voicemail Greeting, just click the management button and chose the option to upload. Locate the file on your computer, give it a name and upload it.

Once you have more than 1 voicemail greeting on the system, you will have a dropdown menu where you can quickly toggle between your active greeting seen here:

Voicemail to Email

Several options are provided for Voicemail to Email that are all available through the dropdown menu at the bottom of the page. There are 3 key options:

1. Choose between receiving an email with a hyperlink, or an attached audio file.
2. Receive the file with or without the announcements (normal vs brief).
3. Choose what to do with the voicemail left on the system (Leave as New, Saved, or Trash).

The email will be sent to the email configured on your profile settings, in the same place that you edited your password at the start of this guide.

Answering Rules

The Answering Rules tab allows you to manage the call routing policies on your extension. It enables you to chose what your incoming calls will do. You can enable Do Not Disturb, Call Screening, call forwarding, or configure what a call will do when your line is busy, or you do not answer.

Rules can be based on Time Frames created at an individual level or Time Frames inherited from the domain level. To create a new Rule simply click the "Add Rule" button at the top right and fill out the form with how you'd like your calls handled.

Time Frame – Select the Time Frame you want this rule to apply to.

Do not Disturb – The phone will not ring, and all calls will be sent directly to voicemail if you have it enabled.

Call Screening – Callers will be asked to say their name, and you will be given the option to accept the call or not.

Call Forwarding Always – Forward all calls to the specified number. This can be another extension, voicemail, outside number such as a cellphone, or whatever fits your needs.

Call Forwarding On Active – Forwards calls to the specified number if your extension is already engaged in a call.

Call Forwarding When Busy – Forwards the calls when your extension has used all available call paths. Allows you to utilize multiple lines to handle multiple calls.

Call Forwarding Unanswered – Forwards calls if they have gone unanswered within the time limit set at the top left of the page.

Call Forwarding Offline – Automatically forwards your calls if your desk phone loses connection to the system, in case of a power outage or other problem.

Simultaneous Ring* – Allows you to fork your calls to multiple destinations at once. This can be used to send calls to multiple phones on your user, include someone else's extension, or an outside number.

Answer Confirmation of Offnet Numbers – This option ensures that an "outside" number such as a cell does not have its voicemail engage and answer a call unintentionally. The offnet number that has been called will have to press 1 to answer the call.

Ring Delay – You can set a ring delay to the right of a destination, allowing you to stagger the forking of the call.

The above figure is an example showing a user with a SIM Ring to their cellphone, a delayed SIM Ring to their colleague along with Active and Unanswered forwards to their voicemail.

*Simultaneous Ring does not follow the destination user's answering rules, it simply rings the "phone" on that user. If that user has a forward to their cell, it will not call the cell.

Time Frames

The Time Frames tab allows you to add and manage personal Time Frames that can be referenced in your Answering Rules, as well as see the Time Frames that you have inherited from the Domain level.
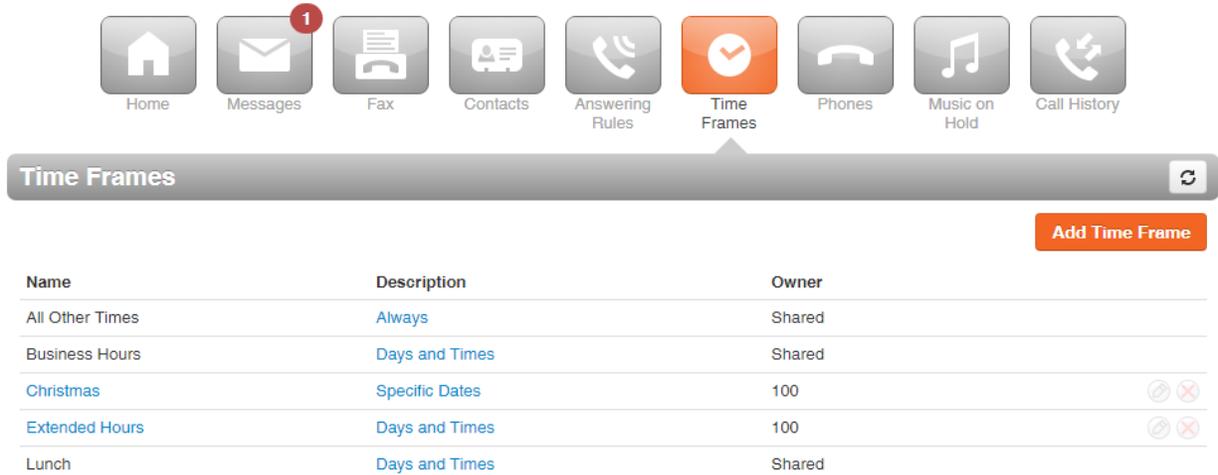
To see the finer details of an inherited Time Frame such as the Business Hours option above, hovering over the Description field will display what times are applied:
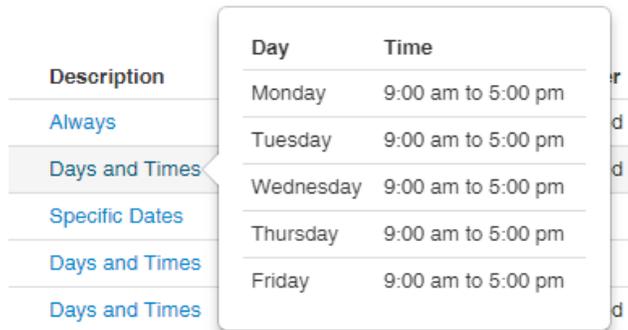
Adding a Time Frame is done by clicking the "Add Time Frame" button at the top right, giving it a Name, and then specifying what "Days of the week and times" or "Specific dates or ranges" you'd like to reference. You can then create an Answering Rules and add a new rule to for that time.

Contacts

The Contacts tab allows you easily and quickly organize or filter your business contacts. It will automatically import users within the business, so you will always have up to date contacts for your colleagues, as well as being able to see if they are online/offline, in a call or free. Click-to-call is also supported via the portal by simply clicking on their extension or telephone number in the "Number(s)" column.

Easily filter your contacts with the drop down, allowing you to filter for Favorites, Personal contacts, Coworkers, by Department, or even just by whoever is available. Add a contact by clicking the "Add Contact" button in the top right.
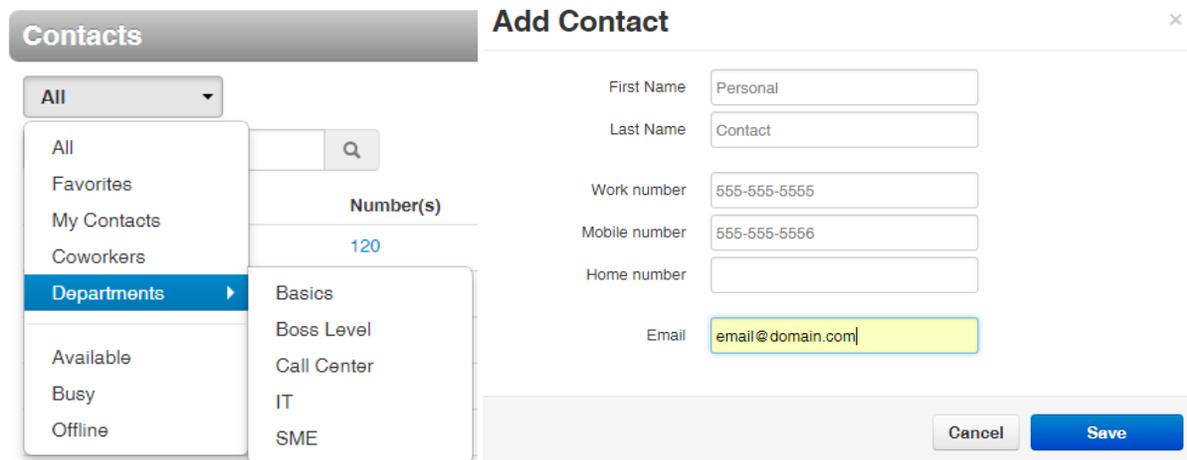
Importing Contacts from another system is also easy. Simply click the Import button at the top right, and upload your Outlook, Google, or Apple vCard contact files.