

TELSTRA
BUSINESS SIP®
PORTAL USER GUIDE





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Introduction

Welcome to the Telstra Business SIP® portal, where you can manage your name details, see your phone number, extension number (where configured) and which feature packs have been assigned to you. If you don't have a feature that you need, please contact your administrator.

The portal is designed to be compatible with the following browsers:

- Firefox
- Google Chrome for desktop.

Login

To access the portal, <https://portal.mycalling.telstra.com>, log in with your username (your phone number) and password.



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The login form is titled "Login" and contains two input fields: "Username" and "Password". Below the fields is a purple "Login >" button. At the bottom, there is a link: "Forgot your username or password? Click here".

The welcome message is titled "Welcome" and contains the following text: "Welcome to the Telstra Business SIP Customer Management Portal. Use this portal to configure your services, manage your devices, view reports & migrate your old services for any active order in the system." Below this, there are two lines of text: "Please enter your username and password if you do not have an administrator account" and "Please note that passwords must be at least 7 characters long and has a combination of at least a number, lowercase character, uppercase character and a non-alphanumeric character."

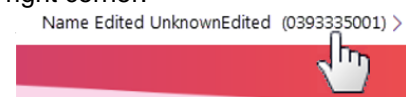
The "Change Password" dialog box is titled "Change Password" and contains the following text: "Enter your current password and a new password for your account." Below this, there are three input fields: "Current Password", "New Password", and "Confirm New Password". At the bottom, there are two buttons: "Save >" and "Cancel".

Change password

When you log in for the first time you'll be asked to change your password.

To change your password at any other time:

1. Log in to the portal with your username and current password.
2. Hover the mouse over your name or phone number in the top-right corner. Click **Change Password** to open the window as shown above.
3. Enter your current password.
4. Enter your new password.
5. Re-enter your new password to confirm.
6. Click **Save >**



If you forget your password, please contact your Business SIP administrator, who can reset it for you.



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Change name details

To enter/change your username details:

1. Log in to the portal using your username (phone number) and password.
2. In the **User Details** tab make changes in the **First Name** and **Last Name** fields as required.
3. Click **Save** > to update your name details.
Your name details at the top right of the window will be updated when you next log in.

Telstra NameEdited UnknownEdited (0393335001)>

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NameEdited UnknownEdited - 0393335001

User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
Phone Number 03 9333 5001		Extension ? 5001		
Assigned Feature Packs Mobility Business Line Business Continuity Edit				
First Name NameEdited		Surname UnknownEdited		
Save >				

Calling line identification (CLI) blocking

The CLI blocking feature allows you to show/hide your line number to/from the people you call.

To toggle this feature on or off:


1. Select the **Outgoing Calls** tab.
2. Click in the **Allow** or **Block** radio button as required.
3. Click **Save** >.

User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
Outbound Caller ID 0393335001 (John Citizen)				
Caller ID Blocking Control whether people you call see your name & phone number.				
<input type="radio"/> Allow <input checked="" type="radio"/> Block				
Save >				




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Incoming call features – activate/deactivate/configure

There are a number of features under the **Incoming Calls** tab: **Call Waiting**; **Call Forward**, including **Always/Busy/No Answer/Not Reachable**; and **Simultaneous Ring**. Depending on what feature packs have been purchased, some of these features may be greyed out and accompanied by a  symbol to indicate that help is available, as demonstrated below next to **Call Forward – Always**. Contact your Administrator for access to features as required.

Where a feature is available, simply select the required radio button to activate or deactivate it and click **Save**.


User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
<h3>Call Waiting</h3> <p>Notifies you when you receive an incoming call when you are already on a call and allows you to place the current call on hold to pick up the second call.</p> <p><input checked="" type="radio"/> On <input type="radio"/> Off</p>				
<h3>Call Forward - Always </h3> <p>Always forward your calls to a designated number. Note: turning this feature on will cause all other Incoming Call features to not have any effect - all calls will be forwarded regardless of the circumstance.</p> <p><input type="radio"/> On <input type="radio"/> Off</p>				
<h3>Call Forward - Busy</h3> <p>Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p>				
<h3>Call Forward - No Answer</h3> <p>Forward your calls to a designated number when you do not answer within a set number of rings.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p>				
<h3>Call Forward - Not Reachable</h3> <p>Forward your calls to a designated number when your service is offline.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p>				
<h3>Simultaneous Ring</h3> <p>This allows you to also cause a set of other phone numbers to also ring and be able to receive an incoming call.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p>				
<p>Save ></p>				

Where a feature is activated and there is an  **Edit** icon, you can make changes to the settings for that feature. For example:

Call Forward - Busy

Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on.

On Off

When I am busy, forward my calls to 0494 940 113  **Edit**




Incoming call features in detail

This page presents the features associated with your incoming calls.

These features can be enabled or disabled using the radio buttons.

Some may be unavailable (greyed out) as the given feature may not be provided with your purchased feature pack(s).

Remember, the  provides helpful tips and in this case advises:

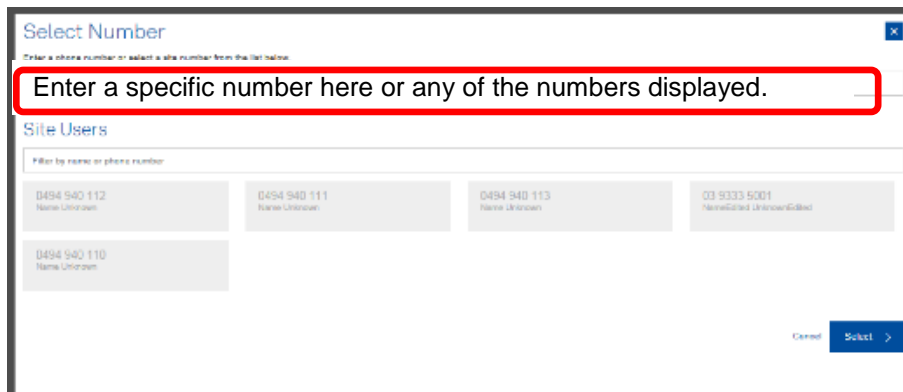
You do not have the necessary Feature Pack to you to use this feature. Please contact your administrator to enquire about enabling this feature.

The screenshot shows the 'Incoming Calls' configuration page. The 'Call Forward - Busy' feature is currently disabled (radio button for 'Off' is selected). A red box highlights the 'On' radio button, and a red arrow points from the 'Off' radio button to it. The 'Call Forward - No Answer' feature is also disabled. A red box highlights the 'On' radio button, and a red arrow points from the 'Off' radio button to it. The 'Call Forward - Not Reachable' feature is disabled. A red box highlights the 'On' radio button, and a red arrow points from the 'Off' radio button to it. The 'Simultaneous Ring' feature is disabled. A red box highlights the 'On' radio button, and a red arrow points from the 'Off' radio button to it. A table at the bottom shows a phone number '0404 940 110' with 'Require Answer Confirmation' checked.

Phone Number	Require Answer Confirmation	
0404 940 110	<input checked="" type="checkbox"/>	x Remove



Each of the edit buttons present the following pop-up where you can enter a specific number or you can click on any of the numbers displayed to use the details for that site user.



If there are a large number of site users in this list you can use the filter field to show only those numbers beginning with the digits you require.

Voicemail – activate/configure

The voicemail feature allows calls to be diverted to an email address of your choice.

To activate this, select the radio button, which will open the fields to enter the email address and choose which calls you want diverted and under what conditions.

Your three options are:

1. Divert all calls.
2. Divert calls when I'm (busy) on a call.
3. Divert calls when I don't answer after X number of rings.

User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
<h3>Voice messaging</h3> <p>Divert my calls to my voicemail if they have not been set to be forwarded. The only access to Voicemail is by delivery to your email account. Note that call forward settings under the "Incoming Calls" page have priority and if they have been turned on the settings below will not take effect.</p> <p> <input checked="" type="radio"/> On <input type="radio"/> Off </p> <p>Enter the email address to which your Voicemail is to be forwarded:</p> <input style="width: 100%;" type="text"/>				
<p>1 Divert all calls to voicemail: <input type="checkbox"/></p> <p>2 Divert calls to voicemail when I'm already on a call: <input checked="" type="checkbox"/></p> <p>3 Divert unanswered calls to voicemail: <input checked="" type="checkbox"/></p> <p>Treat calls as unanswered if they are not answered within the following number of rings: <input style="width: 50px;" type="text" value="3"/> <input type="button" value="v"/></p>				
<h3>Select Greeting</h3> <p>Use this to upload your own personal greeting. The greeting is what the caller hears when the voicemail system answers. Refer to the user guide to get the exact specifications of these file formats.</p> <p> <input checked="" type="radio"/> Default greeting <input type="radio"/> Personal greeting (WMA or WAV audio format) </p> <p><input style="width: 50px; background-color: #0056b3; color: white;" type="button" value="Save >"/></p>				



You can also select to use a **Default greeting** or **Personal greeting** using the radio buttons as shown.

Default greeting Personal greeting (WMA or WAV audio format)

Where you select **Personal greeting** you can upload a WMV or WAV file.

Click the **Choose New Greeting** button and locate your file.

Default greeting Personal greeting (WMA or WAV audio format)

Choose New Greeting No file selected.

Remember to click **Save** >.

Remote office – activate/deactivate

The **Remote Office** feature allows you use your home phone, mobile phone or even a hotel phone as your business phone. You can make phone calls from this remote phone and have them billed to your business. The calling line ID that a caller sees is your primary (desk) phone number. This service also directs all calls coming to your business phone to ring the remote office phone.

User Details Outgoing Calls Incoming Calls Voicemail **Remote Office**

You may set up and turn on or off the remote office feature for your phone number.

On Off

Save >

To activate/deactivate remote office:

1. Go to the **Remote Office** tab.
2. Select the required radio button.
3. Enter your number.
4. Click **Save** >.

User Details Outgoing Calls Incoming Call

You may set up and turn on or off the remote office feature for your phone number.

On Off

My Remote Office Number:
98765432


Save >




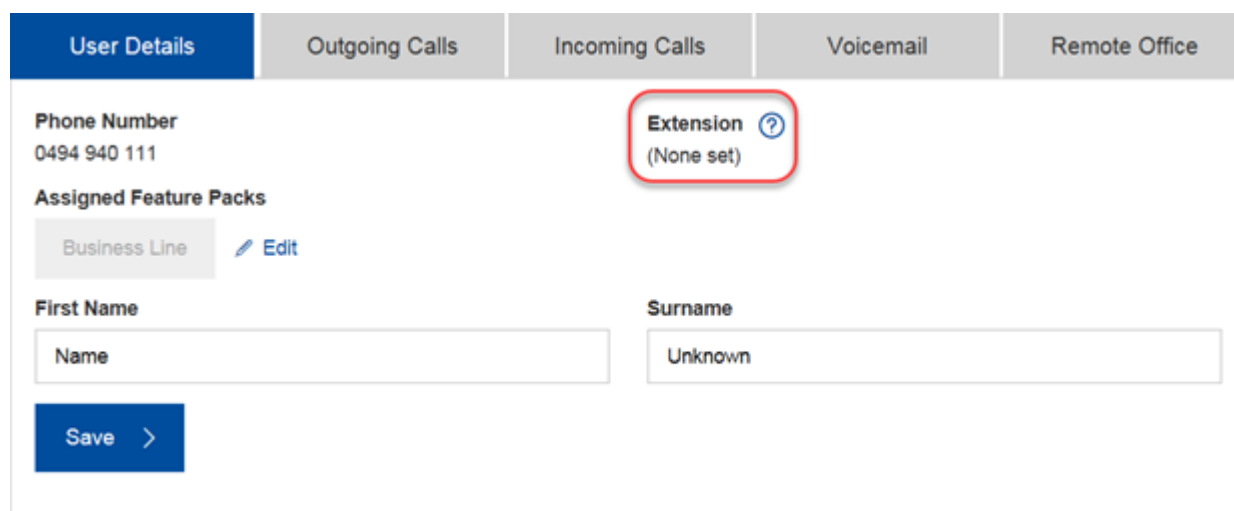
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Help


For help with some features, or for username and password issues, you may need to contact your site administrator.

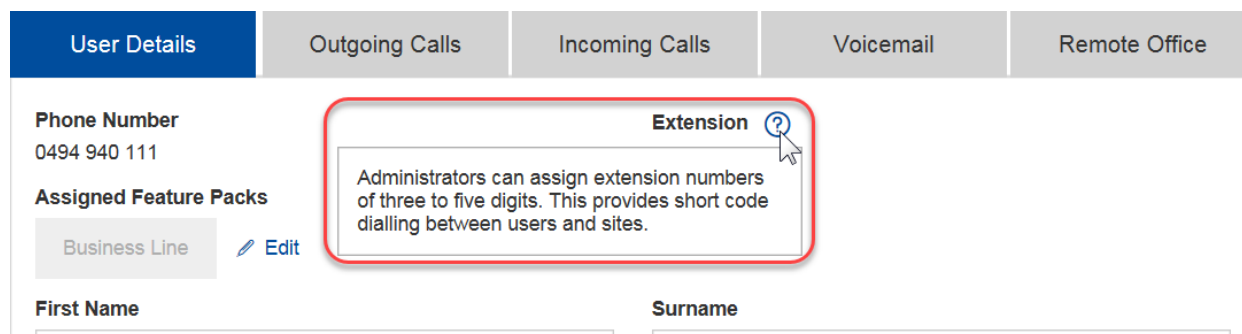
The  symbol indicates that information is available for the item immediately adjacent.

For example, on the **User Details** tab you will see a  symbol next to **Extension**.



The screenshot shows the 'User Details' tab in the Telstra Business SIP portal. The 'Extension' field is highlighted with a red box and contains the text '(None set)' next to a help icon. Other fields include 'Phone Number' (0494 940 111), 'Assigned Feature Packs' (Business Line), 'First Name' (Name), and 'Surname' (Unknown). A 'Save' button is visible at the bottom left.

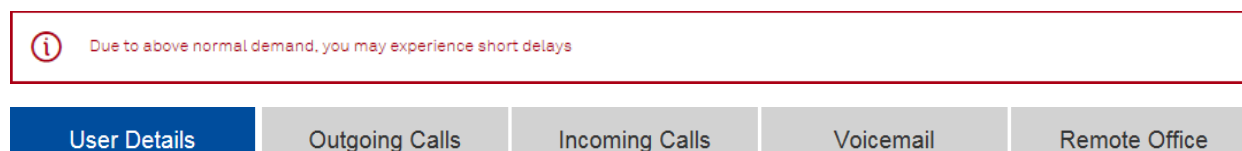
When you hover your mouse over the , help text appears as shown:



The screenshot shows the 'User Details' tab with a red box highlighting the 'Extension' field. A mouse cursor is hovering over the help icon, and a tooltip is displayed. The tooltip text reads: 'Administrators can assign extension numbers of three to five digits. This provides short code dialling between users and sites.'

System delay and planned maintenance messages

A notification may appear above the tab labels to advise of any system delays or planned maintenance that may impact the portal and your access to it.



The screenshot shows a notification message in a red-bordered box. The message text is: 'Due to above normal demand, you may experience short delays'. Below the notification is the 'User Details' tab header.

For more help or access to other features, please contact your local Business SIP administrator.