



## Hello Collaboration Platform: User Guide

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## Introduction

“Hello” is a cloud business collaboration platform provided and managed by TA Networks. Hello supports desk phones as well as included mobile and browser based “soft”-phones.

## Login to the Hello home portal

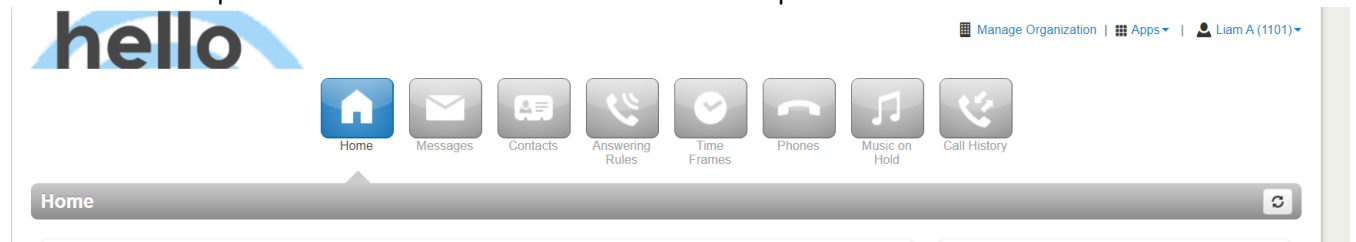
Launch browser via URL:

- <https://core1-tor.tanetworks.ca/portal/login> (Users can bookmark this link for quick access)
- Login Name: <extension Number>@yourdomain i.e: 100@yourdomain
- Password: Password that was previously provided. Please reach out to us if you have misplaced or not yet received your password ([support@tanetworks.ca](mailto:support@tanetworks.ca)). Note: this is the password with at least 8 digits, but not the Voicemail PIN password.

A screenshot of the Hello login portal. At the top is the 'hello' logo. Below it are two input fields: 'Login Name' with the placeholder '1101@yourdomain' and 'Password' with a masked password of ten dots. A blue 'Log In' button is centered below the fields. Underneath the button are links for 'Forgot Login Name' and 'Forgot Password'. A horizontal line separates this section from the next, which features the word 'OR' in the center. Below 'OR' is a button with the Google logo and the text 'Log in with Google'.



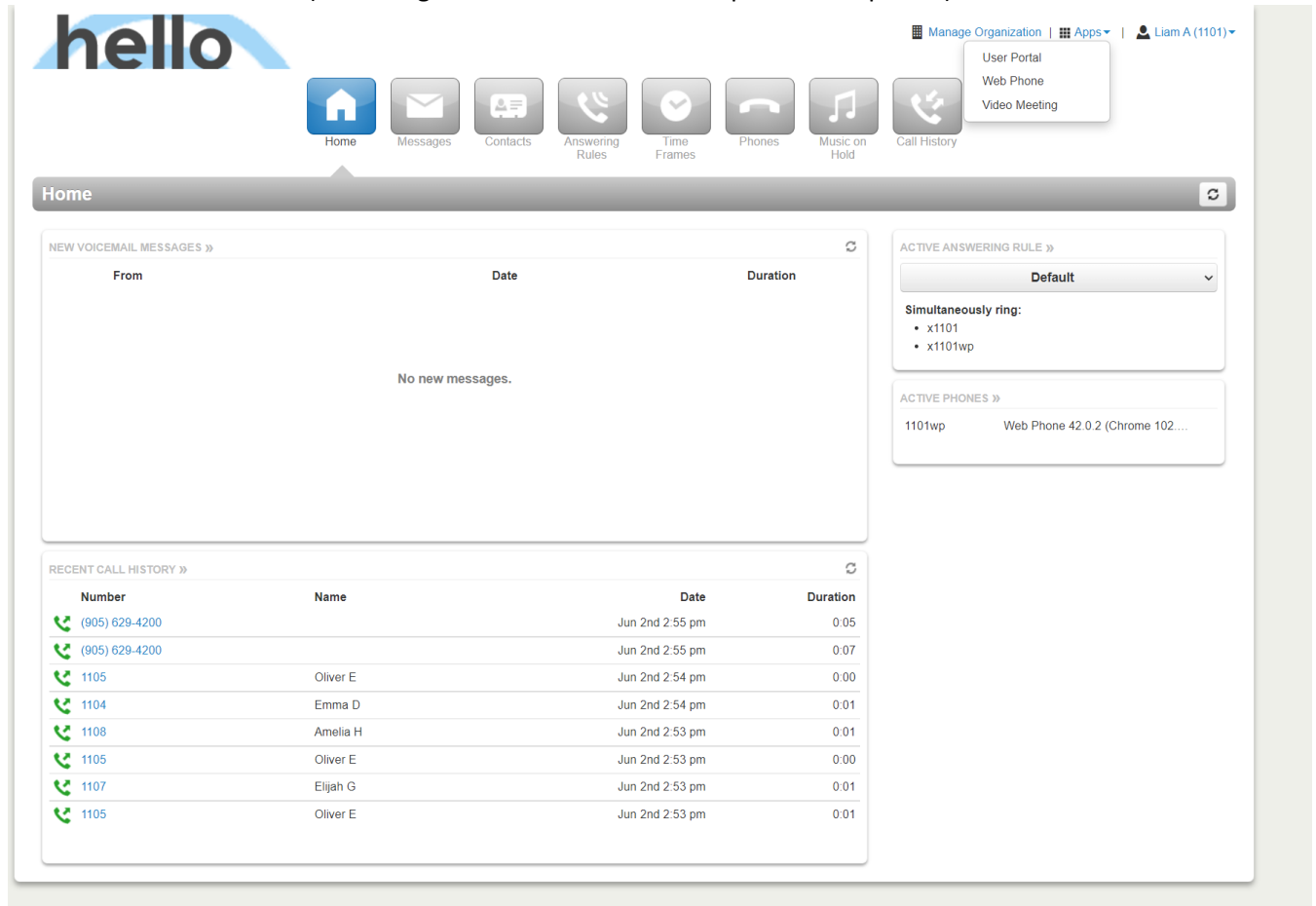
After logging into the account successfully, the User will be able to manage the account from the User Portal or access HELLO Mobile Web and Hello Video Collaboration from apps menu on the top right corner, and to the left of User profile. Admins will have access to “Manage Organization”. Administration is outside the scope of this document and will be covered in a separate document.



## User Portal

From User Portal, user can manage various features of the user and phone.

1. Home Dashboard (show all general information of the phone user profile)



The screenshot shows the 'hello' user portal interface. At the top, there's a navigation bar with icons for Home, Messages, Contacts, Answering Rules, Time Frames, Phones, Music on Hold, and Call History. A dropdown menu is open for the 'Call History' icon, showing options: User Portal, Web Phone, and Video Meeting. The main content area is titled 'Home' and contains three sections:

- NEW VOICEMAIL MESSAGES »**: A table with columns 'From', 'Date', and 'Duration'. It shows 'No new messages.'
- ACTIVE ANSWERING RULE »**: A dropdown menu set to 'Default'. Below it, it says 'Simultaneously ring:' followed by a list: 'x1101' and 'x1101wp'.
- ACTIVE PHONES »**: A list showing '1101wp' and 'Web Phone 42.0.2 (Chrome 102...'.

At the bottom, there's a section for **RECENT CALL HISTORY »** with a table:

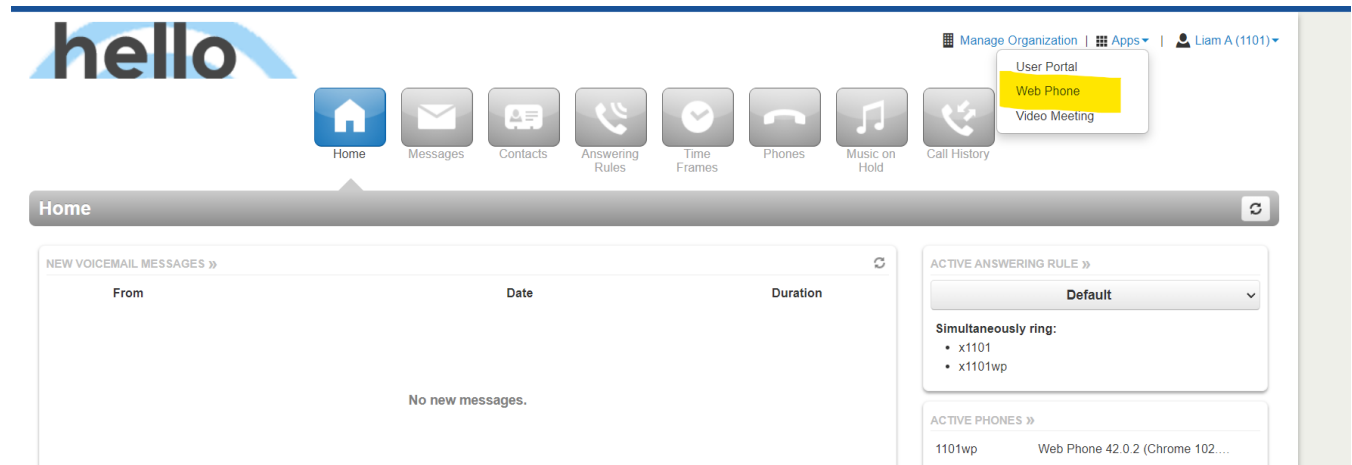
Number	Name	Date	Duration
(905) 629-4200		Jun 2nd 2:55 pm	0:05
(905) 629-4200		Jun 2nd 2:55 pm	0:07
1105	Oliver E	Jun 2nd 2:54 pm	0:00
1104	Emma D	Jun 2nd 2:54 pm	0:01
1108	Amelia H	Jun 2nd 2:53 pm	0:01
1105	Oliver E	Jun 2nd 2:53 pm	0:00
1107	Elijah G	Jun 2nd 2:53 pm	0:01
1105	Oliver E	Jun 2nd 2:53 pm	0:01

1. Users
2. Messages
3. Contacts
4. Answering Rules
5. Time Frames
6. Phones
7. Music on Hold
8. Call History



## Hello Mobile Web Portal

Notes: This is the main web phone client and should remain open during productivity hours. If a user closes this portal, the user/agent will be recognized as offline.

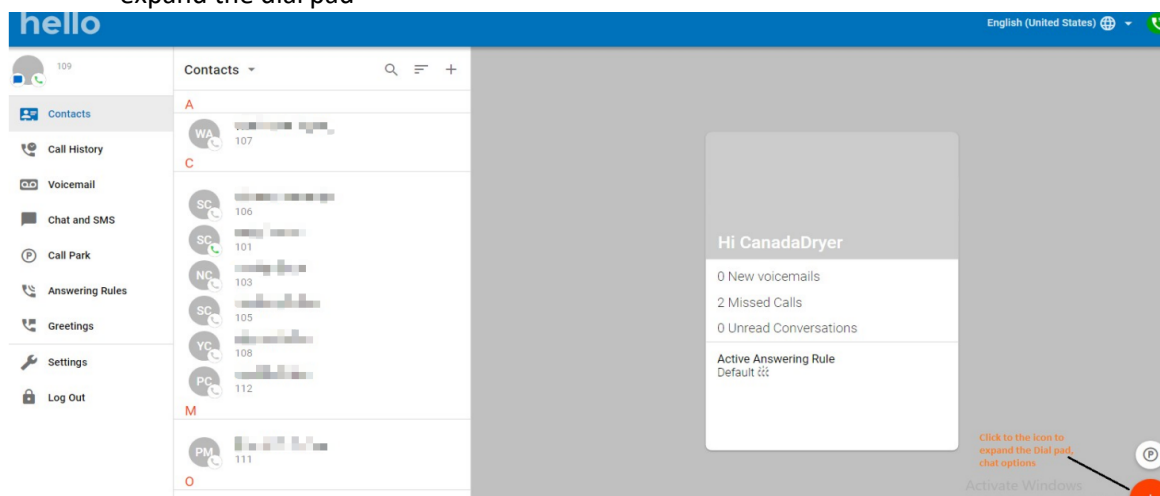


From user portal, go to Apps > Web Phone

From this portal, user can perform all phone features from web

1. Users/Contacts
2. Conferences
3. Voicemail
4. Chat and SMS
5. Answering Rules
6. Greetings
7. Settings

8. Make an outgoing call by click to the Orange + icon in the bottom right corner to expand the dial pad



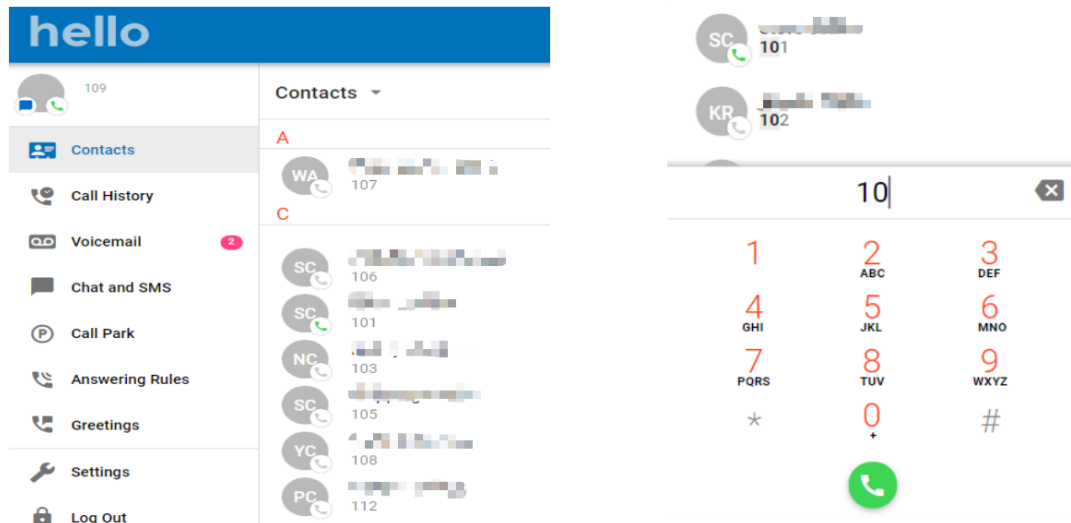
## Making an internal call

From **Hello Mobile Web** Portal, make an internal call from an existing contact or click the Orange +

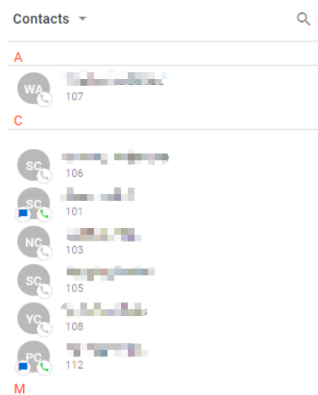


icon in the bottom right corner to expand the dial pad, then enter the extension

Note: before making internal calls, the user may check [the other user/extension's presence](#) to see the recipient user's status.



## Check an Internal extension's presence and status




Users can check status of the internal extension by viewing the extension's presence in the contact.

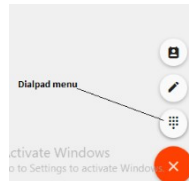
If a User/Extension has the **Green** phone icon, the user is current logged in and idle.

If a User/Extension has the **Red** phone icon, the user is current logged in and busy in a call/meeting.

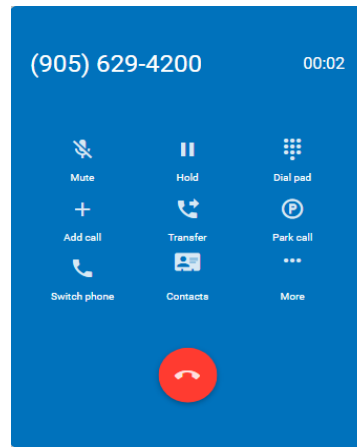
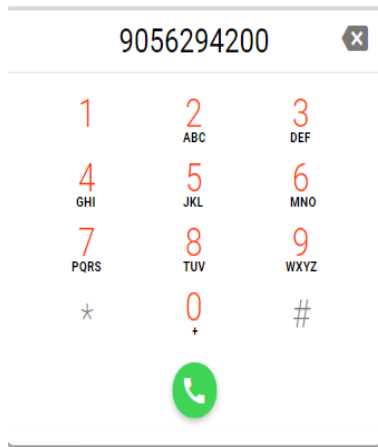
If a User/Extension has the **Gray** phone icon, the user is currently offline.

## Make an outbound call

1. From **Hello Mobile Web** Portal, click to the Orange +  icon in the bottom right corner to expand the dial pad
2. Click to the Dialpad icon to expand the dial pad menu

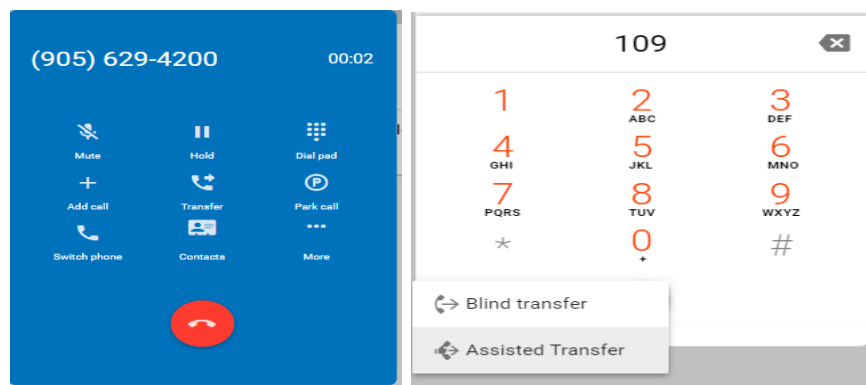


3. From Dial pad menu, enter the phone number without



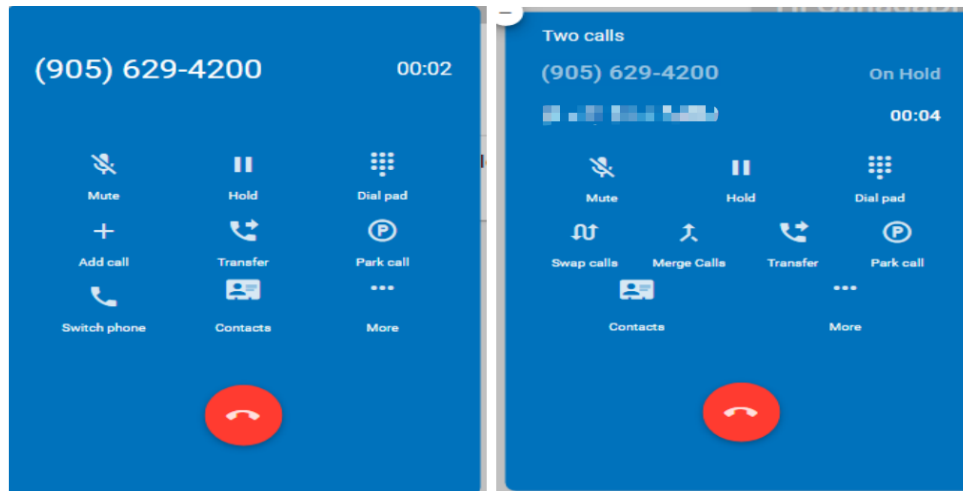
## Transfer a call

From **Hello Mobile Web** Portal, during an active call, a user can use option Transfer to transfer the call to another extension or external number, then select “Blind transfer” (transfer without waiting for the destination to answer) or “Assisted transfer” (wait for the destination to answer before completing the transfer).



## Create a conference

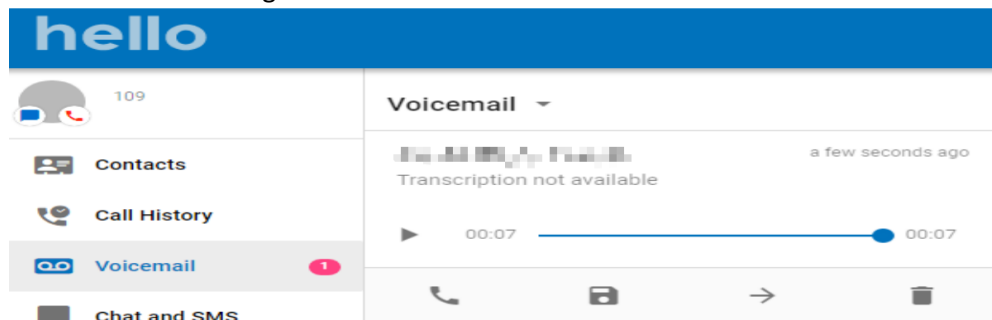
From **Hello Mobile Web** Portal, During the first active call, user can select the option to add call to initiate a new call, then select Merge calls



## Checking Voicemail

Users can check their Voicemail either from the **User Portal** or from **Hello Mobile Web Portal**

### 1. Checking Voicemail from Hello Mobile Web Portal







## Enable Answering Rules/Mobile Twinning

From the **User Portal**, go to n “**Answering Rules**” tab and edit the default rules or add rules.

Edit your default answering rules. Users can enter a cell phone to simultaneously ring the hello extension and Mobile phone number

The screenshot shows the 'hello' user portal interface. At the top, there's a navigation bar with icons for Home, Messages, Contacts, Answering Rules (selected), Time Frames, Phones, Music on Hold, and Call History. Below this, the 'Answering Rules / Liam A (1101)' section is visible. A 'Ring for' dropdown is set to '25 seconds'. There are 'Allow / Block' and 'Add Rule' buttons. A table lists the rules, with the 'Default' rule being 'Active' and described as 'Simultaneously ring x1101, x1101wp'. An 'Edit Answering Rule' modal is open, showing the following settings:

- Time Frame: Default (This is when your answering rule will apply)
- ☒ Enabled
- ☐ Do not disturb
- ☐ Call screening
- Call Forwarding:
  - ☐ Always (Extension, number or phone)
  - ☐ On Active (Extension, number or phone)
  - ☐ When busy (Extension, number or phone)
  - ☐ When unanswered (Extension, number or phone)
  - ☐ When offline (Extension, number or phone)
- ☒ Simultaneous ring
  - ☒ Include user's extension
  - ☒ Ring all user's phones
  - ☐ Answer confirmation for offnet numbers (Extension, number or phone)
- ☐ Just ring user's extension

At the bottom of the modal are 'Cancel' and 'Save' buttons.