Hello Platform:
User Guide

Contents

Version: 2.0 June 6th, 2022

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 (User Portal)

Launch browser and go to the following URL:
- https://core1-tor.tanetworks.ca/portal/login (Users can bookmark this link for quick access)
- You may use Google SSO (if your email address is properly configured in your user profile) OR
- 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). Note: this is the password with at least eight digits, but not the Voicemail PIN password.


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User Portal vs Admin Portal

Once you have logged into your account successfully, you will be able to manage your account from the User Portal. You can access the HELLO Web phone and the Hello Video Collaboration from the "Apps" menu on the top right corner (separate document). Admins will have access to "Manage Organization." Administration is outside the scope of this document and will be covered in a separate document. If an admin logs in and does not see the "messages" icon, this means they are in admin mode. To go to "user portal mode" simply click on your username at the top right and select "My Account." (See screenshot)
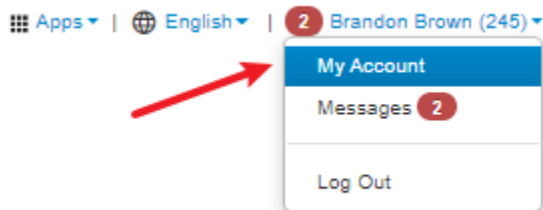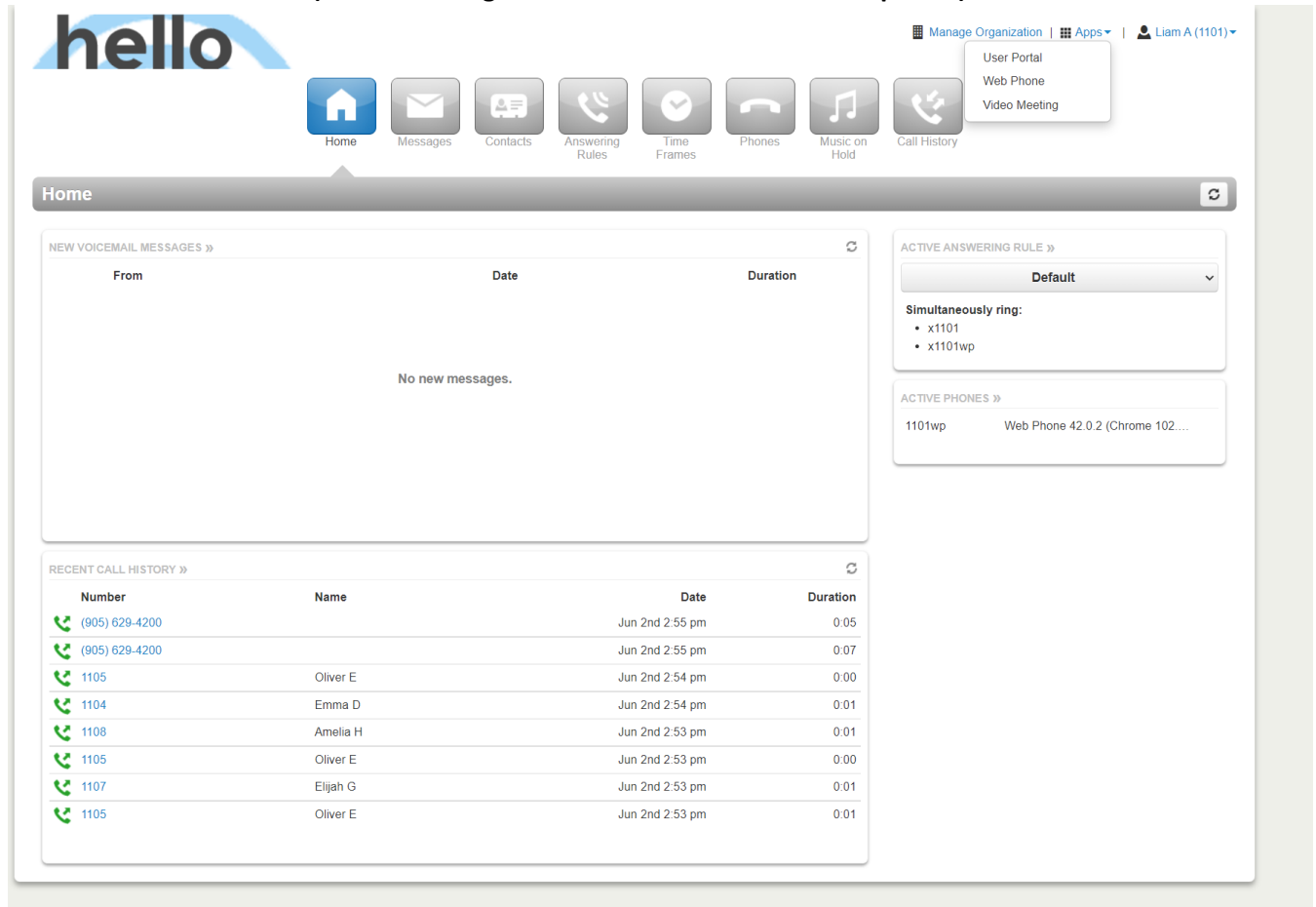
Here You will see your User portal Icons:

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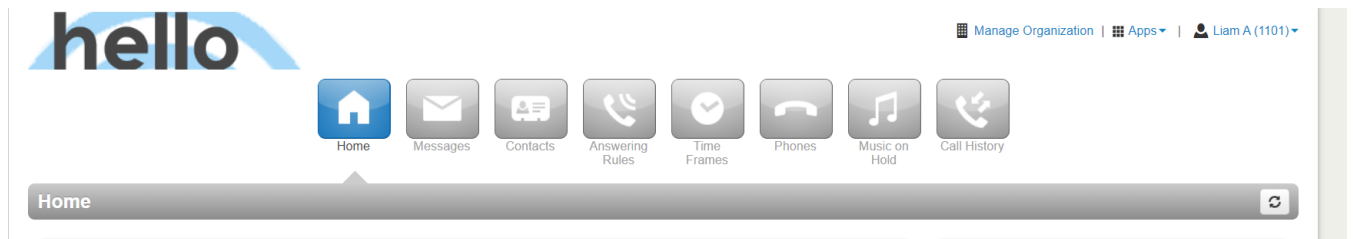
User Portal

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

1. Home Dashboard (shows all the general information of the user's profile)

These are the various "modules" you can choose from.

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

Messages
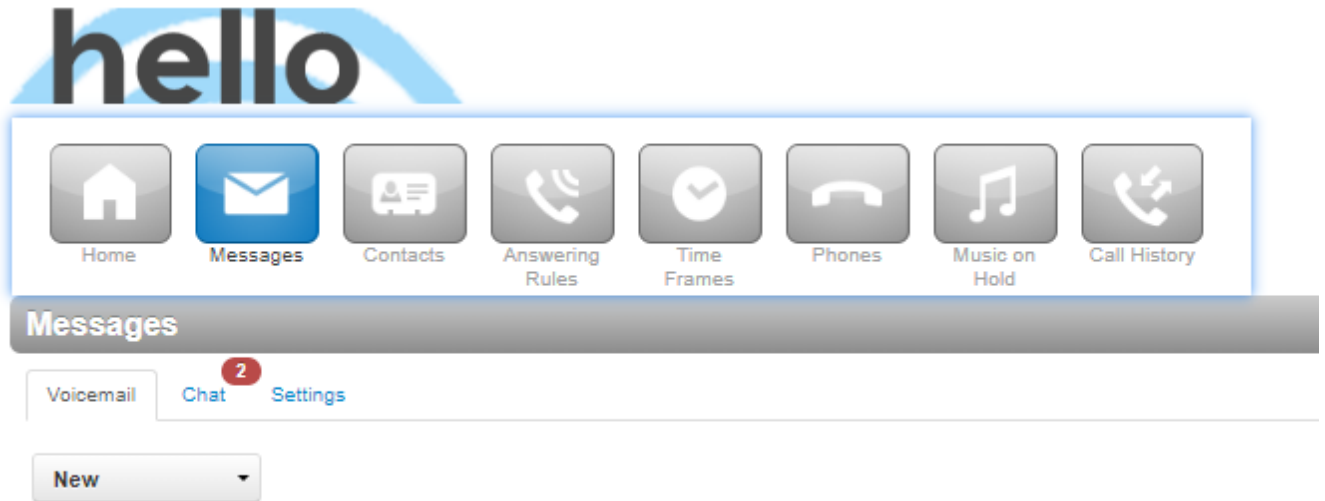
Here you can check for messages and play them.

There is a **chat** feature that will allow you to chat with your colleagues if you do not have a company chat system already set up. i.e., Google Chat or Spaces/ Microsoft Teams

Settings allows you to manage your greetings by either uploading or recording right from your phone. If using your web phone to record, you will need to type in "extension number" plus wp. (See example)

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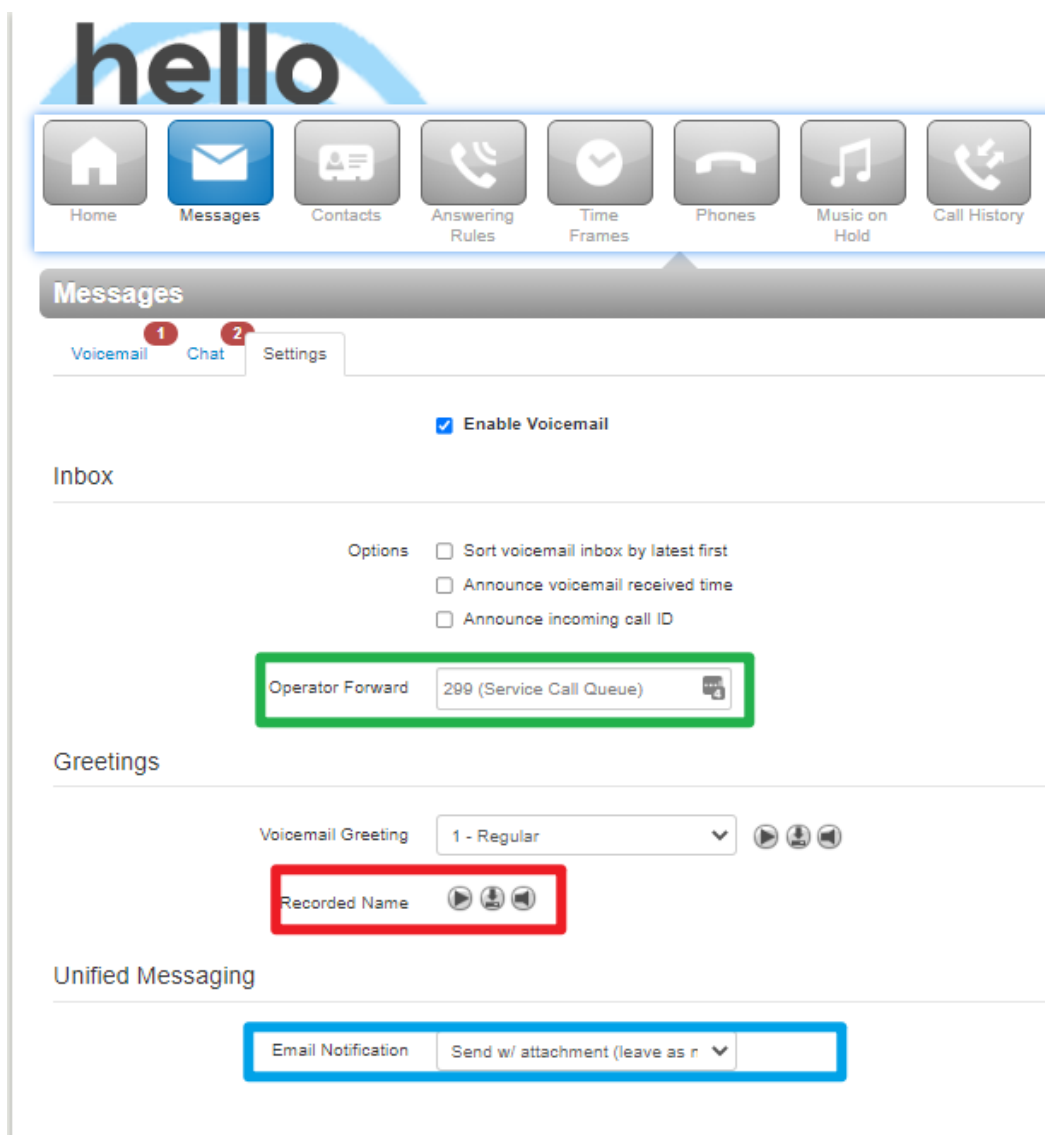
Other setting in Messages

You can also:

Record your name for the company directory

Select if you would like voicemail to email

Set which extension the call will go to if someone dials 0 in your mailbox.

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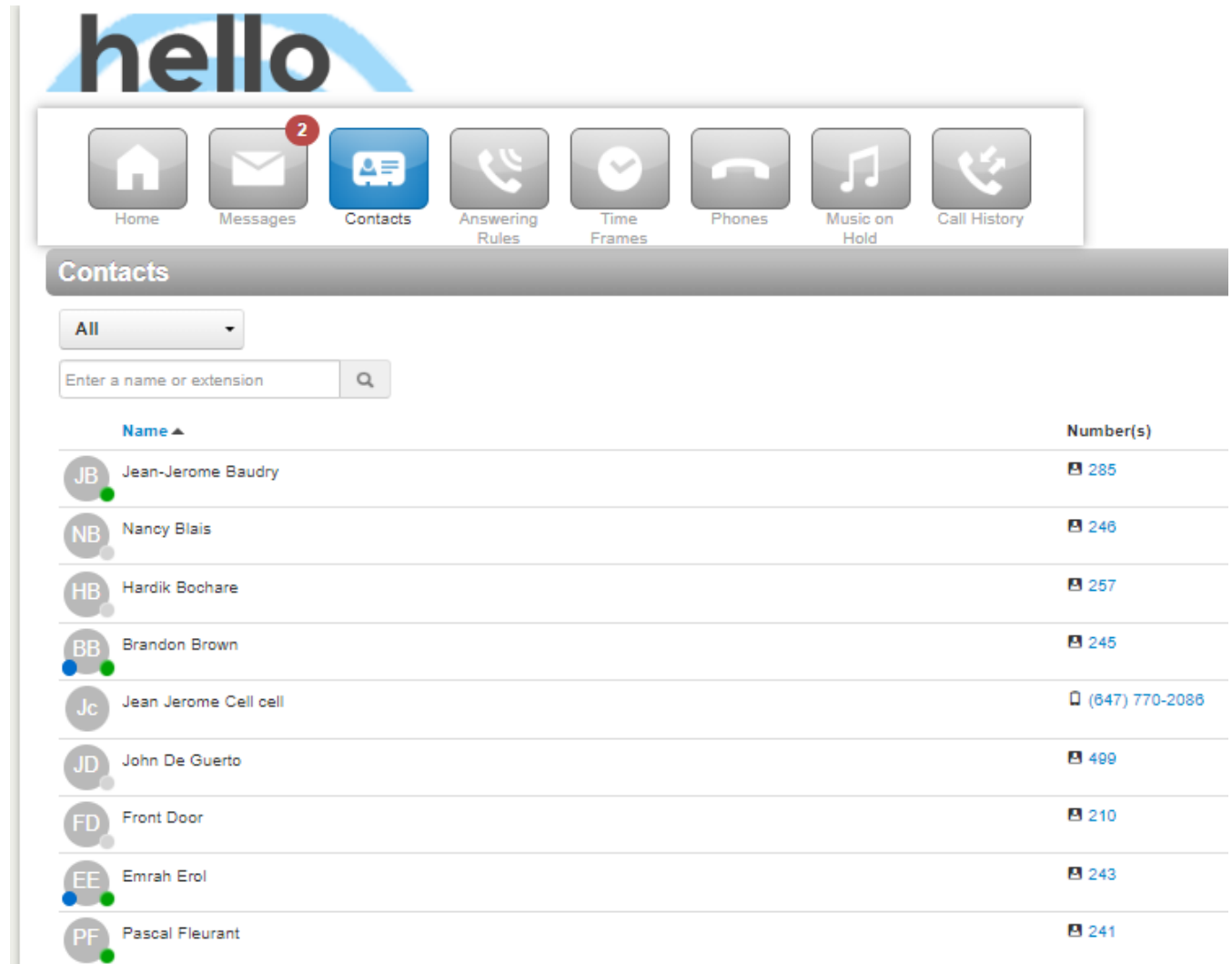
Contacts

Here you can see all the company users. If you have created your own personal contacts, you will be able to see them as well. (Only you can see them)
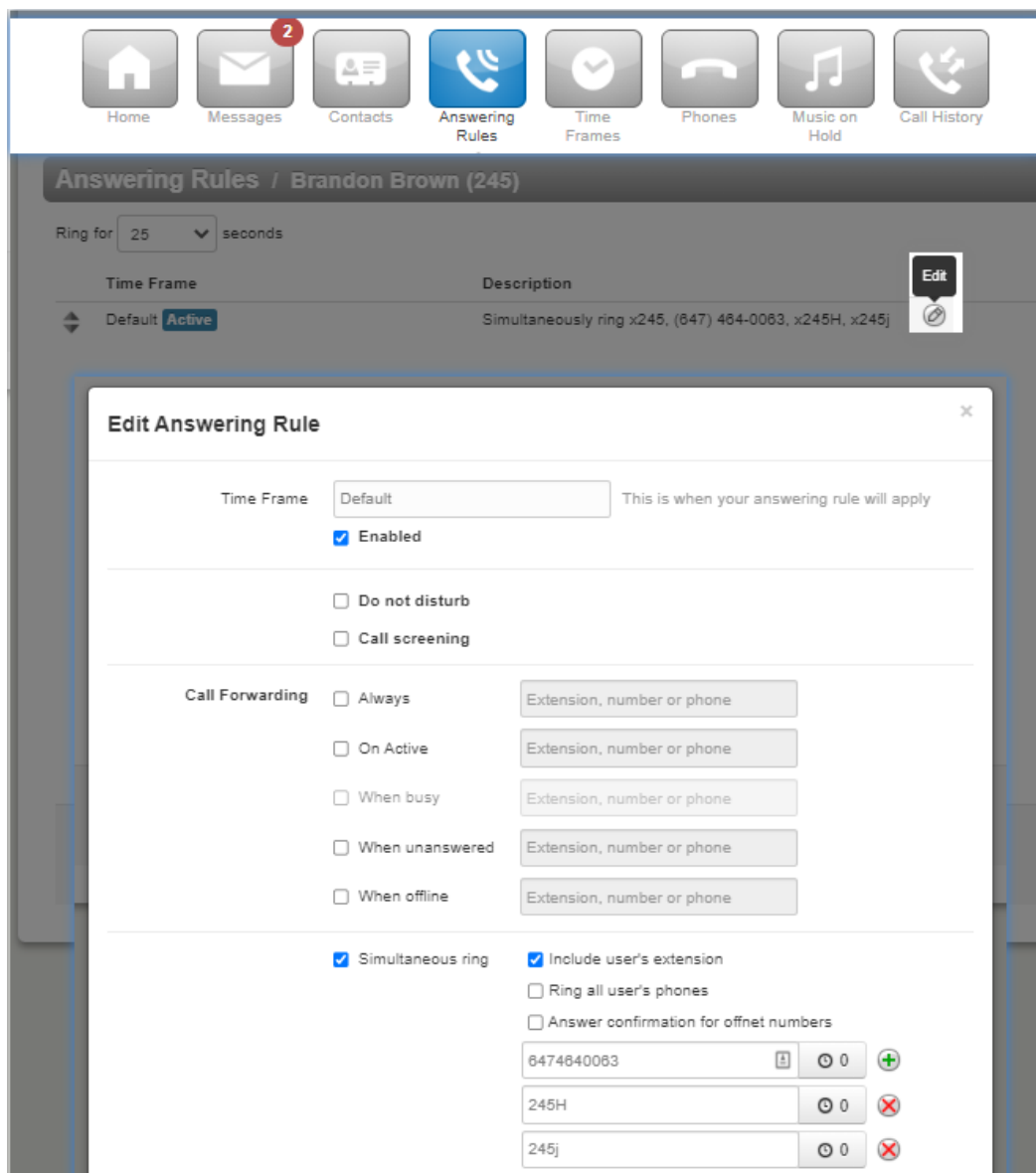
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Answering Rules

Here you can change how you are reached when someone calls your extension. You can select your various devices (depending on what you were given). You can have the following all ring at the same time or selective devices if you would like

Examples of devices:

-Desk phone(s), as you can have several if needed.
-Cell phone (10-digit cell number).
-Web phone.
-Smart phone App.
-Microsoft Teams Soft Phone.
-Salesforce Connector.

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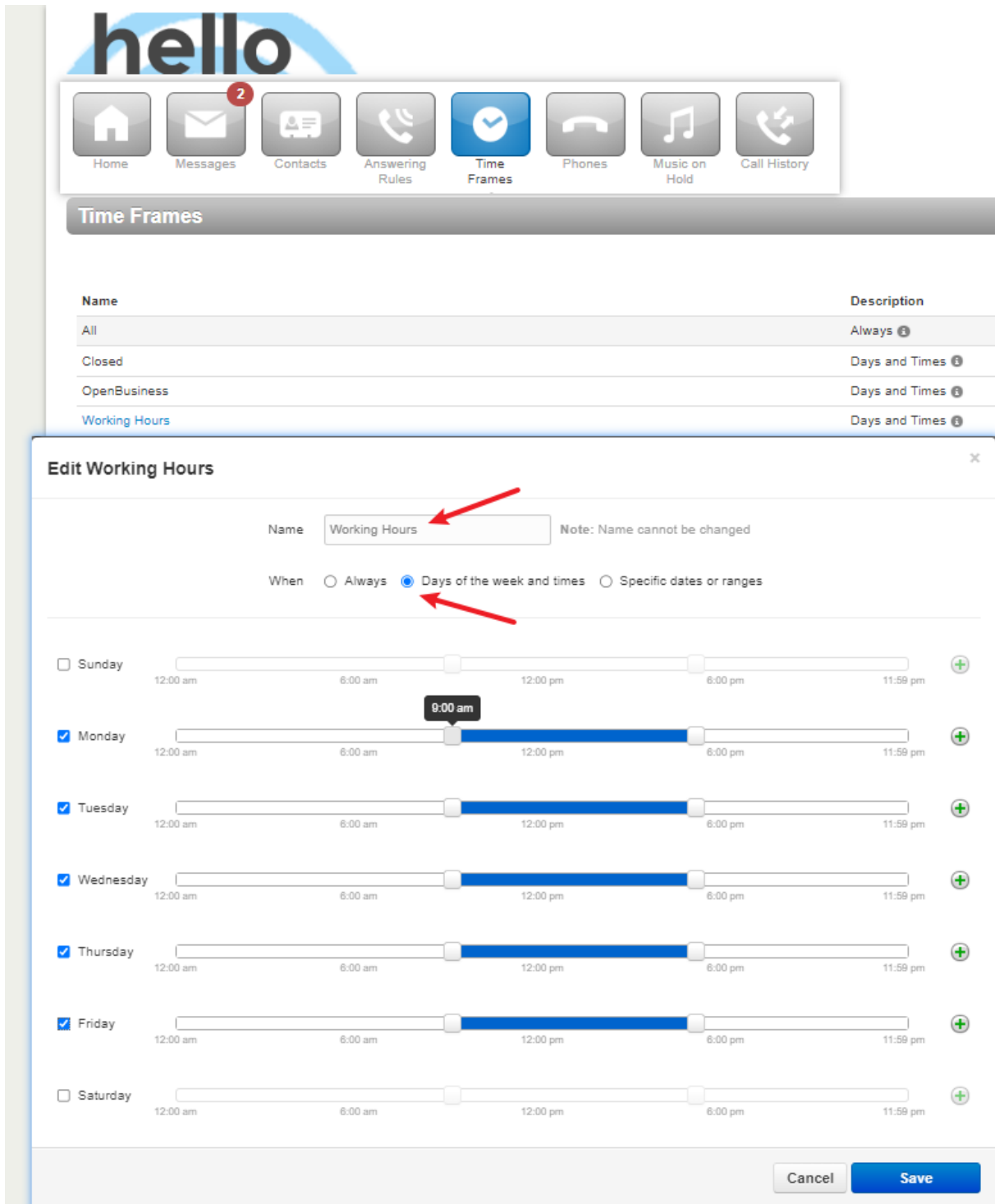
Time Frames

Here you can adjust certain time frames to use in your "answering rules." For example, you can set a time profile to "working hours." You can then create a new answering rule that uses this profile to call your phone and your cell number only during "working hours." Outside of these hours it will ring whichever phones you have set under the "default" time profile (like just your desk phone or just "voicemail").

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Phones

Here you can look at the various devices (or endpoints) that are associated with your user/extension. You can also see whether they are registered or not.

Music on Hold

Here you can upload your own music file to be played for whenever you personally place a call on hold. The system will always play its **default music on hold** if you do not have anything loaded in your profile.

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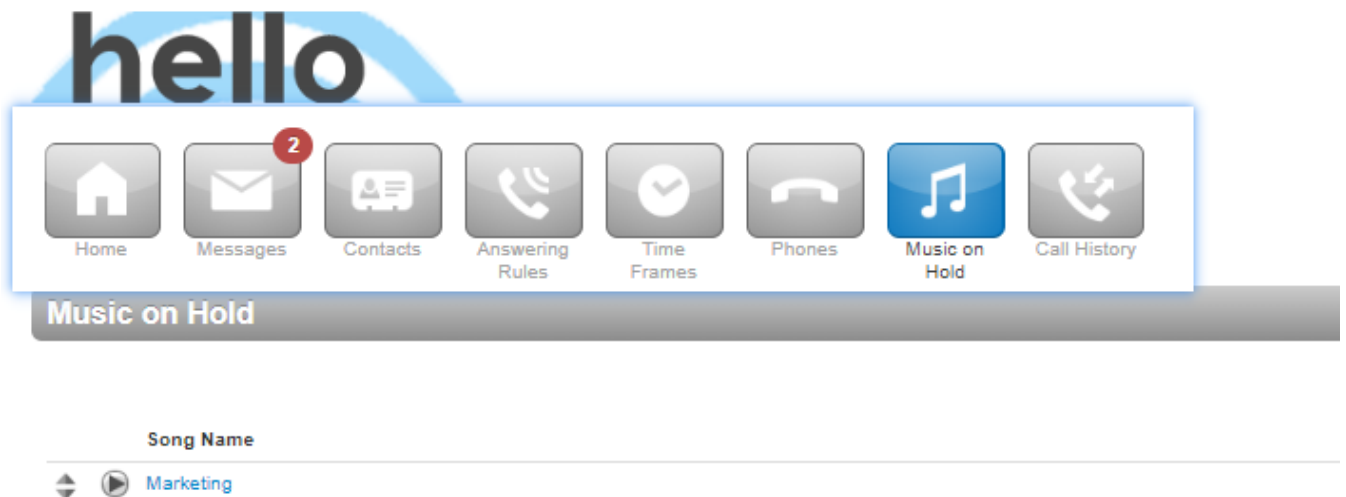
Call History

Here you can see all your inbound and outbound calls. You can click to call them back.

If you have call recording on you can also listen and download the calls right from here.

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