



Hello 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 (User Portal)

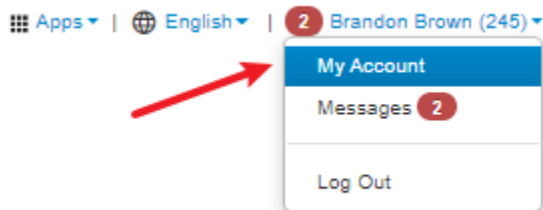
Launch browser and go to the following URL:

- <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.

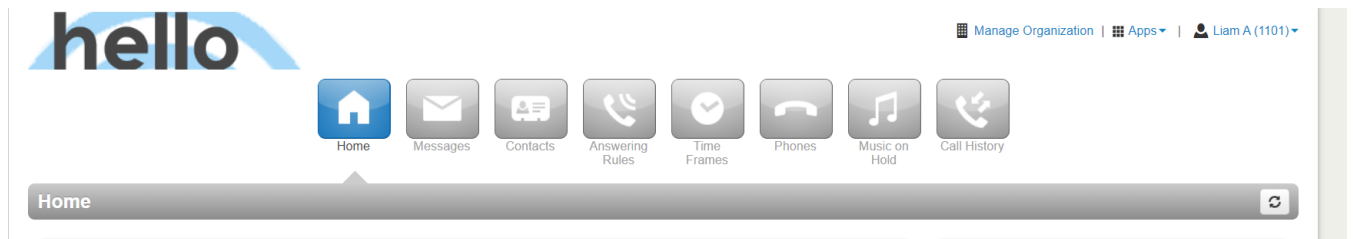
A screenshot of the Hello Home Portal login interface. At the top is the 'hello' logo. Below it are two input fields: 'Login Name' with the text '1101@yourdomain' and 'Password' with masked characters. A blue 'Log In' button is positioned below the password field. Underneath the button are two links: 'Forgot Login Name' and 'Forgot Password'. Below these links is the word 'OR'. At the bottom is a button with the Google logo and the text 'Log in with Google'.

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)



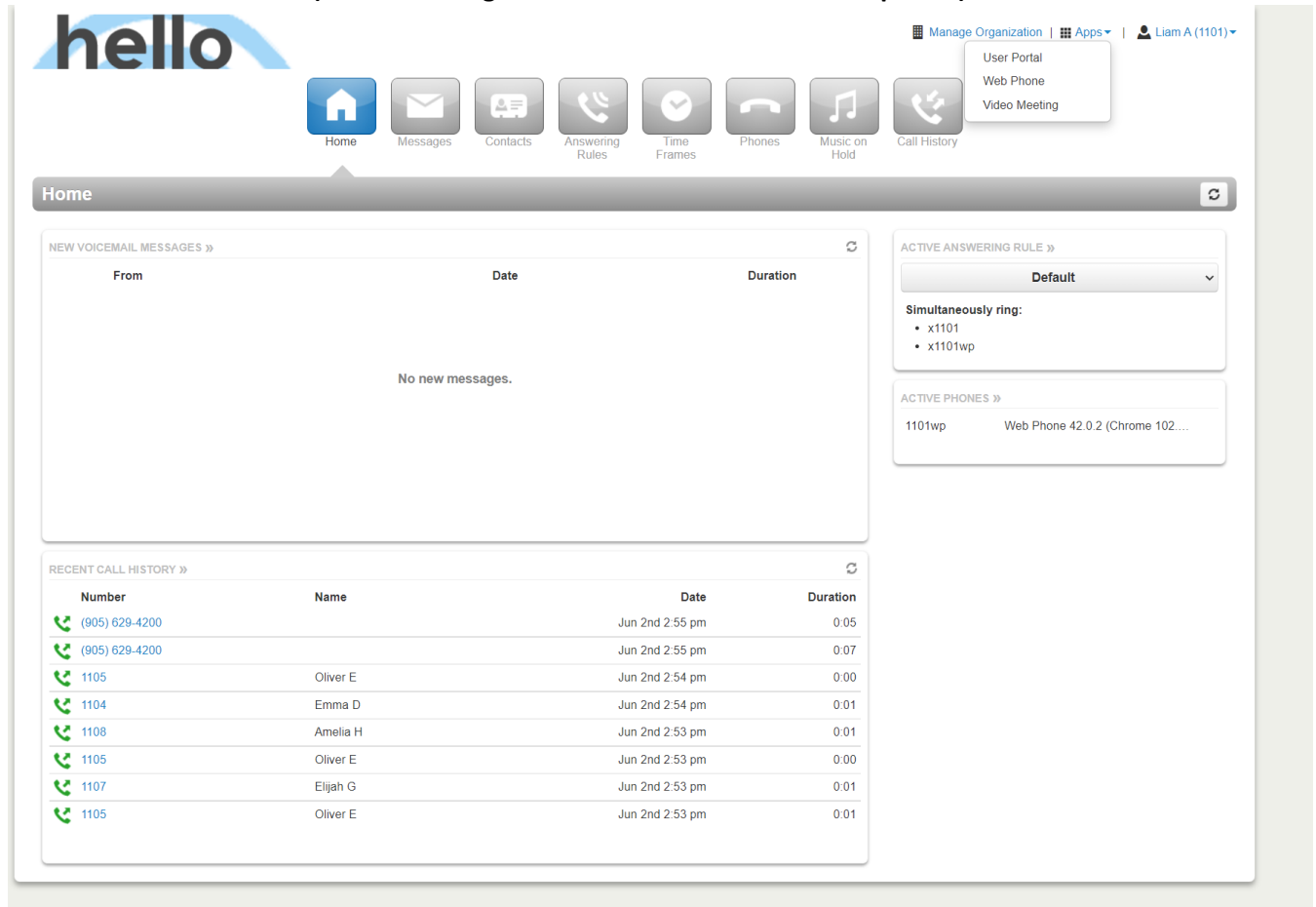
Here You will see your User portal Icons:



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)



The screenshot shows the 'Hello' User Portal Home Dashboard. At the top, there's a navigation bar with the 'hello' logo and a user profile 'Liam A (1101)'. Below the logo is a row of icons for Home, Messages, Contacts, Answering Rules, Time Frames, Phones, Music on Hold, and Call History. The 'Home' icon is selected. The main content area is divided into three sections: 'NEW VOICEMAIL MESSAGES', 'ACTIVE ANSWERING RULE', and 'RECENT CALL HISTORY'.

NEW VOICEMAIL MESSAGES

From	Date	Duration
No new messages.		

ACTIVE ANSWERING RULE

Default

Simultaneously ring:

- x1101
- x1101wp

ACTIVE PHONES

1101wp	Web Phone 42.0.2 (Chrome 102....
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RECENT CALL HISTORY

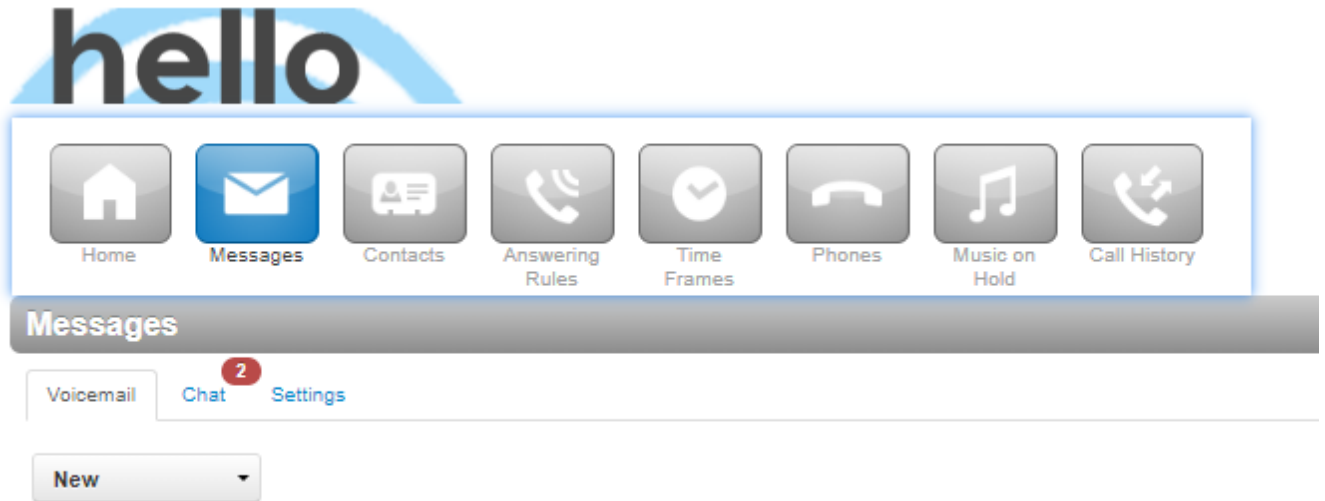
Number	Name	Date	Duration
(905) 629-4200		Jun 2nd 2:55 pm	0:05
(905) 629-4200		Jun 2nd 2:55 pm	0:07
1105	Oliver E	Jun 2nd 2:54 pm	0:00
1104	Emma D	Jun 2nd 2:54 pm	0:01
1108	Amelia H	Jun 2nd 2:53 pm	0:01
1105	Oliver E	Jun 2nd 2:53 pm	0:00
1107	Elijah G	Jun 2nd 2:53 pm	0:01
1105	Oliver E	Jun 2nd 2:53 pm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

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)

Index	Greeting Name	Duration
1	New Recording	0:08
2	temp	3:00
3	Test	0:47
4	test at office	0:06

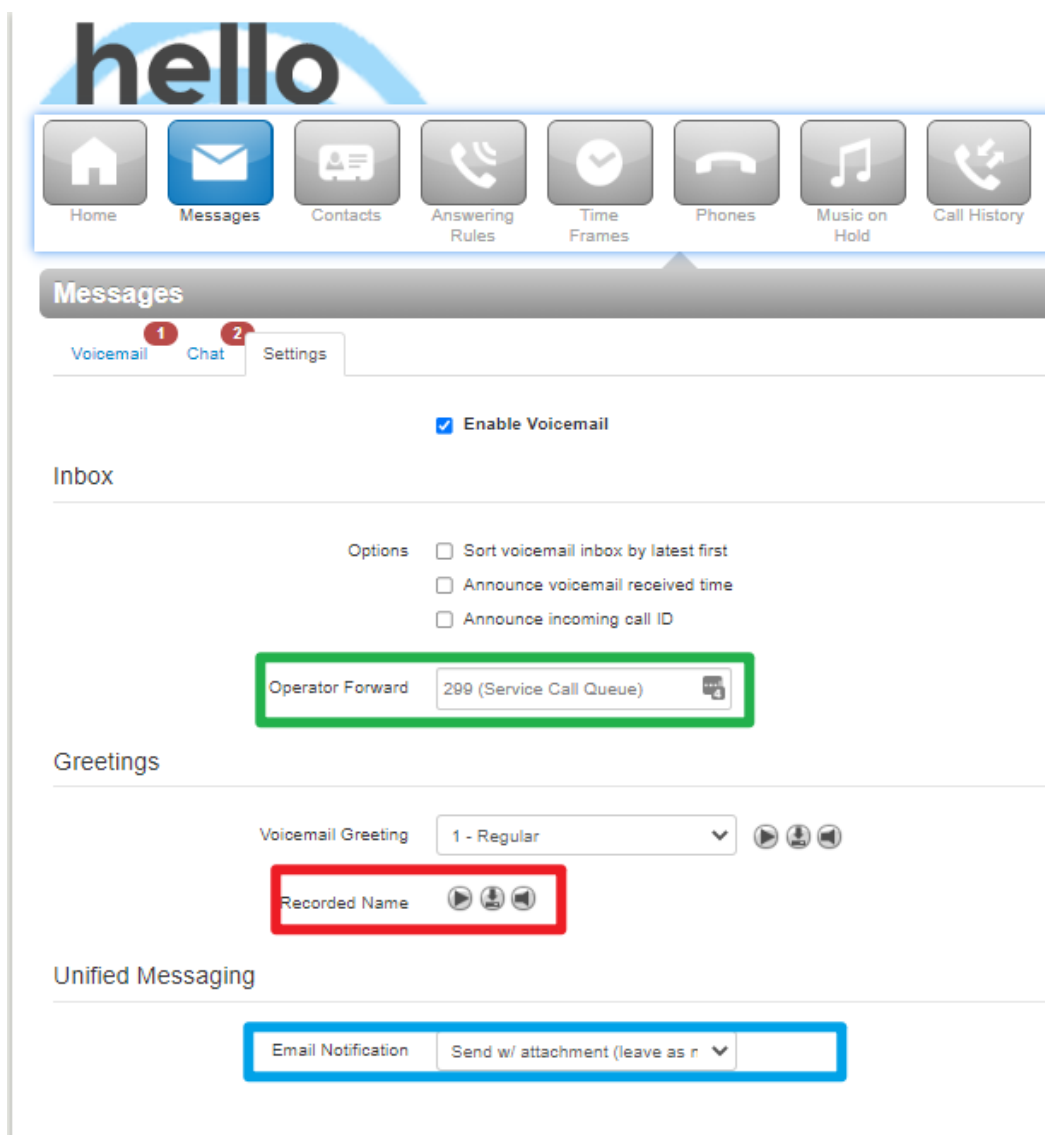
Other setting in Messages

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.



hello

Home Messages Contacts Answering Rules Time Frames Phones Music on Hold Call History

Messages

Voicemail ¹ Chat ² Settings

☒ Enable Voicemail

Inbox

Options ☐ Sort voicemail inbox by latest first
☐ Announce voicemail received time
☐ Announce incoming call ID

Operator Forward 299 (Service Call Queue)

Greetings

Voicemail Greeting 1 - Regular

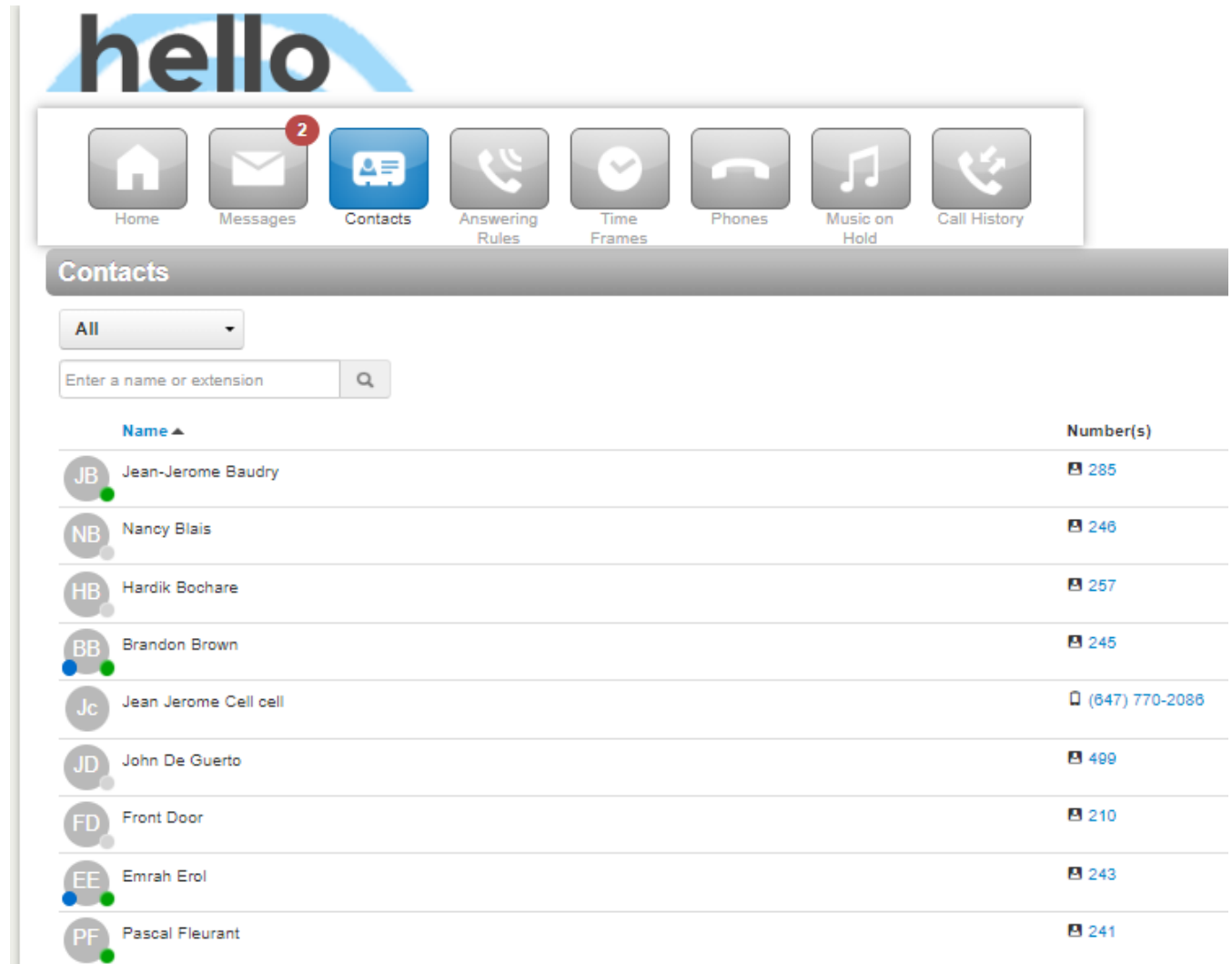
Recorded Name

Unified Messaging

Email Notification Send w/ attachment (leave as n)

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)



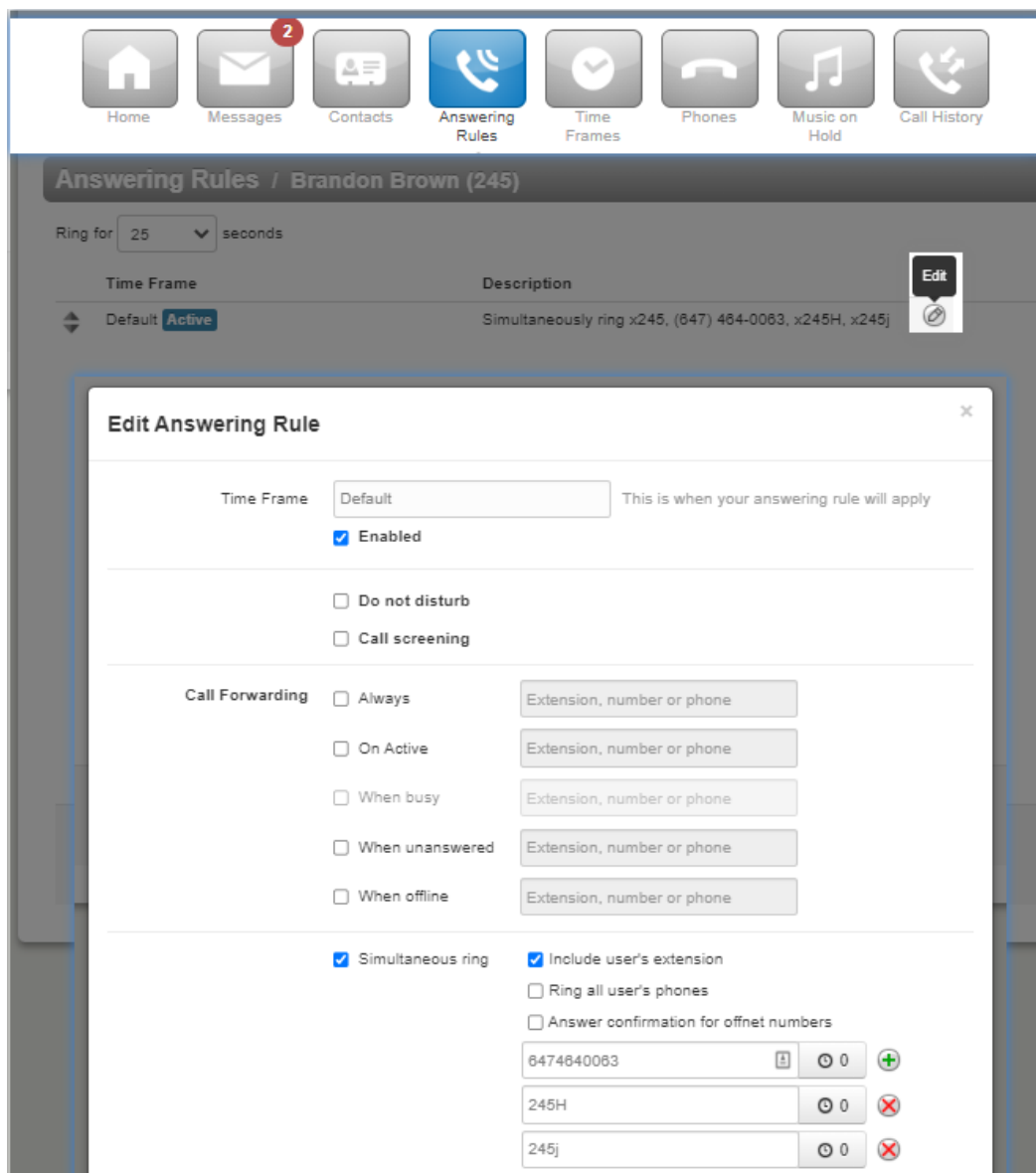
Name	Number(s)
JB Jean-Jerome Baudry	285
NB Nancy Blais	246
HB Hardik Bochara	257
BB Brandon Brown	245
Jc Jean Jerome Cell cell	(647) 770-2088
JD John De Guerto	499
FD Front Door	210
EE Emrah Erol	243
PF Pascal Fleurant	241

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.



Answering Rules / Brandon Brown (245)

Ring for seconds

Time Frame	Description	Edit
Default Active	Simultaneously ring x245, (647) 464-0063, x245H, x245j	

Edit Answering Rule

Time Frame: This is when your answering rule will apply

☒ Enabled

☐ Do not disturb

☐ Call screening

Call Forwarding

☐ Always

☐ On Active

☐ When busy

☐ When unanswered

☐ When offline

☒ Simultaneous ring

☒ Include user's extension

☐ Ring all user's phones

☐ Answer confirmation for offnet numbers

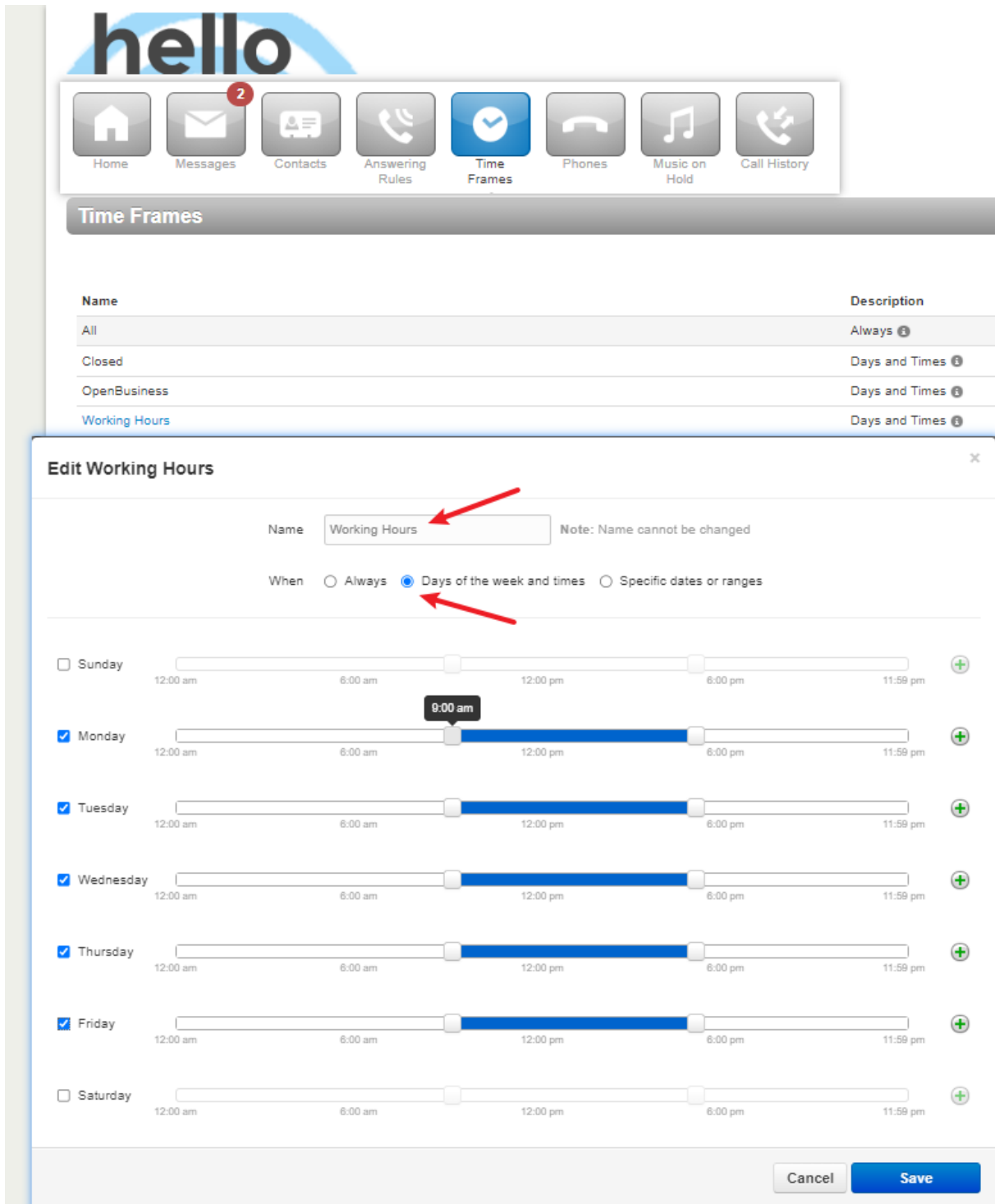
0

0

0

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”).



Time Frames

Name	Description
All	Always ⓘ
Closed	Days and Times ⓘ
OpenBusiness	Days and Times ⓘ
Working Hours	Days and Times ⓘ

Edit Working Hours

Name: Note: Name cannot be changed

When: ☐ Always ☒ Days of the week and times ☐ Specific dates or ranges


Day	Time Range
<input type="checkbox"/> Sunday	12:00 am to 11:59 pm
<input checked="" type="checkbox"/> Monday	12:00 am to 11:59 pm
<input checked="" type="checkbox"/> Tuesday	12:00 am to 11:59 pm
<input checked="" type="checkbox"/> Wednesday	12:00 am to 11:59 pm
<input checked="" type="checkbox"/> Thursday	12:00 am to 11:59 pm
<input checked="" type="checkbox"/> Friday	12:00 am to 11:59 pm
<input type="checkbox"/> Saturday	12:00 am to 11:59 pm









Cancel Save









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.



HomeMessagesContactsAnswering RulesTime FramesPhonesMusic on HoldCall History

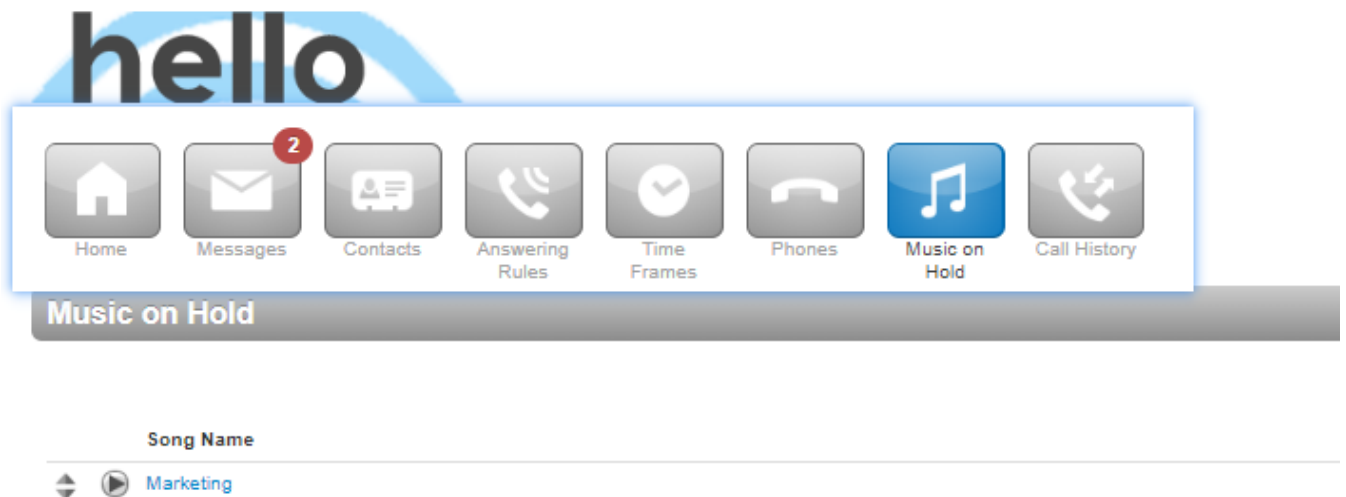
Phones / Brandon Brown (245)

Name	Device Type
 245H	Yealink SIP-T46U 108.86.0.20
 245	Yealink SIP-T46U 108.86.0.20
 245wp	Web Phone 42.0.2 (Chrome 103.0.0.0)
 245m	Hello Softphone 3.1.1.14 Google Pixel 5/
 245j	Avaya J139 IP Phone 4.0.10.3.2 c81feacd543d
 245t	Teams Connector



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.





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.

hello

Home Messages Contacts Answering Rules Time Frames Phones Music on Hold Call History

Call History

Filters 07/16/2022 — 07/19/2022 Export

Number	Name	Date	Duration	
225	Jonathan Bismarck	Today, 9:57 am	2:00	
331	Julia Zhele	Today, 9:26 am	10:52	
331	Alia Fawzi	Today, 9:26 am	0:00	
331	Alia Fawzi	Today, 9:25 am	0:23	
331	Alia Fawzi	Today, 9:25 am	0:00	
331	Alia Fawzi	Today, 9:19 am	6:01	
225	Jonathan Bismarck	Today, 9:11 am	7:01	
225	Jonathan Bismarck	Today, 9:10 am	0:00	
627	Jonathan Bismarck	Today, 9:04 am	0:06	
627	Jonathan Bismarck	Today, 9:04 am	0:10	
627	Jonathan Bismarck	Today, 9:01 am	0:07	
331	Alia Fawzi	Yesterday, 4:21 pm	1:11	
331	Alia Fawzi	Yesterday, 3:58 pm	3:44	
627	Jonathan Bismarck	Yesterday, 3:50 pm	1:47	
627	Jonathan Bismarck	Yesterday, 3:49 pm	0:04	

< 1 2 3 4 5 > >>

View: 15 25 50 100