

TSE digitalvoice - Online Web Portal Instructions

From any active online web browser, enter the following address:

<http://sip.tsedigitalvoice.com>

Login Information

Your **Username** and **Password** are setup initially the first day of account sign-up. If you do not know them, please call TSE at (603)622-0500.

Once logged into your account, you can navigate through the three (3) pages labeled "**Home**", "**Settings**", and "**Billing**". The sub-sections can be expanded or contracted by the  and  buttons located to the left of the section titles. In the "Settings" > "SIP Users" section, you can edit advanced settings by pressing the edit button  .

Web Portal >> Home

Your Charges - This function is not currently in use. Anything displayed here will be inaccurate with your account. Please ignore this display.

Voice Message(s) - This displays the Voicemail messages that are currently waiting in your Voicemail Box.

Recently Sent/Received Calls - This displays the call history of your account for both incoming and outgoing calls.

Caller-IDs - This function is disabled. Your account's Caller ID is setup initially at sign-up.

Web Portal >> Settings

Account Information - This displays your active account information.

Note: It is very important that you keep these fields up to date. The address fields are used to populate the E-911 database and the "Contact phone number" is used when your account is unregistered and we cannot reach you (usually a cell phone #).

SIP Users - This displays your account's SIP Registrations. By clicking on the edit button to the right of your registration (), you can edit the call forwarding functionality of your account.

*** For more information on call forwarding settings and fail-over voicemail, please see attached instructions on Account Call Control.

Web Access Password - This optional function allows you to change your current web portal password.

Web Portal >> Billing

Your last invoices, Account statements, and Rates list - The billing functionality is not currently in use. Anything displayed here will be inaccurate with your account. Please ignore any information here-in.



For your records:

Username: _____

Password: _____

Date	Duration	Source number	Destination no
2008-11-14 17:11	0:24*	6034936992	16033042120
2008-11-14 17:10	0:26*	6035017398	16033042120
2008-11-14 16:52	0:37*	6035017398	16033042120
2008-11-14 16:42	0:38*	6035017398	16033042120
2008-11-14 15:59	1:39*	TSE_office	16033042120
2008-11-13 12:46	0:31*	6034936992	16033042120
2008-11-13 12:23	0:22*	6035017398	16033042120
2008-11-13 11:49	0:34*	6035017398	16033042120
2008-11-07 16:27	0:14*	6035017398	16033042120
2008-11-07 16:26	0:17*	6035017398	16033042120
2008-10-28 09:46	0:15*	6034936992	16033042120
2008-10-28 09:43	0:15*	6034936992	16033042120
2008-10-28 09:42	0:14*	6034936992	16033042120
2008-10-28 09:39	0:15*	6034936992	16033042120
2008-10-28 09:35	0:14*	6034936992	16033042120
2008-09-18 09:29	0:55*	6039664716	16033042120
2008-08-08 11:38	0:13*	TSE_office	16033042120
2008-08-28 12:43	0:35*	6035017398	16033042120
2008-08-28 12:22	0:38*	6035017398	16033042120
2008-08-25 11:24	0:11*	6035017398	16033042120
2008-08-13 11:12	0:36*	7818612234	16033042120
2008-08-08 03:40	0:32*	6038950218	16033042120
2008-08-08 17:46	0:30*	5488365016	16033042120
2008-08-08 17:45	0:34*	5488365016	16033042120
2008-08-08 17:45	0:37*	6035017398	16033042120
2008-08-04 15:44	0:22*	TSE_office	16033042120
2008-07-29 11:08	0:36*	TSE_office	16033042120
2008-07-21 11:11	0:39*	6032254052	16033042120
2008-07-18 14:30	0:11*	6032426402	16033042120
2008-07-17 19:12	0:27*	6039247012	16033042120

Account-Id: TSE_Demo
Number of Channels: 0
First name: Dale
Last name: Greenwood
Address 1: 5-B Donald Street
Address 2: Lev 12
City: Bedford
Country: United States
Postal code: 03110
Contact phone number: 6034338919
Email: dale@tsedigitalvoice.com
Language: English
Time zone: America/Montreal

Receive invoice by email? Yes No

TSE digitalvoice - Account Call Control

TSE offers two different options to use for times when your office loses internet or power for an extended length of time. One option is to use the call forwarding features of the system. For example, A phone call is place to your office, however your registration is down due to and internet problem. The call would be forwarded to a telephone number that you assign in the web portal. The other option is to have our system's backup voicemail answer the call. This voicemail function works as a backup when there is an issue getting a call to your office. In the above scenerio, the incoming call would be routed back to our phone switch to a voicemail box with your greeting. After the message is received, the voicemail system delivers an email to an address that you have provided. Attached to the email is a .WAV file that is the recording of your received voicemail. The Voicemail system also can be reached from outside the office by calling (603) 935-5402. For more information regarding the voicemail system, please see the TSE digitalvoice Voicemail Guide.

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Web Portal >> Settings

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When user status is	Forward calls	
- Available	To <input checked="" type="radio"/> default number	<input type="radio"/> this number <input type="text"/>
... And the line is busy	To <input checked="" type="radio"/> voice mail	<input type="radio"/> this number <input type="text"/>
... And user doesn't answer the call after <input type="text" value="3"/> rings	To <input checked="" type="radio"/> voice mail	<input type="radio"/> this number <input type="text"/>
- Not Available	To <input checked="" type="radio"/> voice mail	<input type="radio"/> this number <input type="text"/>

How to Setup Call Forwarding

When User Status is:

Available - This is method is also refered to as "Call Forward All". If the radio button is checked to "default number" then calls will come into your office as usual. To call forward all of your incoming calls to a different number check off the radio button and type in the number you wish to forward to using using standard format. ie: 16036220500

And the line is busy - This is method is also refered to as "Call Forward Busy". If the radio button is checked to "voicemail" then calls will get placed in your TSE Voicemail when all your lines are in use. To call forward busy your incoming calls to a different number check off the radio button and type in the number you wish to forward to using using standard format. ie: 16036220500

And user doesn't answer after X rings - This is method is also refered to as "Follow Me". If the radio button is checked to "voicemail" then calls will get placed in your TSE Voicemail after a set number of rings. To call forward after a set number of rings to a different number check off the radio button and type in the number you wish to forward to using using standard format. ie: 16036220500