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 navagate 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 📄 .

For your records:

Username: _____

Password: _____

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 infomation. **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 fuction allows you to change your current web portal password.

Web Portal >> Billing

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

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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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