

Accessing your Personal Agent web portal

- Log in to your PC Client
- Click on **Tools** from the menu bar
- Select **Personal Agent** from the menu
- The browser window will open and automatically log you in

OR

- Enter the following URL into your PC's browser:
https://pa2.timico.net
- Enter your Timico VoIP credentials
- Click **Log-in**

Changing your password

- In the **Preferences** section, click **Personal**, then **Password**. The password page will then appear
- Enter your current password in the text box titled 'Old'
- Enter your new password in both text boxes below
- Click on **Apply** to save the changes or **Cancel** to discard them

If you choose to discard your changes the page will be refreshed back to your original settings.

**It is your responsibility to ensure that you choose a strong password and change this regularly.*

Changing your voicemail PIN

To change the PIN for your mailbox:

- In the **Preferences** section, click **Unified Communications**, then **PIN**
- Enter your new PIN in the first text box, and confirm it in the second
- Re-enter your Personal Agent password to verify the change
- Click **Apply** to save your changes or **Cancel** to discard them

If you choose to discard your changes the page will be refreshed back to your original settings.

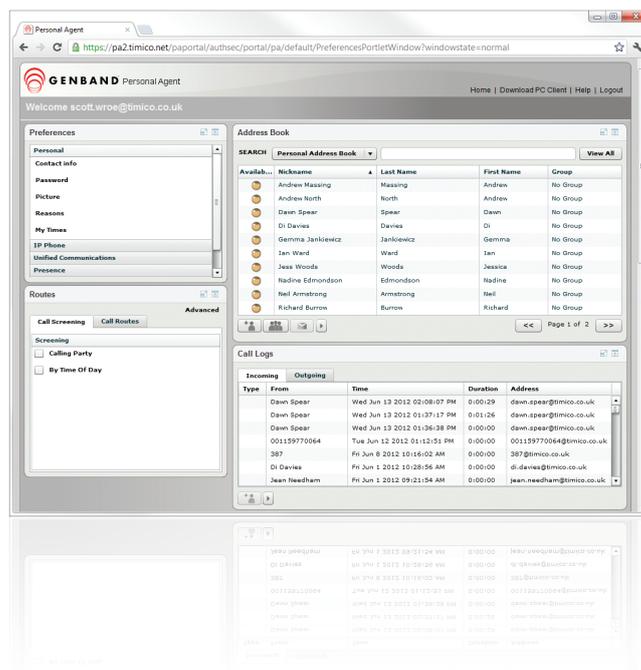
Configuring voicemail to email

To change the email delivery options of your voicemail messages:

- In the **Preferences** section, click **Unified Communications**, then **Email preferences**. The Unified Communications: Email Preferences page will then appear
- Set the email delivery options for your voicemail messages
- Click **Apply** to save your changes or **Cancel** to discard them

If you choose to discard your changes the page will be refreshed back to your original settings.

For more detailed help, from any page in the PA click the **Help** icon on the top right of any page to view a PDF-based user guide.



Routing Out-of-Hours calls to voicemail

To screen your calls to voicemail based on your time of day settings:

- In the **Routes** section under the **Call Screening** tab, click **By Time of Day**. The Time of Day page will then appear
- Select the **On** radio button
- Select the desired day/time ranges
- Click **Apply**

By Time Of Day

Screen Calls to voice mail based on the time of day.

Choose from My Times: On Off

- My Office Hours
- Nights and Weekends

Ok Apply Cancel

	AM											PM												
	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
Monday																								
Tuesday																								
Wednesday																								
Thursday																								
Friday																								
Saturday																								
Sunday																								

Forward your calls to another number

You can set your calls to be routed sequential or simultaneously to other destinations:

- In the **Routes** section, select the **Call Routes** tab
- Choose either Sequential or Simultaneous Ringing.
- Select the **On** radio button.
- Select the number of rings (before the call is forwarded to the next number if sequential).
- Enter the destination numbers – If sequential enter the numbers in the order you want them to ring
- Click **Apply**

**When entering numbers into the "Other" fields, be sure to include the dialling prefixes or access codes if required.*

Sequential Ringing

Forward your calls to up to 10 numbers one after the other and be sure to never miss an important call.

The sequential ringing option is: On Off

Three times Number of rings before calling the next number:

Ring the following numbers in sequence:

1	My Client	scott.wroe@timico.co.uk
2	Other	
3	Other	
4	Other	
5	Other	
6	Other	
7	Other	

Then send to Voicemail

Ok Apply Cancel

Please note that simple route changes made in the Call Screening or Call Routes section of the agent will over ride anything has been set-up in Advanced Routes and these will take priority.