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Preparing your Hosted VoIP system for the holidays

Access 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

- Enter your current password in the text box titled 'Old password'

Configure 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.
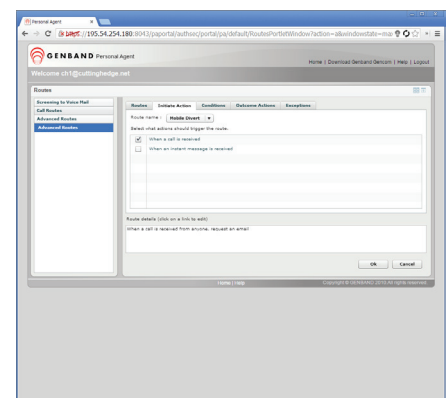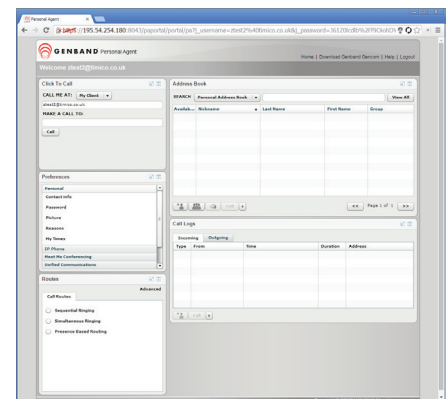
Route Out-of-Hours calls to voicemail

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

- In the **Preferences** section, under **Personal**, click **My Times**. The **Personal: My Times** page will then appear
- Select Nights and Weekends, then hit **Modify**
- From here you will be able to left click with your mouse and drag the blue sections to edit your own out of hours times (the section will be defaulted to highlight everything apart from the working hours of 8am-5pm, Monday-Friday).
- Once done hit **Save**

To set up the call routing:

- Click **Home** in the top banner of the screen then go to the **Routes** section, then click **Advanced**. From here we can then create call routes
- Click **New** and give your route a meaningful name e.g. 'Out of Office Hours' and then click on the **Initiate Action** tab to progress
- Ensure that **when a call is received** is highlighted then proceed to the **Conditions** tab
- Click on **SPECIFIC DAY/TIME RANGES** within **Received** in **SPECIFIC DAY/TIME RANGE(S)**, choose the route you have just edited (the default one is Nights and Weekends) and then click **Ok**
- Proceed to the **Outcome Actions** tab
- Scroll down this list and choose **Send straight to voicemail and play greeting**. From here you can also choose **custom voicemail messages** within the dropdown menu (instructions for creating a custom voicemail message are on the next page of this user guide)
- To create exceptions to this rule click onto the **Exceptions** tab or to save these changes click Ok in the bottom right

Once you have hit **Ok**, whenever someone rings this user outside of your working hours, it will go straight to voicemail.

> 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.

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# Preparing your Hosted VoIP system for the holidays

Forward your calls to another number

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

- In the **Routes** section, click **Advanced**. From here we can then create custom call routes
- Click **New**, give your route a meaningful name e.g. **Mobile Divert** and then click on the **Initiate Action** tab to progress
- Ensure that **When a call is received** is highlighted then proceed to the **Outcome Actions** tab, skipping **Conditions**
- Click on **THESE NUMBERS** within **Ring THESE NUMBERS first in my list**, then enter the number that you would like to forward the call to in the first field (leaving Type as Other)
- If you wish for it to go to voicemail after a certain amount of rings:
  - Put a tick next to **Ring these telephone numbers** and then choose the amount of rings from the drop down. Press **Ok**
  - To create exceptions to this rule click onto the **Exceptions** tab or to save these changes click Ok in the bottom right

To create exceptions to this rule click onto the **next tab** or to save these changes click **Ok** in the bottom right

When entering numbers into the "Other" fields, be sure to include the dialling prefixes or access codes if required.
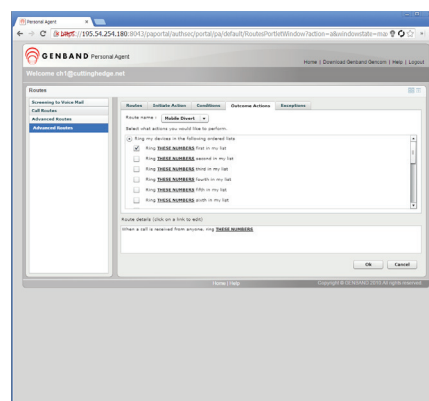
Access your voicemail and create a custom voicemail message

- Lift the handset or press the speaker key then dial **121**. Alternatively press the **VMail** soft key
- Follow the verbal instructions. This will vary depending on your handset model but you will most likely be prompted for your mailbox number, followed by **#** and your pin, followed by (depending on handset model). You will then be provided with verbal menu options. **Press 4** for mailbox options and then **press 3** for greeting options. From here you will be told which greeting is currently in use. Next **press 3** to select custom greeting 1
- Then use the following options to re-record and activate the message:
  - **Dial 2** to review any message already recorded
  - **Dial 7** to delete this message
  - **Dial 5** to record a new message
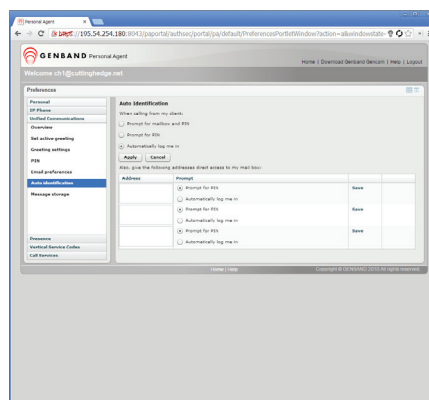 - **Dial 1** to activate this message

Once done you can then use this message by going back to the steps in **Forward your calls to another number** section by following the details on the top of this page.
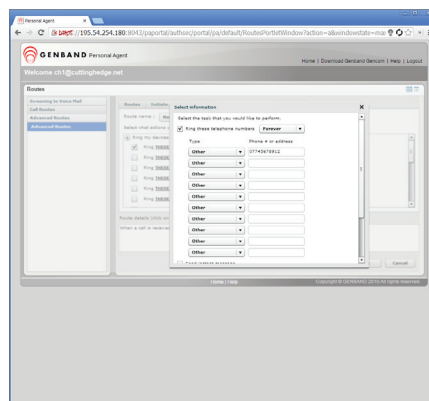
Changing your voicemail security settings

You can change your voicemail pin by following the below steps:

- Login to the **Personal Agent** web portal
- In the Preferences section, click **Unified Communications**, then **Auto Identification**. The Unified Comminications: Auto identification page will then appear
- Choose from the following 3 security options when you ring 121:
  - Prompt for mailbox and PIN
  - Prompt for PIN
  - Automatically log me in
- Click **Apply** to save your changes or **Cancel** to discard them