



## Customer Portal

Welcome to our new platform and for being a part of TSC VoIP. We are excited that you are interested in using the customer portal hope you enjoy the experience.

In this document you will find instructions to logging into the customer portal. You will have access to view, save, delete, transfer your VM messages, view call history, record your voice mail greetings and much more.

### Welcome Email

You will be receiving shortly a system generated email inviting you to login to the customer portal.

In this email, you find your portal login information and will be able to choose a new password and voicemail PIN.

**The Customer Portal URL is: <https://portal.tscvoip.com>**

Login name: (Mentioned in the Welcome Email)

Password: (Chosen during your first visit)

If you forgot your password, please contact us for a password reset.

Once you log into the customer portal, you will see the following menu options.



Dennis Glokler (100)



Home



Users



Conferences



Auto Attendants



Call Queues



Time Frames



Music On Hold



SIP Trunks



Inventory



Reporting

Home

CURRENT ACTIVE CALLS

| From | Dialed | To | Duration |
|------|--------|----|----------|
|------|--------|----|----------|

There are no active calls.

USERS AND APPLICATIONS

- 5 Users
- 7 Registered Devices
- 9 Total Devices
- 1 Auto Attendants
- 1 Call Queues
- 1 Conferences
- 4 Phone Numbers

USAGE STATISTICS

- 0 Current Active Calls
- 0 Calls Today
- 0 Total Minutes Today
- 0 Avg.Talk Time

THIS MONTH

- 1356 Total Minutes
- 4 Peak Active Calls

PREVIOUS MONTH

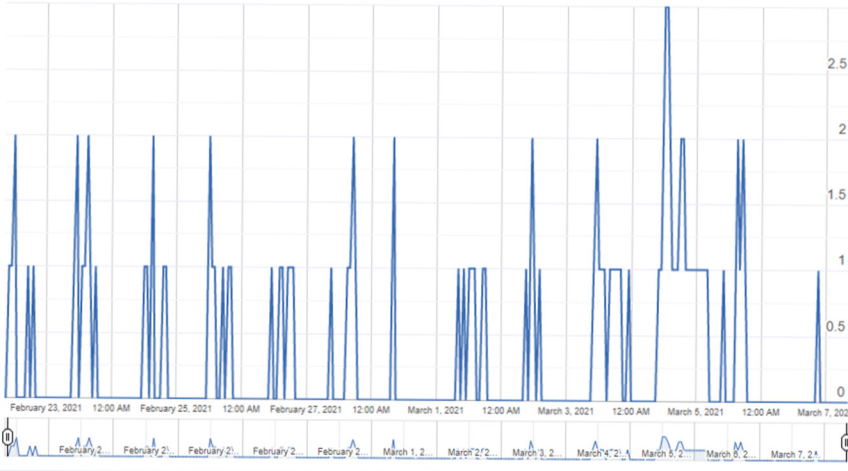
- 1654 Total Minutes
- 2 Peak Active Calls

CALL GRAPH

Peak Active Calls by Hour for All Calls

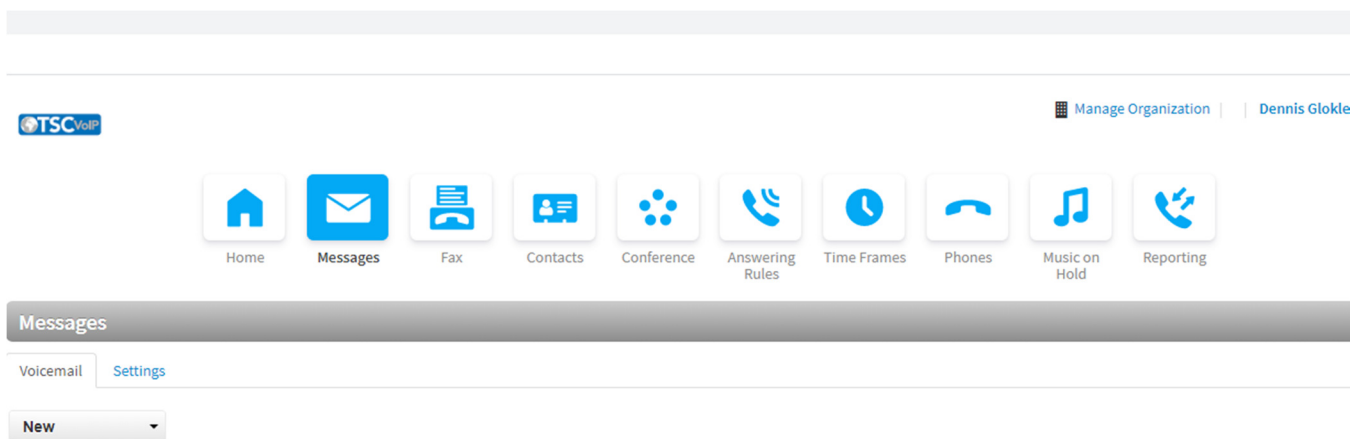
Zoom: 1h 1d 1w

My Organization





To manage your messages, send and receive Faxes, simply click on your username, and select the message drop down. Once you select the message drop down you will have access to your messages and your eFax portal.



You have no new messages.

## Message Tab




Under this tab you will be able to view your voice mail messages, change various VM settings and record a VM greeting. You can also record your VM message from your desk phone by dialing 5001.

TSC VoIP  
445 HAMILTON AVENUE  
WHITE PLAINS, NY 10101  
Call us at (914) 483-3500  
TSCVoIP.COM



### **Greetings & Recorded Name:**

- Click on: Settings
- Go to Greetings – You are able to listen, download a recorded .wav file or record

- To Record: click on the Manage button   
- Select Record and click on the Call button. The system will dial your phone number or extension. Follow the prompts to record your greeting or name.
- Click on Done. You will be able to replay your recording.
- Click to Save

Your voice mail messages will be listed here with the ability to play, call back, forward, download, save, or delete the message.

**Fax Tab:** Able to send / receive a Fax, if applicable

**Contacts:** Able to add a Contact, Import Contact file, or able to search for a contact by name or number

**Call History:** Able to search by date, number dialed, inbound calls, or by using filters. You can also click on a number listed and the phone number will be dialed on your phone.