

TELSTRA BUSINESS SIP® PORTAL USER GUIDE





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Introduction

Welcome to the Telstra Business SIP® portal, where you can manage your name details, see your phone number, extension number (where configured) and which feature packs have been assigned to you. If you don't have a feature that you need, please contact your administrator.

The portal is designed to be compatible with the following browsers:

- Firefox
- Google Chrome for desktop.

Login

To access the portal, <https://portal.mycalling.telstra.com>, log in with your username (your phone number) and password.

The screenshot shows the Telstra Business SIP portal interface. At the top, there's a Telstra logo and the text 'Telstra Business SIP'. Below this, there are two main sections. On the left, a 'Login' box contains fields for 'Username' and 'Password', a 'Login >' button, and a link 'Forgot your username or password? Click here'. On the right, a 'Welcome' box contains a message: 'Welcome to the Telstra Business SIP Customer Management Portal. Use this portal to configure your services, manage your devices, view reports & migrate your old services for any active order in the system.' Below this, there's a 'Change Password' modal window. It prompts the user to 'Enter your current password and a new password for your account.' and includes a note: 'Please note that passwords must be at least 7 characters long and has a combination of at least a number, lowercase character, uppercase character and an non-alphanumeric character.' The modal has three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom of the modal are 'Save >' and 'Cancel' buttons. In the background, partially obscured, is a user profile bar showing 'Name Edited UnknownEdited (0393335001) >' with a hand cursor icon pointing at it.

Change password

When you log in for the first time you'll be asked to change your password.

To change your password at any other time:

1. Log in to the portal with your username and current password.
2. Hover the mouse over your name or phone number in the top-right corner. Click **Change Password** to open the window as shown above.
3. Enter your current password.
4. Enter your new password.
5. Re-enter your new password to confirm.
6. Click **Save >**

If you forget your password, please contact your Business SIP administrator, who can reset it for you.



Change name details

To enter/change your username details:

1. Log in to the portal using your username (phone number) and password.
2. In the **User Details** tab make changes in the **First Name** and **Last Name** fields as required.
3. Click **Save** to update your name details.
Your name details at the top right of the window will be updated when you next log in.

Telstra NameEdited UnknownEdited (0393335001)>

Telstra Business SIP

NameEdited UnknownEdited - 0393335001

User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
<p>Phone Number 03 9333 5001 Extension 5001</p> <p>Assigned Feature Packs: Mobility, Business Line, Business Continuity Edit</p> <p>First Name: NameEdited Surname: UnknownEdited</p> <p>Save</p>				

Calling line identification (CLI) blocking

The CLI blocking feature allows you to show/hide your line number to/from the people you call.


To toggle this feature on or off:

1. Select the **Outgoing Calls** tab.
2. Click in the **Allow** or **Block** radio button as required.
3. Click **Save**.


User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
<p>Outbound Caller ID: 0393335001 (John Citizen)</p> <p>Caller ID Blocking: Control whether people you call see your name & phone number.</p> <p><input type="radio"/> Allow <input checked="" type="radio"/> Block</p> <p>Save</p>				



Incoming call features – activate/deactivate/configure

There are a number of features under the **Incoming Calls** tab: **Call Waiting**; **Call Forward**, including **Always/Busy/No Answer/Not Reachable**; and **Simultaneous Ring**. Depending on what feature packs have been purchased, some of these features may be greyed out and accompanied by a  symbol to indicate that help is available, as demonstrated below next to **Call Forward – Always**. Contact your Administrator for access to features as required.

Where a feature is available, simply select the required radio button to activate or deactivate it and click **Save**.


User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
<h3>Call Waiting</h3> <p>Notifies you when you receive an incoming call when you are already on a call and allows you to place the current call on hold to pick up the second call.</p> <p><input checked="" type="radio"/> On <input type="radio"/> Off</p>				
<h3>Call Forward - Always </h3> <p>Always forward your calls to a designated number. Note: turning this feature on will cause all other Incoming Call features to not have any effect - all calls will be forwarded regardless of the circumstance.</p> <p><input type="radio"/> On <input type="radio"/> Off</p>				
<h3>Call Forward - Busy</h3> <p>Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p>				
<h3>Call Forward - No Answer</h3> <p>Forward your calls to a designated number when you do not answer within a set number of rings.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p>				
<h3>Call Forward - Not Reachable</h3> <p>Forward your calls to a designated number when your service is offline.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p>				
<h3>Simultaneous Ring</h3> <p>This allows you to also cause a set of other phone numbers to also ring and be able to receive an incoming call.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p>				
<p>Save ></p>				

Where a feature is activated and there is an  **Edit** icon, you can make changes to the settings for that feature. For example:

Call Forward - Busy

Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on.

☒ On ☐ Off

When I am busy, forward my calls to 0494 940 113  **Edit**




Incoming call features in detail

This page presents the features associated with your incoming calls.

These features can be enabled or disabled using the radio buttons.

Some may be unavailable (greyed out) as the given feature may not be provided with your purchased feature pack(s).

Remember, the  provides helpful tips and in this case advises:

You do not have the necessary Feature Pack to you to use this feature. Please contact your administrator to enquire about enabling this feature.

User Details

Outgoing Calls

Incoming Calls


Voicemail

Remote Office

Call Waiting


Notifies you when you receive an incoming call when you are already on a call and allows you to place the current call on hold to pick up the second call.

☒ On
 ☐ Off

Call Forward - Always 

Always forward your calls to a designated number. Note: turning this feature on will cause all other Incoming Call features to not have any effect - all calls will be forwarded regardless of the circumstance.

☐ On
 ☐ Off

Call Forward - Busy 

Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on.

☐ On
 ☒ Off

☒ On
 ☐ Off

When I am busy, forward my calls to: [None set] [Edit](#)

Call Forward - No Answer

Forward your calls to a designated number when you do not answer within a set number of rings.

☐ On
 ☒ Off

☒ On
 ☐ Off

If I don't answer after 5 rings [v](#) send my calls to 0494 940 113 [Edit](#)

Call Forward - Not Reachable

Forward your calls to a designated number when your service is offline.

☐ On
 ☒ Off

☒ On
 ☐ Off

When I cannot be reached on this number, forward my calls to: [None set] [Edit](#)

Simultaneous Ring

This allows you to also cause a set of other phone numbers to also ring and be able to receive an incoming call.

☐ On
 ☒ Off

☒ On
 ☐ Off

Also have the following numbers ring when I have an incoming call:

Phone Number	Require Answer Confirmation	
0494 940 110	<input checked="" type="checkbox"/>	x Remove

Save >



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When you click the [Edit](#) icon, a window opens to make changes (see window on the next page).

User Details

Outgoing Calls

Incoming Calls

Voicemail

Remote Office

Call Waiting

Notifies you when you receive an incoming call when you are already on a call and allows you to place the current call on hold to pick up the second call.

☒ On ☐ Off

Call Forward - Always

Always forward your calls to a designated number. Note: turning this feature on will cause all other Incoming Call features to not have any effect - all calls will be forwarded regardless of the circumstance.

☒ On ☐ Off

Always forward my calls to: **[None set]** [Edit](#)

Call Forward - Busy

Forward your calls to a designated number when you are already on a call. This feature does not take effect if the Call Waiting feature is turned on.

☒ On ☐ Off

When I am busy, forward my calls to: **0494 940 113** [Edit](#)

Call Forward - No Answer

Forward your calls to a designated number when you do not answer within a set number of rings.

☒ On ☐ Off

If I don't answer after **8 rings** ☒ send my calls to **0494 940 113** [Edit](#)

Call Forward - Not Reachable

Forward your calls to a designated number when your service is offline.

☒ On ☐ Off

When I cannot be reached on this number, forward my calls to: **[None set]** [Edit](#)

Simultaneous Ring

This allows you to also cause a set of other phone numbers to also ring and be able to receive an incoming call.

☒ On ☐ Off

Also have the following numbers ring when I have an incoming call:

Phone Number	Require Answer Confirmation	
0494 940 110	<input checked="" type="checkbox"/>	x Remove

[+ Add](#)

[Save](#) [>](#)

Quick Number

0494 940 110

0494 940 111

0494 940 112

0494 940 113

0494 940 114

0494 940 115

0494 940 116

0494 940 117

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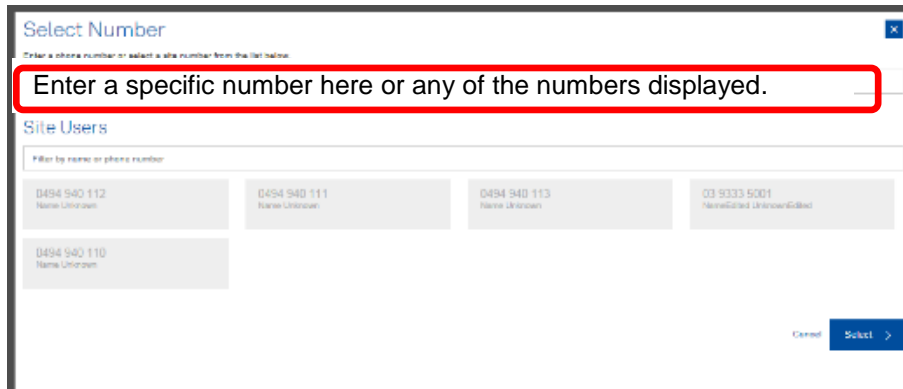
0494 940 784

0494 940 785

0494 940 786

0494 940 787

Each of the edit buttons present the following pop-up where you can enter a specific number or you can click on any of the numbers displayed to use the details for that site user.



If there are a large number of site users in this list you can use the filter field to show only those numbers beginning with the digits you require.

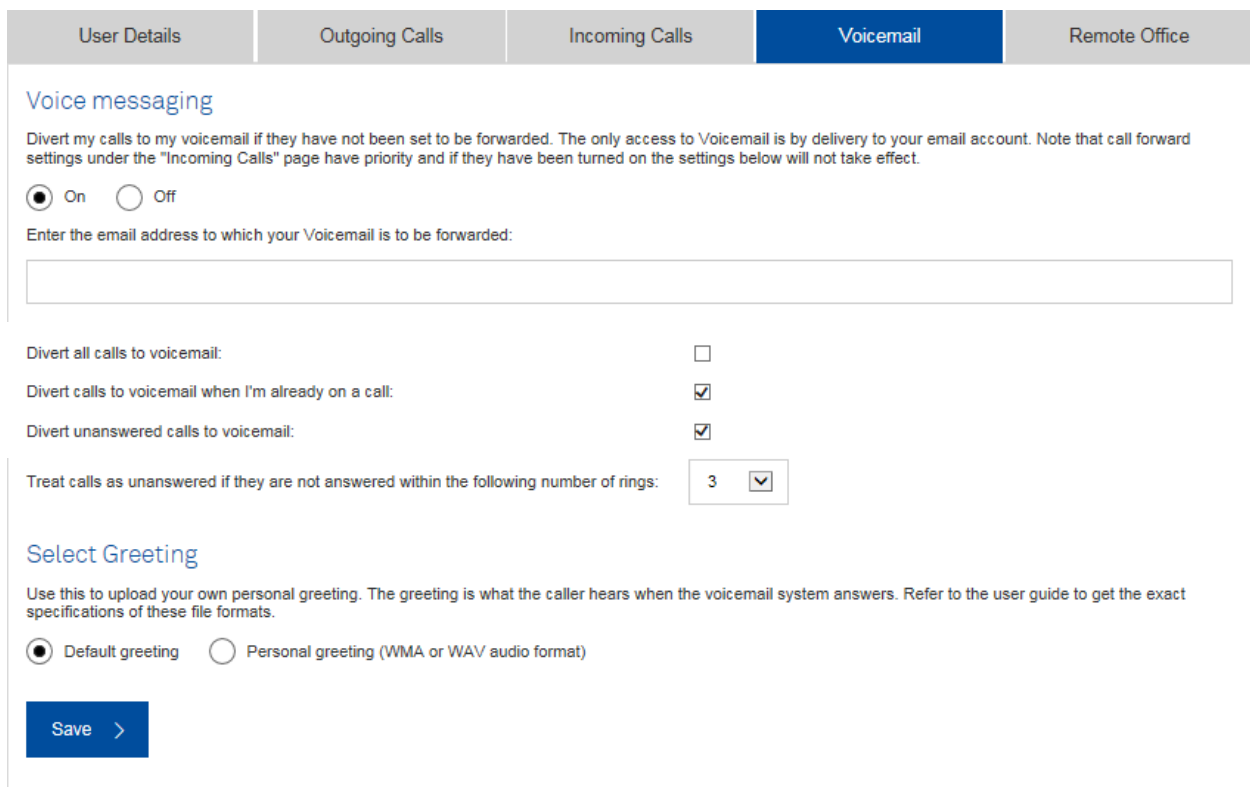
Voicemail – activate/configure

The voicemail feature allows calls to be diverted to an email address of your choice.

To activate this, select the radio button, which will open the fields to enter the email address and choose which calls you want diverted and under what conditions.

Your three options are:

1. Divert all calls.
2. Divert calls when I'm (busy) on a call.
3. Divert calls when I don't answer after X number of rings.





You can also select to use a **Default greeting** or **Personal greeting** using the radio buttons as shown.

☒ Default greeting ☐ Personal greeting (WMA or WAV audio format)

Where you select **Personal greeting** you can upload a WMV or WAV file.

Click the **Choose New Greeting** button and locate your file.

☐ Default greeting ☒ Personal greeting (WMA or WAV audio format)

Choose New Greeting

No file selected.

Remember to click **Save** >.

Remote office – activate/deactivate

The **Remote Office** feature allows you use your home phone, mobile phone or even a hotel phone as your business phone. You can make phone calls from this remote phone and have them billed to your business. The calling line ID that a caller sees is your primary (desk) phone number. This service also directs all calls coming to your business phone to ring the remote office phone.

User Details	Outgoing Calls	Incoming Calls	Voicemail	Remote Office
<p>You may set up and turn on or off the remote office feature for your phone number.</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p> <p>Save ></p>				

To activate/deactivate remote office:


1. Go to the **Remote Office** tab.
2. Select the required radio button.
3. Enter your number.
4. Click **Save** >.


User Details	Outgoing Calls	Incoming Call
<p>You may set up and turn on or off the remote office feature for your phone number.</p> <p><input checked="" type="radio"/> On <input type="radio"/> Off</p> <p>My Remote Office Number:</p> <p>98765432</p> <p>Save ></p>		

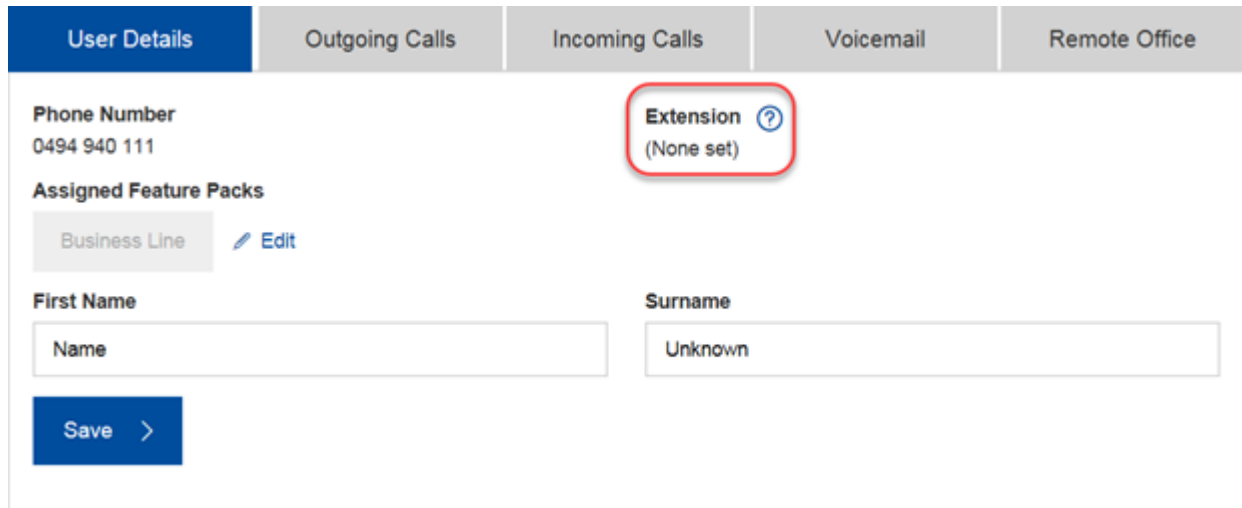


Help


For help with some features, or for username and password issues, you may need to contact your site administrator.

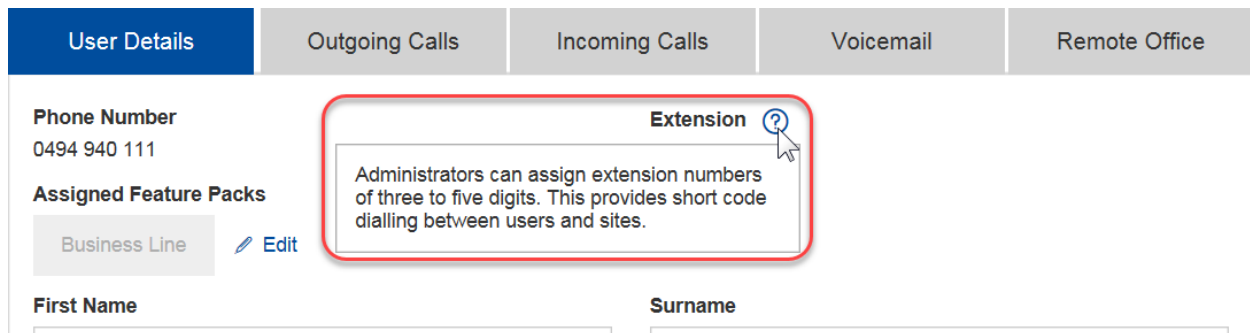
The  symbol indicates that information is available for the item immediately adjacent.

For example, on the **User Details** tab you will see a  symbol next to **Extension**.



The screenshot shows the 'User Details' tab selected. The 'Extension' field is highlighted with a red box and contains a help icon. The field value is '(None set)'. Below the field, there is a 'Save' button.

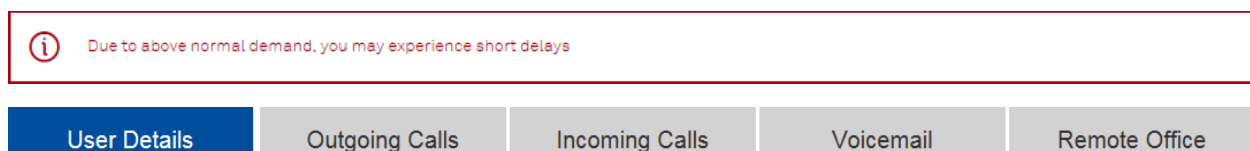
When you hover your mouse over the , help text appears as shown:



The screenshot shows the 'User Details' tab selected. The 'Extension' field is highlighted with a red box and contains a help icon. A tooltip is displayed over the help icon, containing the text: 'Administrators can assign extension numbers of three to five digits. This provides short code dialling between users and sites.'

System delay and planned maintenance messages

A notification may appear above the tab labels to advise of any system delays or planned maintenance that may impact the portal and your access to it.



The screenshot shows a notification message at the top of the page. The message is enclosed in a red border and contains an information icon and the text: 'Due to above normal demand, you may experience short delays'. Below the notification, the 'User Details' tab is selected.

For more help or access to other features, please contact your local Business SIP administrator.