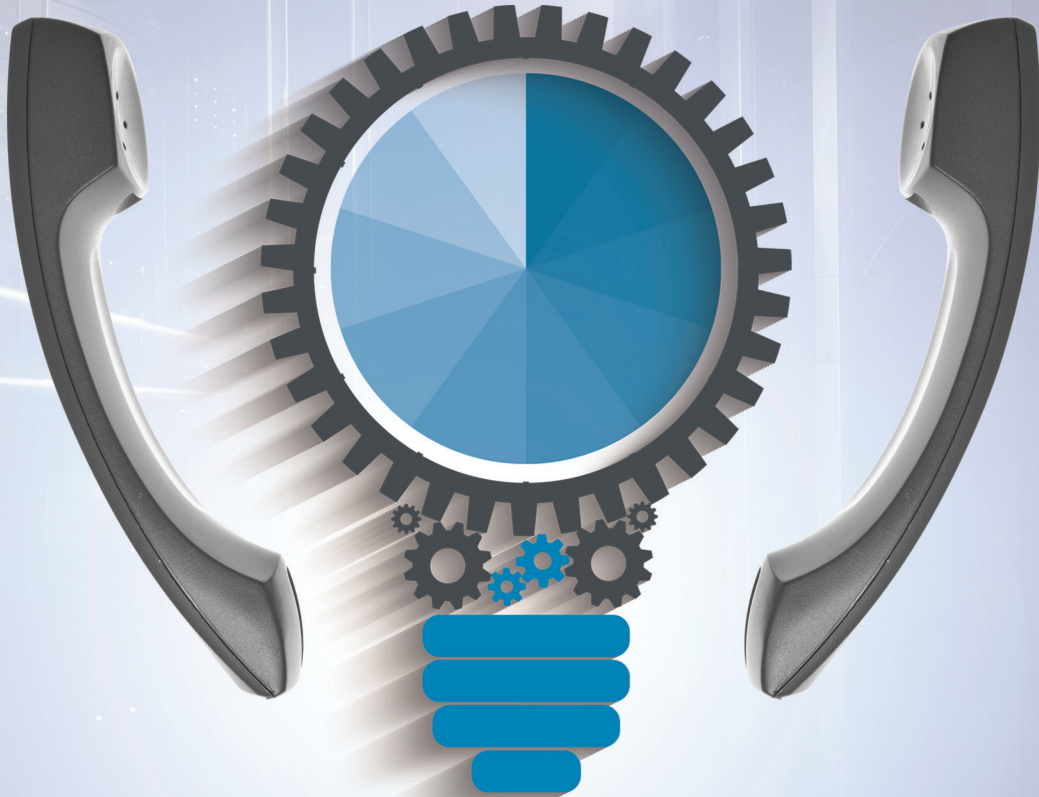


# SmartVoice® Portal



End User Quick Start Guide

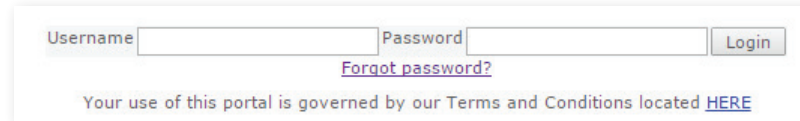


3/26/2017

## LOGIN

Go to <https://portal.sv.TPx.com>

Enter the Username and Password information provided to you by your Enterprise Administrator.



Username  Password

[Forgot password?](#)

Your use of this portal is governed by our Terms and Conditions located [HERE](#)

**Note:** During your initial login, you will be required to reset your password.

# PROFILE INFORMATION

It is important to enter your email address information under the Profile Tab. This email address will be used if you ever need to use the Forgot My Password function to log in to your account. You can also enter your name to be included in your Enterprise Directory.

**Profile**   **Calling Features**   **Utilities**

---

**Profile**

**\* indicates required field.**

**User Info**

Enterprise ID: 123456  
Group ID: 121115-730  
User ID: 3234514958@voip.tpx.net  
\* Last Name:   
\* First Name:   
Department: None  
Time Zone:

**Additional Info**

Note: Note: This information is for your Enterprise Directory which is provided for your convenience. TPx does not manage or update this information. For more details, contact your Group Administrator for more details.

Title:	<input type="text"/>	Mobile:	<input type="text"/>
Pager:	<input type="text"/>	Instant Message ID:	<input type="text"/>
E-mail:	<input type="text" value="jsmith@tpx.com"/>		
Location:	<input type="text"/>		
Address:	<input type="text"/>		
	<input type="text"/>		
City:	<input type="text"/>	State/Province:	<input type="text" value="- Select -"/>
Zip/Postal Code:	<input type="text"/>	Country:	<input type="text"/>

## PASSWORD/PASSCODE RESET

Below your contact information on the Profile Tab, you will find options to reset your SmartVoice Customer Portal (Web Portal) Password or your Voice Portal Passcode. The system will prompt you to change your password and passcode every 90 days, but you can also update them as needed at any time.

Password reset

Current Web Portal Password:

New Web Portal Password:

Re-type Password:

Current Voice Portal Passcode :

New Voice Portal Passcode:

Re-type Passcode:

### Web Portal Password Requirements:

- Cannot be the same as the User ID
- Cannot contain the old password or be the reverse of the old password
- Must contain at least 1 number
- Must contain at least 1 uppercase alpha character
- Must contain at least 1 lowercase alpha character
- Must contain at least 1 non-alphanumeric character
- Must be a minimum length of 8 characters

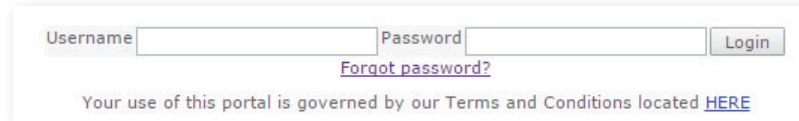
### Voice Portal Passcode Requirements:

- Must be between 6 and 10 digits
- Cannot be repeated digits (for example, 4444)
- Cannot be the user's own extension or phone number or the reverse of it
- Cannot be a portion of the user's own extension or phone number
- Cannot be the old passcode or the reverse of it (see expiration rules below)

Contact Customer Care at 877-487-8722 for additional assistance.

## FORGOT PASSWORD

If you need to reset your password, you can use the [Forgot password?](#) feature located on the main login page. Clicking on this feature will allow you to reset your password.



Username  Password

[Forgot password?](#)

Your use of this portal is governed by our Terms and Conditions located [HERE](#)

Enter your 10-digit User ID and then enter the symbols appearing on the screen.



Please enter your user ID:



Please enter symbols from the picture above, use numbers and lowercase letters only

An email will be sent to the address saved in your Profile Tab. You should receive it immediately. If you don't, check your Spam folder. If you don't have an email address saved in your Profile Tab, the system will not reset your password.

Your company's Group or Enterprise Administrator can also reset your password for you. Please contact them with any questions or issues regarding your password.

## CALLING FEATURES

The Calling Features Tab displays all of the features assigned to your account. You can view and manage the current settings for each of your features. For example, you can turn Call Forwarding On or Off from this page. You can also modify the destination number for these types of features.





**Profile** **Calling Features** Utilities

View and update your call services settings


Service type: All Services ▾

Save


**Incoming Calls**

 Call Forwarding Always	<input checked="" type="radio"/> On <input type="radio"/> Off	 720x44364x
	<input checked="" type="checkbox"/> Play Ring Reminder when a call is forwarded	
 Call Forwarding Selective	<input type="radio"/> On <input checked="" type="radio"/> Off	<a href="#">View</a> <a href="#">Edit</a>
 Sequential Ring	Service is <b>Off</b>	<a href="#">Deactivate</a> <a href="#">View</a> <a href="#">Edit</a>

**Outgoing Calls**

 Speed Dial 8	<a href="#">Edit</a>
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**Call Control**

 Call Waiting	<input checked="" type="radio"/> On <input type="radio"/> Off
---	---

If there is a feature you would like to have added to your account, an order will need to be submitted to TPx Communications to add it to your service. Please contact your company's Enterprise Administrator for more details.

## FEATURE DESCRIPTIONS

When you hover your cursor over any of your features, a brief description will display.

The screenshot displays the 'Incoming Calls' settings interface. It lists several features with their respective status and controls:

- Call Forwarding Always:** Status is **Off**. Includes a checkbox for 'Play Ring Reminder when a call is forwarded' and a text input field for a phone number.
- Call Forwarding Selective:** Status is **Off**. Includes 'View' and 'Edit' buttons.
- Do Not Disturb:** Status is **Off**. Includes a checkbox for 'Play Ring Reminder when a call is blocked'. A tooltip is visible over this feature, stating: 'Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.'
- Selective Call Acceptance:** Status is **Off**. Includes 'Deactivate', 'View', and 'Edit' buttons.
- Simultaneous Ring Personal:** Status is **Off**. Includes 'Phone numbers populated: 0' and 'View' and 'Edit' buttons.
- Sequential Ring:** Status is **Off**. Includes 'Deactivate', 'View', and 'Edit' buttons.

## HELP

### Help available

If you have any questions about a specific feature or the SmartVoice Customer Portal, there is a HELP button in the **upper right hand corner** of your screen.

This HELP Section (right) is a resource for all of your questions on the SmartVoice Customer Portal.

## BROWSER REQUIREMENTS

The SmartVoice Customer Portal is compatible with all Internet browsers, but Chrome may provide the best user experience. We do recommend that you use the latest version of your Internet browser as you may find some minor incompatibilities with older versions.

### User

- › [Welcome to your service](#)
- › **Profile**
  - › [Profile](#)
  - › [Change Password](#)
  - › [Time Schedule](#)
- › **All Services**
  - › [Anonymous Call Rejection](#)
  - › [Automatic Hold/Retrieve](#)
  - › [Call Forward No Answer](#)
  - › [Call Forward Not Reachable](#)
  - › [Call Forwarding Always](#)
  - › [Call Forwarding Busy](#)
  - › [Call Forwarding Selective](#)
  - › [Call Transfer](#)
  - › [Call Waiting](#)
  - › [Distribution Lists](#)
  - › [Do Not Disturb](#)
  - › [Greetings](#)
  - › [Line ID Blocking](#)
  - › [Selective Call Acceptance](#)
  - › [Selective Call Rejection](#)
  - › [Sequential Ring](#)
  - › [Shared Call Appearance](#)
  - › [Simultaneous Ring Personal](#)
  - › [Speed Dial 8](#)
  - › [Speed Dial 100](#)
  - › [Voice Messaging](#)
  - › [Voice Portal](#)
- › [Incoming Calls](#)
- › [Outgoing Calls](#)
- › [Call Control](#)
- › [Messaging](#)
- › **User Utilities**
  - › [Other Menus](#)
  - › [Enterprise Directory](#)
  - › [Document Repository](#)
  - › [Feature Access Codes](#)