Syntel² Voice Portal Guide

Getting Started

1.Login to the Syntel² portal by visiting
www.syntelsolutions.com and clicking the Syntel² link under
"portals"

2. Your login name will be your extension number
@yourcompanydomain

3. The default password is 2580
4. After you login click "profile" on the top right of your screen,
then scroll down to change your password.

Change Password

New Password

[   ]

Note: Password must be numbers only.

Confirm New Password

[   ]

5. After you change your password, press the envelope on your desk phone to setup your voicemail. When prompted for your password use the same as you setup in the web portal. Then follow the prompts to record your name and greeting.

Answering Rules and Time Frames

This section will guide you on how to create time frames and setup different answering rules by time of day.

1. Create a time frame by clicking the Time Frames icon, then clicking the "add time frame" button on the top right of your screen.

2. Name the time frame (i.e. Mike Business Hours) and select days of the week and times. Then check which days you would like to activate this time frame and use the line bar to set the hours.

Add a Timeframe   ✕

| Name | Mike Business Hours | **Note: Name cannot be changed** |

When   ○ Always   ● Days of the week and times   ○ Specific dates or ranges

☐ Sunday
12:00 AM   6:00 AM   12:00 PM   6:00 PM   11:59 PM   ⊕

☑ Monday
12:00 AM   6:00 AM   12:00 PM   6:00 PM   11:59 PM   ⊕

☑ Tuesday
12:00 AM   6:00 AM   12:00 PM   6:00 PM   11:59 PM   ⊕

☑ Wednesday
12:00 AM   6:00 AM   12:00 PM   6:00 PM   11:59 PM   ⊕

☑ Thursday
12:00 AM   6:00 AM   12:00 PM   6:00 PM   11:59 PM   ⊕

☑ Friday
12:00 AM   6:00 AM   12:00 PM   6:00 PM   11:59 PM   ⊕

☐ Saturday
12:00 AM   6:00 AM   12:00 PM   6:00 PM   11:59 PM   ⊕

Cancel   **Save**

3. Click the "answering rules" icon then click the "add rule" button on the top right.
4. Select the time frame you created. Now you can setup how you would like your phone(s) to ring during business hours. A popular method is checking simultaneous ring, then adding a cell phone number. This will allow both your desk phone and cell phone to ring simultaneously. You can also set the simultaneous ring to ring on a delay as shown in the example below.

Add an Answering Rule

Time Frame   Mike Business Hours   ▾   This is when your answering rule will apply

☐ **Do not disturb**
☐ **Call screening**

Call Forwarding   ☐ Always   [Extension, number or phone]

☐ When busy   [Extension, number or phone]

☐ When unanswered   [Extension, number or phone]

☐ When offline   [Extension, number or phone]

☑ Simultaneous ring   ☑ Include user's extension
☐ Ring all user's phones
☐ Answer confirmation for offnet numbers

9735555555   ⏱ 10   ⊕

☐ Just ring user's extension

Cancel   **Save**

Once this is saved, during business hours you will see the Mike Business Hours answering rule active. After hours it will revert back to the default answering rule.

Answering Rules / **Demo User (555)**   ⟳

Ring for 25 ▾ seconds   Allow / Block   **Add Rule**

Time Frame	Description	Star Codes
Mike Business Hours **Active**	Simultaneously ring x555 After 10 seconds ring (973) 555-5555	⊘ ⊗
Default	Ring x555	⊘

TIP: You can also click and drag to rearrange multiple answering rules to list their priority from top to bottom.
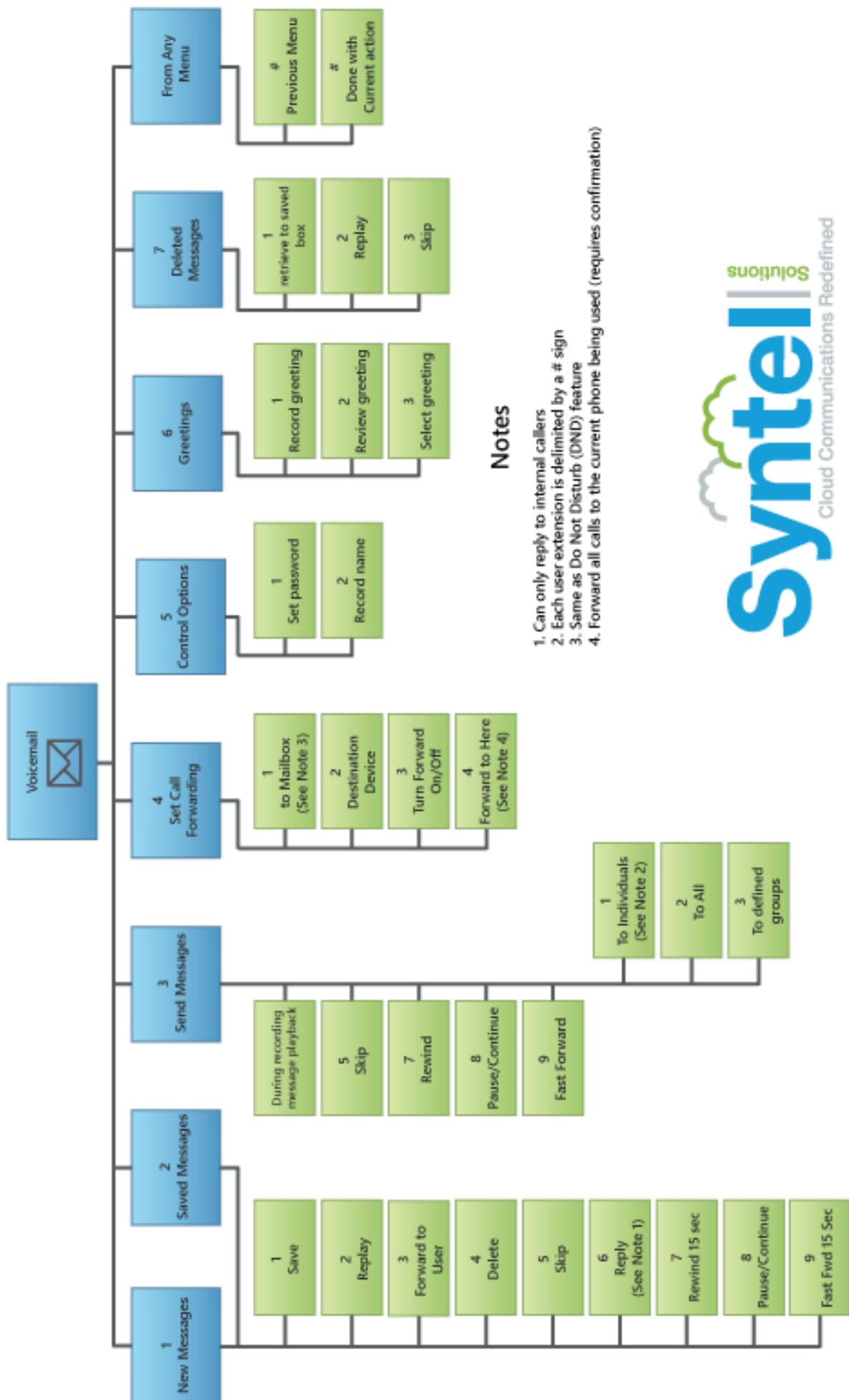
Voicemail Settings

1. To adjust voicemail settings click the "messages" icon then the "settings" button on the top left of your screen below the icon bar.
2. Here you can record greetings, make some basic changes to how your voicemails are played and other options, as well as change your unified messaging options.
3. Unified messaging is when the Syntel[2] system emails you a copy of your voicemail. The default setting is to send you the email as well as save the voicemail to your phone. A popular adjustment is to change this option to "Send w/attachment (move to trash)" as shown in the example below. This will delete the voicemail from your phone after it is emailed, to avoid having to delete the message in two places.

Unified Messaging

Email Notification   Send w/ attachment (move to trash ▾

Voicemail Menu Tree

Syntel Solutions — Cloud Communications Redefined

Voicemail ✉

1 New Messages
- 1 Save
- 2 Replay
- 3 Forward to User
- 4 Delete
- 5 Skip
- 6 Reply (See Note 1)
- 7 Rewind 15 sec
- 8 Pause/Continue
- 9 Fast Fwd 15 Sec

2 Saved Messages

3 Send Messages
- During recording message playback
  - 5 Skip
  - 7 Rewind
  - 8 Pause/Continue
  - 9 Fast Forward
- 1 To Individuals (See Note 2)
- 2 To All
- 3 To defined groups

4 Set Call Forwarding
- 1 to Mailbox (See Note 3)
- 2 Destination Device
- 3 Turn Forward On/Off
- 4 Forward to Here (See Note 4)

5 Control Options
- 1 Set password
- 2 Record name

6 Greetings
- 1 Record greeting
- 2 Review greeting
- 3 Select greeting

7 Deleted Messages
- 1 retrieve to saved box
- 2 Replay
- 3 Skip

From Any Menu
- * Previous Menu
- \# Done with Current action

Notes
1. Can only reply to internal callers
2. Each user extension is delimited by a # sign
3. Same as Do Not Disturb (DND) feature
4. Forward all calls to the current phone being used (requires confirmation)