



RINGNINE

**WEB PORTAL LOGIN, NAVIGATION AND
PASSWORD SECURITY**

MODULE 1

Version 3.040507

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The purpose of this module is to familiarize you with Web Portal login, basic functionality and password security that is available in the Ring 9 Web portal; using web portal in conjunction with your phone and how they relate when logging into and setting up your personal preferences.

Ring 9, Inc. - Web Portal Login

The following documentation was developed using Microsoft Internet Explorer 6.0; window appearances and functionality may vary depending on the web browser you utilize. Ring 9 recommends Internet Explorer for use with the Web Portal.

There are two ways to login to the Ring 9 portal, directly from the Ring 9 website at: http://www.ring9.com/customers_PCM.asp and clicking on the Portal Login or you can enter the below site/address in your url of your browser directly.

From your browser- **<ENTER>** the following site or **<CLICK>** on this link

<http://portal.ring9.com>

You may choose to add/save the website to your favorites or create a shortcut on your desktop for easier future access.



Figure 1 – Login

Prior to logging in, your company administrator should have notified you of your username and password for your Web Portal. Note this password should only

contain numeric characters with a length of 6 digits or more and will expire every thirty (30) days.

When you log on for the first time using the phone number and password provided you will be prompted to change your password for the Web Portal.

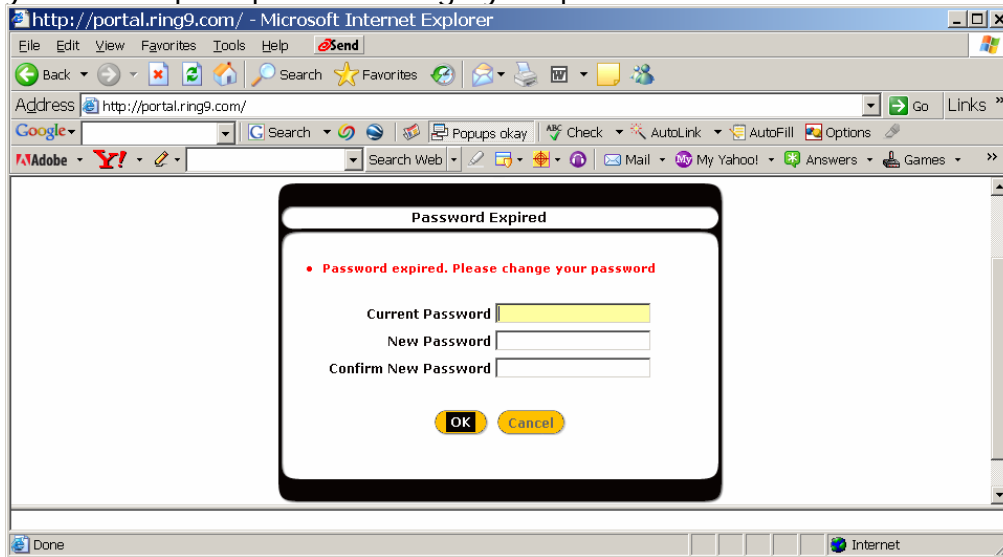


Figure 2 – Web Portal password expired

Troubleshooting – Login

- If you have not received your phone number and/or password contact your company administrator or Ring 9 Customer Support at support@ring9.com or 352.505.4155.
- After three unsuccessful login attempts you will be locked out and will need to contact your company administrator or Ring 9 Customer Support to have your user access restored. Even if you find your correct login and password, the company administrator or Ring 9 Customer support will need to unlock your account.
- Web Portal and Remote phone access have required passwords and are set to expire every thirty (30) days.

Figure 3 (next page) shows you where within your Web Portal you can change your Web Portal password whenever you determine the need to change it.

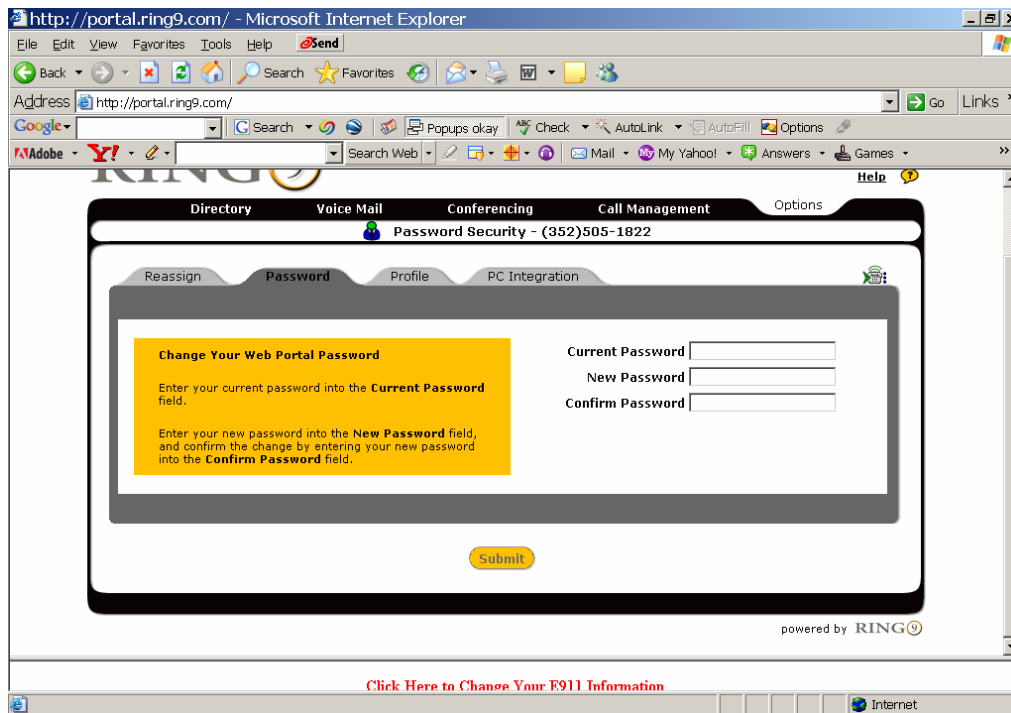


Figure 3 – Change Web Portal Password –

Once you have logged in successfully for the first time – you will be prompted by a message at the top of the browser asking to install an ActiveX control.

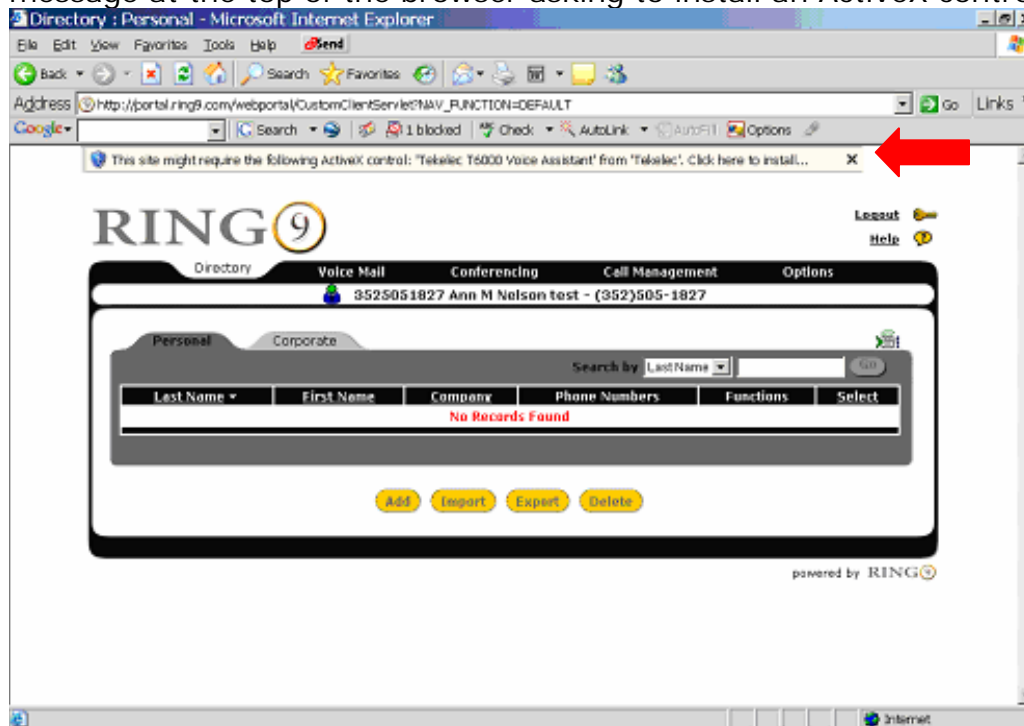


Figure 4 - ActiveX control install – **NOTE:** you will encounter additional ActiveX Controls when accessing voice mail and conferencing for the first time.

<Click> on the ActiveX control bar and answer the prompts that follow to install the ActiveX control software.



Figure 5– <Click> Install ActiveX Control



Figure 6– <Click> on Install; ActiveX Controls are installed.

Using Web Portal in Conjunction with Your Phone

The Web Portal does not provide a method for you to conduct conversations using a microphone or other audio device connected to your PC (unless you purchase the Ring 9 soft phone). You must be near your assigned phone when placing a call from the Web Portal; your phone will automatically ring to start your phone call. If the phone is equipped with a speakerphone, it will be automatically activated, as long as you do not have a headset or handset off hook or have remote phone activated.

Password Security from Remote access for Voice Mail and Remote phone features

Passwords are required for remote access to voice mail (remote phone) and also for remote forward. When you access your voice mail messages from off site you will prompted for a password (this was given to you by your systems administrator or from Ring 9, Inc.).

How to access your voice mail remotely:

- Call into the voice mail system by calling your assigned phone number
- When voice mail picks up – **<PRESS>** the * key
- You will be prompted for a password
- **<Enter>** the password followed by the # sign
- Follow the prompts

The Remote Phone access password will expire every 30 days. Voice Mail Passwords can be changed as you deem necessary from the web portal (see Figure 7) or from the phone itself (prompt 7 in voice mail)

ONLY NUMERIC CHARACTERS ARE ACCEPTED WHEN SETTING THE PASSWORD FOR REMOTE ACCESS, THEY MUST BE A MINIMUM OF SIX DIGITS AND CAN BE MORE THAN SIX DIGITS.

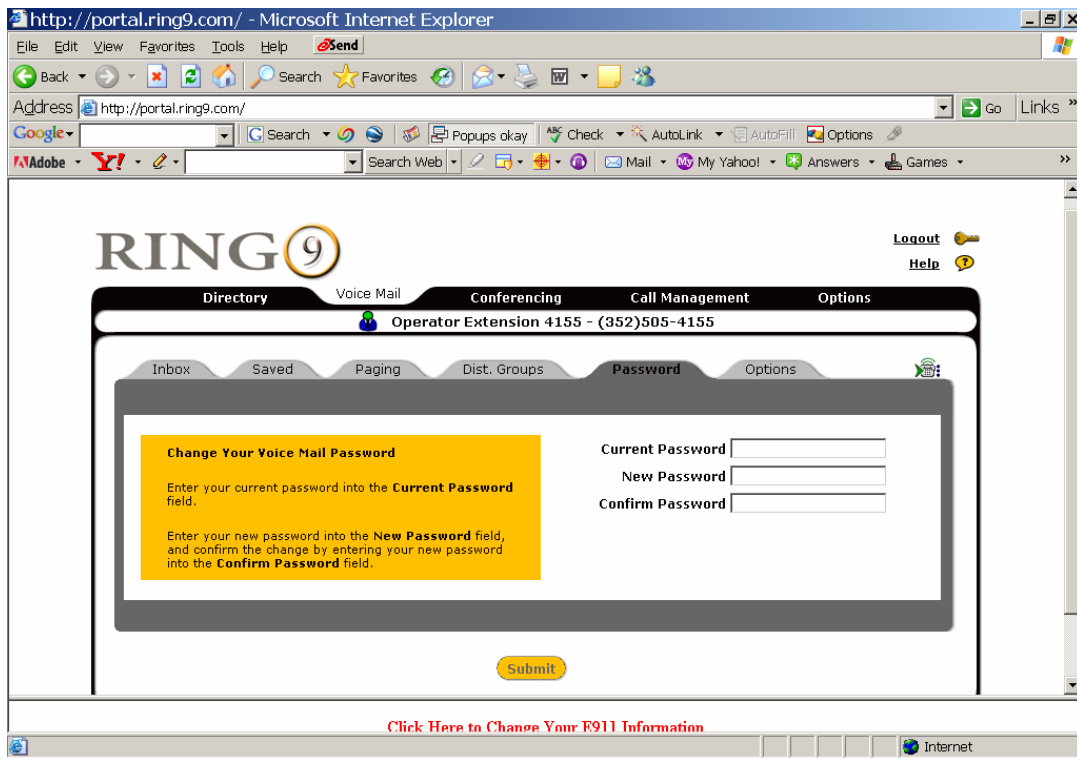


Figure 7– Change your Voice Mail Password via your Web Portal

An optional password can be set up on your phone for on site access to your voice mail. If this is needed please contact support@ring9.com and we can set that up for you.

Initial Login Screen for the Ring 9 Web Portal


Your initial login screen is defaulted to the Directory Tab. There are five basic tabs as seen below: Directory, Voice mail, Conferencing, Call Management and Options. Each provides additional sub tabs to assist in the navigation of the web portal functionality.

Menu & Menu tools




Figure 8 Directory Tab, Personal sub tab and Additional Ring 9 Web Portal Tabs

Logout is available by <Clicking> on the  located in the upper right corner of the web portal screen.

Help is available by <Clicking> on the Help  also in the upper right corner of the web portal screen. You will be redirected to Web Portal Help and can select Help using the buttons below:



Help is also available throughout this document by holding your mouse over underlined text and using <CTRL (control) CLICK>. This will take you to the online system Help documentation.

Call Control Window - to access the Call Control Window from any of the Portal Tabs - <Click> on the Call Control Button (). Depending on your set up you will either have access to the Standard Call Control Feature or the Voice Assistant Feature. (See Figure 9 below, Options Tab- Setting Call Agent IP Address to establish the Voice Assistant Feature).

Directory tab

Sub tabs include:

[Corporate Directory](#) - listing all of your company's extension numbers.

[Personal Directory](#) - where you can add your favorite phone numbers.

Voice Mail

Sub tabs include: Inbox, Saved, Paging, Distribution Groups, Password and Options.

From the [Inbox](#) or [Saved](#) sub tabs you can play, forward, save, delete voice mail messages or return the callers call.

Set up your voice mail in the [Paging](#) and/or [Distribution Groups](#) sub tabs to be notified when you receive any messages.

Within the Password sub tab you can [change your voice mail password](#). This password must not contain any alpha characters as you not able to enter them into the physical phone.

The [Options](#) sub tab allows you to enable Email Forwarding of new voice mail messages to an email address.

Conferencing

Sub tabs include: Meet-Me, Dialout, Find and Join.

To [schedule](#) Meet-Me Conference calls, if allowed, by your company administrator.

The Dialout sub tab allows you to load attendees which need to be called to join the call. The [Find](#) feature allows any user, who may have forgotten the information for a Meet-Me Conference, to search for information about the conference. The Join sub tab provides your internal join id and your external join id to participate in internal or external conference calling.

Call Management


Sub tabs include: Logs, Find-Me, Call treatment, Speed dials and Privacy Guard.

Allows you to view and manage a [log](#) of all calls arriving at your telephone, [screen calls](#) by setting up call handling rules based on incoming telephone numbers, manage the [forwarding](#) of calls from your phone and [control calls](#) from the Web Portal. You can also modify the preset [speed dials](#) on your phone.

Options

Sub tabs include: Reassign, Password, Profile and PC Integration. Allows the ability to [change your telephone/Web Portal password](#), [reassign the phone](#) number to a different phone, and set up your personal [profile](#) for Web Portal. If your company administrator has configured a button on your phone for it, you can set up a [remote phone](#) that acts as your IP phone. Also, if your system allows it, you may have a tab that will allow you to [integrate TAPI-based applications](#) (such as Outlook) to work with the Web Portal.

Options tab, Profile sub tab - Setting Call Agent IP Address:

The first time you **<Click>** on the Call Control button () for the Voice Assistant (Not required for Standard Call Control functions) you may be prompted to enter the IP addresses as shown in Figure 9 below. If you aren't then the call agents were auto populated for you.

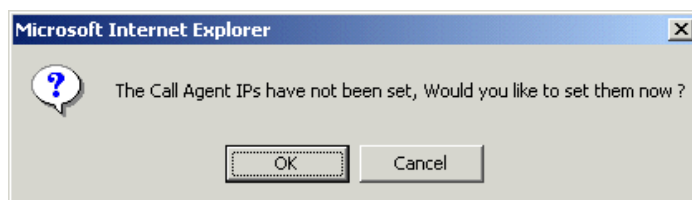


Figure 9

<Click> OK on this dialog, you will be redirected to the *Options > Profile* sub tab where you can enter the Call Agent IP addresses provided by your company

administrator. (Call Agent IP addresses are CA1 4.71.8.52 and CA 2 4.71.8.55 and can be seen in Fig. 10).

On the *Profile* screen shown in Fig. 10 (next page) there is a check box to: **"Click to Call"** for both the Standard Call Control and the Voice Assistant **<CHECK>** this option.

"Launch VA at startup", **<CHECK>** to automatically start the Voice Assistant when you bring up the Web Portal. If this is not an option then you do not have access to Voice Assistant and will be using the Standard Call Control.

<CHECK> Click to Call for both features.







Figure 10 -Setting Call Agent IP Address on Options > Profile Screen

Paging through Web Portal Lists

You can page through a list in Web Portal using the controls at the bottom right side of the screen.



The links have the following functionality:

-  Takes you to the first page of the directory listing.
-  Takes you to the page preceding the current page.
-  Takes you to the last page of the directory listing.
-  Takes you to the next page of the directory listing.
- Number field - Takes you to the page selected by typing in a number or pulling down the arrow to select a page number.