



Managed, Maintained, Monitored
SECURE CLOUD NETWORKS

Reference Guide

Welcome

Congratulations on your organization's decision to implement **M3S-Cloud** powered by Today's Telecommunications Industries, L.L.C. The goal of this guide is to have you effectively using your new system immediately following its installation. It will guide you and your staff through the basics but a scheduled training session is recommended for the more robust features. You will also be given a quick user guide for the SIP handset that your organization selected to use.

Highlights of your Reference Guide:

- How to request training & service
- Where to find customer documents
- M3S-Cloud contact information
- How to access your M3S-Cloud portal
- Where to find your Help Tool
- Voice Mailbox Setup
- Leaving & Retrieving Messages

Enjoy your new **M3S-Cloud** system and thank you for choosing Today's Telecommunications Industries, L.L.C. and our staff as your organization's communications expert.



Contact Us

To schedule a detailed training session, please contact us at
713.595.8111
or by email at
support@m3scloud.com

To submit a service request, please visit our website at
www.ttihouston.com
and click our *Request Service* button

Terms of Service & Policy Notices are located at
www.ttihouston.com/m3s-cloud

For billing - accounting@m3scloud.com

For support - support@m3scloud.com

Note: Unlike other cloud service providers, M3S-Cloud Account Managers and Sales Representatives are invested in your organization even after installation. So please copy them on any correspondence with our billing and support teams so that they can be of additional assistance to you.



Administration Portal

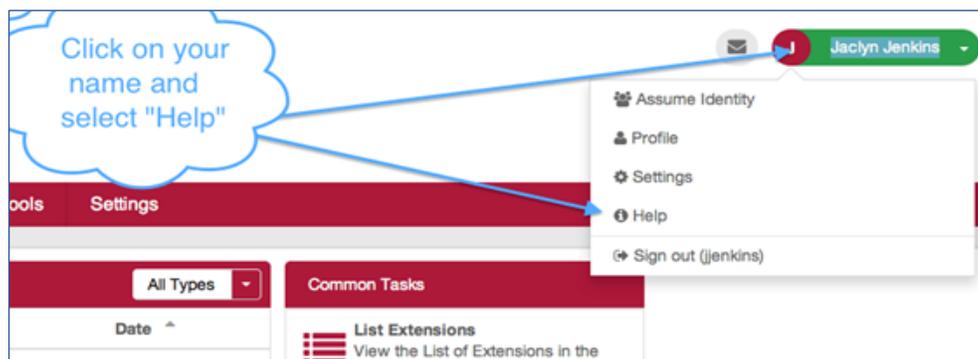
Portal Access

You may access your administration portal by going to www.m3scloud.com. Type in the user name and password that was given to you and click *Sign In*. In your portal, you will receive important messages and updates about your M3S-Cloud system. You will also be able to access items such as Dashboard, Call Center and Conference Bridge if you have signed up for these features.

Portal Help Tool

By accessing our Help Tool, you will be able to find up to date user guides and training documents that pertain to your customized M3S-Cloud system. As features are updated, your portal and Help Tool will automatically be updated as well.

We encourage you to familiarize yourself with your portal and Help Tool to truly gain the best experience of your M3S-Cloud system.



M3S-Cloud Voicemail

Voicemail

To initially set up voicemail, press the “message” key on your phone (or dial * and ext. number if you do not have a message key), enter your password which is your extension number (default). At this point, you will be guided through the process of a first time set-up. Follow the prompts to set up your new password, name, and greetings. You should change your password when prompted to something other than your extension. If you leave your ext. number as your password, each time you access your VM box, you will hear the set up wizard again, so we *highly* recommend changing it. Also, the name that you record in the mailbox will be the same recording callers hear when they access the company directory and the find me feature.

Checking voicemail from a M3S-Cloud phone on site

1. Press the Messages Button, or dial *(star) and your ext. #
2. Enter your password + “#” (Default is your extension number)
3. Follow the prompts

Checking Voicemail Remotely (For this option to work your calls must go directly to an auto attendant)

1. Call main number, at main auto attendant press “#” (Or option configured for Voicemail)
2. When you hear the prompt enter your mailbox number
3. When you hear the prompt enter your password + “#”
4. Follow the voicemail menu prompts

Main Menu Options

1. New/old messages (*=rewind; #=fast fwd)
2. Change folders
3. Advanced options
 1. Leave msg. for another user
 - *. Return to main menu
0. Mailbox options
 1. Record unavailable greeting
 2. Record busy greeting
 3. Record name
 4. Record temporary greeting
 5. Change password
 - *. Return to main menu
- *. Help
- #. Exit

Mailbox Options after listening to a message

3. Advanced options
 1. Send reply
 3. Hear envelope (date/time, number of caller)
 5. Leave msg. for another user
 - *. Return to main menu
5. Repeat current msg.
6. Play next msg.
7. Delete
8. Forward to another user
9. Save to folder
 0. New
 1. Old
 2. Work
 3. Family
 4. Friends
- *. Help
- #. Exit

