

End User Customer Journey



Optus Loop

Quick Reference User Guide

OPTUS

optus.com.au/loopsupport

Optus Loop Overview

Optus Loop is a cloud based Unified Communications suite of products. It has collaboration tools, allows you to Talk, Chat, have video calls and share files over your desktop.

You can use Optus Loop on any device from a Yealink desk phone to your desktop, mobile device or tablet.

Once your company has purchased the Optus Loop product it needs to be setup specifically for your company and you.

What's involved in setting up your Optus Loop User Settings

You have now received your new Optus Loop telephony system.....what next?

This Quick Reference Guide will show you what to expect and what you should do next.

Once Optus has done the initial configuration of your Optus Loop system, there will be an Administrator in your company that will complete your new Optus Loop system setup

Once your company Administrator finishes setting up your service, you will receive emails containing Links, User ID and Password information so you can access your My Phone portal to set up features to assist you in handling calls.

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+61-290277513
Emergency Services Address: 1 Lyonpark Rd Maguarie Park, AU-NSW 2113 AUS

Language : English Profile Support Sign Out

Optus Loop
My Phone

Home My Messages My Features My Rules My Numbers My Call History

Welcome to the Optus Loop User Dashboard

This site allows you full access into your personal phone service settings, allowing you to customise your service to fit your needs. The site is laid out with convenient tabs, allowing you to easily navigate to the desired feature.

My Messages — Make sure you get your messages, regardless of your location. By selecting to be notified of messages via text or email, or even receiving voice mails messages via any email address, you can ensure you stay in contact.

My Features — Access to user features like Call Forwarding, Call Waiting, and Anywhere. Click on this tab to activate/deactivate these features, as well as enter desired numbers to which calls can be forwarded based on your personal needs.

My Rules — Selected call handling based on the phone number of the person calling, the time of day, or both. By combining multiple common features into an easy to use interface, you can create unique solutions to handling calls from key people.

My Numbers — An easy to use inventory of numbers that can be selected for feature assignments. By adding your cell phone, home phone, or any other phone number, you will be able to select these numbers when managing your various features.

My Call History — A quick view of recent calls, whether they were made by you, answered by you, or missed altogether. The listing provides details of the called/calling party, as well as a simple click to dial option to initiate a call from your desk phone to the number listed.

The sort of "Station type" or license you are assigned determines the number of emails you will receive from Optus Loop, so you can expect to receive between 2 and 4 emails.

Users who have an Optus Loop Premium Station type (license) assigned will have the Optus Loop Voice UC soft phone applications and will receive 4 initial emails.

Each of these emails will advise you of your different Usernames and passwords and links to different soft phones and portals you will need to access.

Optus Loop – End User Email Types

Your My Phone Login Credentials	initial account creation
Your My Phone Password Credentials	initial password
PC Client Information	initial user id & download information
Mobile Client Information	initial user id & download information
Your My Phone Voice Portal passcode has been	change request
reset Your Account has been updated	change request

Tip – look in your junk or spam folder if you don't receive any emails in your Inbox

Here's an example of your **initial Account Creation email**.

From: no-replies@loop.optus.com.au [<mailto:no-replies@loop.optus.com.au>]
Subject: Optus Loop - Your MyPhone Login Credentials

 (Ctrl)

Thanks for creating a new user for access to your Optus Loop portal.

Your MyPhone Login ID and Password for telephone number [+61111111111](tel:+61111111111) is:

MyPhone Portal Login ID: [JoeS](#)
 Extension: 1111
 Voice Portal access number: [+61111111111](tel:+61111111111)
 Voice Portal passcode: 1234

(Note: your password and UC user login will be sent in a separate email)

Click here to login to [My Phone](#) or copy and paste the following URL into your browser:
<http://loop.optus.com.au/myphone/control/main>

Cheers,
Your Optus Business team

[Help & Support](#)
[Privacy](#)

This email was sent by: Optus 1 [Lyonspark](#) Road Macquarie Park, NSW, 2113, Australia.
 If you are not the intended recipient and we've sent this email to you in error, please let us know [here](#).

THIS IS A SYSTEM GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS MESSAGE.

This provides you with your Phone Number, your extension number, your My Phone Portal Login ID, your Voice Portal access number and your initial Voice Portal passcode. It also contains the link to the My Phone Portal.

Tip – Keep this email

Here's an example of your initial Password Credentials email

Your My Phone Login Credentials email

From: no-replies@loop.optus.com.au [<mailto:no-replies@loop.optus.com.au>]

Subject: Optus Loop - Your MyPhone Password Credentials

OPTUS

Hi JoeS.

Please use the following password to log into your My Phone Account for telephone number [+61111111111](#)

Password: 9qeW4yEs

You will be required to update your password after login. Password must be at least a minimum of 8 characters, and include 1 letter, 1 number, and 1 special character.

Cheers,

Your Optus Business team

[Help & Support](#)

[Privacy](#)

This email was sent by: Optus 1 Lyonpark Road Macquarie Park, NSW, 2113, Australia.

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Now you have both the login credentials in the 1st email and your new default password in the 2nd email you can now access your My Phone Portal and update your password when requested.

Tip – the password rules are listed in this email.

Tip – keep these emails

If your account is configured to use Optus Loop UC clients for Desktop, Mobile or Tablet, you will receive an email containing your **Optus Loop UC User Login** name, and the password for this will be the same password that you use for the My Phone Portal.

Here's an example of your PC Mobile or Tablet Client Information email

Your PC Mobile or Tablet Client Information Email

From: no-replies@loop.optus.com.au [<mailto:no-replies@loop.optus.com.au>]

Subject: Optus Loop – PC Client Information

OPTUS

Hi JoeS,

Your account has been updated to use the Optus Loop PC Client. Please download your applicable version (PC or MAC).

[PC Link](#)

[MAC Link](#)

Your User Login: 6111111111@loop.optus.com.au

Your password is the same as the one used to login to your MyPhone portal.

Cheers,

Your Optus Business team

[Help & Support](#)

[Privacy](#)

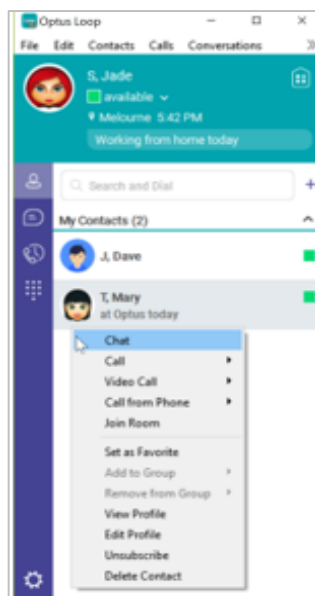
This email was sent by: Optus 1 Lyonpark Road Macquarie Park, NSW, 2113, Australia.

If you are not the intended recipient and we've sent this email to you in error, please let us know [here](#).

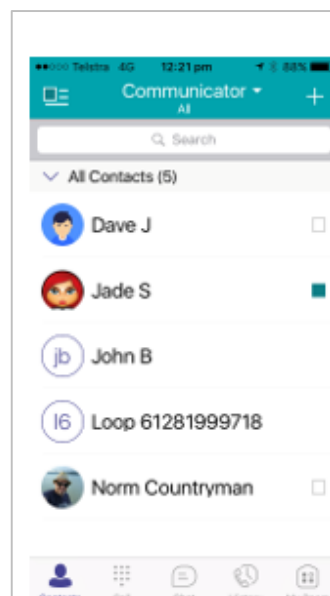
THIS IS A SYSTEM GENERATED EMAIL. PLEASE DO NOT REPLY TO THIS MESSAGE.

Tip – keep this email also

Desktop Client



Mobile Client



Here's an example of your PC Mobile or Tablet Client Information email Cont.

Any changes to your service made by you or your administrator will generate a confirmation email which will include a table with an X to indicate the change request type.

Account Change Request Email - example

From: no-replies@loop.optus.com.au [<mailto:no-replies@loop.optus.com.au>]
Subject: Optus Loop - Your user account has been created

OPTUS

Re: ~~Notification of Account Information Change or Create for Account No: xxxxx.xxxxxx@optus.com.au~~

Service Request Number(s): 12345

Hi ~~xxxxxxxxx~~,

The below email is to notify you of changes made or an update to one of the following information related to your Optus Loop service stated above. For security purposes, we cannot communicate the changed information to you in this email. However, if these changes were not made by you, please contact your SMB Premium Optus Loop Support team.

Below is the change made to your Optus Loop portal:

Change or add a new account
 Change or create a new password
 Request for new password due to forgotten password
 X Change of existing or add in a new postal or email address

Please note that if none of the boxes above are ticked no changes have occurred.

Cheers,
Your Optus Business team

Help & Support
 Privacy

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If you reset your voice portal passcode in My Phone an email will be generated to confirm the change and provide you with a new default Voice Portal Passcode.

Here's an example of your PC Mobile or Tablet Client Information email Cont.

Your My Phone Voice Portal Passcode Reset Email - example

From: no-replies@loop.optus.com.au [<mailto:no-replies@loop.optus.com.au>]

Subject: Optus Loop – Your MyPhone Voice Portal passcode has been reset

OPTUS

Hi JoeS,

Your MyPhone Login ID and Password for telephone number +61111111111 is:

Login ID: JoeS
 Voice Portal access number: +61111111111
 Voice Portal passcode: 1234



Click here to login to My Phone or copy and paste the following URL into your browser:

<http://loop.optus.com.au/myphone/control/main>

Cheers,
Your Optus Business team

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This email was sent by: Optus [1 Lyonpark Road Macquarie Park, NSW, 2113, Australia](#).
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You are now ready to access your My Phone Portal where you can set up and customise your personal phone service settings.

Remember your User Id and Password were sent to you on your Initial 2 x emails.

My Phone Portal Overview

Login

User Name:

Password:

Login

[Forgot Username?](#) [Forgot Password?](#)

Language - English [Change](#)

Here's an example of your PC Mobile or Tablet Client Information email Cont.

When you click on the My Phone link in the email you will be prompted to enter your User ID and password. **Remember - this is in your initial Account Creation email and initial Password Credentials email.** Your User ID is setup by your Administrator so if you aren't sure, **check with your Administrator.**

Your initial password is a temporary or default password, and you'll be prompted to change your password. Choose a password that is suitable to you and that is easy for you to remember. **Remember - the password rules are also listed in your initial Password Credentials email.**

You can set up a lot of features in the My Phone portal. There are guides on the Support page to step you through setting up these features.

What you need to do in the Optus Loop My Phone portal to start using the softphones

If you have the Optus Loop Premium license, after you have logged into the My Phone portal you will need to download the desktop UC softphone and your mobile and tablet UC softphone

1. Once logged into **My Phone**
2. Go to **My Features**
3. Select **Desktop Softphone**
4. Follow the prompts on the screen to download the Desktop Softphone, then
5. Select **UC-Tablet**
6. Follow the prompts on the screen to download the UC-Tablet Softphone

Note: follow the guides on the support page for step by step instructions on how to download the different soft phones.

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Home My Messages **My Features** My Rules My Numbers My Call History

Overview
Mobile App
Desktop Softphone
UC-Tablet
Forward All Calls
Do Not Disturb
Remote Office
Sim Ring/Anywhere
Forward Unanswered Calls
Call Waiting
Business Continuity
Reject Unidentified Callers
Barge In
Sequential Ring
Dialer for Chrome
Hoteling Guest

Desktop Communicator Downloads
Your User Name: [redacted]@cloudvoice.optus.com.au
Your password is the same as the one used to login into this dashboard

Desktop Communicator for PC
Download

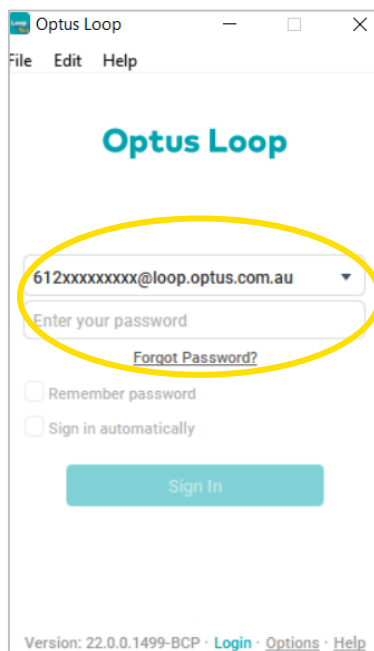
Outlook Add-In (For Windows Only):
Note: Your Email Administrator will need to add SIP Addresses to your address book. Please refer to the User Guide for additional instructions.
Download

Desktop Communicator for MAC
Download

What you need to do in the Optus Loop My Phone portal to start using the softphones Cont.

The Optus Loop Voice UC App is now installed. To Log in for the first time:

1. Enter your **Username**
(Your User Name is: 612xxxxxxx@loop.optus.com.au)
2. Enter your **Password** (This is the same password you use to access **My Phone** portal)
3. Click **Sign In**



For more detailed instructions on customising features view "how to videos" or Quick Reference guides on the Optus Support website.

[**Optus Loop Support**](#)