CITYNET

Digital Phone

Citynet Digital Phone Features & How to use them

All Features are included with Citynet Service

Customer Phone Manager:
  —Free to you is our online Customer Phone Manager where you can access all these wonderful features
  —To get to Customer Phone Manager
    • Go to http://www.citynet.net
    • Sign in using your Account # and password at the top of the page
    • Click on Digital Phone Service
  —You are now in the Customer Phone Manager

My Account:

CITYNET
CUSTOMER ACCOUNT MANAGER

Logged in as Wilvoip bungard □ Logout   Thursday, January 10 @ 2:28PM □ Citynet

My Account | Digital Phone | Conf. Calling | Services | Contacts | Call Detail | Help

Account Details | Current Billing | Invoices | Security (Users) | 911 Addresses | Service Addresses

Account Details

[Edit Details] [Change Password]

Account ID:
First Name:
Last Name:
Address:

City, State Zip:
Phone:
Other Phone:
Fax:
Billing Email Address:
Billing Address:
Billing Phone:
Invoice Day:
Invoice Delivery Method:
Payment Method:

After entering in your account number and password. You will come to the account manager. This will allow you to view or update your account online. The default tab is the "My account" this tab will list

You can edit your account details or change your password here.

ACH Accounts

Primary	Account Number	Account Type	

You currently have no ACH Accounts set up.

[Add ACH Account]

Credit Cards

Primary	Card Number	Exp. Date	

You currently have no Credit Cards set up.

[Add Credit Card]

113 Platinum Drive, Suite B □ Bridgeport, WV 26330 □ Support: 800.881.2638 □ Sales: 800.903.8906 □ Fax: 304.848.5410
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Digital Phone:

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CUSTOMER ACCOUNT MANAGER

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| My Account | Digital Phone | Conf. Calling | Services | Contacts | Call Detail | Help |

Current Status | Virtual Console | Voicemail | Call Options | Equipment | SIP Accounts | Number Porting

SIP Accounts

[Create New SIP Account]

Digital Phone Service Server: voip01.citynet.net

* Please note that any changes below could result in a temporary loss of service.

SIP Description	Username	Password	Hardware	Caller ID	Ext. Group	Status
					Default	Unregistered

> **Under the "Create New Sip Account" you can add a new sip account.**

> **Under the "Sip Accounts" you will be able to check the sip account, set a Ext. Group.**

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Current Status:

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CUSTOMER ACCOUNT MANAGER

Logged in as   □ Logout   Thursday, January 10 @ 2:34PM □ Citynet

| My Account | Digital Phone | Conf. Calling | Services | Contacts | Call Detail | Help |

Current Status | Virtual Console | Voicemail | Call Options | Equipment | SIP Accounts | Number Porting

Current Status / Phone Numbers

[Add Phone Numbers]

Number	Description	Voicemail #	Rules	Schedule	Dial Plan
				-- Please Select --	Ring Sip Device [Set Call Forward Number]

> **The first under the "Digital Phone" is the "Current Status" tab. This tab will allow you to set schedules, and Dial Plans for your phone. This tab will also let you set a number for call forwarding. The next tab we will look at will be the "Virtual Console".**

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Voicemail:
  —Play back messages online and by email
  —To access from the phone dial 777#
  —Access mailbox from anywhere
    • Call your number and when you hear the greeting press * (star)
    • Enter your 4-digit password
    • You should now be in the Voicemail Mailbox
      -From here you can check messages or
      -You can press 0 to record personal greetings and choose other options on how your call is answered

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CUSTOMER ACCOUNT MANAGER

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| My Account | Digital Phone | Conf. Calling | Services | Contacts | Call Detail | Help |

Current Status | Virtual Console | Voicemail | Call Options | Equipment | SIP Accounts | Number Porting

Voicemail

[Create New Voicemail]

Mailbox Number Password Name Email   Messages

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                                           ...erved.

Under the "Voicemail" tab you will be able to create, change or view your current voice mails.
The next tab we will look at is the "Call Options" tab.

Keep Your Same Number

    —As long as you can get our service, you can port an exsisting telephone number to Citynet

    —Porting Process

- Go to Customer Phone Manager
- Click on Number Porting
- Click on "Port an existing phone number from another provider"
- Fill out the short form
- Number will be ported in 10-14 days
- Once ported, you will receive an email from us stating it has been ported
- You can then remove the temporary number from your account
- NOTE: it is a good idea to verify with your previous phone company that your account is cancelled

Caller ID with Name

—Displays Name and Number of Incoming Callers

—Works with all Caller-ID enabled phones

—Citynet's Caller ID service utilizes internal and 3rd party databases.
   If a caller name does not appear on your Caller ID, you can
   add the entry to the database by going to the HELP section of
   the Customer Phone Manager and submitting a Caller ID Request.

—To change internal Caller ID Name
   • Go to Customer Phone Manager
   • Click on SIP accounts
   • Click on default SIP accounts
   • Enter a name for the caller-id where it says Internal Caller ID Name
   • Click submit
   • Reboot equipment or wait 10 minutes

Call Waiting:

—Can be turned on or off in Customer Phone Manager online
   • To turn off call waiting
   • Go to Customer Phone Manager
   • Click on Equipment
   • Click on Serial # of your Equipment
   • Set Call Waiting to Disabled
   • After applying changes make sure to reboot equipment or wait 10 minutes

—Can be disabled on a call to call basis just by dialing *70 in front of the number

—When you hear a beep on a call, press the Flash Button or the Switch Hook on the phone to

connect to the second party

24/7/365 Tech Support
—Anytime you need us we are here, 100% free support

Three-Way Calling:
Setting up a 3-Way Call
—Dial your first party as you normally would.
—Once connected, press the Flash Button or Switch Hook on your phone and dial the second party.
—After the second party is connected, press the Flash Button or Switch Hook again, and you're all connected.

Call Forwarding
—Can be turned on or off in Customer Phone Manager online
—Call forward your number to any number in the United States
  • To set a default Call forward when phone is not answered
    -Go to Customer Phone Manager
    -Click on Current Status
    -Click on your telephone number
    -Type the number in the box beside of Default call forward number
    -Click Submit
  • To set up a Rule on the account to call forward a specified number
    -Go to Customer Phone Manager
    -Place mouse over Call Options
    -Click on Rules
    -Click Create new rule
    -Type the name of the rule
    -Select your action, in this case "Call Forward Automatic"
    -Specify the number you would like the calls forwarded to
    -In the larger box, type the number or numbers you would like forwarded now
    -Click submit
  • To set the rule to work now that you have created it
    -Go to Current Status
    -You will now see a box that says Add rule
    -Click in the drop down box and click your rule
    -Rule is now applied
  • To remove a rule, just click remove on current status page by the rule you have applied

Call Blocking
—Block unwanted calls by setting up a rule on the account
—To set up a call Block
  • Go to Customer Phone Manager
  • Place mouse over Call Options
  • Click on Rules
  • Click Create a new rule
  • Type the name of the rule
  • Select your action, in this case "Do Not Disturb"
    -In the larger box, type the number or numbers you would like blocked

-Click submit

—To set the rule to work now that you have created it
   • Go to Current Status
   • You will now see a box that says Add Rule
   • Click in the drop down box and click your rule
   • Rule is now applied
—To remove a rule, just click Remove Rule on current status page by the rule you have applied

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| My Account | Digital Phone | Conf. Calling | Services | Contacts | Call Detail | Help |

Current Status | Virtual Console | Voicemail | Call Options | Equipment | SIP Accounts | Number Porting

Manage Rules

[Back to Rules]

Setup your rule through the form below. You may specify a rule for handling of incoming calls based on the caller ID of the person calling.

Rule Name: _____

Dial Action: -- Select Action --

If you would like call forward, please specify the call forward number: _____

Enter Numbers:

Use "X" as a wildcard

To restrict unknown callers use ten zeros as the number. 0000000000

Submit

To create a rule first enter in a name.

Then enter the action you want to take place.

Here you can set a number to auto forward.

Here you can set numbers to be blocked or left out.

Dial Planner

　　—-This is a way to set up how the phone rings
　　—-Set the number of seconds before voicemail picks up the call
　　—-Set both your cell phone and digital phone to ring at the same time
　　—-Set up the order in which to ring multiple devices
　　—-Many more possibilities with the Dial Planner
　　—-To access the Dial planner
　　　　• Go to Customer Phone Manager
　　　　• Mouse over Call Options
　　　　• Click on Dial Plans
　　　　• Click on Create New Dial Plan
　　　　• Name the plan
　　　　• Create the step by step process for what you are trying to accomplish
　　　　• Then click save changes
　　—To set the Dial Plan to work now that you have created it
　　　　• Go to Current Status
　　　　• Click in the drop down box under dial plans and click your Dial plan
　　　　• Dial Plan is now applied
　　—To remove Dial Plan just click on Ring Sip Account and the attendant is removed

Call Scheduler
  —The schedule feature allows custom handling of incoming calls depending on the time of day and day of week
  —To set up a schedule
    • Go to Customer Phone Manager
    • Place mouse over Call Options
    • Click on Schedule
    • Click create new schedule
    • Set schedule name
    • Select Action
    • Select days of week you want it to effect
    • Select the time of day
    • Click submit
  —-To set the schedule to work now that you have created it
    • Go to Current Status
    • Click in the drop down box under schedule and click your   schedule
    • Schedule is now applied
  —To remove schedule just click remove schedule and the schedule is removed

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| My Account | Digital Phone | Conf. Calling | Services | Contacts | Call Detail | Help |

Current Status | Virtual Console | Voicemail | Call Options | Equipment | SIP Accounts | Number Porting

Manage Schedules

The schedule feature allows custom handling of incoming calls depending on the time of day and day of week.

Create a new schedule

Under the "Manage Schedules" link you will be able to create, or edit your schedules.

Schedule Name	Edit
	Edit

Logged in as   □ Logout   Wednesday, January 16 @ 10:28AM □ Citynet

| My Account | Digital Phone | Conf. Calling | Services | Contacts | Call Detail | Help |

Current Status | Virtual Console | Voicemail | Call Options | Equipment | SIP Accounts | Number Porting

Manage Schedule

[Back to Schedules]

To create a schedule you will need to name it.

Set the action you would like it to do.

Set a number for forwarding if you need to have one forward.

Schedule Name: Sleeping

Dial Action: Do Not Disturb

If you would like call forward, please specify the call forward number:

Time Information

Select Days of the Week: □ - Sunday ☑ - Monday ☑ - Tuesday ☑ - Wednesday ☑ - Thursday ☑ - Friday □ - Saturday

Start Time: 2 : 30 PM

End Time: 10 : 00 PM

Submit   Delete

Then you would set the time you would like it to start and stop. The check boxes allow you to set the days you want the action to take place on.

[Manage Schedule Users]

Auto Attendant
  —This is a way for you to setup a professional menu for callers to be directed to the correct place
  —For example, create a prompt for callers that will allow them to press 1 for your "Home", Press 2
      for "My Cell", or Press 3 to "leave me a message"
  —To set up an Auto Attendant
      • Move mouse over Call Options
      • Click on Auto Attendant
      • To set up the auto attendant you will need to click on Manage Audio Files to create the files
          to be used for the auto attendant
      • You should create Welcome, Invalid entry and Timeout messages to be used in your menu
      • Once the files have been created, click on Create an Auto Attendant
      • Enter a description
      • Place your files in the correct dropdown boxes beside of Welcome, Invalid entry and Timeout
      • Enter the Option Description
      • Enter the Option number. This is the number the caller will press on the phone
      • Select the action that is to be taken
      • And repeat till all options are complete for your auto attendant
  —To set the attendant to work now that you have created it
      • Go to Current Status
      • Click in the drop down box under dial plans and click your auto attendant
      • Auto attendant is now applied
  —To remove attendant, just click on Ring Sip Account and the attendant is now been removed

Additional Phone Numbers
  —You can add an additional telephone number anywhere that we have access

—Add additional numbers by calling Citynet at 1-800-881-2638

Shipping Procedures
—Once your online order is complete, you will be contacted to verify your address, phone number, credit card number or checking account information, and high speed internet connection.
—Equipment is tested on outgoing and incoming calls to the adapter.
—Your equipment will be shipped to you by DHL.
—You will receive your equipment in 2/3 business days from the time the order was confirmed over the phone with a representative.
—DHL requires your signature on delivery to make sure the equipment is not lost or stolen.
—If you are unable to be at home at the time of delivery, please contact DHL (1-800-225-5345) to make arrangements.
—You may contact us to obtain your tracking number.

911 Calling
—Call 911 directly from your phone
—911 Dialing and Citynet service do not function during a power or broadband outage

Recent Call Details
—View your call details for every phone call incoming or outbound
—To view call details
  • Go to Customer Phone Manager
  • Click on Call Details
  • Select a date range
  • View call detail