User Guide

My Service Manager

Confidential & Proprietary.

Version 6

Contents

Version 6
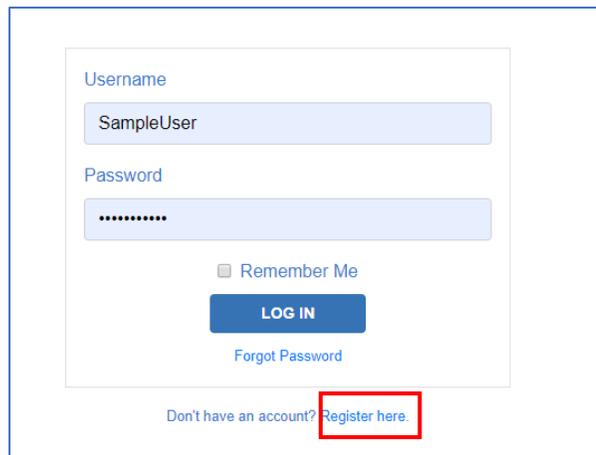
Overview

This document provides instructions on how to use the Service Manager. This guide includes details on all available features and how to adjust their settings.

1.0 User Registration

1. Go to https://ciello.myservicemanager.net.

2. If you don't have an account, select 'Register here' *(Figure 1)*.

Figure 1

3. Fill out the account registration information to register your account *(Figure 2)*.
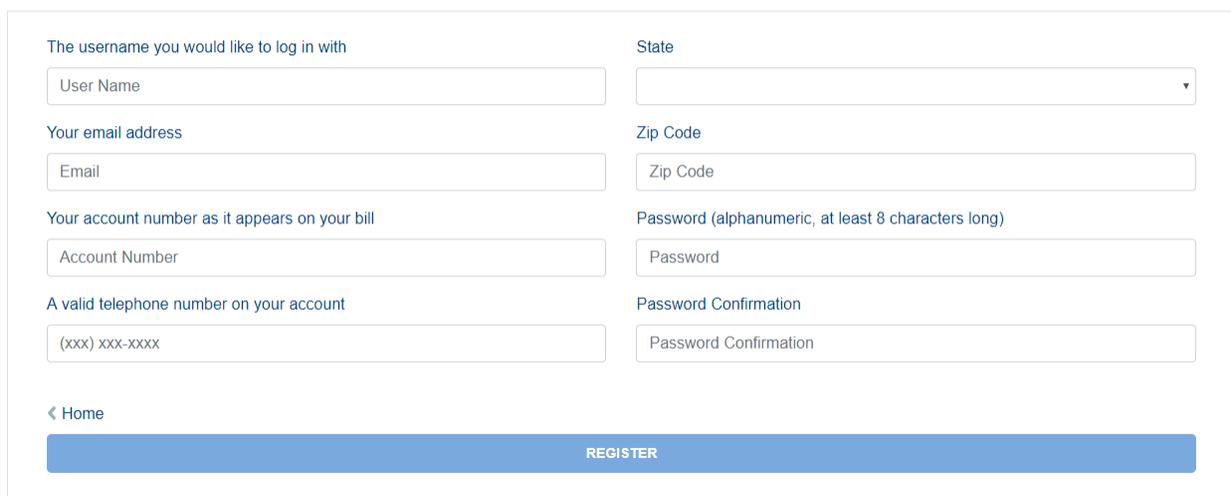
Figure 2

2.0 User Dashboard

The dashboard *(Figure 3)* is the user's primary page in managing individual features and information. The dashboard is customizable and contains all the manageable features the subscriber has on their account. When creating an account, most features are added by default to the dashboard.

Figure 3

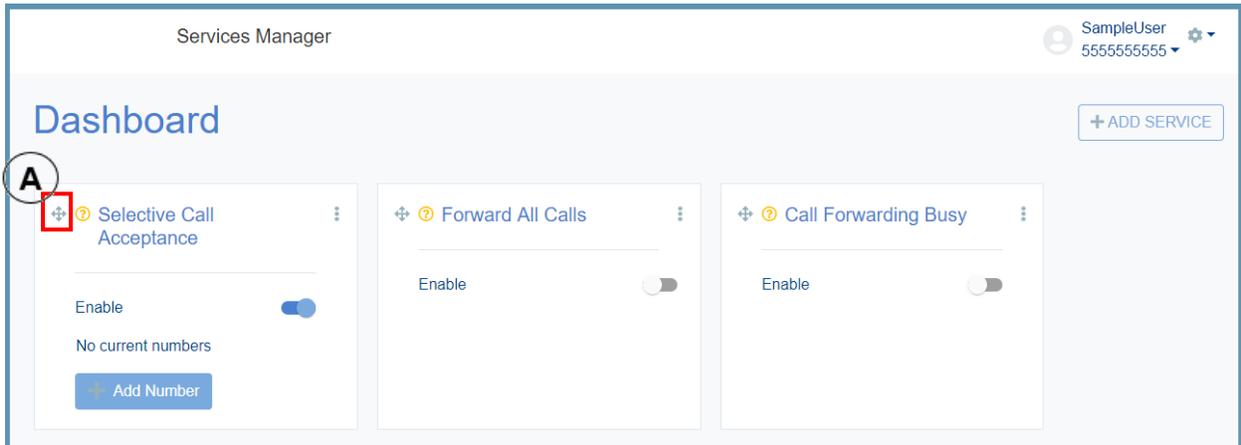- The dashboard can be rearranged to the user's preference. Click the ⊕ icon to drag the feature block to new placement on the dashboard *(Figure 3-A)*.

- Click the settings icon ⚙▼ to logout or go to the user profile *(Figure 4)*.

- Users can have multiple dashboards – one per phone number. Click the number in the upper right-hand corner to select which dashboard to see *(Figure 5)*.
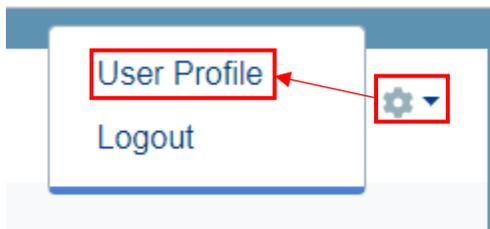
Figure 4

Figure 5

2.1 Add/Remove Service

Not all available features are listed on the dashboard. To add them, click the 'Add Service' button *(Figure 6)* in the top right-hand corner and select the feature from the list. If you don't see the feature listed, it may not be available for the account.

To remove a feature from the dashboard, click the ⋮ icon in the top right-hand corner of the service card and select 'Remove From Dashboard' *(Figure 7)*.

Figure 6
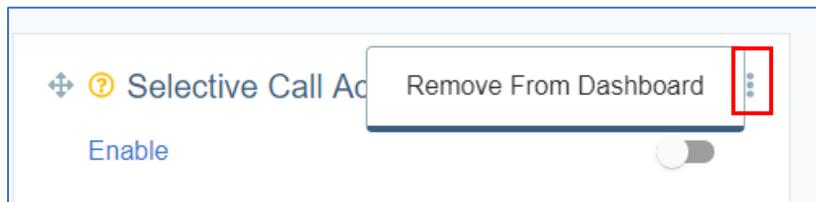
Figure 7

3.0 User Profile

 On the user profile page *(Figure 8)*, users can update email, password, and the default telephone number for the account.

Figure 8

3.1 Update Telephone Numbers

Users can add and change the default telephone number for their account and label each number.

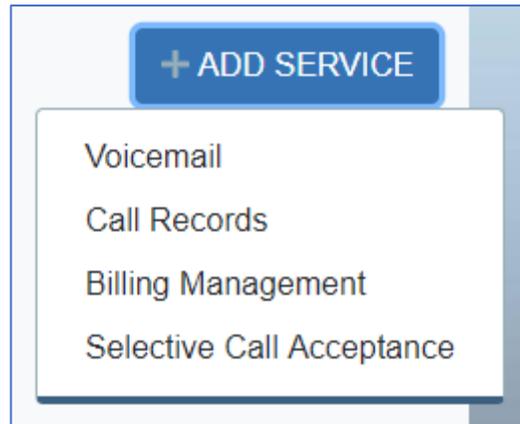1. Click the dropdown box under 'Select Default TN', and click the phone number you want as your default *(Figure 9)*.
2. Click 'Update Default TN'.
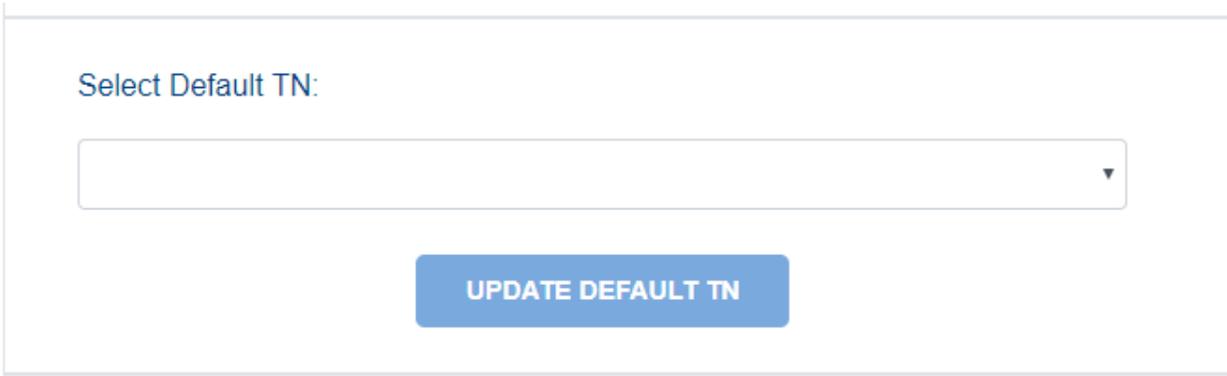
Figure 9

Users can set labels for each phone number *(Figure 10)*.

1. Choose a number from the 'Update Label' dropdown box.
2. Type in a name for the number in the box below.
3. Click 'Update Label'.
4. The name will appear alongside the number on the Dashboard.
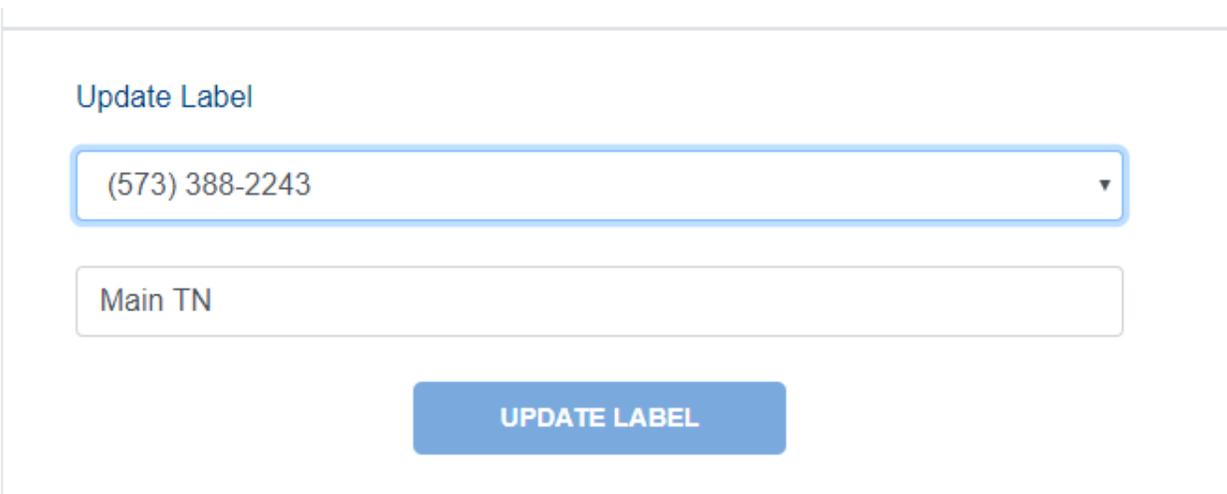
Figure 10

4.0 Features

4.1 Call Forwarding

This feature forwards all of a subscriber's incoming calls to an alternative number.

The 'Enable' slider is disabled when the circle is to the left and enabled when the circle is to the right (Figure 11 has the service enabled). When enabled, a 10-digit telephone number can be entered to forward calls to.

When the 'Ring once when a call is forwarded' slider is to the left, the call goes straight to the forward number. When it's to the right, it rings the subscriber's phone number one time before forwarding.
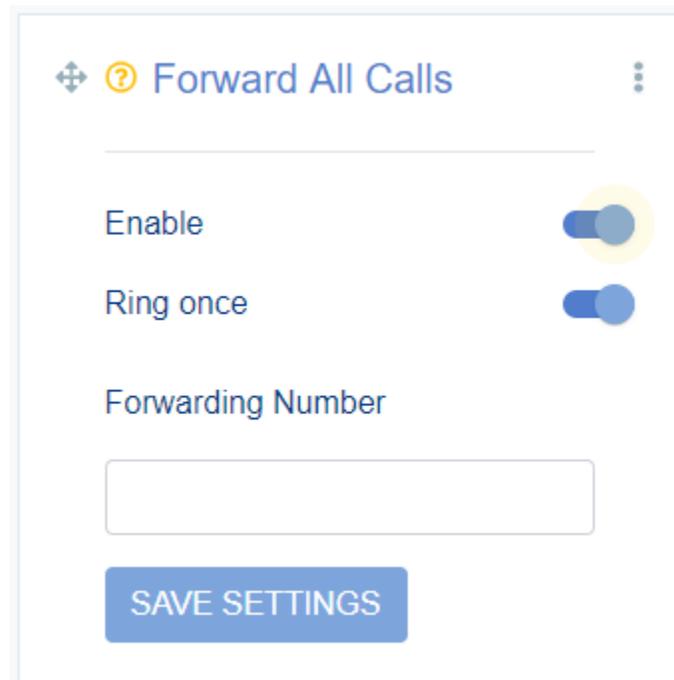
Figure 11

4.2 Call Forward Busy

This feature forwards incoming calls to another number when the original number is busy.

To enable: click the 'Enable' slider to the right *(Figure 12)*.

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking 'Save Settings'.

Figure 12

4.3 Unavailable Call Forwarding

Unavailable call forwarding is used when a line is down due an accident such as a power outage or fiber cut.

When enabled, calls will go to the forwarding number when the line is down.

To enable: click the 'Enable' slider to the right *(Figure 13)*.

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking 'Save Settings'.

Figure 13

7

4.4 Call Forwarding No Answer

With call forwarding no answer, calls will be sent to a forwarding number after the line goes unanswered for a set number of rings. Calls will be forwarded to the provided number instead of voicemail.

To enable: click the 'Enable' slider to the right *(Figure 14)*.

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking 'Save Settings'.
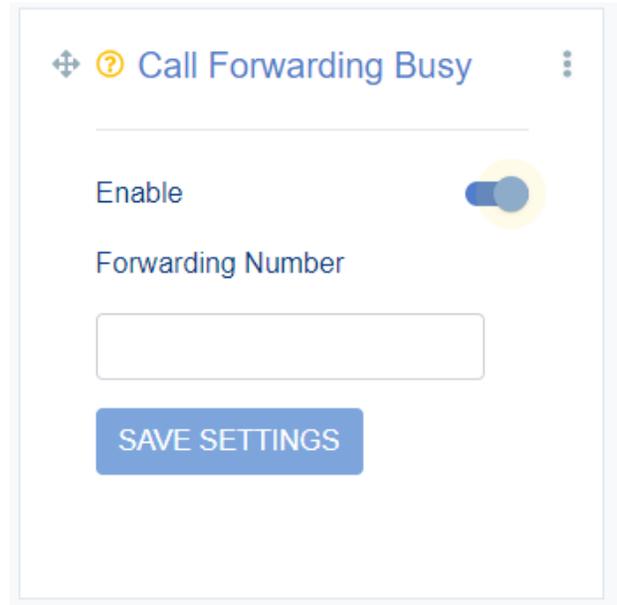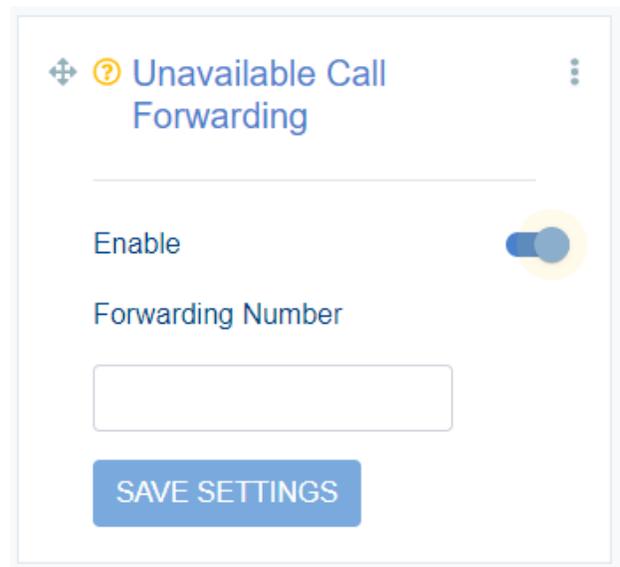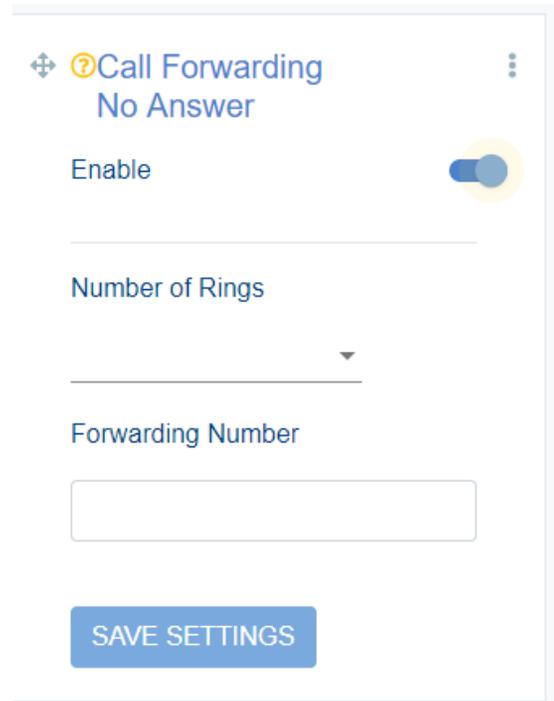
Figure 14

4.3 Selective Call Rejection (Call Block)

This feature allows the subscriber to manage a list of no more than 10 telephone numbers that will be blocked and not ring the subscriber's telephone number.

To enable: click the 'Enable' slider to the right *(Figure 15-A)*.

To disable: click the 'Enable' slider to the left. (Numbers listed will remain.)

Once enabled, you can add numbers by clicking the '+ Add Number' button *(Figure 15-B)*.

To remove an existing blocked number, click the trash can icon to the right of the number.
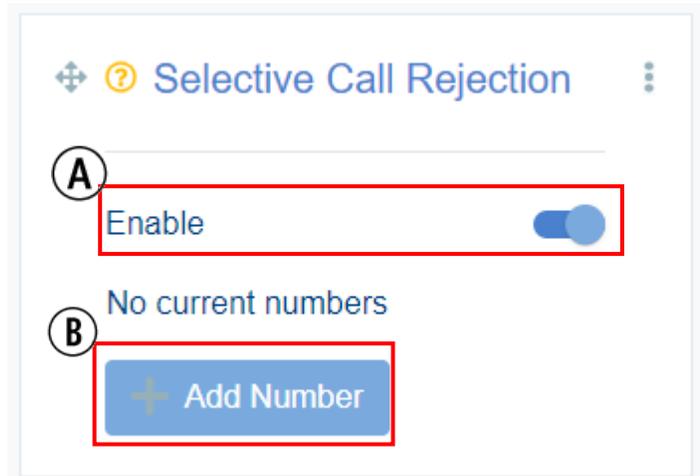
Figure 15

Call block and Hunting

A number on the call block (selective call rejection) list will not hunt if it calls the first line of a hunt group with call block enabled on line 1. A reject message will be played to alert the caller. If call block is not on line 1 in the hunt group but is on any other line in the hunt group, then the

number on the reject list can call line 1. However, an incoming call on the reject list will skip over a line with call block enabled and hunt to the next line in the hunt sequence that does not have call block.

4.4 Sim Ring (Simultaneous Ring)

This feature allows up to three additional phone numbers to ring at one time *(Figure 16)*. When the call is picked up either by the subscriber or the voicemail, the other numbers stop ringing.

To enable: click the 'Enable' slider to the right *(Figure 16-A)*.

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking the '+ Add Number' button *(Figure 16-B)*.

To remove an existing sim ring number, click the trash can icon to the right of the number *(Figure 16-C)*.

If a cell phone number is set up as one of the sim ring numbers and that cell is turned off, then when the originating sim ring number is called, it will go directly to voicemail on the cell phone after one ring.
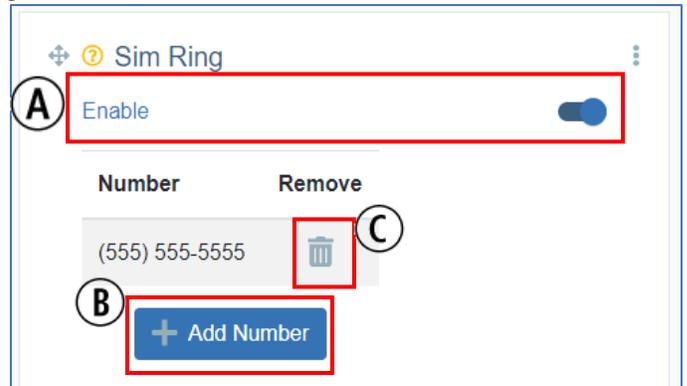

Figure 16
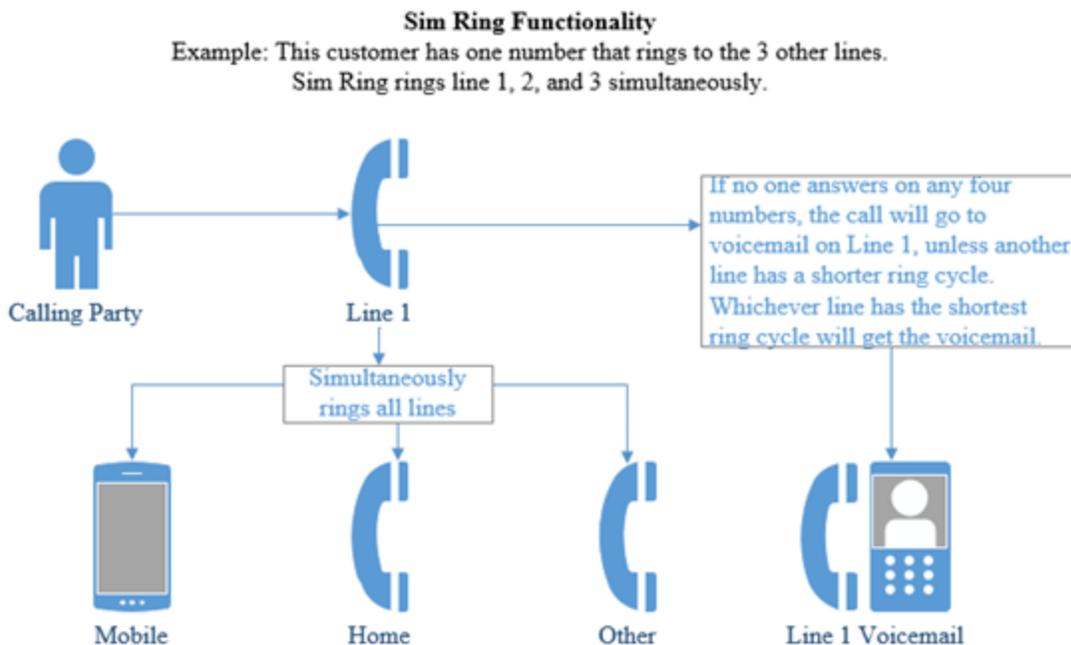
Figure 17 provides a layout of how SIM ring works.

Sim Ring Functionality
Example: This customer has one number that rings to the 3 other lines.
Sim Ring rings line 1, 2, and 3 simultaneously.

Figure 17

4.5 Find-Me Follow-Me

This service provides a way for subscribers to configure additional numbers that will ring when the original number isn't answered. Any phone in this sequence may answer the call.

To enable: click the 'Enable' sider to the right number *(Figure 18-A)*.

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking the '+ Add Number' button *(Figure 18-B)*.

To remove an existing Find-Me Follow-Me number, click the trash can icon to the right of the number *(Figure 18-C)*.
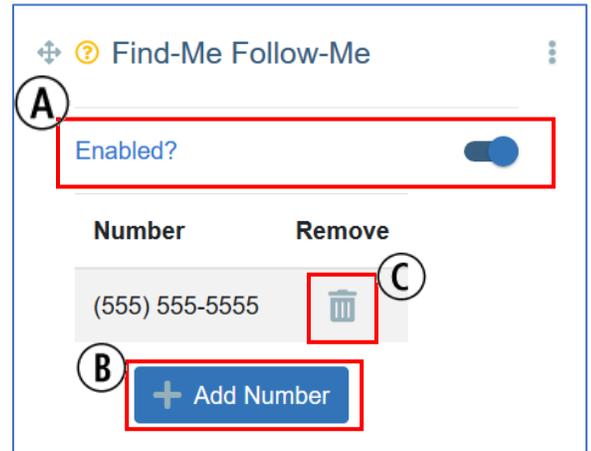
Figure 19 provides a layout for how Find-Me Follow-Me works.
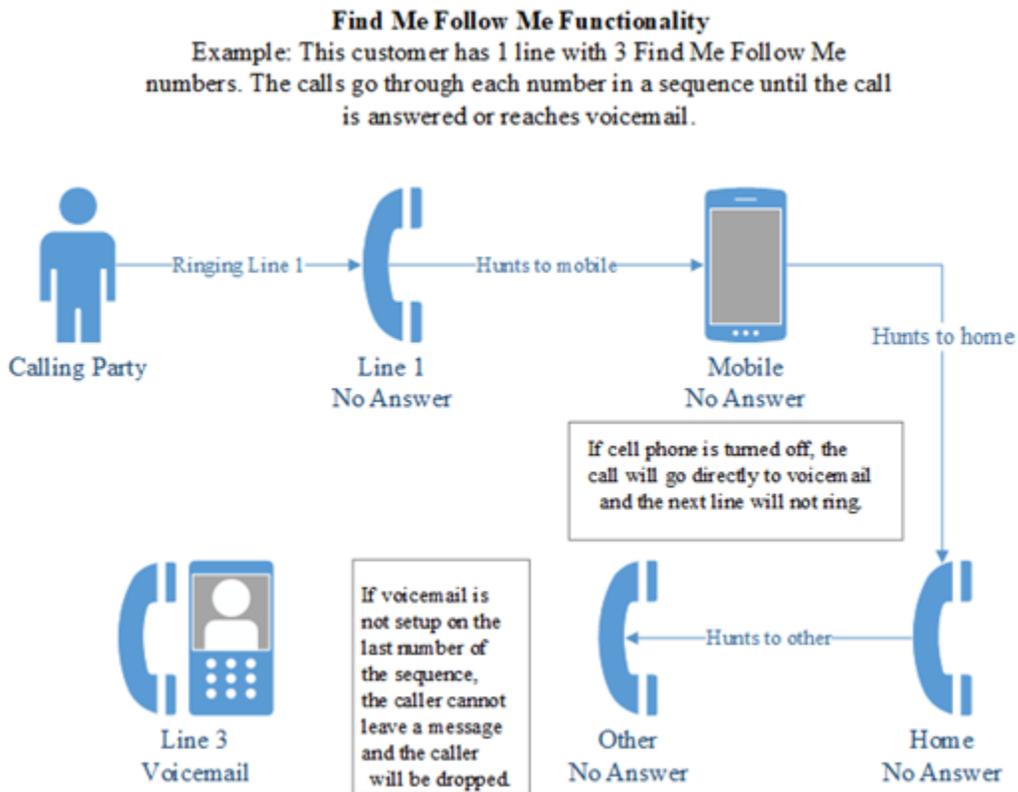

Figure 18

Figure 19

4.6 Anonymous Call Rejection

This feature automatically rejects all calls from withheld numbers.

To enable: click the 'Enable' slider to the right *(Figure 20)*.

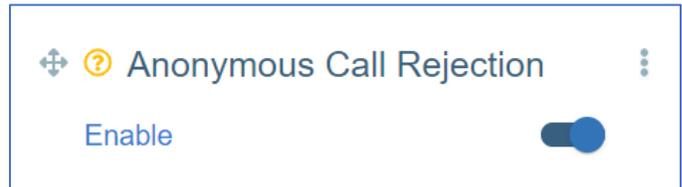To disable: click the 'Enable' slider to the left.

Figure 20

4.7 Selective Call Acceptance

This feature allows the subscriber to temporarily block the line from receiving any incoming calls that are not specifically permitted by the subscriber. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on the subscriber's configured list are not connected. Instead the caller hears an announcement that the subscriber is not currently accepting calls.

To enable: click the 'Enable' slider to the right *(Figure 21-A)*.

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking the '+ Add Number' button *(Figure 21-B)*.

To remove an existing selective call acceptance number, click the trash can icon to the right of the number *(Figure 21-C)*.
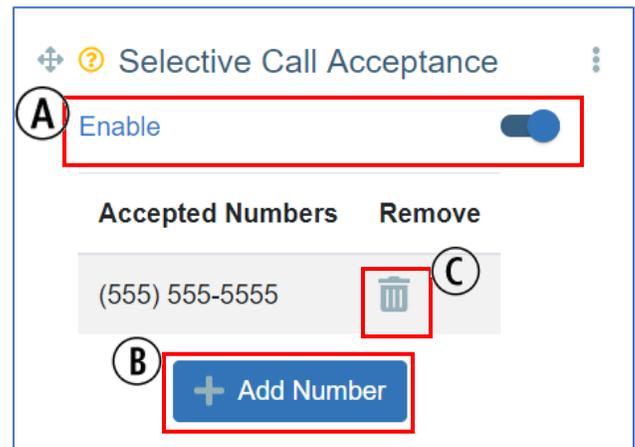

Figure 21

Hunting and Selective Call Acceptance

If the feature is on line 1, then all calls (except those from numbers specifically permitted by the subscriber) will be blocked and receive the announcement mentioned above. However, those calls from numbers permitted by subscriber will ring as usual and hunt.

If selective call acceptance is not on line 1 of a hunt group but is on any other line in the hunt group, then any call can ring line 1. However, if a call (from a number not specifically permitted by subscriber) tries to hunt to the line with the feature it will reject and simply ring back to the previous line.

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4.8 Unavailable Call Forwarding

This feature forwards calls from a subscriber's line to an alternate number only if the dialed number is unavailable (e.g., a power outage or fiber cut).

To enable: click the 'Enable' slider to the right *(Figure 22)*.

To disable: click the 'Enable' slider to the left.

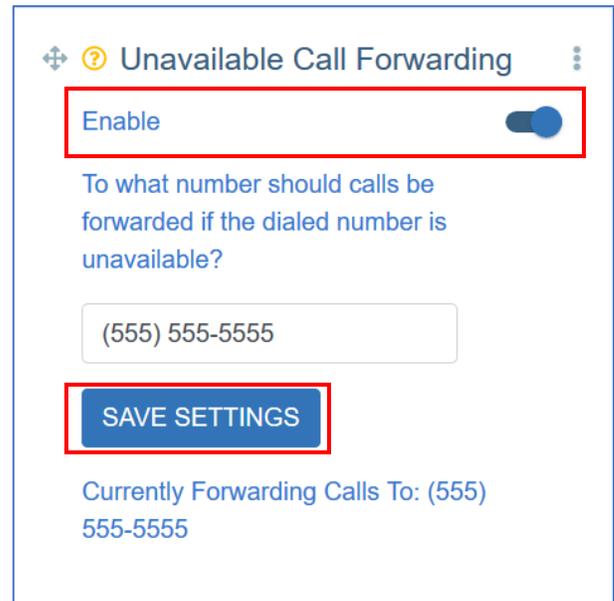Once enabled, you can add numbers by clicking 'Save Settings'.

Figure 22

4.9 Speed Dial

To set up a number for speed dial:
1. On the keypad *(Figure 23)*, dial the number you want as your speed dial. You may select:
    a. A single-digit number (2-9).
    b. A two-digit number (20-49).

2. Click 'Enter'.

3. Enter the 10-digit telephone number.

4. Click 'OK'.

5. Click the 'Enable' slider to right.

6. A pop-up will show the code with its assigned number. If everything is correct, click 'Save' *(Figure 24)*.

7. Repeat as needed.

Figure 23

Figure 24

4.10 Basic Hunting

1. If line 1 is busy, the call will hunt to line 2. If line 2 is busy the call will hunt to line 3, and so on. This hunt sequence will continue until the call has reached the last line in the hunt group. At this point the call will be sent to line 1's voicemail.

2. Any line in the hunt group that is not the main line can receive a direct call. This will not start the hunting. It will be considered a direct dialed call and go straight to voicemail on that line if not answered.

3. If the subscriber chooses not to have voicemail the call will drop at the end of the hunt group.
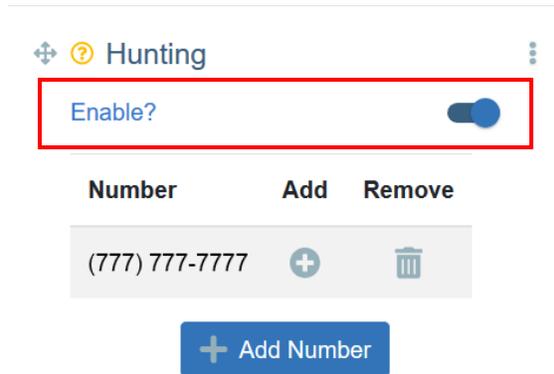
To enable: click the 'Enable' slider to the right *(Figure 25)*.

To disable: click the 'Enable' slider to the left.

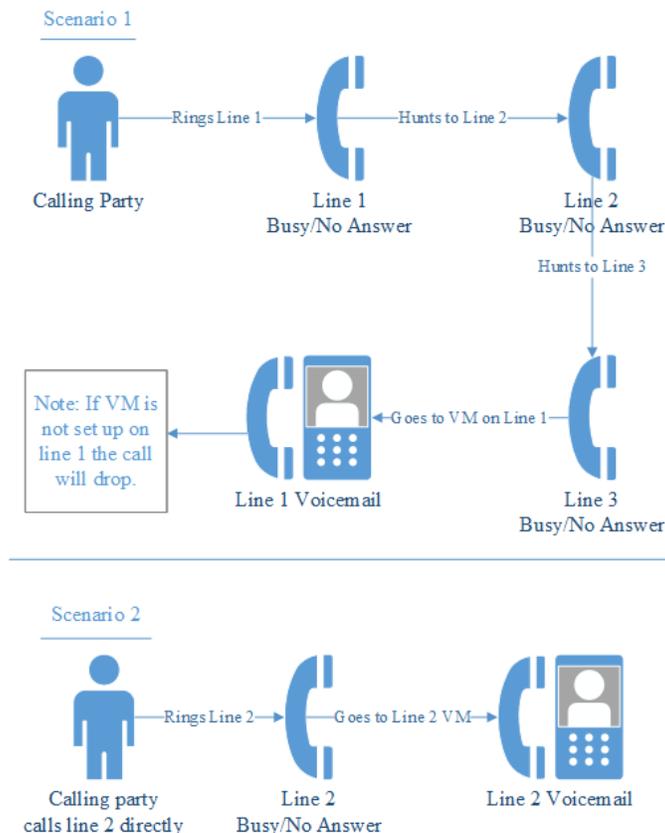Figure 26 provides a layout for how hunting works.

Figure 25

Figure 26

4.11 Voicemail

This feature allows callers to the subscriber's telephone number to leave a recorded message for the subscriber. The Voicemail card allows users to see, listen to, download, and delete messages *(Figure 27)*.

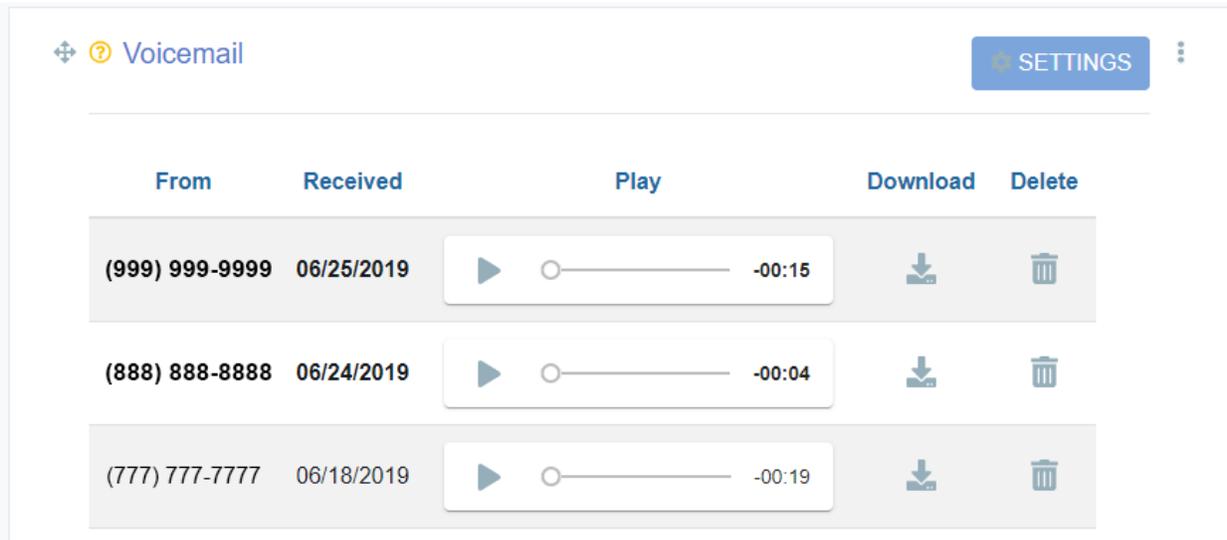Note: Messages that haven't been played will be displayed in **bold**.

Figure 27

▶	allows the voicemail message to be played in the browser.
🗑	deletes the voicemail message
⬇	downloads the voicemail message
⚙ SETTINGS	Allows configuration of voicemail to - Enable/disable voicemail - set number of rings before a call is forwarded to voicemail - forward the messages to email - forward notification to email - customize contents of email message

4.11.1 Voicemail Settings

Click the 'Settings' button to change the settings for voicemail. This includes the number of rings the phone should produce before going to voicemail *(Figure 28-A)*, an email address to send the recording or notification to *(Figure 28-B)*, as well as what to include in email notifications *(Figure 28-C)*.

Figure 28

4.12 Call Records

Subscribers' call records *(Figure 29)* will be displayed for up to 90 days. There is a shortened version of the most recent calls on the dashboard. The 'View All Records' link will direct the page for more details and the ability to search call records for the telephone number.

Figure 29

Call records can be searched in the search field *(Figure 30-A)* and will filter on the 'From' telephone number *(Figure 30-C)*, 'To' Telephone Number *(Figure 30-D),* and 'Date' *(Figure 230-B)* columns. Clicking 'Clear Search' *(Figure 30-E)* will undo the filter and return the grid to all available call records.

Figure 30

4.13 Auto Attendant

Auto Attendant *(Figure 31)* is a feature that allows a virtual number and menu to guide callers based on the subscriber's desired configuration, business hours, and holiday schedule through a process to play recorded messages and conditionally transfer to other telephone numbers.

Figure 31

To enable: click the 'Enable' slider to the right.

To disable: click the 'Enable' slider to the left.

4.13.1 Set Business Hours

Business hours *(Figure 32)* can set Sunday through Saturday to hours in the 24-hour clock format. For example, 8 a.m. would be 8:00 and 8 p.m. would be 20:00. To exclude the day from business hours, leave the fields blank. To include the day set the business hours from 00:00 to 23:59.

Figure 32

Once the business hours are set, if a call is made within those times, the Regular Business Hours Menu would apply. All other times (with the exception of dates that match those set as a holiday) would play the Off Business Hours Menu for a caller.

4.13.2 Set Holidays Menu

Holidays can be selected from the calendar by choosing the desired date and selecting 'Add' *(Figure 33)*. Once added, callers calling on the specified date will be managed by the Holidays Menu and will bypass the Regular Business Menu and Off Business Hours Menu.

Figure 33

4.13.3 Auto Attendant Menu

Selecting a number on the key pad will bring up options for that key *(Figure 34)*. This will be the action the key will run when pressed. Highlighted keys mean that the number has been assigned an action *(Figure 35)*.
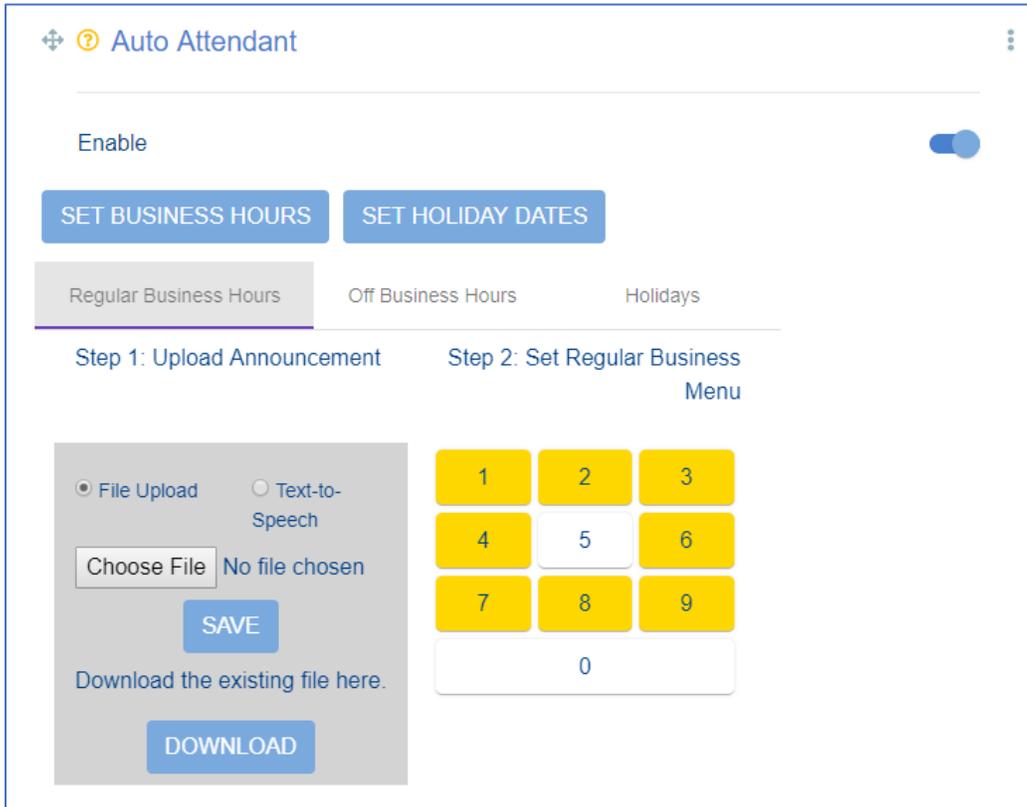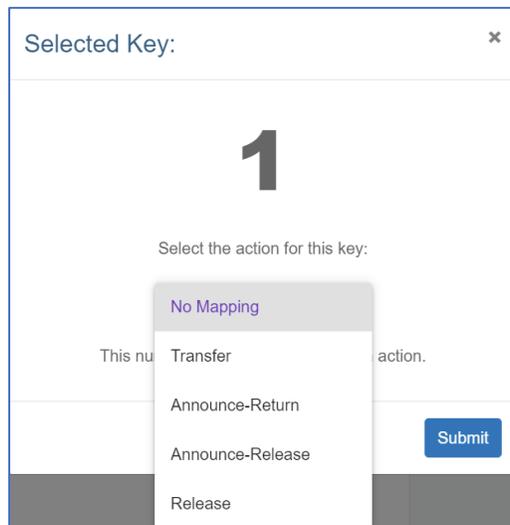

Figure 34

Figure 35

4.13.4 Audio Announcements

Users can record and upload their own audio messages for when a call goes unanswered. Audio files can be a max of 2 MB. The accepted format is .wav.

1. Select 'File Upload' *(Figure 36).*

2. Click 'Choose File' to upload the audio file from your computer, then click 'Save'.

3. Or click 'Download' to download the file from a website.

Text-to-Speech *(Figure 37)* is another audio option. Users can type in their message and save it as an audio file.

1. Type in the message.

2. Click 'Preview'.

3. The text will be converted to a .wav file. Press the play button to listen, then click the save ▤ icon to set it as the message.
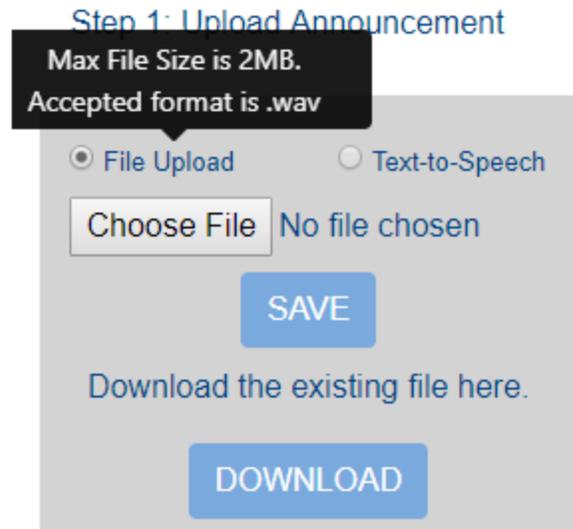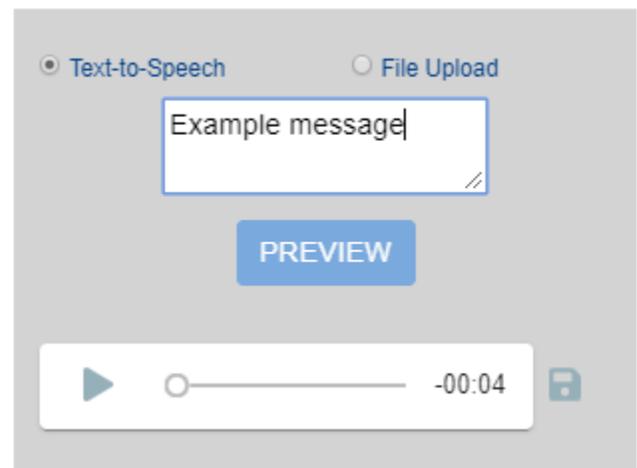

Figure 36

Figure 37

4.14 Call Forwarding No Answer

When enabled, this feature will forward phone calls to another number when the original number does not answer *(Figure 38)*.
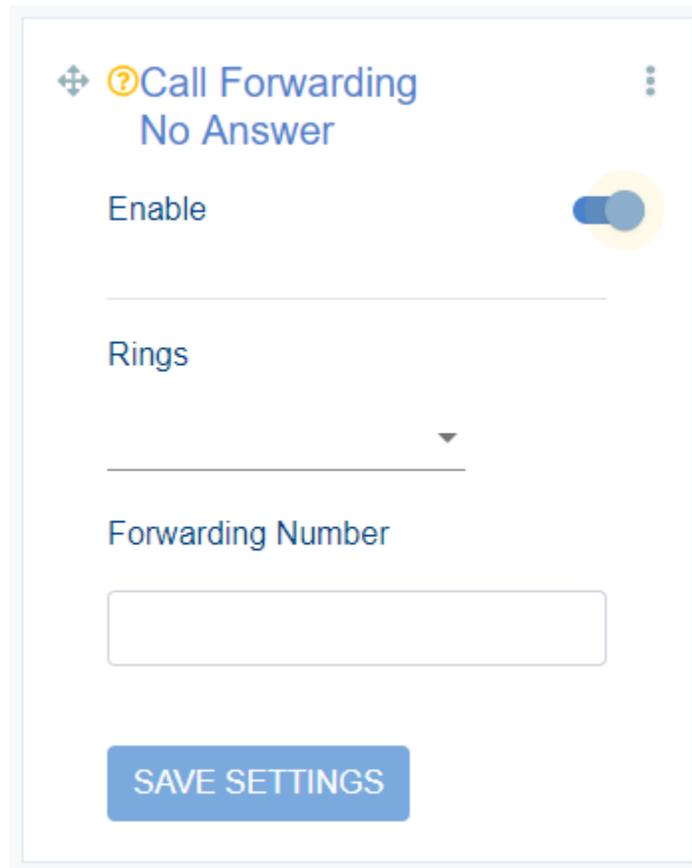

Figure 38

4.15 Do Not Disturb

Enabling this feature will silence any incoming phone calls *(Figure 39)*. Enabling 'Single Ring' will allow the phone to ring once.
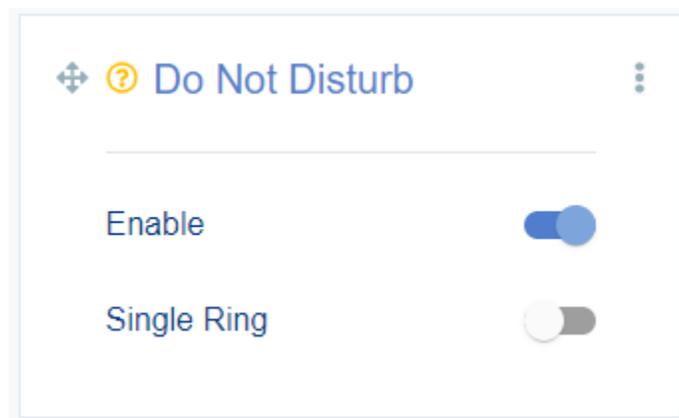

Figure 39