



Advanced Digital Telephone Systems

Customer Self Care Handbook

Contents:

• Accessing your Self Care Pages	2
• Logging In	2
• Enter / Change your personal information	3
• Exploring the home Page	4
• Checking your call and Payments History	5
• Checking your free minutes allowance	6
• Checking and Adjusting your call forwarding settings	7
• Advanced call forwarding options via the telephone handset	8
• Voicemail, Listening to your messages	9
• Voicemail, Changing your Greeting Message	9
• Voicemail, Listening to your messages Online	9
• Voicemail to email	10
• Contact Us	11

Log in to your Self-Care Pages

To access Your Customer care pages go to the following website www.compusurf.es and click on the link at the top of the page called “Client Login”, click the customer care logo and you will be directed to the login page below. Enter your username and password in the fields provided then click the login button or press the return (Enter) key on your keyboard

The First time you login you will be asked to change your password. Click “Ok” on the message box, and enter your details in the boxes provided. (Old password is abc123) then click the OK button

You will now see your home Page as below. The following pages describe what the various elements mean and there are some examples of the most common tasks

Account ID	Balance	Status
6849173	50.53 EUR	

Subscriber		Features	
Name		UM Enabled	●
Address		Follow Me Enabled	●
Email		Call Processing Enabled	●
		Call Recording	●

Hot Links	
Messages	Forwarding Setup
Volume Discounts	

Recent Calls		show all				
	From	To	Date	Time	Duration	Cost, EUR
↔	34868181128	34968199191	31-10-2011	14:33:34	0:25	0.00
↔	34968199191	34868181128	31-10-2011	14:15:20	1:36	0.00
↔	34968111111	34868181128	31-10-2011	13:19:33	0:30	0.00
↔	34968199191	34868181128	31-10-2011	12:15:56	0:32	0.00
↔	34968199191	34868181128	31-10-2011	11:54:38	0:22	0.00
↔	34968199191	34868181128	31-10-2011	11:43:51	0:25	0.00
↔	34968111111	34868181128	31-10-2011	11:30:58	0:51	0.00

Fill in your Personal Details

When you first Access your pages please enter your personal info into the system. To do this: hover your mouse pointer over the info Button, in the pop up menu click on "Account Info"

Account self-care Europe/Madrid 6849173 Help

Change Password Account Info Logout

Account ID	Balance	Status
6849173	50.53 EUR	

Subscriber

Name
Address
Email

Features

UM Enabled ●
Follow Me Enabled ●
Call Processing Enabled ●
Call Recording ●

Hot Links

Messages Forwarding Setup Volume Discounts

Recent Calls [show all](#)

	From	To	Date	Time	Duration	Cost, EUR
☎	34868181128	34968199191	31-10-2011	14:33:34	0:25	0.00
☎	34968199191	34868181128	31-10-2011	14:15:20	1:36	0.00
☎	34968111111	34868181128	31-10-2011	13:19:33	0:30	0.00
☎	34968199191	34868181128	31-10-2011	12:15:56	0:32	0.00
☎	34968199191	34868181128	31-10-2011	11:54:38	0:22	0.00

On the info page click on the "Subscriber" Tab

Account Info Save Save & Close Close

Account ID 6849173 Product Duo Plan 1MB
Blocked Balance 50.52014 EUR

Life Cycle Subscriptions Volume Discounts Service Features Forward
Account Info User Interface **Subscriber** Aliases Additional Info

Type Credit Credit Limit _____ EUR
Service Password 12345678 Opening Balance 0.00000 EUR
E-mail chris@compusurf.es Refunds 145.71814 EUR
Non Call Related Charges 122.96000 EUR

Fill out as much as you can, and click save

Account Info Save Save & Close Close Logout

Account ID 6849173 Product Duo Plan 1MB
Blocked Balance 50.52014 EUR

Life Cycle Subscriptions Volume Discounts Service Features Forward
Account Info User Interface **Subscriber** Aliases Additional Info

Company Name _____ Contact _____
Mr./Ms./J... _____ Phone _____
First Name _____ FAX _____
M.I. _____ Alt. Phone _____
Last Name _____ Alt. Contact _____
Address _____ E-mail _____
Province/State _____ Description _____
Postal Zip _____
City _____
Country / Region _____

Click on the Home Page button to return to the Home Page

Exploring The Home Page

The screenshot shows the 'Account self-care' interface. At the top, there is a navigation bar with a home icon, a menu icon, a dollar sign, a mail icon, and an '@' icon. The text 'Account self-care' is centered, with 'Europe/Madrid' and '6849173' on the right, and a 'Help' link. Below this is a 'Logout' button. The main content area displays 'Account ID' (6849173) and 'Balance' (50.53 EUR). There are sections for 'Your Details' (Subscriber information: Name, Address, Email) and 'Features' (Voicemail Status, Call Forwarding Status, Call Recording). A 'Hot Links' section includes 'Messages', 'Forwarding Setup', and 'Volume Discounts'. A 'Recent Calls' table is shown with columns for From, To, Date, Time, Duration, and Cost, EUR. A 'show all' link is next to the table. Labels with arrows point to various elements: 'Info Button' (top left), 'XDR Browser' (top left), 'This is your unique Internal Account ID' (top center), 'Your Current Balance' (top right), 'Your Details' (left side), 'Call Forwarding Set up' (left side), 'Listen to your Voicemails' (left side), 'Most Recent Calls' (left side), 'Voicemail Status' (right side), 'Call forwarding status' (right side), 'Free Minutes Status' (right side), and 'Click here to see your call & payment history (see page 5)' (right side).

Account ID	Balance	Status
6849173	50.53 EUR	

Subscriber	Features
Name	UM Enabled ●
Address	Follow Me Enabled ●
Email	Call Processing Enabled ●
	Call Recording ●

Hot Links
Messages
Forwarding Setup
Volume Discounts

Recent Calls	From	To	Date	Time	Duration	Cost, EUR
show all	34868181128	34968199191	31-10-2011	14:33:34	0:25	0.00
	34968199191	34868181128	31-10-2011	14:15:20	1:36	0.00
	34968111111	34868181128	31-10-2011	13:19:33	0:30	0.00
	34968199191	34868181128	31-10-2011	12:15:56	0:32	0.00
	34968199191	34868181128	31-10-2011	11:54:38	0:22	0.00

Your Self Care Pages are located on a secure encrypted web server that is only accessible by yourself. Please keep your password safe. If you forget or suspect someone may have knowledge of your password please email support@compusurf.es. The password will be reset back to the original "abc123" so you can set a new password. Alternatively you can change your login password at anytime by clicking on the info button - change password link

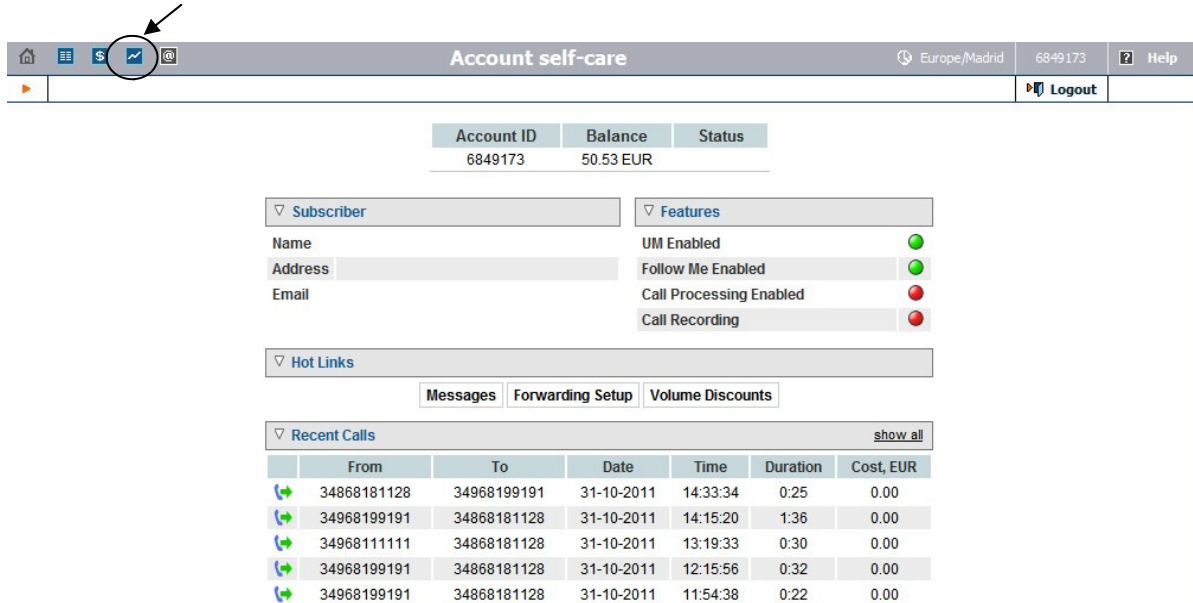
Invoices / Bills

Invoices are not normally sent out unless asked for. You can have invoices emailed directly to you as they are created or collect them from the office. Please email support@compusurf.es if you require the email service activating. It is not possible to view past invoices online however copies of past invoices can be emailed to you on request.

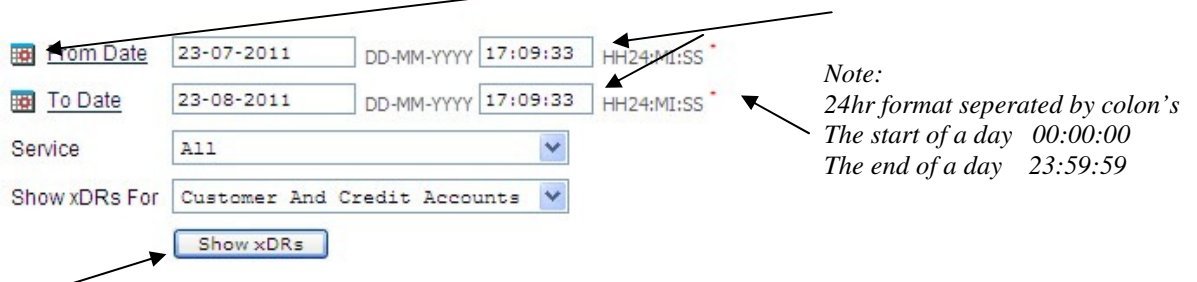
Checking Your Call History

You can check your call history between any two dates. The result will show all calls in and all calls out plus any payments, refunds and monthly charges applied between the dates you select. The data is known as XDRs

Step 1 Click On the XDRs Button



Step 2 Enter the required date range manually or by using the calendar app. A valid time must also be entered



Step 3 Click "Show XDRs"

The result is a list of all calls in and out with costings etc. Any payments, refunds etc will also show in a separate box. (Not shown here). If you see an entry with the destination marked as "Porta UM" this is a call that went to the Voicemail server.

Voice Calls

Account	From	To	Country	Description	Date/Time	Charged Time, min:sec	Amount, EUR	Refund
34968970661	968199361	7700479		Kazakhstan - Mobile Altel	18-08-2011 14:18:38	0:17	0.03488	
34968970661	968199361	34968970661			18-08-2011 14:18:38	0:17	0.00000	
Subtotal						0:34	0.03488	

Account ID That Made the call

Dialled Destination Of call

Description of call

Date/Time Call Placed

Duration Of call

Cost of call To customer

Caller's Phone Number (CLID)

Note: The CLID is the identifying number sent by the callers telephone operator. It can be hidden or even disguised as another number entirely

Checking Your Free Minutes Allowance

Step1 log into your home page and click the button “Volume Discounts”

The screenshot shows the 'Account self-care' interface. At the top, there's a header with 'Account self-care', 'Europe/Madrid', '6849173', and 'Help'. Below this, account information is displayed: Account ID 6849173 and Balance 50.53 EUR. There are sections for 'Subscriber' (Name, Address, Email) and 'Features' (UM Enabled, Follow Me Enabled, Call Processing Enabled, Call Recording). A 'Hot Links' section contains buttons for 'Messages', 'Forwarding Setup', and 'Volume Discounts'. Below that is a 'Recent Calls' table with columns for From, To, Date, Time, Duration, and Cost, EUR.

From	To	Date	Time	Duration	Cost, EUR
34868181128	34968199191	31-10-2011	14:33:34	0:25	0.00
34968199191	34868181128	31-10-2011	14:15:20	1:36	0.00
34968111111	34868181128	31-10-2011	13:19:33	0:30	0.00
34968199191	34868181128	31-10-2011	12:15:56	0:32	0.00
34968199191	34868181128	31-10-2011	11:54:38	0:22	0.00

Step2 Your remaining free minutes show here

The screenshot shows account details: Account ID 6849173, Product Duo Plan 1MB, Blocked checkbox, and Balance 50.52014 EUR. Below this is a navigation menu with tabs: Life Cycle, Subscriptions, Volume Discounts, Service Features, Forward, Account Info, User Interface, Subscriber, Aliases, and Additional Info. The 'Volume Discounts' tab is active, showing a table with columns: Destination Group, Service, Peak Level, Threshold, Used, Remaining, Current Discount, Next Discount Level, and Discount Info. The 'Remaining' column value '999.03333 minute' is circled.

Destination Group	Service	Peak Level	Threshold	Used	Remaining	Current Discount	Next Discount Level	Discount Info
Free Europe & Others	Voice Calls	N/A	1000 minute	0.96667 minute	999.03333 minute	100% (for free)	N/A	

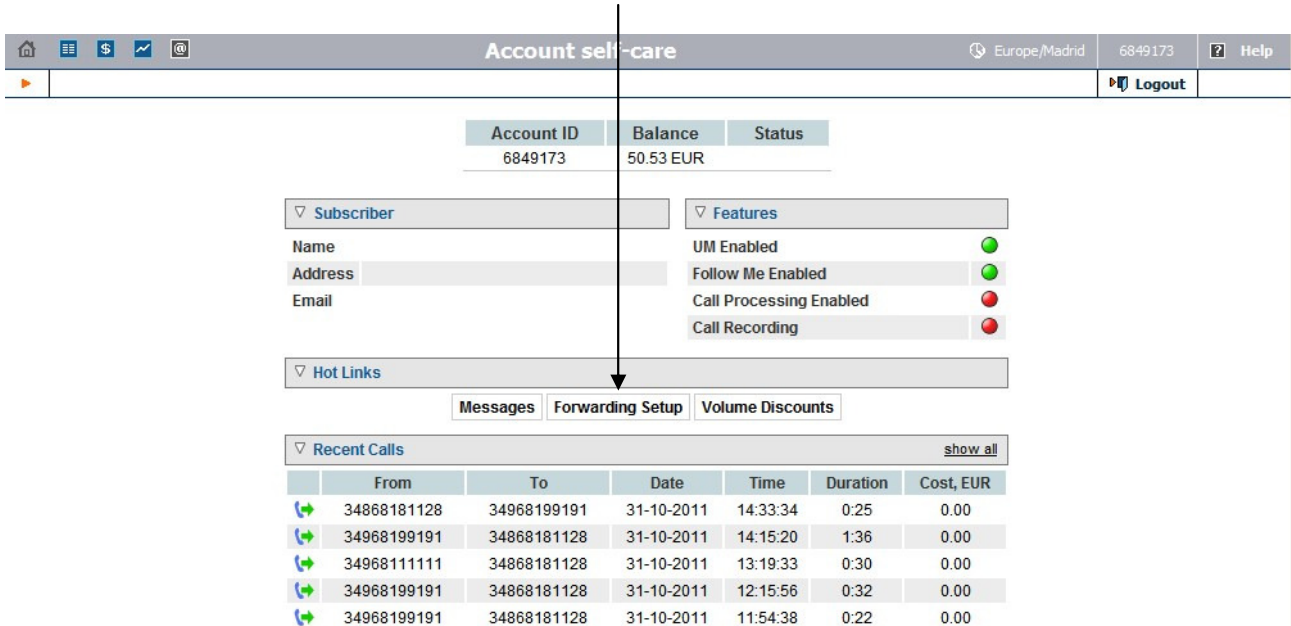
Free minutes are reset to 1000 on your system billing day. This is normally the monthly anniversary of the day your system was installed. If you are unsure if your system billing day send an email to support@compusurf.es

Adjusting your call forward Number

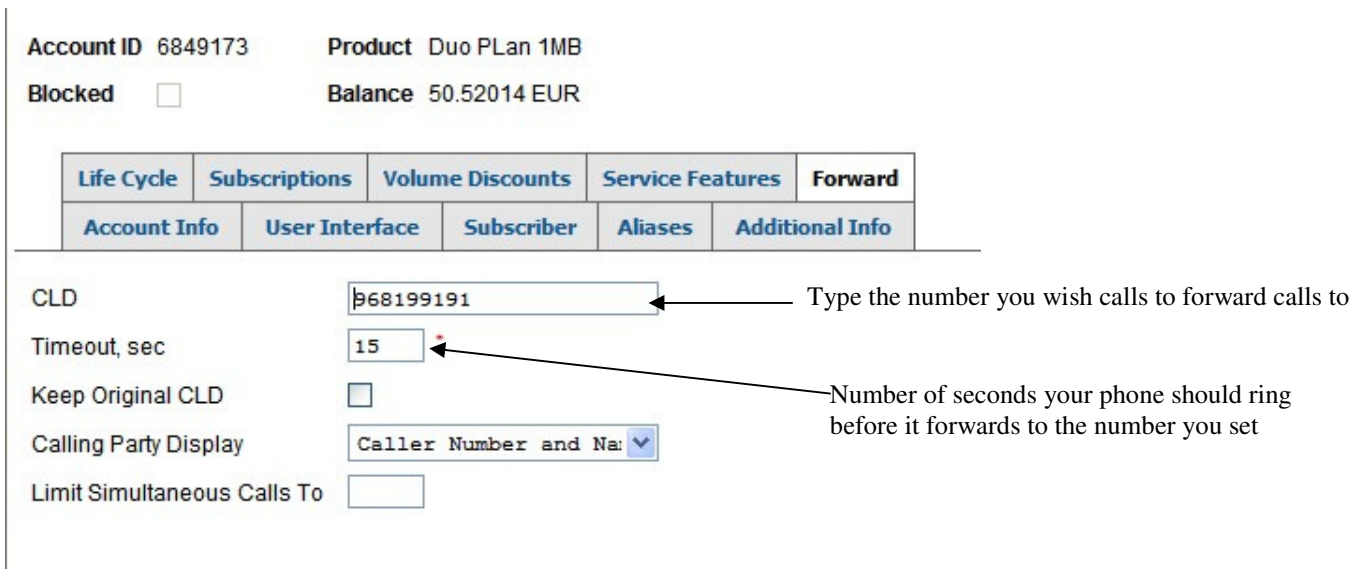
Call forwarding is disabled by default. If you wish to use this service email support@compusurf.es and the service will be activated for your account.

Please be aware This Service is free however if you forward your calls to a number that you would normally pay for eg: a mobile phone number, you will be charged for the forwarded part of the call at our normal call rates

Step1 log into your home page and click the button “Forwarding Setup”



Step2 Set number and pre forward ring time as below



Step3 Click the Save button at the top.

If you want to change the forwarding number, enter the new number as you would dial it from your phone including any international dialling codes if applicable.

eg: To forward to a Spanish mobile you would just enter the number, 654321012
To forward to a UK mobile you would type the full international number 00447543210123
You can forward your calls to any number in the world, landline or mobile

Once you have call forwarding activated on your line there are many more advanced options you can choose, these operations can be performed by pressing numbers on your telephone keypad as explained on the next page.

Dial 4321#, when prompted enter the password 777#

You can select one of the following options.

Note: You can make your selection by pressing the appropriate number as soon as you hear the pre recorded voice after entering your password. You do not have to wait for the pre recorded voice to finish

Press 1 for Ring – Forward – voicemail (default setting)

Press 2 for Ring - Forward

Press 3 for Ring - voicemail

Press 4 for Forward _ Voicemail

Press 5 for Ring Only

Press 6 for forward Only

Press 7 for Voicemail only

Press 8 for Reject all calls

By setting the call forwarding mode to 1 for example, means the inbound call will ring your phone for a preset time (see previous page) if that does not answer the inbound call will be diverted to your forwarding number and ring for the same preset time and finally if that does not answer the calls goes to your voicemail.

For normal operation your forwarding rule is best left on option 1.

If you want to change the forwarding number, enter the new number as you would dial it from your phone including any international dialling codes if applicable.

eg: To forward to a Spanish mobile you would just enter the number, 654321012

To forward to a UK mobile you would type the full international number 00447543210123

You can forward your calls to any Number in the world, landline or mobile

Voice Mail

Your telephone line includes a free voicemail service that is activated by default. Your calls will be diverted to your answering service if you do not answer within your preset time (default is 15 secs) or your line is busy,

To listen to your message's Dial 800#

To delete a message press 7 during the message followed by 6 to hear the next message.

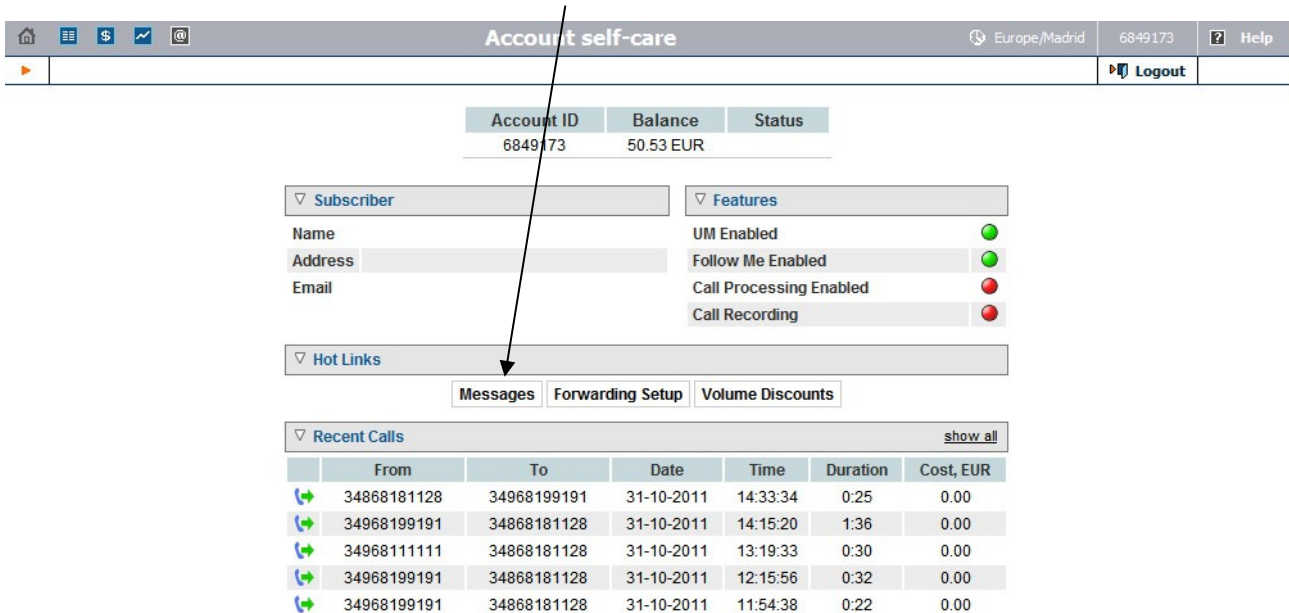
There is a default greeting set however if you wish to change it you can do so by following the steps below

(Default Greeting: The person you are trying to call is not available. Please leave a message)

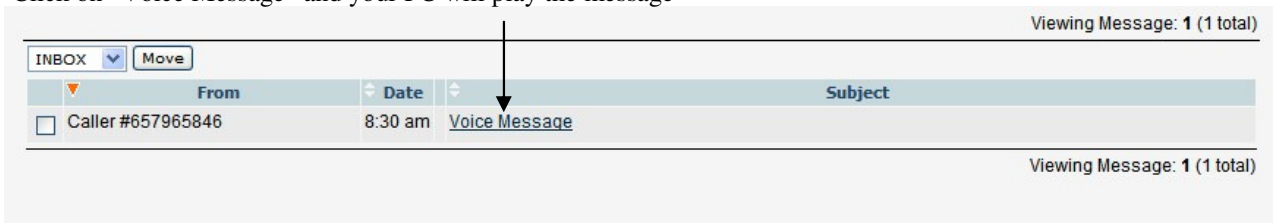
1. Dial 800# to access Voicemail
2. Press 3 for Personal Options
3. press 3 for Greetings Menu
4. Press 2 To change your Personal Greeting
5. Press 2 to record your Personal Greeting and follow the prompts (the automated voice refers to the hash key as the pound key)

Listen to your messages online

Step1 log into your home page and click the button “Messages”



Step2 Click on “Voice Message” and your PC will play the message

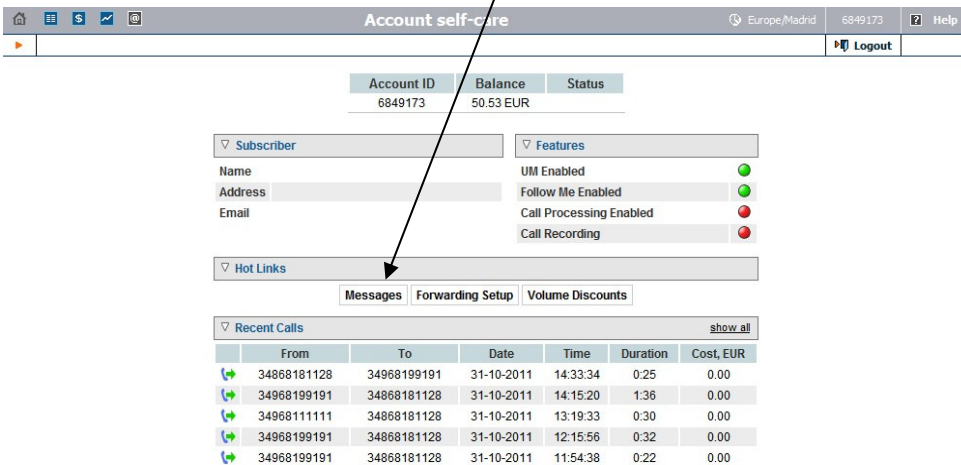


Note: Before your PC can playback the messages you may be asked to install a small App to allow this. If this happens just follow the prompts accepting any security warnings that may pop up.

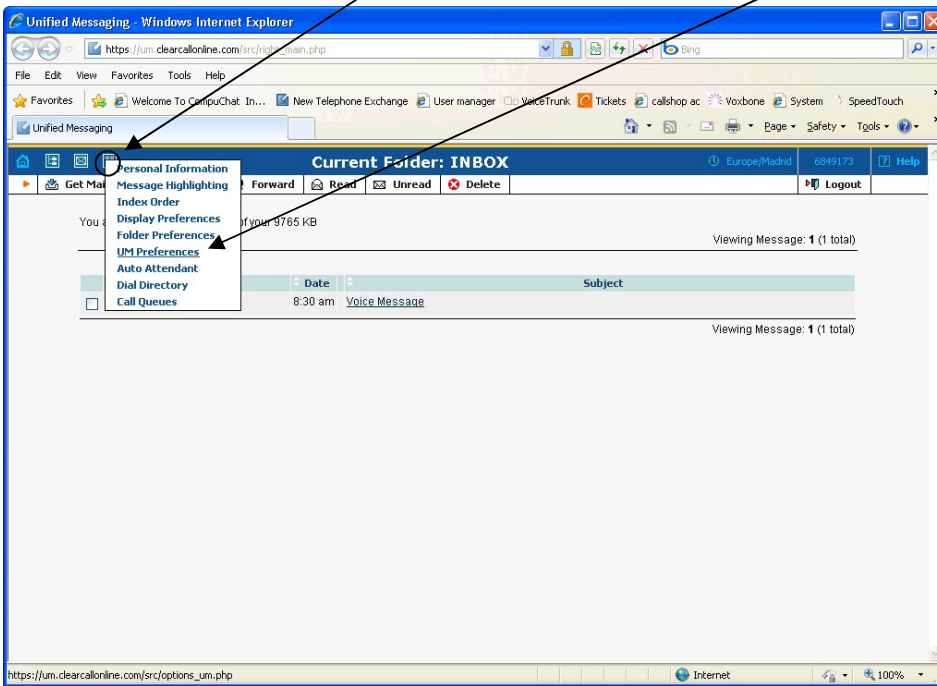
Voice Mail to email

As well as listening to your voicemail over the phone you can also configure the system to email your Voicemail to you in the form of an audio file that will play on your PC.

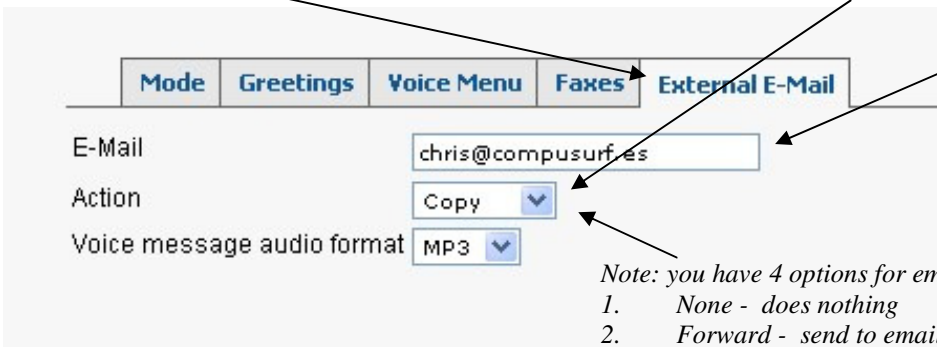
Step 1 log into your homepage and click on the “Messages” button



Step 2 Hover your mouse over the UM Configuration button and click on “UM Preferences” in the pop up menu



Step 3 Click the “External E-Mail” Tab. In the “Action” drop down menu select “Copy”. Enter your correct email address and Save



Note: you have 4 options for email.

1. None - does nothing
2. Forward - send to email without leaving a copy on the server
3. Copy - Send to email and leave a copy on the server
4. Notify - Leave on server and send an email notifying there is a message waiting

There are a number of ways to contact us by Telephone, email website or text.

Email address`s:

Support support@compusurf.es

Accounts billing@compusurf.es

General info@compusurf.es

Telephone during office hours:

968 970 666

968 199 191

For “out of hours” support send a text to 634014738. the duty engineer will pick up the text and take action.

Facebook: www.facebook.com/compusurfspain

Website: www.compusurf.es