Advanced Digital Telephone Systems

Customer Self Care Handbook

Contents:

Rev 2.0   Nov 2011

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 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
↪	349968111111	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"

On the info page click on the "Subsciber" Tab

Fill out as much as you can, and click save

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

Exploring The Home Page

Info Button   XDR Browser   This is your unique   Your Current Balance
                              Internal Account ID

Account ID	Balance	Status
6849173	50.53 EUR	

Your Details

▽ Subscriber		▽ Features	
Name		UM Enabled	🟢
Address		Follow Me Enabled	🟢
Email		Call Processing Enabled	🔴
		Call Recording	🔴

Voicemail Status

Call forwarding status

Call Forwarding Set up

Listen to your
Voicmails

▽ Hot Links			
	Messages	Forwarding Setup	Volume Discounts

Free Minutes Status

▽ Recent Calls					show all

Most Recent Calls

	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

Click here to see your
call & payment history
(see page 5)

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.
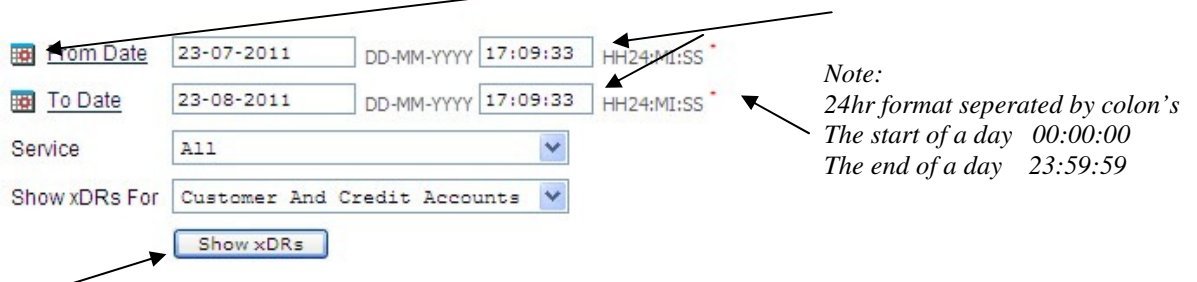
Checking Your Call History

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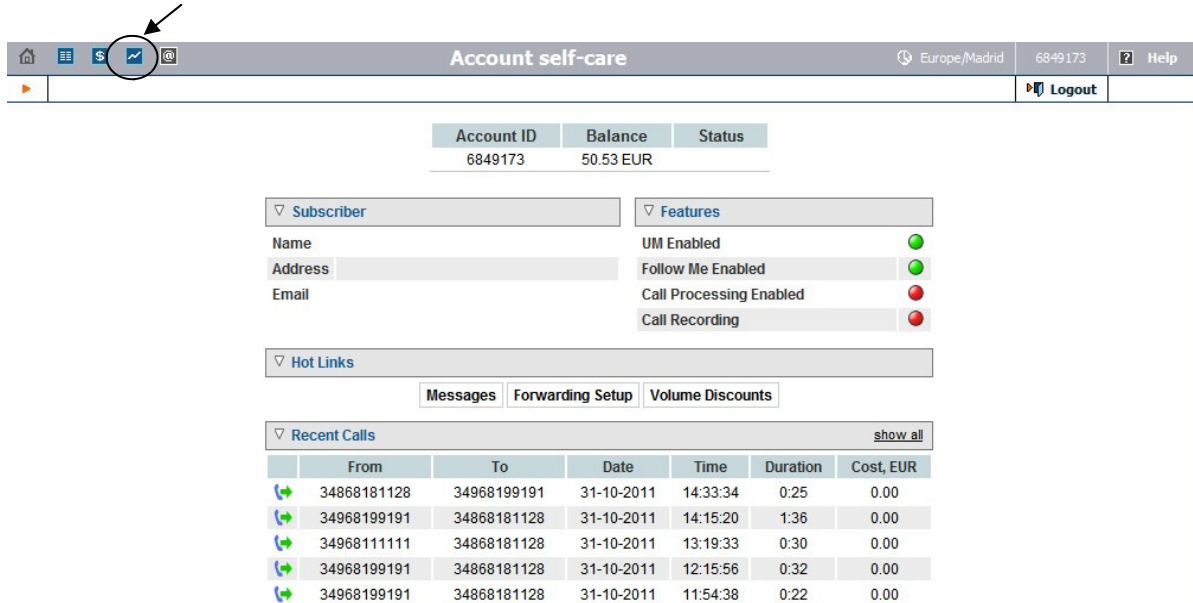
Step 2 Enter the required date range manually or by using the calendar app. A vaid time must also be entered

Note:
24hr format seperated by colon's
The start of a day   00:00:00
The end of a day   23:59:59

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"
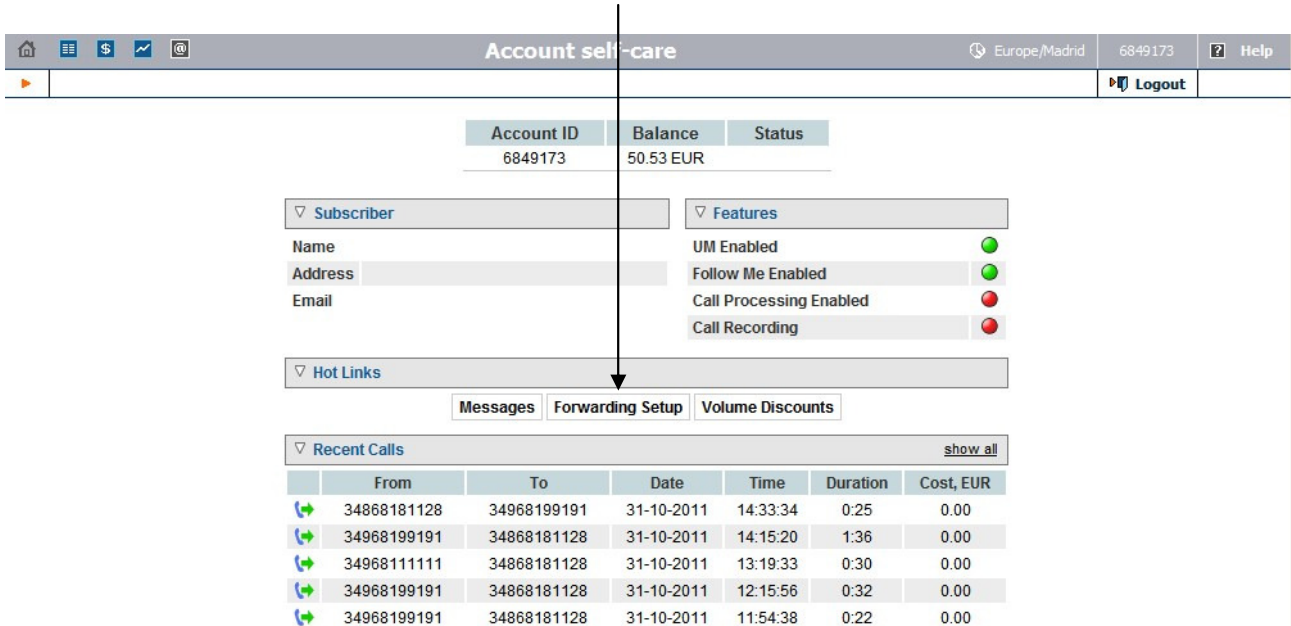

Step2 Your remaining free minutes show here

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
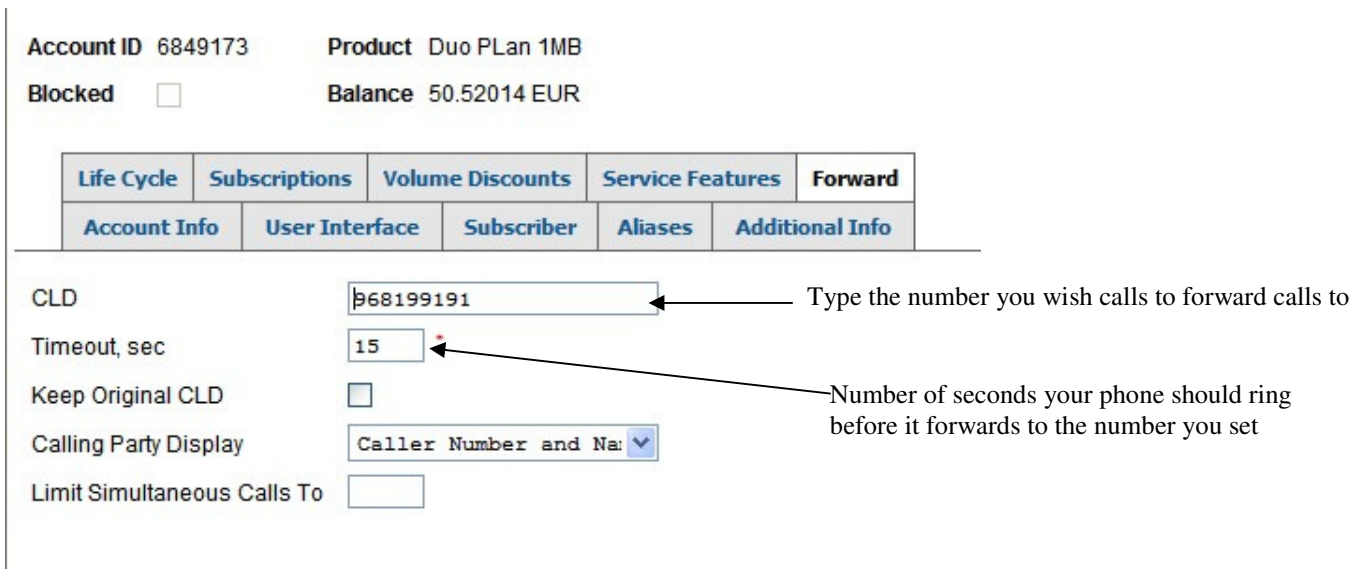
Adjusting your call forward Number

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, <u>you will be charged for the forwarded part of the call at our normal call rates</u>

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

Step2 Set number and pre forward ring time as below

Type the number you wish calls to forward calls to

Number of seconds your phone should ring before it forwards to the number you set

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"
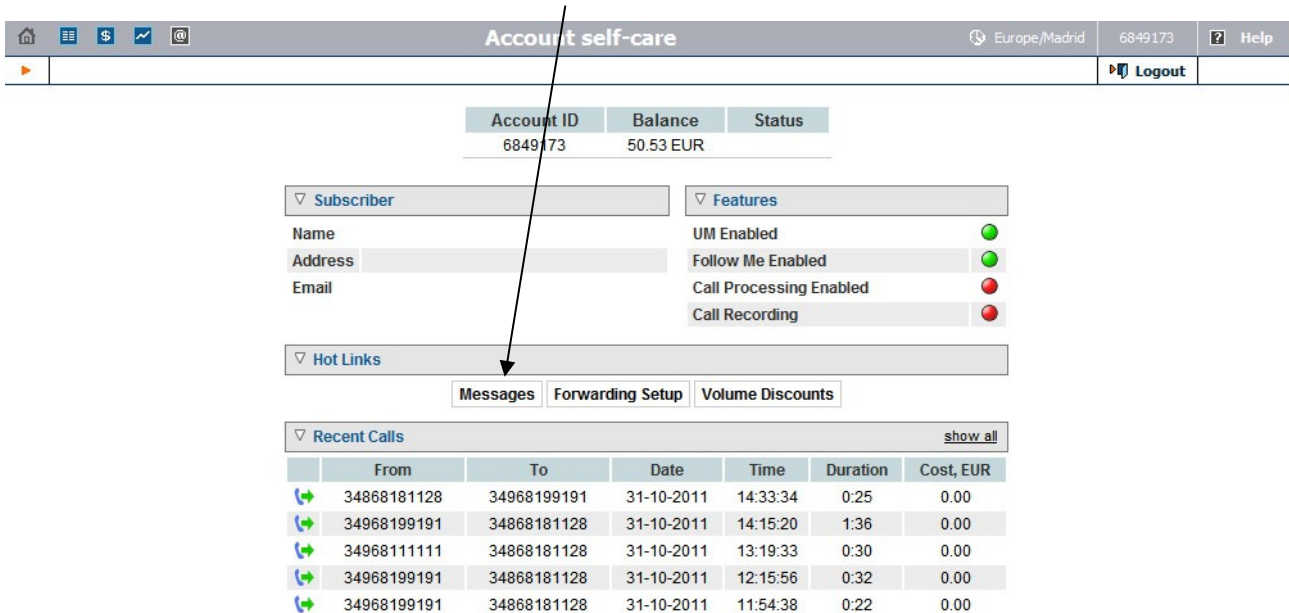
**Step2**   Click on "Voice Message" and your PC will play the message
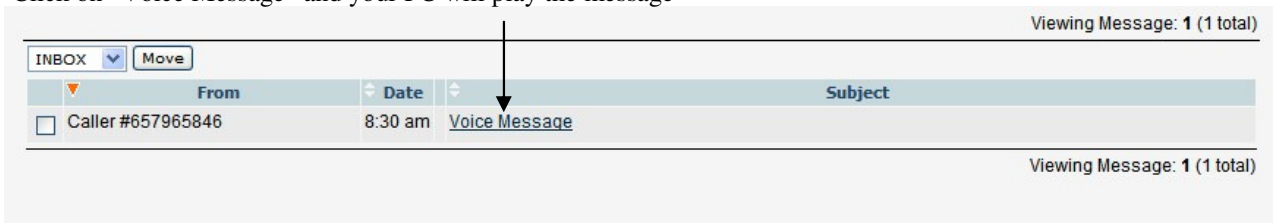
Note: Before your PC can playback the messages you may be asked to install a small App to allow this. If this happens just follow the prompts accepting any security warnings that may pop up.
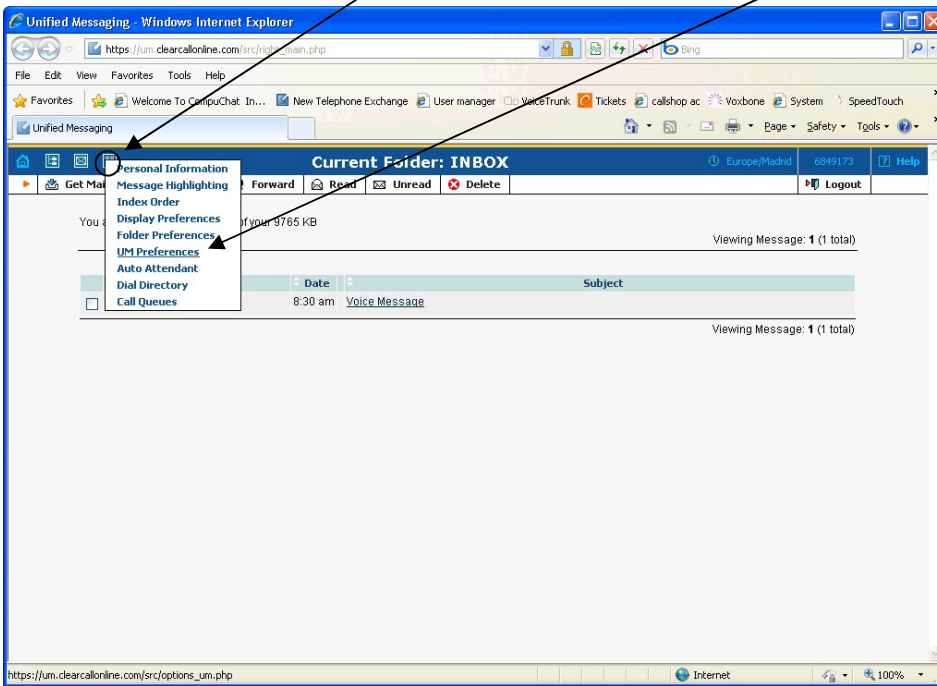
As well as listening to your voicemail over the phone you can also configure the system to email your Voicemail to you in the form of an audio file that will play on your PC.
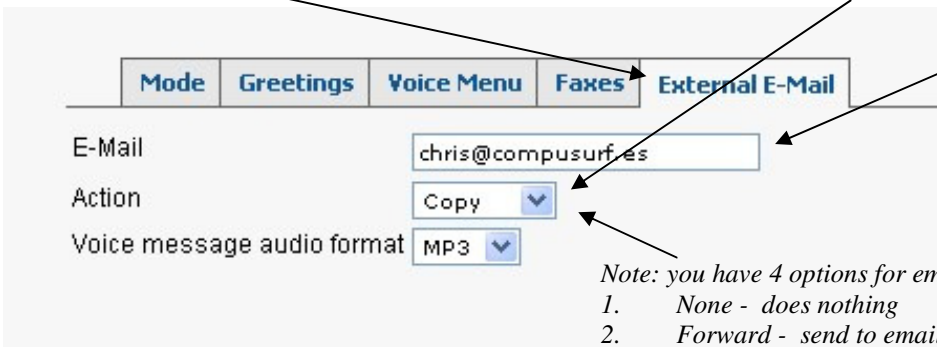
Step 1 log into your homepage and click on the "Messages" button
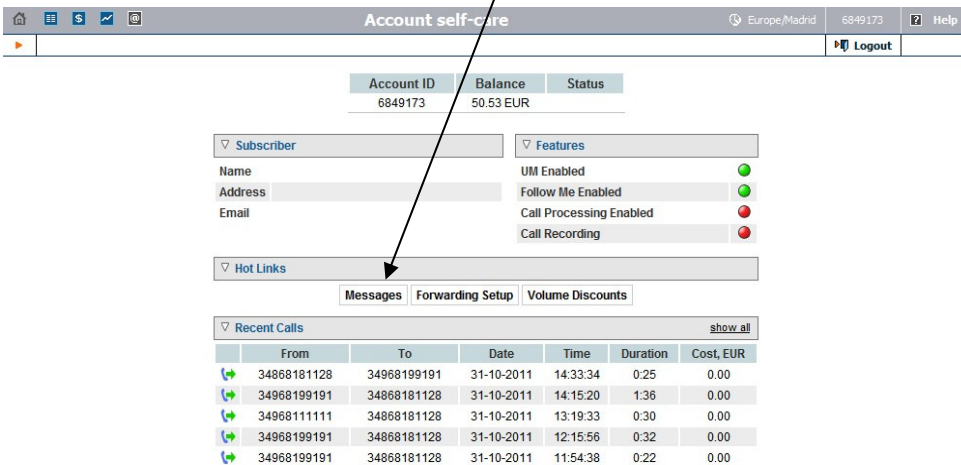
Step 2 Hover your mouse over the UM Configuration button and click on "UM Preferences" in the pop up menu

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*

Contact Us

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