

Broadband Telephony User guide

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1 Introduction

The Broadband Telephony (BBT) is the first among several services aiming to entirely personalize your communication experience. The service expands your current classical telephony experience by offering:

- Up to four additional telephone numbers, so that every member of your family can have his/her own personal fixed number,
- The capability to make video & voice calls via your computer using the CytaCommunicator software
- Free of charge supplementary service like Caller ID, call forwarding, call hold and many more
- The capability to manage via web your supplementary telephony services like call forwarding, call rejection, the activation of distinctive ringing tone etc.
- 230 minutes of calls to other Cyta fixed telephone numbers as part of the monthly subscription for your first Broadband Telephony number. For the rest of the Broadband Telephony numbers the 660 minutes package is offered optionally at an additional charge.
- The option of using different types of telephone devices such as:
 - Analogue telephones and/or DECT type phones
 - IP Videophones,
 - And as stated above, your computer by using a headset and a camera for videocalls.

2 Managing the Broadband Telephony service

The Broadband Telephony service can be entirely managed via the web. To be able to do so you need sign up to the Cyta portal on www.cyta.com.cy and create a web account.

2.1 Creating a web account

To create an account you need to visit the Cyta web page on www.cyta.com.cy, select **Log In to your unified account** and from the drop-down menu under Log In choose **Sign up now**.



To sign up you can enter either:

1. Your Customer Number which you can find at the upper site of any of your Cyta bills and your Service Number which can be any one of your Cyta telephone numbers like 22xxxxxx, 99xxxxxx or
2. Any one of your existing access code (Username & Password) at Cyta's Portal like Cytanet, Cytamobile-Vodafone etc.



Once the information you have entered is verified you will be asked to enter:

- Your Preferred Unified Log In Codes, that is the username and password you wish to use when connecting to the Cyta's web page www.cyta.com.cy
- Your secret answer which will be used in case you forget your password.



Confirm your personal information you and you are Registered !!!!!!!!!!!

With the completion of the Sign Up process you can continue and connect your unified code with other Cyta portals or just connect to the web page.

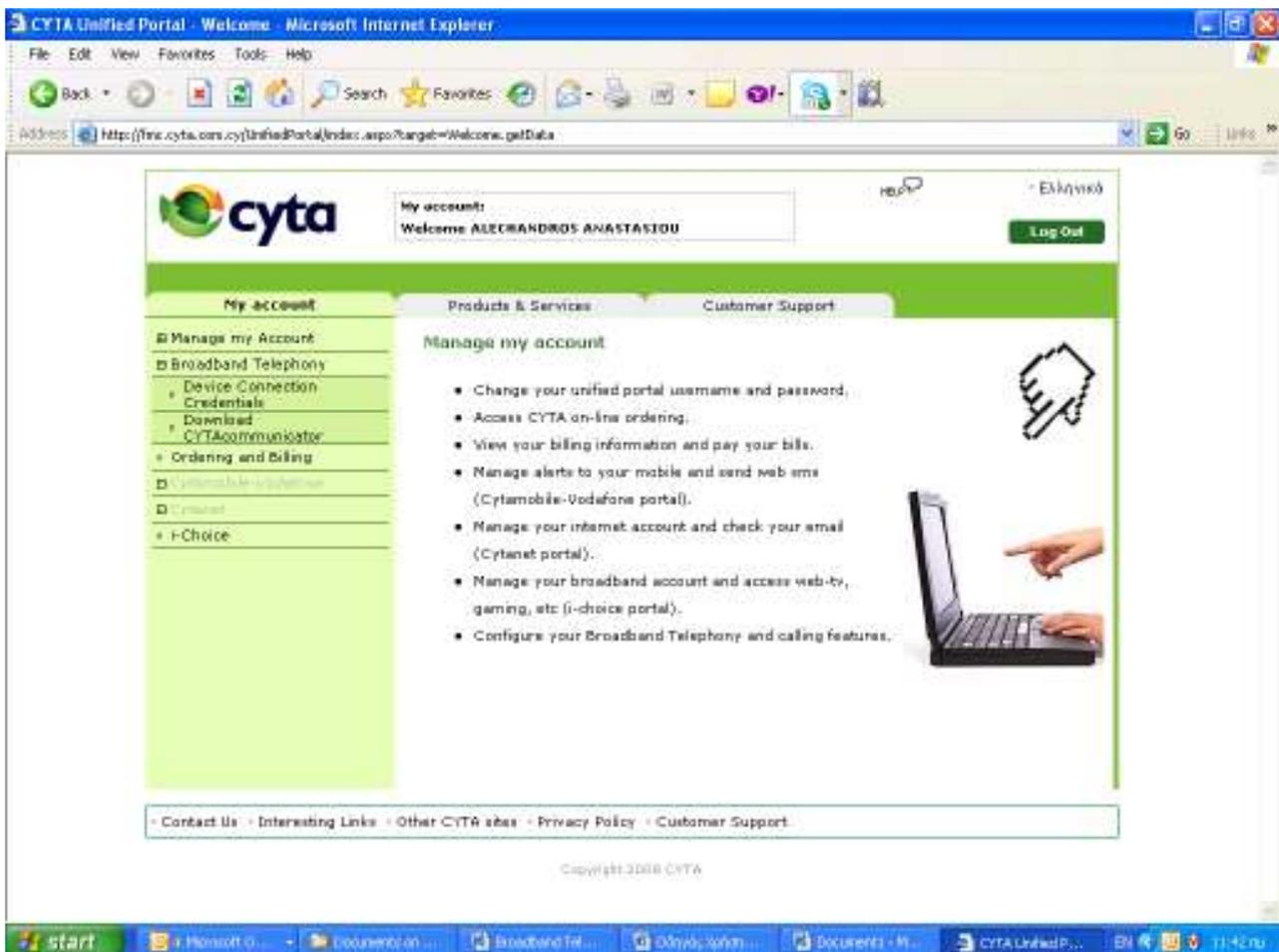
2.2 Creating a unified account

The account you have created at the Cyta portal www.cyta.com.cy is a unified account meaning that you can connect to it all your other Cyta Portal accounts. The unified account allows you to have one set of credentials through which you can access all your Cyta services from a single web page. The unified account allows you to access the following services:

- Ordering & billing to view your billing information and pay your bills, as well as place orders for Cyta services via the Cyta web shop.
- The Cytamobile-Vodafone portal to manage SMS alerts to your mobile phone and send web sms.
- The Cytanet portal to manage your internet account and check your emails.
- The DSL Access (when you are connected via your DSL Access service) to manage your broadband account and to use services like internet TV, games, etc.
- And of course your Broadband Telephony service to manage the service and its supplementary services.

3 Accessing other Cyta Portals via your unified account

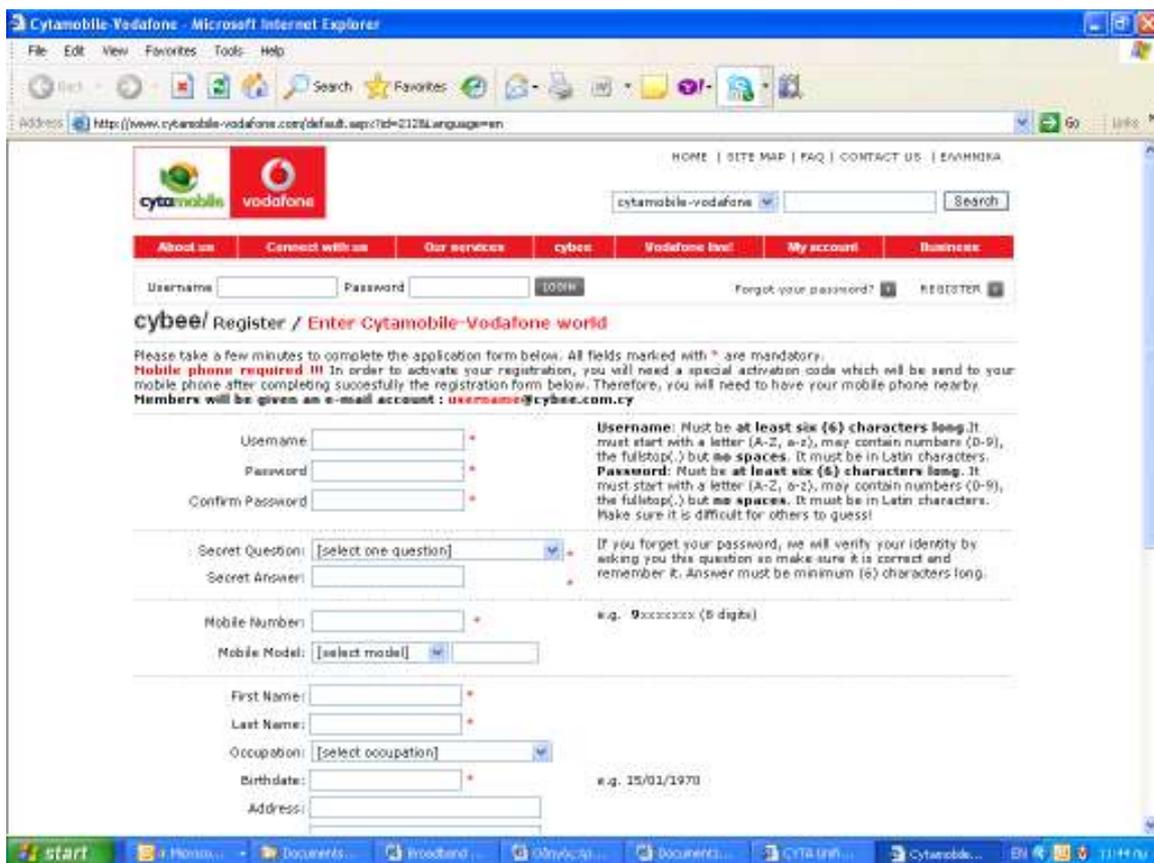
To connect your unified account to other Cyta Portals that you wish to access you need to **Log In to your unified account** and from the main menu choose **Manage my account** and then the Portal you wish ie. Ordering and Billing, Cytamobile-Vodafone, Cytanet.



3.1 If you **are** already a user of the Portal you wish to access then choose **Connect**. You will be asked to enter the Username and Password you use to access the specific portal. When your codes are verified you will be informed that you have successfully connected your codes to your unified account.

Now you will be able to connect on www.cyta.com.cy using your unified codes and have direct access to the Portal you have connected. In the particular example in the main menu of your unified account under the title "My account" the user will see the choice Cytamobile-Vodafone activated.

3.2 If you **are not** a user of the Portal you wish to access then choose **Register**. You will be transferred to the web page of the Portal that you wish to have access, in our example to the Cytamobile-Vodafone Portal.



After you register to that Portal you have to return to the Cyta Portal on www.cyta.com.cy, **Log In to your unified account** and from the main menu **Manage my Account** under the name of the Portal you wish to unify select **Connect**.

You will be asked to enter the Username and Password you use to access the Portal you wish to connect. When your codes are confirmed you will be informed that you have successfully connected your codes to your unified account and the link of the particular Portal in the main menu will be activated.

Now you will be able to connect on www.cyta.com.cy using your unified codes and have direct access to the Portal you have connected. In the particular example in the main menu of your unified account under the title "My account" the user will see the choice Cytamobile-Vodafone activated.



4 Managing my Broadband Telephony (BBT) Service

To manage your BBT services you need to **Log In to your unified account** and from the **Manage my Account** menu select **Broadband Telephony**.

4.1 Type of Accounts

There are two types of accounts in the Broadband Telephony service. The master account and the sub account. The master account belongs to the owner of the BBT service while a sub account can be created by the master for every number bought in the BBT service and assigned to the person that will use the specific number.

Each account has different capabilities with respect to managing the Broadband Telephony service.

4.1.1 Master Account

The master account has the following options:

1. View all the numbers bought under the BBT service.
2. Manage the supplementary services (activation, deactivation, creation of time schedules, apply forwards etc.) for each BBT number by selecting **Update** next to the desirable number under Supplementary Services.
3. Create a sub account for each BBT number by selecting **New Account** next to the desirable number.
4. Change/modify the numbers associated to each sub account or/and to the master account by selecting **Modify** under Actions next to the account to be change.
5. Delete a sub account by selecting **Delete** next to the desirable number.
6. See the personal information that where registered for each person that was given a VoIP number – sub account. In case you want to change this information you must delete the specific sub account and create a new one.
7. Download the CytaCommunicator software in order to make voice & video calls from your computer.



The screenshot shows the CYTA Unified Portal interface. The user is logged in as ALECHANDROS ANASTASIOU. The main content area is titled 'Manage my Account' and includes a section for 'Broadband Telephony Account Settings'. This section contains a table with the following data:

Account Type	Personal Data	Available VoIP numbers	Actions	Supplementary Services
Master	ALECHANDROS ANASTASIOU	35722526112	Modify	Update
Sub	Test Test	35722526186	Modify, Delete	Update

Below this table, there is a section for 'Available VoIP Lines' with another table:

Available VoIP numbers	Actions	Supplementary Services
35722526187	New account	Update
35722526188	New account	Update

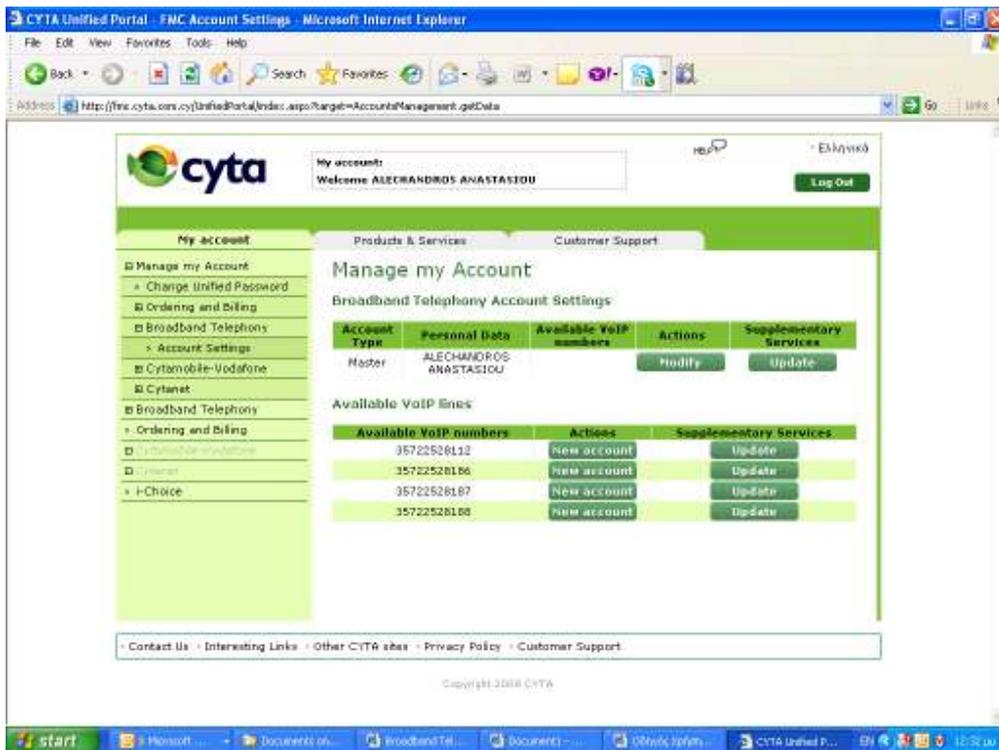
4.1.2 Sub Account

With the sub account you can do the following:

1. Download the CytaCommunicator software in order to make voice & video calls from your computer
2. Manage the supplementary services for the VoIP number that was associated to the sub account by selecting the link **Supplementary Services** under the **Broadband Telephony** of **Manage My account** menu.

4.2 Assigning a number to the Master Account

In order to associate a number to the Master account you need to **Log In to your unified account** at the Cyta Portal www.cyta.com.cy and then click on the **Broadband Telephony** link under **Manage my Account**.

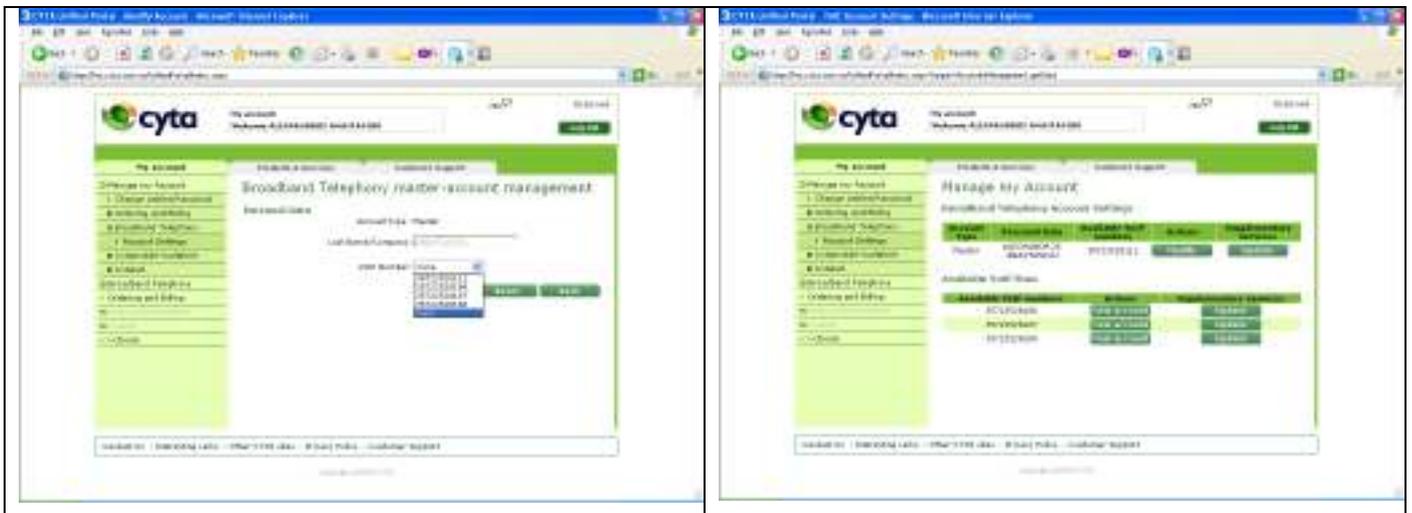


To associate a number to the master account:

Select **Modify** under Actions

And then select the number you wish to use from the VoIP Number drop down list (screen right).

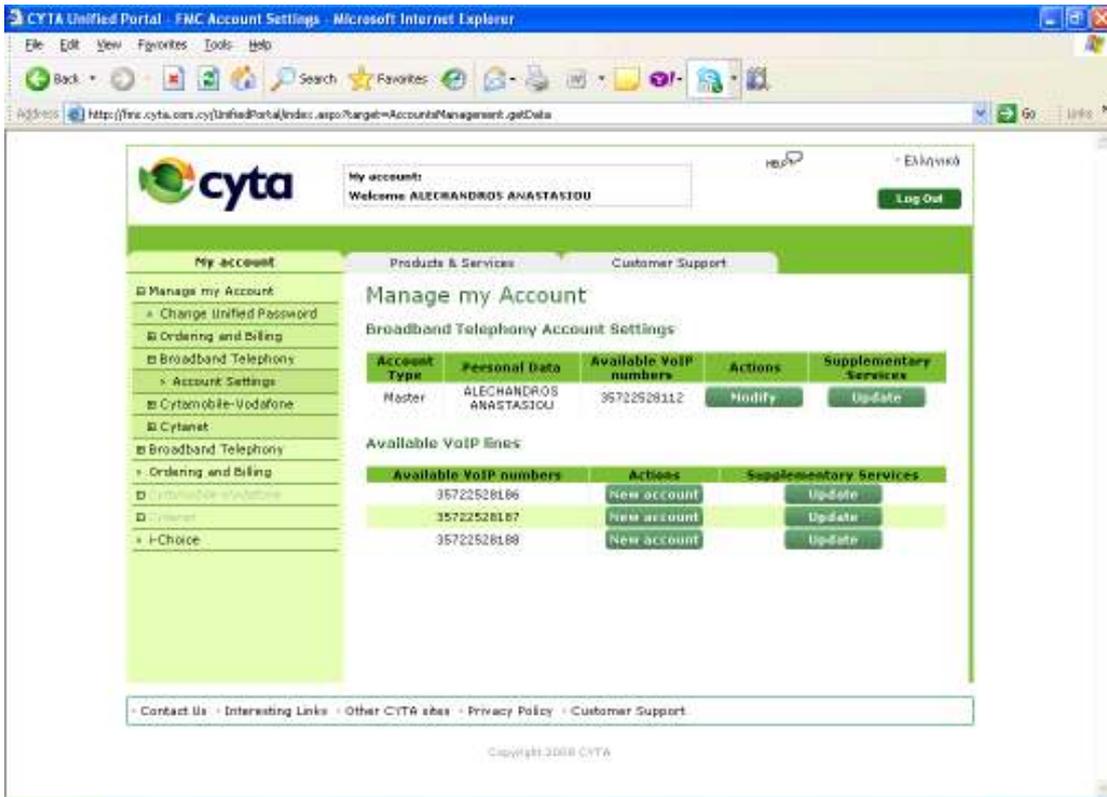
The number chosen is now associated to the master account (screen left).



4.3 Creating an account for your BBT numbers;

The owner of the service (master account) can create sub accounts for all the numbers of the BBT service and associate each account to the person that will use the number in order for that person to be able to log in and manage his service.

From the main menu **Manage my Account** select **Broadband Telephony** and then **Account Settings**. In this page you can see all the numbers you have bought.



By choosing **New Account** next to the number you wish to create a sub account for, you will be transferred to the page – **Broadband Telephony sub account management**.

You will be asked to enter whether the user you want to create has an existing account at the Cyta Portal www.cyta.com.cy.

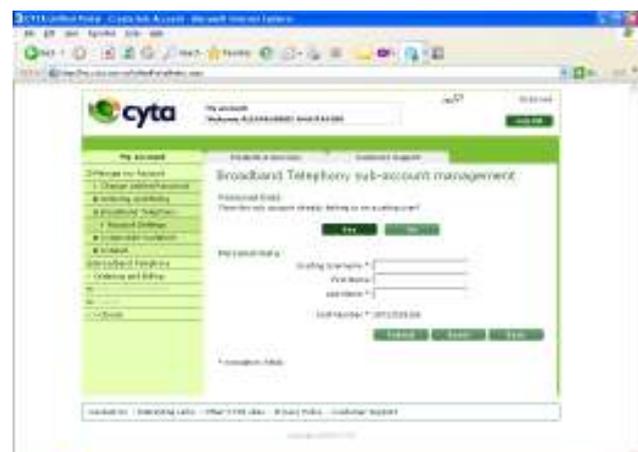
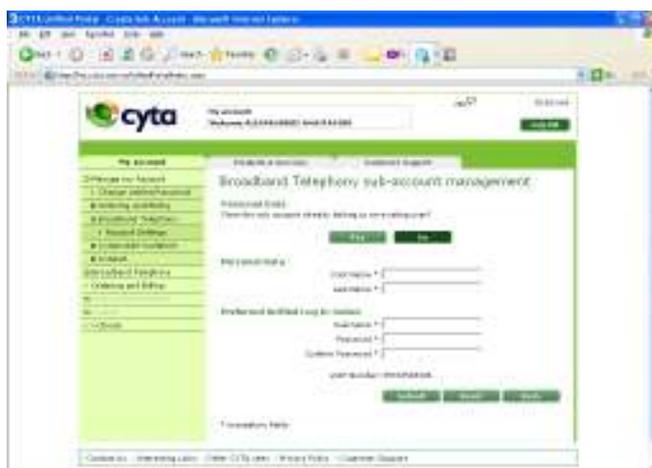
If the answer is No

then you will be asked to give the personal information (Fist name & Last name) of the person you wish to give the number to as well as the codes he will be using to connect to the Cyta Portal www.cyta.com.cy. After the sub account is submitted you will be informed whether it has been created successfully.

If the answer is Yes

then you will be asked to enter the Username that the user is using for his/her unified account as well as the First and Last Name as shown in the screen right. Once the user you have entered is verified you will be informed that the sub account has been created successfully.

The user for whom you have created the sub account can now connect and manage the number you have associated his account with.

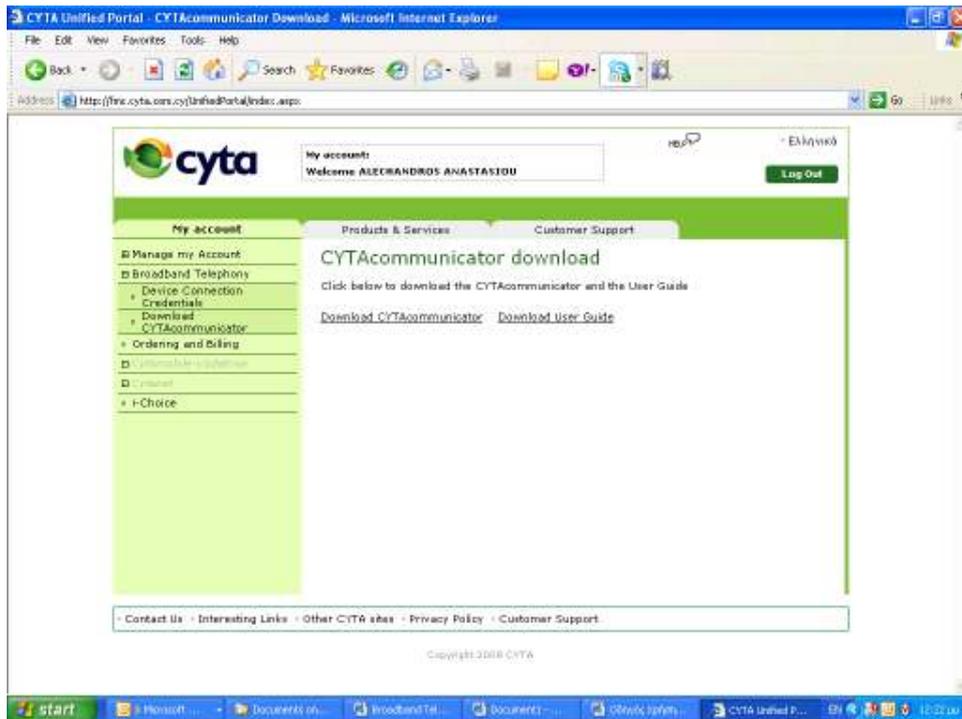


4.4 Making video calls

The BBT service offers the capability of making video calls to other subscribers of the BBT service. To make video calls you can either use an IP Videophone or your computer via the CytaCommunicator software.

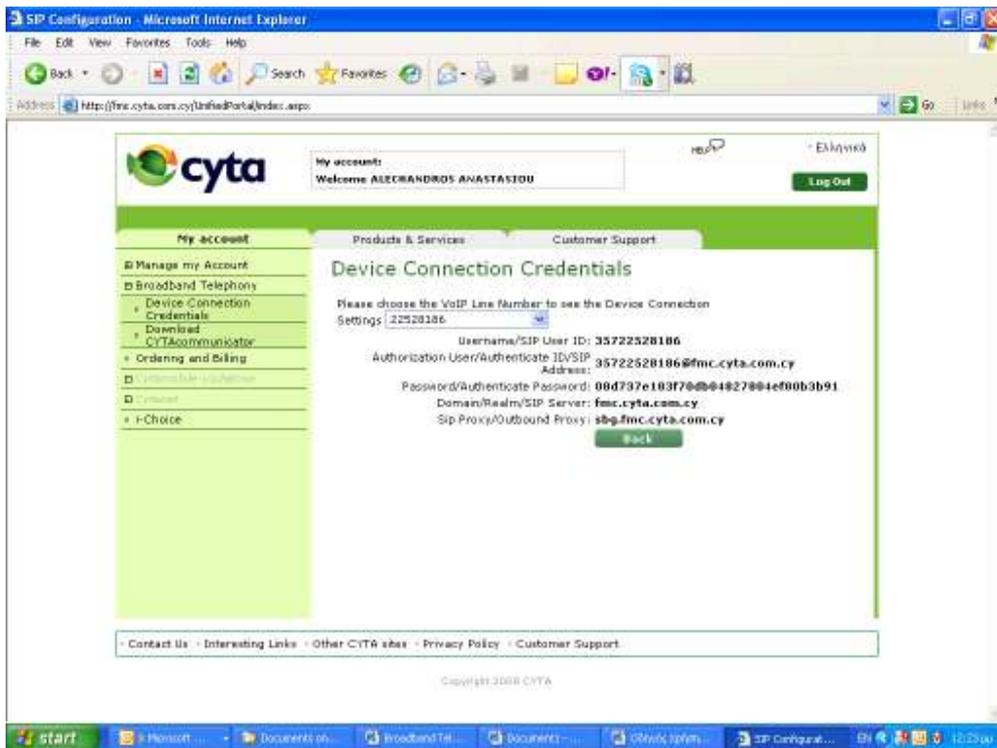
4.4.1 Download the CytaCommunicator software

In order to make calls via the CytaCommunicator software you need to install it on your computer. To download the software from the main menu selects the **Broadband Telephony** service and then the link **Download CytaCommunicator**. You should also download the User Guide where the installation process is described.



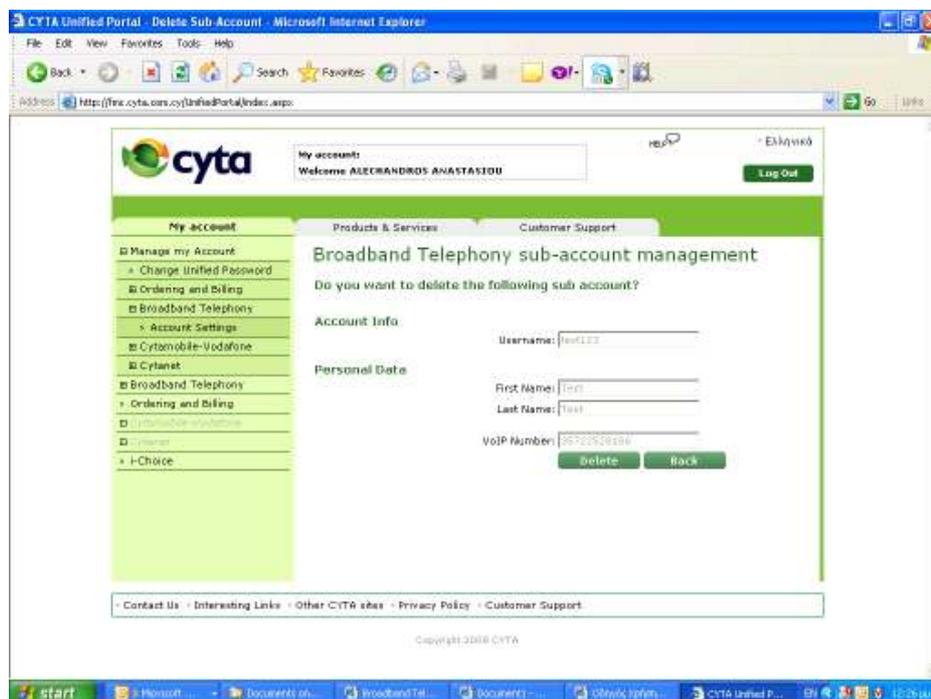
4.4.2 Device Connection Credentials

Please note that in order to activate the CytaCommunicator you have to enter the Connection Credentials and the number for which you wish to program the software. To see the connection credentials from the main menu choose **Broadband Telephony** and then the link **Device connections credentials**. The credentials are shown under each VoIP number.



4.5 How can I delete a sub account that I have created;

From the main menu of **Manage my Account** select **Broadband Telephony**, and then then **Account Settings**. The page displays all the sub accounts that you have created. By choosing **Delete** under the **Actions** you will be asked to confirm if you wish to delete the selected sub account.



Choose **Delete** to confirm your choice. You will be informed that the account you have selected has been deleted.

5 Supplementary Services

5.1 Definition

The term Supplementary Telephony Services refers to the group of services that you can use to customize your telephone service and include services like call forwarding, call rejection, distinctive ringing tone, caller ID and many others. A complete list with all the supplementary service available with the BBT service is listed below.

5.2 Managing your supplementary services

If you have registered with a master account then select **Account Settings** under the **Broadband Telephony** menu. All the telephone numbers bought with your Broadband Telephony services will be shown.

To set the supplementary service for any one of the numbers displayed you need to select the link **Update** next to the number you wish to manage.

5.3 List of Supplementary Services

Once you select update a new webpage will open where all the supplementary services are displayed in groups according to the function they perform.

The groups/functions are:

- Timeschedule
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Access Codes

By selecting a specific link you will see the supplementary services that belong to that group.

5.3.1 Timeschedule

Time schedule allows you to create your own time schedule, by setting the days and hours you wish, and use it in order to specify when you wish to accept, forward or reject calls for services like selective call forwarding, selective call rejection etc. From the same page you can manage your existing time schedules.

5.3.2 Incoming Calls

Anonymous Call Rejection: It allows you to reject calls from people that have intentionally hidden their identity. These people are informed that their calls have been rejected. In order to activate the service you have to call the Call Centre at 132.

Call Forwarding Always/Busy/No Answer: Call Forwarding Always/Busy/No answer allows you to forward your incoming calls to a different phone number, such as your home, your office, your mobile phone or your voicemail always, when busy or no answer. This service is offered free of charge.

Call Forwarding Selective: Allows you to forward all your incoming calls to a different number when predefined criteria like telephone number, hour of day or day of the week are met. In order to activate the service you have to call the Call Centre of Cyta at 132.

Selective Call Rejection Allows you to reject calls that meet the predefined criteria you have set like telephone number, time of day or day of the week.

- Do not Disturb:** Allows you to forward all your incoming calls to your voicemail without having your telephone ring. The service is offered free of charge.
- Distinctive Ringing Tone:** Allows you to set your telephone to ring with a distinctive ringing tone when the predefined criteria that you have set are met i.e. when your best friend calls . The service is provided free of charge.
- Caller ID (CLIP):** Allows you to see who is calling you. This service is offered free of charge.

5.3.3 Ongoing Calls

Call Return: Allows you to return a call to the last person that called you. This service is offered free of charge.

Last Number Redial: Allows you to redial the last number you called. This service is offered free of charge.

Speed Dial 8 : Allows you to associate one-digit (2-9) numbers (speed dial codes) with telephone numbers that you call frequently but are hard to remember and dial then by just pressing a number. This service is offered free of charge.

Speed Dial 100 Allows you to program two-digit (00 - 99) speed dial codes to call desirable number by just pressing some buttons. This service is offered free of charge.

5.3.4 Call Control

Call Waiting Allows you to interrupt a call in order to answer to another call. This service is offered free of charge.

Call Hold Allows you to hold a call without your telephone equipment having the specified hold button by pressing Flash hook/ Hang up. This service is offered free of charge.

Three-Way-Call Allows you to make calls with three telephone numbers simultaneously. In order to make a three-way-call just press flash hook in your telephone while talking to the 1st call and then press the number of the 3rd person. In order to interrupt the call with the 3rd party just press again flash hook. This service is offered free of charge.

5.3.5 Calling Plans

Allows you to see all the types of calls you can make & receive. For example calls to mobiles. In case you want to bar or code bar some services (that is to make calls only to specified types of calls using a code) you have to call the Cyta Call Centre at 132.

5.3.6 Feature Access Codes

In this page you can find all the Feature Access Codes you can use in order to activate or deactivate your services using your telephone equipment. In order to activate a service you

have to dial the specified code for the certain service and any additional information, if it is necessary, like the telephone number you wish your calls to be forwarded and then press #.

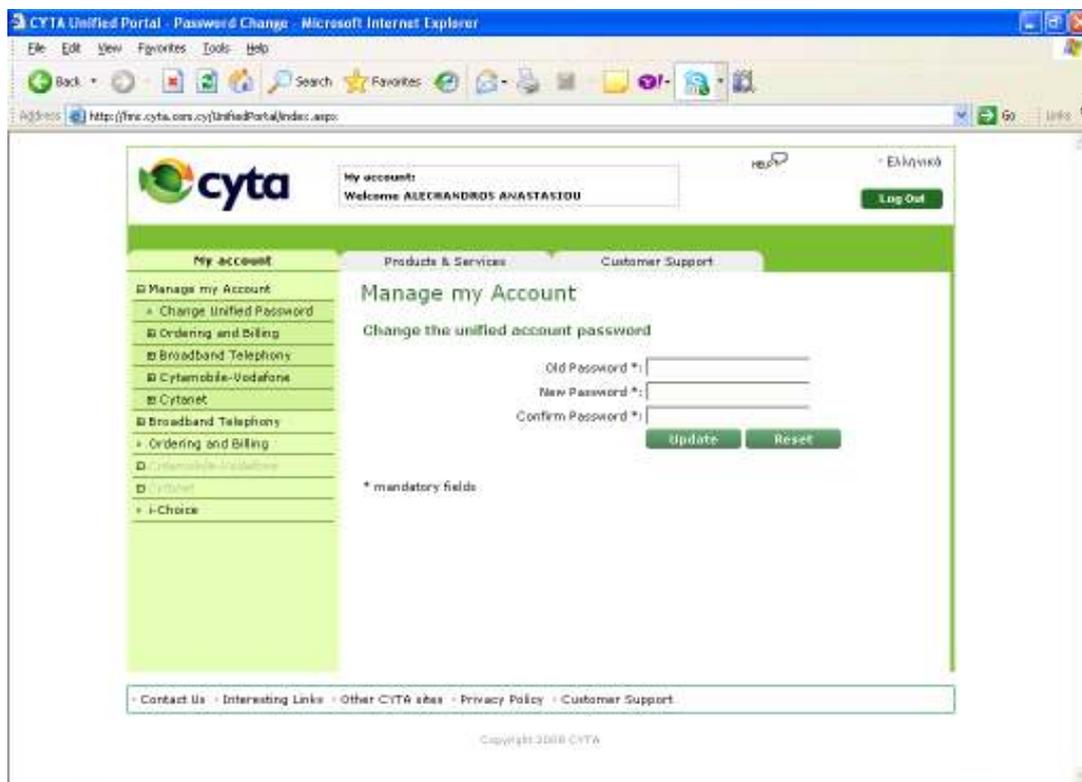
6 How can I change my unified access code;

From the **Manage my Account** menu select the option **Change Unified Password**.

You will be asked to enter your existing (Old) unified password, the New password (desirable code) and then again the new password to confirm it.

We remind you that the access codes must be constituted by at least six (6) latin characters and can contain capitals and small letters (A-Z, a-z), numbers (0-9) and the symbol of dot (.).

After you enter your desirable password select Update in order your new password to be submitted.



7 I have forgotten my unified password;

In case you have forgotten your access code then from the page www.cyta.com.cy select **Log In to my unified account** and then from the drop down link under Log In the option **Forgot your password?**



You will be asked to confirm your identity by entering the Username and the Last Name/Company Name as shown in the screen below.

When your identity is verified you will be asked to enter the answer you have given to the secret question and then to enter and confirm your new unified access password.

Remember that the password must at least six (6) latin characters long and can contain capitals and small letters (A-Z, a-z), numbers (0-9) and the symbol of dot (.).