

## **Telephony Small Business User Guide via My Cyta portal**

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## 1. Introduction

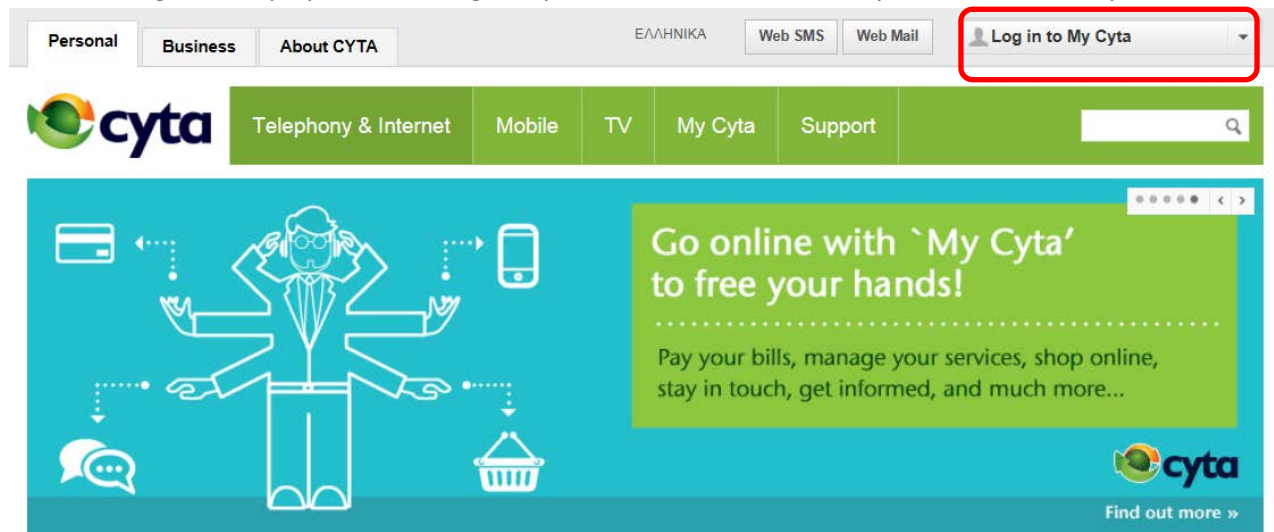
If you have Telephony Small Business numbers you can manage the supplementary services of your numbers. You can activate or deactivate the supplementary services included in your package free of charge. You have the opportunity to order additional numbers and supplementary services that fit your needs. Install CytaCommunicator to enjoy voice and video calls from your personal computer.

All these and even more are available for you on My Cyta. All you have to do is register to the portal and add your Telephony Small Business numbers.

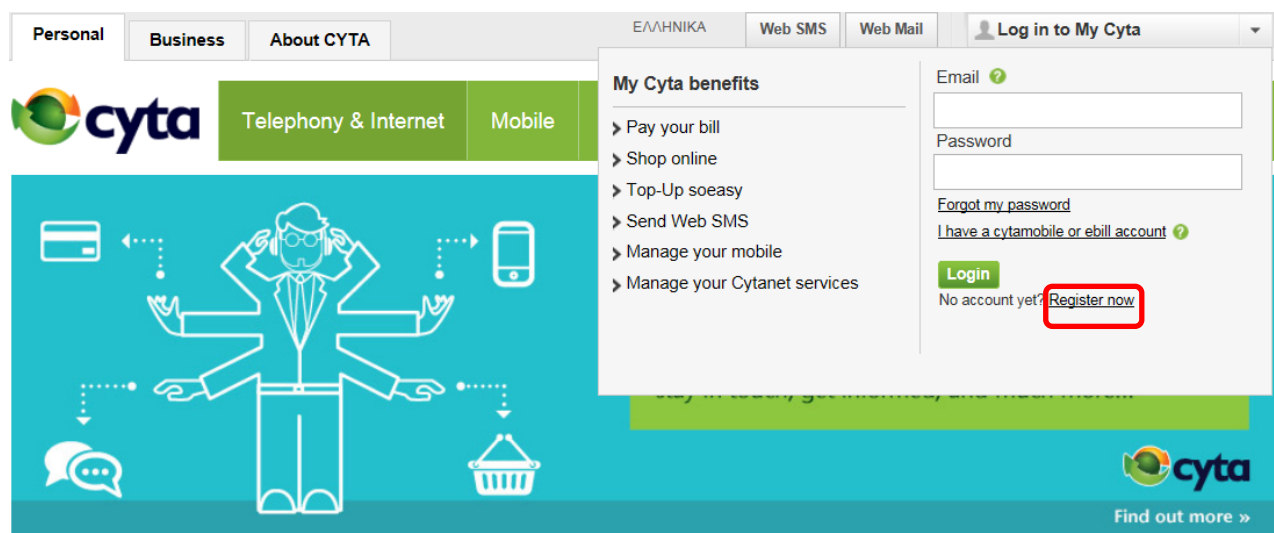
## 2. How to register to My Cyta portal

To register to My Cyta portal visit Cyta website at: [www.cyta.com.cy](http://www.cyta.com.cy)

Click on “Log in to My Cyta” on the right top corner of the website as you can see in the picture below



From the drop down menu left click on “Register Now”.

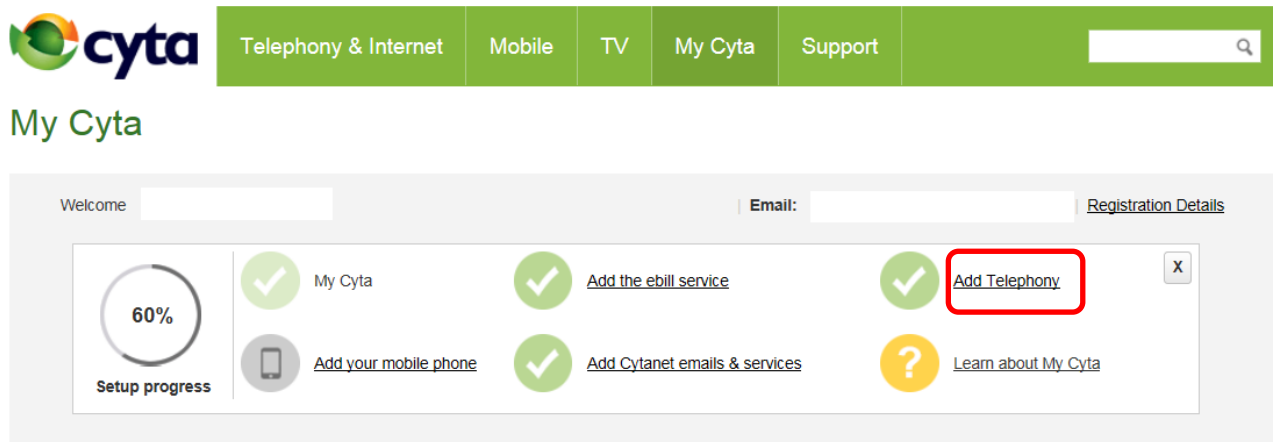


Fill in your e-mail, password and all the necessary information to register to My Cyta according to the instructions provided.

### 3. Service management

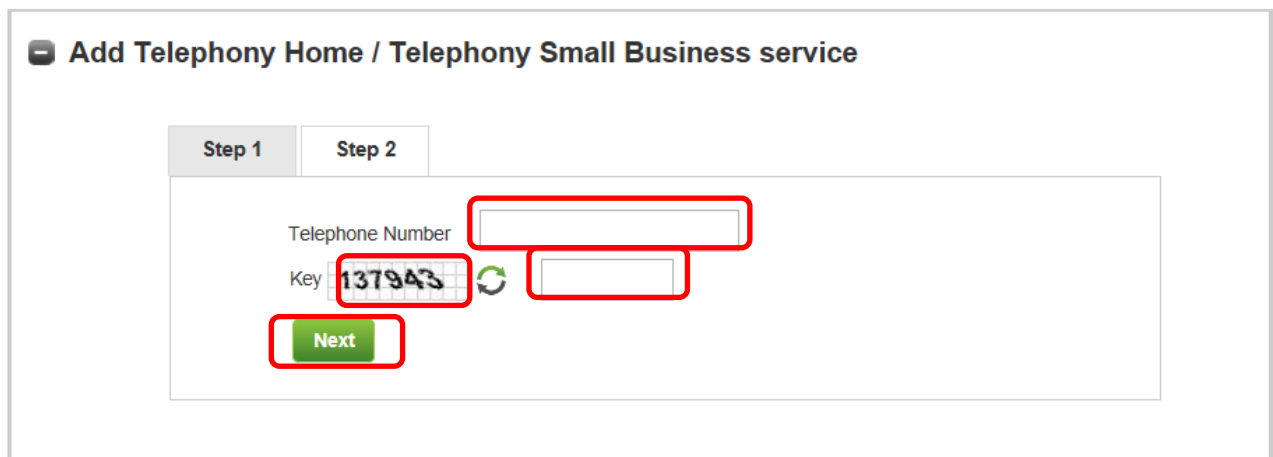
#### 3.1 How to add your Telephony Small Business numbers to My Cyta

Log in to My Cyta using your e-mail and password. From the central menu select “Add Telephony”.

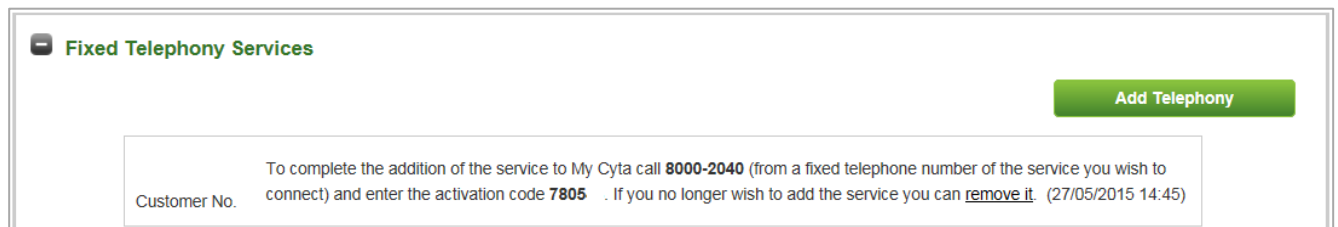


On the new page, insert one telephony number which is using Telephony Home Plus or Telephony Small Business service, and the numerical key provided from the webpage.

When you click on «Next» a 4 digit coded will appear on the screen.

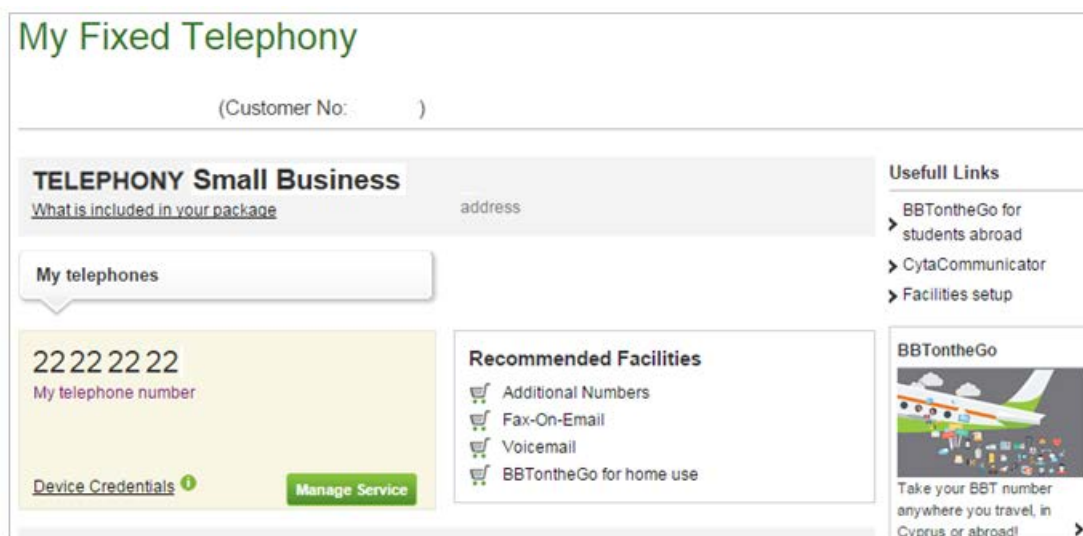


Next (Step 2) you will be prompted to call **free of charge** to 8000-2040 from one of your Telephony Home/ Telephony Small Business numbers and insert from your phone the 4 digit code provided from My Cyta portal.



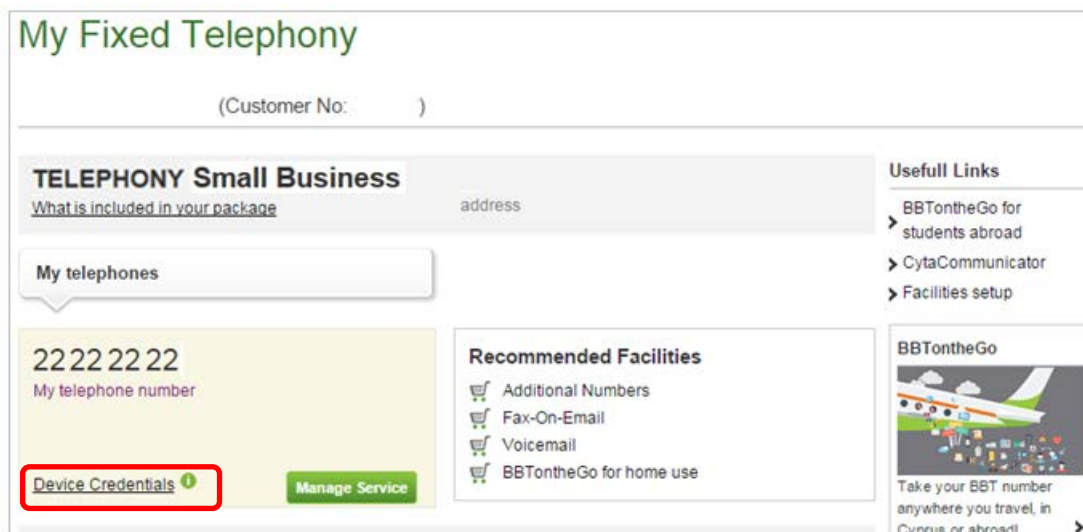
Your call to 8000-2040 successfully finalizes the addition of your Fixed Telephony Services to My Cyta portal.

Upon completion of the above process you will be able to manage your service and secondary facilities via the web. Moreover you can download CytaCommunicator software and make voice and video calls via your computer.



### 3.2 Device credentials to manage your devices

The device credentials link is displayed under the corresponding Telephony Small Business numbers



You can use the codes to connect an IP phone or activate Cyta Communicator on your personal computer.

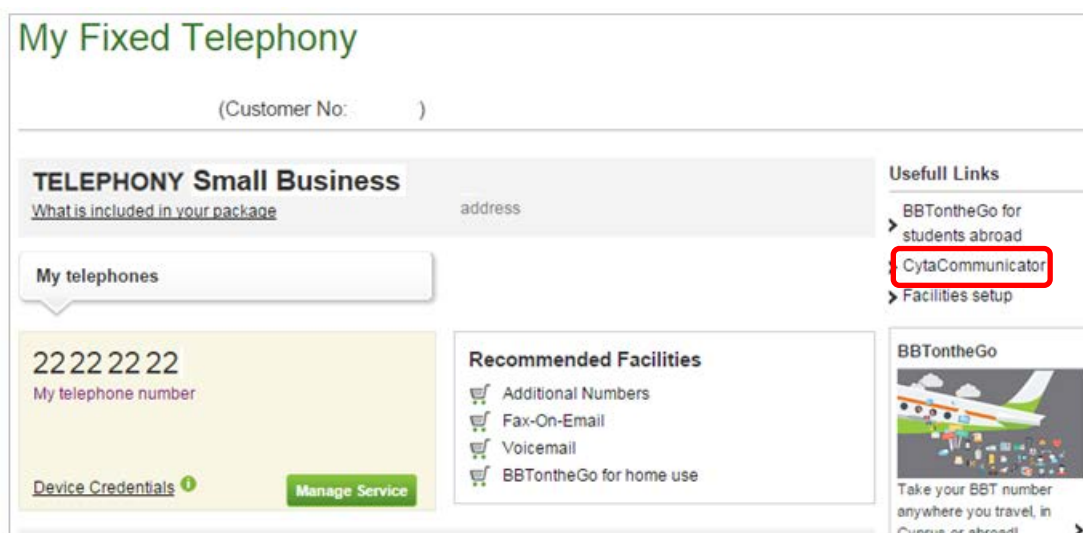
There is a unique 16 digit code password credential for every Telephony Small Business number.

### 3.3 Installation of Cyta Communicator for voice and video calls via personal computer

Visit [www.cyta.com.cy](http://www.cyta.com.cy), hence click on «Log in to My Cyta», and then insert your login codes (username and password) to connect to My Cyta. Hence, on the main menu of Fixed Telephony click on “More” link.



On the upper right part of the next page there is “Useful Links” menu. Click on CytaCommunicator link.



After you login, you can read Cyta Communicator installation guide and download the software on your computer from the “Install CytaCommunicator” link. To activate CytaCommunicator select the Telephony Small Business number to view the corresponding Device Credentials.

#### First time connection to CytaCommunicator

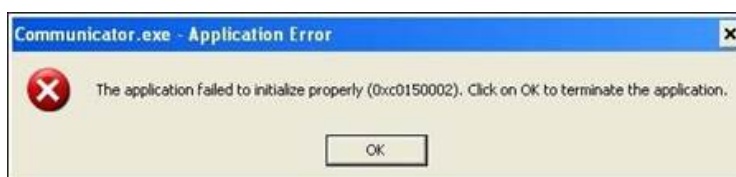
If you are connecting to CytaCommunicator for the first time you need to insert the device credentials of the number you will use on the software. (Username 2XXXXXXX and Password 16 digit code device credential).

This process is used only on the first time connection if you prefer the software to store your username and password.

#### Notes

(α) CytaCommunicator requires a computer with Windows (XP, Vista, 7, 8 ή νεότερες εκδόσεις) and an internet connection.

(β) In case you are using Windows XP and receive the message below

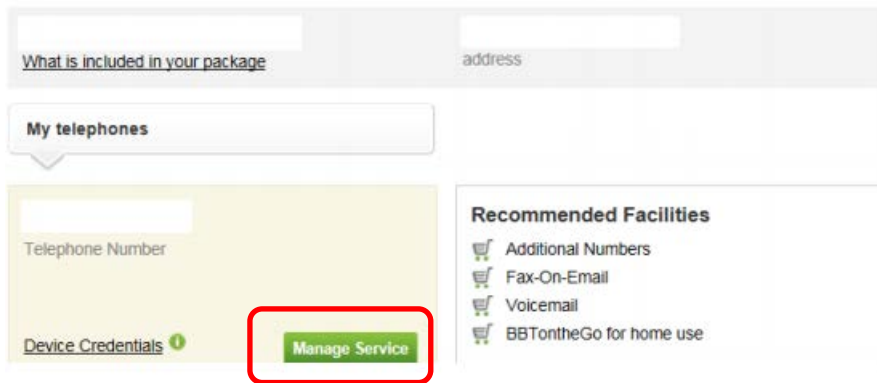


you have to uninstall CytaCommunicator from your computer. Hence install the additional “Download for Windows XP Patch”. The patch is on the same page with the link to download CytaCommunicator (Step 3.3). When the patch file is installed download CytaCommunicator software on your computer again.

#### **4. Supplementary Services**

Manage Telephony Small Business supplementary services to set your telephony service according to your needs. When you add Telephony on My Cyta portal, you will view all your Telephony Small Business numbers.

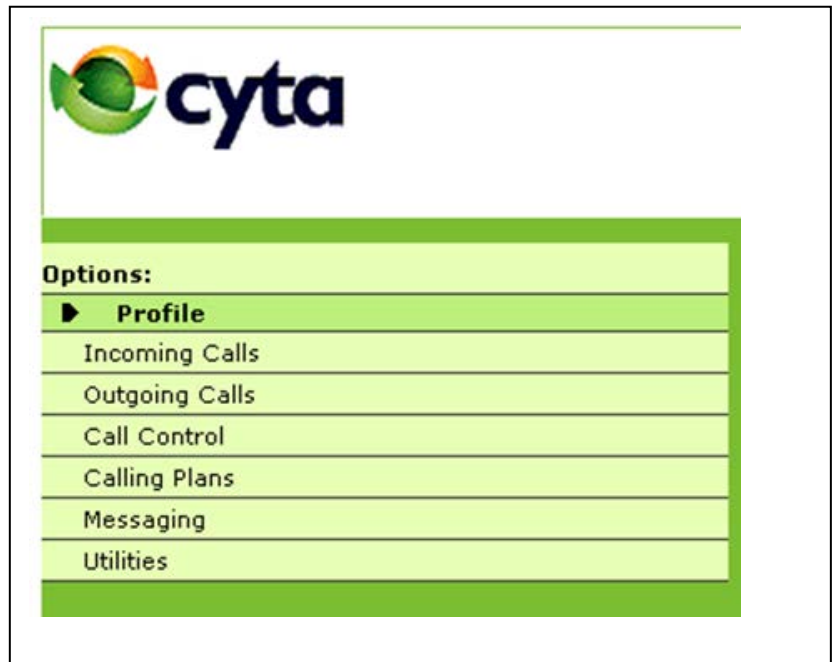
To manage the supplementary services for a number click on the “Manage Service” link displayed under the corresponding number.



#### 4.1 Supplementary Services Groups

There are six supplementary services groups:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Utilities



#### 4.2 Supplementary Services Management

##### A. Profile/Schedules

## Profile

### Basic

#### Profile

Display and configure profile information such as your name, department and address.

#### Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

#### Announcement Repository

Manage the announcements for a user

#### Passwords

Set web access and portal passwords.

#### Schedules

Add, modify, or remove schedules.

### Advanced

#### Call Policies

Configure user Call Policies

Maintain and view your profile information. Specify your schedule to manage your supplementary services according to your needs.

Insert the name of every user in the company

## Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some of this information can only be modified by your administrator.

OK	Apply	Cancel
Enterprise ID: 06500006	Group: 01010045	
User ID: 22123456@fmc.cyta.com.cy		
* Last Name: Georgiou	* First Name: Demetres	
Calling Line ID Last Name: Georgiou	Calling Line ID First Name: Demetres	
Name Dialing Last Name:	Name Dialing First Name:	
Department:	Language: Greek	
Time Zone: (GMT+02:00) Asia/Nicosia	Network Class of Service: IntPremRedirBlock	

## Extensions

View the 3 digit extension code of your telephone number via Addresses. The other Telephony Small Business numbers of your company can use this code to call you. The three digit code is the last 3 digits of your telephone number.

<b>Options:</b>	<b>Addresses</b>
Profile	Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.
Outgoing Calls	OK
Call Control	Phone Number 22 867 867 Activated
Calling Plans	Extension: 867
Messaging	Identity/Device Profile
Utilities	Identity/Device EmaSmartDevice
Communication Barring	

## One number for all outgoing calls

Via Call Processing Policies you can set one number to be displayed on all outgoing calls of your company.



**Options:**

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Communication Barring
- Utilities

## Call Processing Policies

View or modify Call Processing Policies for the group.

OK Apply Cancel

Calling Line ID

Use group name for Calling Line Identity

Allow Department Name Override

Use Group Calling Line Id Policy  Use Enterprise Calling Line Id Policy

External Calls:  Use user phone number for Calling Line Identity

Use configurable CLID for Calling Line Identity

Use group/department phone number for Calling Line Identity

Enterprise Calls:  Use extension

Use location code plus extension

## B. Incoming Calls

All the supplementary services to manage your incoming calls are listed below. Select one of the available links to modify the corresponding supplementary service.

### Incoming Calls

Basic	Advanced
<p><b>Call Forwarding Always - Off</b> Automatically forward all your incoming calls to a different phone number.</p> <p><b>Call Forwarding Busy - Off</b> Automatically forward your calls to a different phone number when your phone is busy.</p> <p><b>Call Forwarding No Answer - Off</b> Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.</p> <p><b>Call Forwarding Not Reachable - On</b> Automatically forward your calls to a different phone number when your phone is unreachable.</p> <p><b>Do Not Disturb - Off</b> Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</p> <p><b>External Calling Line ID Delivery - On</b> Provides Calling Line ID information of an external caller.</p> <p><b>Internal Calling Line ID Delivery - On</b> Provide Calling Line ID information of group or enterprise member when called.</p>	<p><b>Priority Alert - Off</b> Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.</p>

### Call Forward Not Reachable

Activate this service to forward all incoming calls to another telephone (fixed or mobile), when your line is out of service. It is recommended to keep this service activated.

### Call Forwarding Not Reachable

Call Forwarding Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is not accessible by BroadWorks. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the feature access code.

OK Apply Cancel

Call Forwarding Not Reachable:  On  Off

\* Calls Forward to phone number / SIP-URI:

OK Apply Cancel

## C. Outgoing Calls

All the supplementary services to manage your outgoing calls are listed below. Select one of the available links to modify the corresponding supplementary service.



## Outgoing Calls

### Basic

#### Automatic Callback - Off

Allows you to monitor a busy party and automatically establish a call when the busy party is available.

#### Call Return

Return a call to the last party that called you, whether or not the call was answered.

#### Last Number Redial

Call the last number that you dialed.

#### Line ID Blocking - Off

Prevent your phone number from being displayed when calling other numbers.

#### Speed Dial 8

Dial a pre-defined number by dialing only one digit.

#### Speed Dial 100

Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.

### Advanced

#### Personal Phone List

Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.

## Automatic Callback

Allows you to request notification when a busy line becomes available. A distinctive ring will be used to notify you when the user is available.

OK

Apply

Cancel

Automatic Callback:  On  Off

OK

Apply

Cancel

If you wish to activate this supplementary service select "On", then "Apply" and finally "OK".

## D. Call Control

All the supplementary services to control calls are listed below. Select one of the available links to modify the corresponding supplementary service.

## Call Control

### Basic

#### Call Waiting - On

Answer a call while already on another call.

#### Flash Call Hold

Hold a call with a feature access code when using a simple phone without call control capability.

#### Three-Way Call

Start a conference call

#### Call Transfer

Transfer a call to another phone.

### Advanced

None of the menu items in this category are enabled.

## Call Transfer

Call Transfer allows you to transfer a call to another phone using your phone or the CommPilot Call Manager.

OK

Apply

Cancel

Call Transfer Recall:  On  Off

Configure Call Transfer Recall

Number of rings before recall: 4

Enable Busy Camp On 120 seconds

Use Diversion Inhibitor for Blind Transfer:  On  Off

Use Diversion Inhibitor for Consultative Calls:  On  Off

OK

Apply

Cancel

## Call Waiting

Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.

OK	Apply	Cancel
Call Waiting: <input checked="" type="radio"/> On <input type="radio"/> Off		
<input type="checkbox"/> Disable Calling Line ID Delivery on Call Waiting		
OK	Apply	Cancel

If you wish to activate these supplementary services select “On”, then “Apply” and finally “OK”.

## E. Calling Plans

There are predefined Outgoing and Incoming Calling Plans for the type of calls you make and receive. To change the default settings for barring and/or coded barrings call Cyta Call Center at 132.

<b>Calling Plans</b>	
<b>Incoming Plan</b>	<b>Outgoing Plan</b>
<b>Incoming Calling Plan</b> Display the type of phone numbers you can receive calls from.	<b>Outgoing Calling Plan</b> Display the type of phone numbers you can call.
	<b>Outgoing Digit Plan</b> Display the special type of phone numbers you can call.
	<b>Outgoing Pinhole Digit Plan</b> Display the special type of phone numbers that override other calling plan rules.

## F. Messaging

The available supplementary services to manage messaging are listed below.

<b>Messaging</b>	
<b>Basic</b>	<b>Advanced</b>
<b>Voice Portal</b> Change voice portal options for the user.	None of the menu items in this category are enabled.

## Voice Portal

Voice Portal allows you to set a Personalized Name (upload an audio file to use as your name for Auto Attendant and Voice Messaging) and set voice portal auto-login option.

OK	Apply	Cancel
<input type="checkbox"/> Use Personalized Name for Auto Attendant and Voice Messaging		
Name: <input type="text" value="None"/>		
<input type="checkbox"/> Auto-login to Voice Portal when calling from my phone		
OK	Apply	Cancel

## G. Call Pickup

Set a group of telephone numbers from your company. The users of these numbers will be able to answer an incoming call to any number of the group from their own device (number).

## Call Pickup

Create a new call pickup group and manage existing call pickup groups. Defining call pickup groups allows users in these groups to answer any ringing line in their group on their own phone.

OK Add Cancel

Group Name ▲ Edit

No Entries Present

OK Add Cancel

## Call Pickup Add

Create a new call pickup group.

OK Cancel

\* Group Name:

Enter search criteria below

User ID  Starts With

Available Users Assigned Users

OK Cancel

## H. Codes for activation of supplementary services

The predefined codes used to activate or deactivate supplementary services from your phone device are listed below. The activation of supplementary services is free of charge only if it is applied from My Cyta portal

### Utilities

#### Basic

##### Feature Access Codes

Display the feature access codes (star codes) for your services.

##### Group Directory

Display the group directory list.

##### Intercept User - Off

Allows the system to intercept calls terminated to or originated from a line that has been decommissioned.

##### Registrations

Displays all the static and dynamic registrations for a user.

## 5. Problem accessing My Cyta portal

If you don't remember your My Cyta username or password, visit <https://www.cyta.com.cy/forgot-password> or contact Business Call Centre at 150.