

Broadband Telephony User Guide via My Cyta portal

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1. Introduction

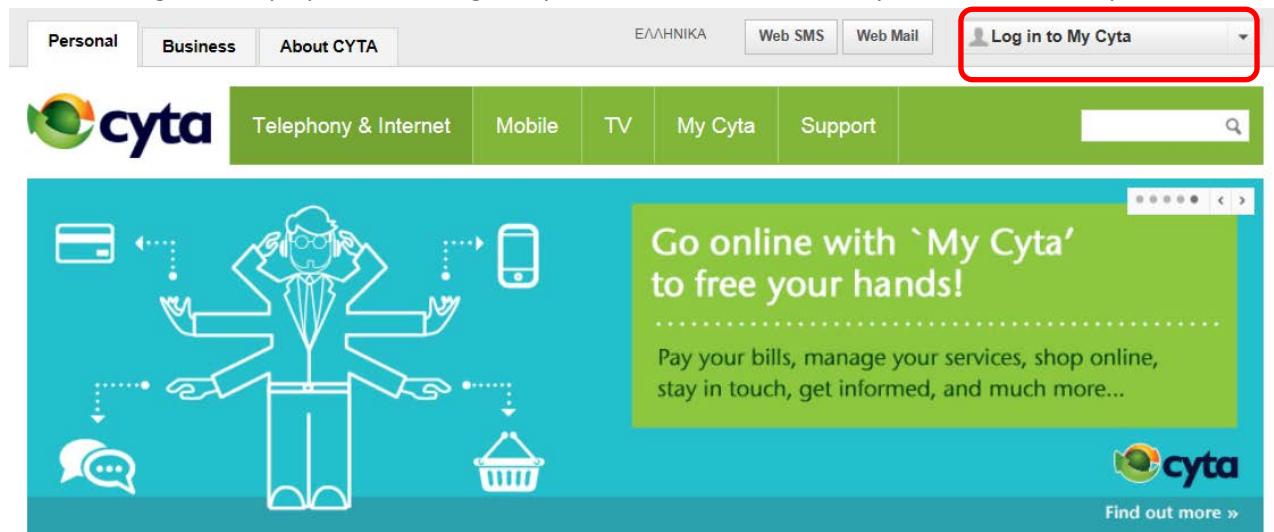
If you have broadband telephony numbers you can manage the supplementary services of your numbers. You can activate or deactivate the supplementary services included in your package free of charge. You have the opportunity to order additional numbers and supplementary services that fit your needs. Install Tel OntheGo 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 broadband telephony numbers.

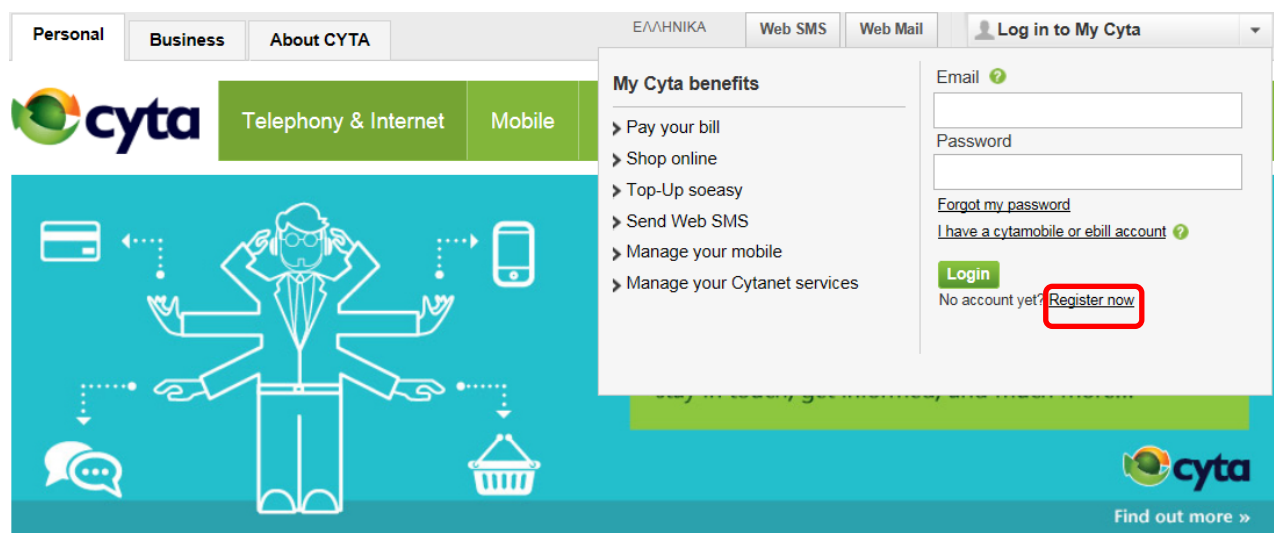
2. How to register to My Cyta portal

To register to My Cyta portal visit Cyta website at: 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”.

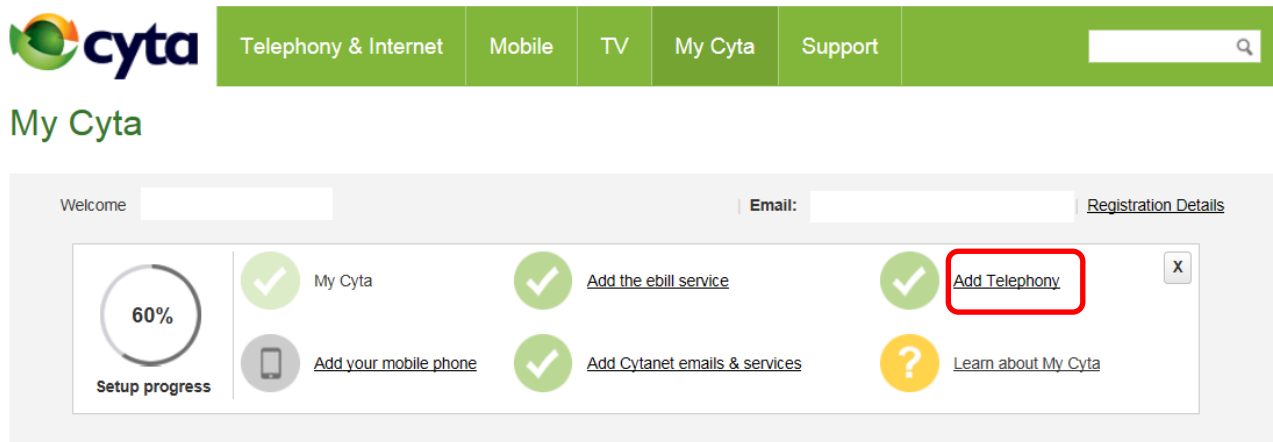


Fill in your e-mail, password and all the necessary information to register to My Cyta according to the instructions provided.

3. Service management

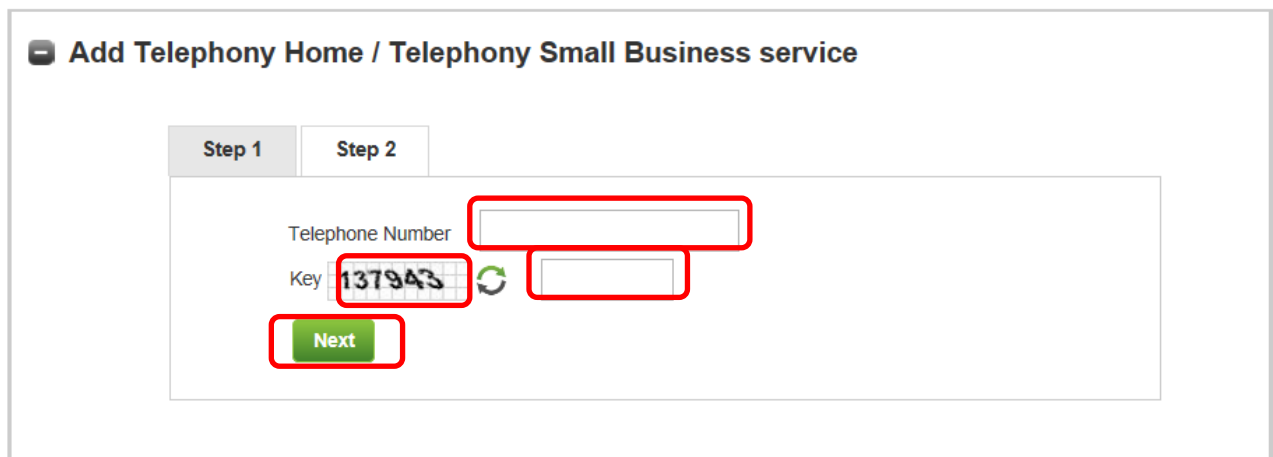
3.1 How to add your broadband telephony number to My Cyta

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

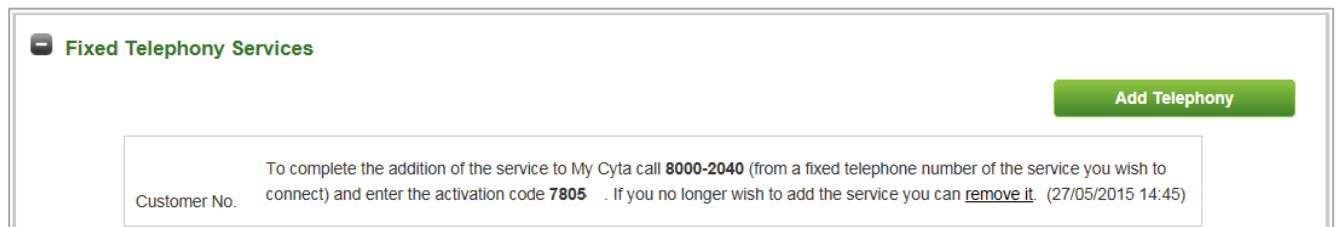


On the new page, insert one telephony number which is using Telephony Home Plus or Telephony Small Business service, and the numerical key provided from the webpage.

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 Tel OntheGo 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 broadband telephony number

The screenshot shows the same 'My Fixed Telephony' interface. In this version, a red box highlights the telephone number '2222 2222' in the 'My telephones' section. Another red box highlights the 'Device Credentials' link with an information icon, which is positioned directly below the telephone number. The rest of the interface, including the 'Recommended Facilities' and 'Usefull Links' sections, remains the same.

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

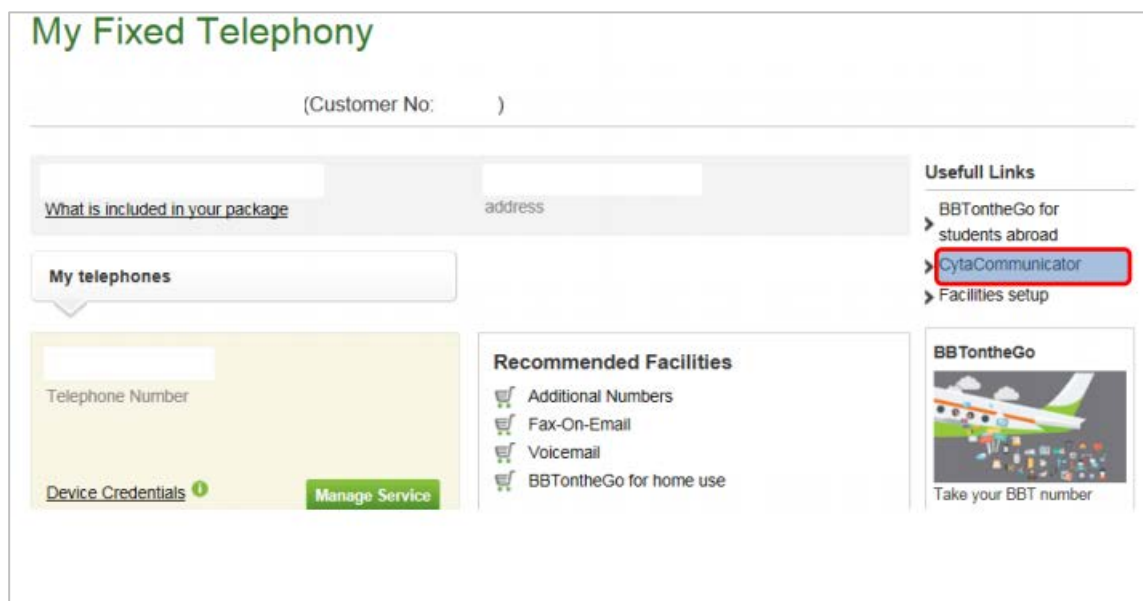
There is a unique 16 digit code password credential for every broadband telephony number.

3.3 Installation of Tel OntheGo for voice and video calls via personal computer

Visit 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.

The screenshot shows the 'Fixed Telephony Services' interface. At the top left, there is a phone icon and the title 'Fixed Telephony Services'. Below this, the customer number '43267' is displayed next to a customer name field. On the right side, there is a green 'Add Telephony' button and a red 'More' button.

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



After you login, you can read Tel OntheGo installation guide and download the software on your computer from the “Install Tel OntheGo” link. To activate Tel OntheGo select the broadband telephony number to view the corresponding Device Credentials.

First time connection to Tel OntheGo

If you are connecting to Tel OntheGo 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) Tel OntheGo 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

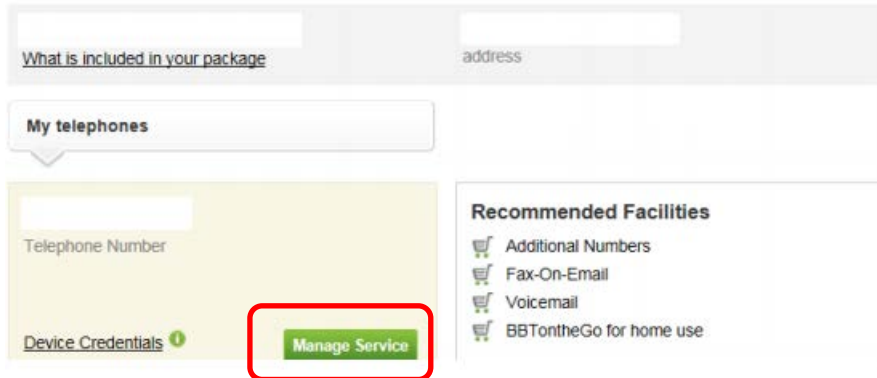


you have to uninstall Tel OntheGo from your computer. Hence install the additional “Download for Windows XP Patch”. The patch is on the same page with the link to download Tel OntheGo (Step 3.3). When the patch file is installed download Tel OntheGo software on your computer again.

4. Supplementary Services

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

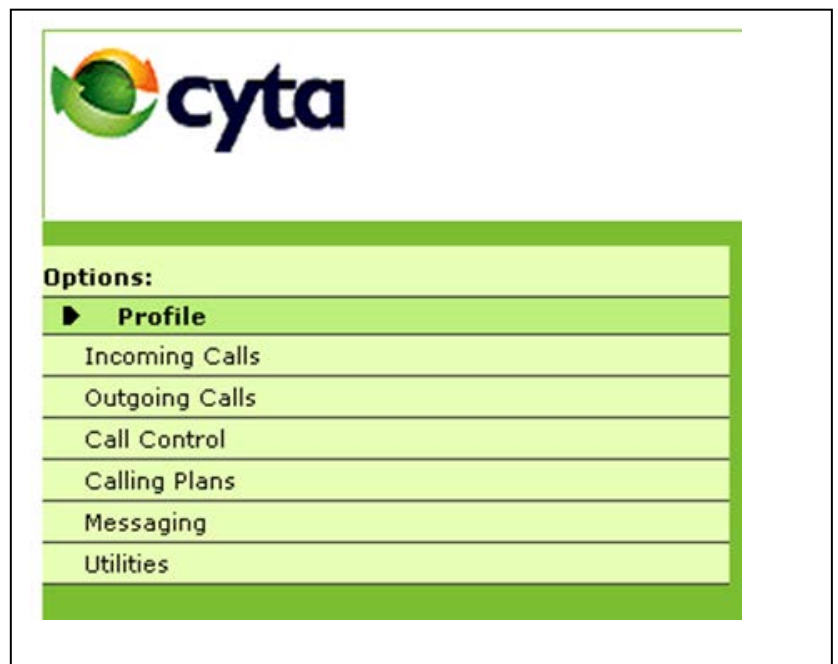
To manage the supplementary services for a number click on the “Manage Service” link displayed under the corresponding number.



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	Advanced
Profile Display and configure profile information such as your name, department and address.	Call Policies Configure user Call Policies
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.	

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

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

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.	
<input type="button" value="OK"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>	
Call Forwarding Not Reachable: <input checked="" type="radio"/> On <input type="radio"/> Off	
* Calls Forward to phone number / SIP-URI: <input type="text" value="99XXXXXX"/>	
<input type="button" value="OK"/> <input type="button" value="Apply"/> <input type="button" value="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	Advanced
Automatic Callback - Off Allows you to monitor a busy party and automatically establish a call when the busy party is available.	Personal Phone List Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.
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.	

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: <input checked="" type="radio"/> On <input type="radio"/> 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	Advanced
Call Waiting - On Answer a call while already on another call.	None of the menu items in this category are enabled.
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 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 this supplementary service 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.

Calling Plans	
Incoming Plan	Outgoing Plan
Incoming Calling Plan Display the type of phone numbers you can receive calls from.	Outgoing Calling Plan Display the type of phone numbers you can call.
	Outgoing Digit Plan Display the special type of phone numbers you can call.
	Outgoing Pinhole Digit Plan 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.

Messaging	
Basic	Advanced
Voice Portal 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.
<input type="button" value="OK"/> <input type="button" value="Apply"/> <input type="button" value="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
<input type="button" value="OK"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>

Z. Κωδικοί Διαχείρισης

The predefined coded 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 Cyta Call Center at 132.