

CITYNET



Citynet Digital Phone Features & How to use them

All Features are included with Citynet Service

Customer Phone Manager:

- Free to you is our online Customer Phone Manager where you can access all these wonderful features
- To get to Customer Phone Manager
 - Go to <http://www.citynet.net>
 - Sign in using your Account # and password at the top of the page
 - Click on Digital Phone Service
- You are now in the Customer Phone Manager

The screenshot shows the Citynet website interface. At the top, there are navigation links: Products/Services, Inside Citynet, Support, and Contact. To the right of these links are input fields for 'Login ID:' and 'Password', followed by a 'Sign In' button. Below the navigation is the Citynet logo. A horizontal menu contains four categories: Residential (red), Business (green), Carrier (orange), and Reseller (purple). Two red arrows point from the 'Business' category to the 'Login ID' and 'Password' fields. A large blue callout box with a white background and a blue border is positioned over the 'Business' category and the login fields. The text inside the callout box reads: 'This is where you would enter your account number and account password to view your account.' Below the callout box, there are sections for 'Cisco Software' and 'Centralized dashboard'. At the bottom of the page, there is a search bar with the text 'Site Search: ALL CITYNET' and a 'Search' button. To the right of the search bar, there are links for 'Citynet Announces Sale of Wholesale Division', 'Customer Satisfaction Surveys >>', and 'Media Coverage'. Below the 'Media Coverage' link, there is a sub-link: 'Todd Dluqos Appointed Chief Financial Officer'.

Products/Services Inside Citynet Support Contact Login ID: Password Sign In

CITYNET

Residential Business Carrier Reseller

itone | vtone
Integrated Voice, Data, & Internet

ONE connection
ONE provider
ONE bill
ONE LOW PRICE

Citynet supplies all hardware and software. You pick the solution for your business.

Cisco Software • Centralized dashboard

[Citynet Announces Sale of Wholesale Division](#)

[Customer Satisfaction Surveys >>](#)
Tell us how we're doing! Complete a survey for your chance to win tickets to the touchdown terrace!

Site Search: Search

[Media Coverage](#)
[Todd Dluqos Appointed Chief Financial Officer](#)

My Account:



Logged in as Wilvoip bungard □ Logout

CUSTOMER ACCOUNT MANAGER

Thursday, January 10 @ 2:28PM □ Citynet

My Account | Digital Phone | Conf. Calling | Services | Contacts | Call Detail | Help

Account Details | Current Billing | Invoices | Security (Users) | 911 Addresses | Service Addresses

Account Details

[\[Edit Details\]](#) [\[Change Password\]](#)

Account ID:
First Name:
Last Name:
Address:

City, State Zip:
Phone:
Other Phone:
Fax:
Billing Email Address:
Billing Address:
Billing Phone:
Invoice Day:
Invoice Delivery Method:
Payment Method:

After entering in your account number and password. You will come to the account manager. This will allow you to view or update your account online. The default tab is the "My account" this tab will list

You can edit your account details or change your password here.

ACH Accounts

Primary Account Number Account Type
You currently have no ACH Accounts set up.

[\[Add ACH Account\]](#)

Credit Cards

Primary Card Number Exp. Date
You currently have no Credit Cards set up.

[\[Add Credit Card\]](#)

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Digital Phone:

CITYNET
CUSTOMER ACCOUNT MANAGER

Logged in as [] Logout Thursday, January 10 @ 4:19PM [] Citynet

My Account | **Digital Phone** | Conf. Calling | Services | Contacts | Call Detail | Help

Current Status | Virtual Console | Voicemail | Call Options | Equipment | **SIP Accounts** | Number Porting

SIP Accounts

[\[Create New SIP Account\]](#)

Digital Phone Service Server: voip01.citynet.net

* Please note that any changes below could result in a temporary loss of service.

SIP Description	Username	Password	Hardware Caller ID	Ext. Group	Status
				Default	Unregistered

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Under the "Create New Sip Account" you can add a new sip account.

Under the "Sip Accounts" you will be able to check the sip account, set a Ext. Group.

Current Status:

CITYNET
CUSTOMER ACCOUNT MANAGER

Logged in as [] Logout Thursday, January 10 @ 2:34PM [] Citynet

My Account | **Digital Phone** | Conf. Calling | Services | Contacts | Call Detail | Help

Current Status | Virtual Console | Voicemail | Call Options | Equipment | SIP Accounts | Number Porting

Current Status / Phone Numbers

[\[Add Phone Numbers\]](#)

Number	Description	Voicemail #	Rules	Schedule	Dial Plan
					-- Please Select --

Ring Sip Device [] [Set Call Forward Number]

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The first under the "Digital Phone" is the "Current Status" tab. This tab will allow you to set schedules, and Dial Plans for your phone. This tab will also let you set a number for call forwarding. The next tab we will look at will be the "Virtual Console".

Voicemail:

- Play back messages online and by email
- To access from the phone dial 777#
- Access mailbox from anywhere
 - Call your number and when you hear the greeting press * (star)
 - Enter your 4-digit password
 - You should now be in the Voicemail Mailbox
 - From here you can check messages or
 - You can press 0 to record personal greetings and choose other options on how your call is answered

The screenshot displays the CityNet Customer Account Manager interface. At the top, the CityNet logo is centered. Below it, the text "CUSTOMER ACCOUNT MANAGER" is displayed in orange. The page includes a navigation bar with tabs for "My Account", "Digital Phone", "Conf. Calling", "Services", "Contacts", "Call Detail", and "Help". Below this, a secondary navigation bar contains links for "Current Status", "Virtual Console", "Voicemail", "Call Options", "Equipment", "SIP Accounts", and "Number Porting". The "Voicemail" tab is highlighted in orange. Underneath, there is a "Voicemail" section with a link for "[Create New Voicemail]". Below this is a table with columns for "Mailbox Number", "Password", "Name", "Email", and "Messages". Two red arrows point from a blue callout box to the "Voicemail" and "Call Options" tabs. The callout box contains the following text:

Under the "Voicemail" tab you will be able to create, change or view your current voice mails. The next tab we will look at is the "Call Options" tab.

At the bottom of the page, there is contact information: "113 Platina", "638", "Sales: 800.903.8906", and "Fax: 304.848.5410".

My Account	Digital Phone	Conf. Calling	Services	Contacts	Call Detail	Help
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Current Status | Virtual Console | Voicemail | Call Options | Equipment | SIP Accounts | Number Porting

Manage Voicemail

Voicemail

Phone Number: *

Password:

Name: *

Email:

* Required

**To create a voice mail
select the sip account.
Then enter your
password, name and
email address.**

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Keep Your Same Number

—As long as you can get our service, you can port an existing telephone number to Citynet

—Porting Process

- Go to Customer Phone Manager
- Click on Number Porting
- Click on “Port an existing phone number from another provider”
- Fill out the short form
- Number will be ported in 10-14 days
- Once ported, you will receive an email from us stating it has been ported
- You can then remove the temporary number from your account
- NOTE: it is a good idea to verify with your previous phone company that your account is cancelled

Number Porting

[Port an existing phone number from another provider](#)

[Setup an existing toll free number on your digital phone account.](#)

You currently have no numbers available to replace with a ported number.

The "Number Porting" link is where you would port a number or order a toll free number.

Caller ID with Name

- Displays Name and Number of Incoming Callers
- Works with all Caller-ID enabled phones
- Citynet's Caller ID service utilizes internal and 3rd party databases.
 - If a caller name does not appear on your Caller ID, you can add the entry to the database by going to the HELP section of the Customer Phone Manager and submitting a Caller ID Request.
- To change internal Caller ID Name
 - Go to Customer Phone Manager
 - Click on SIP accounts
 - Click on default SIP accounts
 - Enter a name for the caller-id where it says Internal Caller ID Name
 - Click submit
 - Reboot equipment or wait 10 minutes

Call Waiting:

- Can be turned on or off in Customer Phone Manager online
 - To turn off call waiting
 - Go to Customer Phone Manager
 - Click on Equipment
 - Click on Serial # of your Equipment
 - Set Call Waiting to Disabled
 - After applying changes make sure to reboot equipment or wait 10 minutes
- Can be disabled on a call to call basis just by dialing *70 in front of the number
- When you hear a beep on a call, press the Flash Button or the Switch Hook on the phone to

connect to the second party

24/7/365 Tech Support

—Anytime you need us we are here, 100% free support

Three-Way Calling:

Setting up a 3-Way Call

- Dial your first party as you normally would.
- Once connected, press the Flash Button or Switch Hook on your phone and dial the second party.
- After the second party is connected, press the Flash Button or Switch Hook again, and you're all connected.

Call Forwarding

- Can be turned on or off in Customer Phone Manager online
- Call forward your number to any number in the United States
 - To set a default Call forward when phone is not answered
 - Go to Customer Phone Manager
 - Click on Current Status
 - Click on your telephone number
 - Type the number in the box beside of Default call forward number
 - Click Submit
 - To set up a Rule on the account to call forward a specified number
 - Go to Customer Phone Manager
 - Place mouse over Call Options
 - Click on Rules
 - Click Create new rule
 - Type the name of the rule
 - Select your action, in this case "Call Forward Automatic"
 - Specify the number you would like the calls forwarded to
 - In the larger box, type the number or numbers you would like forwarded now
 - Click submit
 - To set the rule to work now that you have created it
 - Go to Current Status
 - You will now see a box that says Add rule
 - Click in the drop down box and click your rule
 - Rule is now applied
 - To remove a rule, just click remove on current status page by the rule you have applied

Call Blocking

- Block unwanted calls by setting up a rule on the account
- To set up a call Block
 - Go to Customer Phone Manager
 - Place mouse over Call Options
 - Click on Rules
 - Click Create a new rule
 - Type the name of the rule
 - Select your action, in this case "Do Not Disturb"
 - In the larger box, type the number or numbers you would like blocked

- Click submit
- To set the rule to work now that you have created it
 - Go to Current Status
 - You will now see a box that says Add Rule
 - Click in the drop down box and click your rule
 - Rule is now applied
- To remove a rule, just click Remove Rule on current status page by the rule you have applied

CITYNET

Logged in as □ Logout CUSTOMER ACCOUNT MANAGER Thursday, January 10 @ 3:51PM □ Citynet

My Account | **Digital Phone** | Conf. Calling | Services | Contacts | Call Detail | Help

Current Status | Virtual Console | Voicemail | **Call Options** | Equipment | SIP Accounts | Number Porting

Manage Rules

Rules can be established for incoming calls to provide custom handling based on who is calling.

[Create a new rule](#)

Rule Name	Edit
cell	Edit

Under the "Rules" tab you will be able to create a new rule, or edit a new rule.

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Manage Rules

[\[Back to Rules\]](#)

Setup your rule through the form below. You may specify a rule for handling of incoming calls based on the caller ID of the person calling.

Rule Name:

Dial Action:

If you would like call forward, please specify the call forward number:

Enter Numbers:

Use "X" as a wildcard

To restrict unknown callers use ten zeros as the number.
0000000000

To create a rule first enter in a name.

Then enter the action you want to take place.

Here you can set a number to auto forward.

Here you can set numbers to be blocked or left out.

Dial Planner

- This is a way to set up how the phone rings
- Set the number of seconds before voicemail picks up the call
- Set both your cell phone and digital phone to ring at the same time
- Set up the order in which to ring multiple devices
- Many more possibilities with the Dial Planner
- To access the Dial planner
 - Go to Customer Phone Manager
 - Mouse over Call Options
 - Click on Dial Plans
 - Click on Create New Dial Plan
 - Name the plan
 - Create the step by step process for what you are trying to accomplish
 - Then click save changes
- To set the Dial Plan to work now that you have created it
 - Go to Current Status
 - Click in the drop down box under dial plans and click your Dial plan
 - Dial Plan is now applied
- To remove Dial Plan just click on Ring Sip Account and the attendant is removed

The screenshot shows the Citynet Customer Account Manager interface. At the top, the Citynet logo is displayed. Below it, the text 'CUSTOMER ACCOUNT MANAGER' is visible. The user is logged in as 'Citynet' on Thursday, January 10 at 3:19PM. The navigation menu includes 'My Account', 'Digital Phone', 'Conf. Calling', 'Services', 'Contacts', 'Call Detail', and 'Help'. The 'Digital Phone' section is active, showing options like 'Current Status', 'Virtual Console', 'Voicemail', 'Call Options', 'Equipment', 'SIP Accounts', and 'Number Porting'. The 'Manage Dial Plans' section is highlighted, with a callout box pointing to the 'Create New Dial Plan' link. The callout box contains the text: 'Under the "Dial Plan" you will be able to create/change any dial plan.' Below this, there is a table with columns for 'Plan Name', 'Numbers Assigned', and 'Edit'. The footer of the page includes the address '113 Platinum Drive, Suite...', phone number '800.903.8906', fax number '304.848.5410', and copyright notice '© 2008 Citynet. All Rights Reserved.'

Call Scheduler

- The schedule feature allows custom handling of incoming calls depending on the time of day and day of week
- To set up a schedule
 - Go to Customer Phone Manager
 - Place mouse over Call Options
 - Click on Schedule
 - Click create new schedule
 - Set schedule name
 - Select Action
 - Select days of week you want it to effect
 - Select the time of day
 - Click submit
- To set the schedule to work now that you have created it
 - Go to Current Status
 - Click in the drop down box under schedule and click your schedule
 - Schedule is now applied
- To remove schedule just click remove schedule and the schedule is removed

[My Account](#) | [Digital Phone](#) | [Conf. Calling](#) | [Services](#) | [Contacts](#) | [Call Detail](#) | [Help](#)

[Current Status](#) | [Virtual Console](#) | [Voicemail](#) | [Call Options](#) | [Equipment](#) | [SIP Accounts](#) | [Number Porting](#)

Manage Schedules

The schedule feature allows custom handling of incoming calls depending on the time of day and day of week.

[Create a new schedule](#)

[Schedule Name](#) [Edit](#)

[Edit](#)

Under the "Manage Schedules" link you will be able to create, or edit your schedules.

[My Account](#) | [Digital Phone](#) | [Conf. Calling](#) | [Services](#) | [Contacts](#) | [Call Detail](#) | [Help](#)

[Current Status](#) | [Virtual Console](#) | [Voicemail](#) | [Call Options](#) | [Equipment](#) | [SIP Accounts](#) | [Number Porting](#)

Manage Schedule

[\[Back to Schedules\]](#)

Schedule Name:

Dial Action:

If you would like call forward, please specify the call forward number:

Time Information

Select Days of the Week: - Sunday - Monday - Tuesday - Wednesday - Thursday - Friday - Saturday

Start Time: :

End Time: :

[\[Manage Schedule Users\]](#)

To create a schedule you will need to name it.

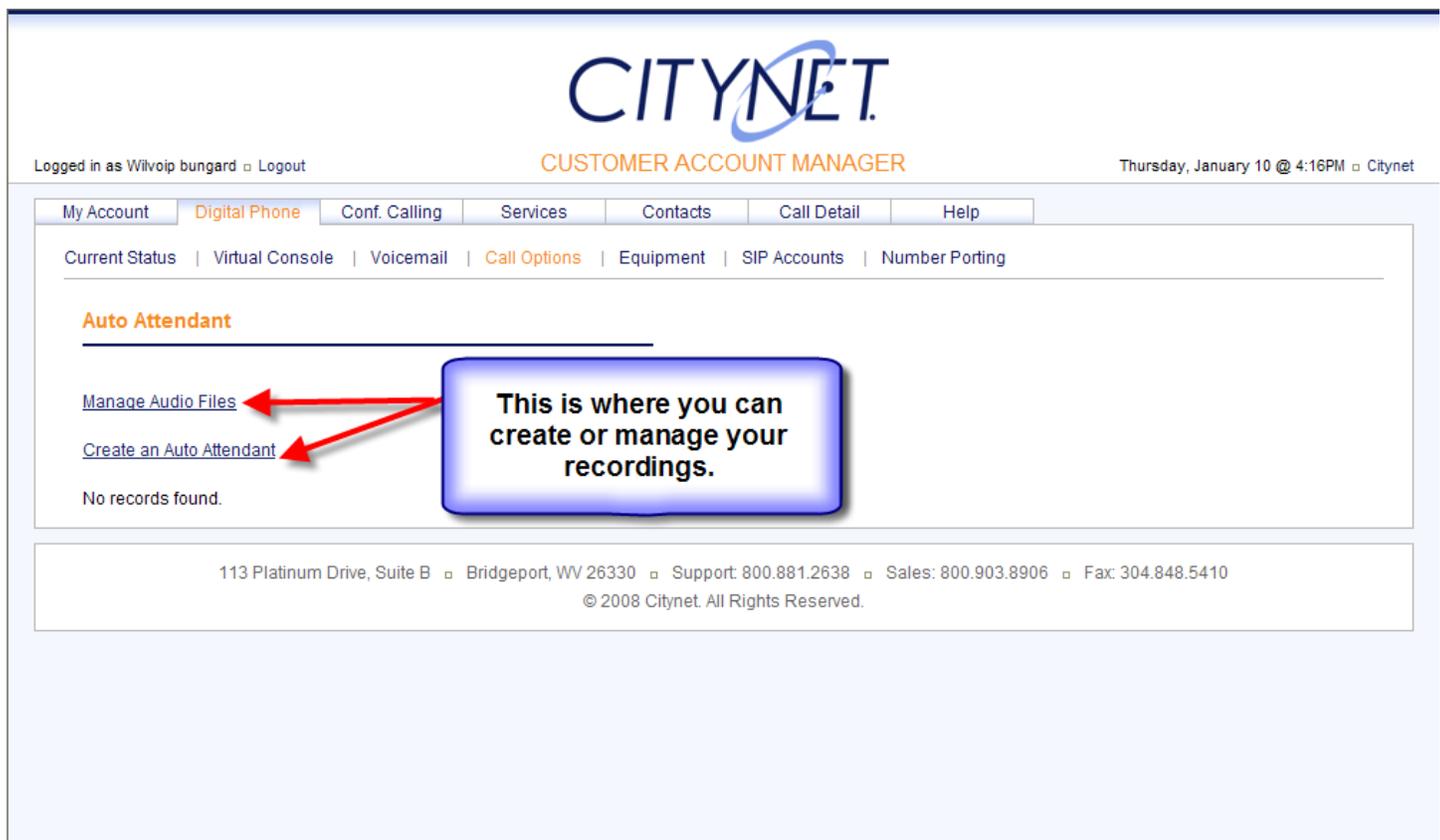
Set the action you would like it to do.

Set a number for forwarding if you need to have one forward.

Then you would set the time you would like it to start and stop. The check boxes allow you to set the days you want the action to take place on.

Auto Attendant

- This is a way for you to setup a professional menu for callers to be directed to the correct place
- For example, create a prompt for callers that will allow them to press 1 for your “Home”, Press 2 for “My Cell”, or Press 3 to “leave me a message”
- To set up an Auto Attendant
 - Move mouse over Call Options
 - Click on Auto Attendant
 - To set up the auto attendant you will need to click on Manage Audio Files to create the files to be used for the auto attendant
 - You should create Welcome, Invalid entry and Timeout messages to be used in your menu
 - Once the files have been created, click on Create an Auto Attendant
 - Enter a description
 - Place your files in the correct dropdown boxes beside of Welcome, Invalid entry and Timeout
 - Enter the Option Description
 - Enter the Option number. This is the number the caller will press on the phone
 - Select the action that is to be taken
 - And repeat till all options are complete for your auto attendant
- To set the attendant to work now that you have created it
 - Go to Current Status
 - Click in the drop down box under dial plans and click your auto attendant
 - Auto attendant is now applied
- To remove attendant, just click on Ring Sip Account and the attendant is now been removed



The screenshot displays the Citynet Customer Account Manager interface. At the top, the Citynet logo is centered, with the text "CITYNET." in a stylized font. Below the logo, the text "CUSTOMER ACCOUNT MANAGER" is displayed in orange. The user is logged in as "Wilvoip bungard" and the date is "Thursday, January 10 @ 4:16PM". The interface features a navigation menu with tabs for "My Account", "Digital Phone", "Conf. Calling", "Services", "Contacts", "Call Detail", and "Help". Below the navigation menu, there are links for "Current Status", "Virtual Console", "Voicemail", "Call Options", "Equipment", "SIP Accounts", and "Number Porting". The "Auto Attendant" section is highlighted, and a blue callout box with a white border and a drop shadow contains the text "This is where you can create or manage your recordings." Two red arrows point from this callout box to the "Manage Audio Files" and "Create an Auto Attendant" links. Below the callout box, the text "No records found." is displayed. At the bottom of the page, the address "113 Platinum Drive, Suite B" and "Bridgeport, WV 26330" is listed, along with contact information: "Support: 800.881.2638", "Sales: 800.903.8906", and "Fax: 304.848.5410". The copyright notice "© 2008 Citynet. All Rights Reserved." is also present.

Additional Phone Numbers

- You can add an additional telephone number anywhere that we have access

—Add additional numbers by calling Citynet at 1-800-881-2638

Shipping Procedures

- Once your online order is complete, you will be contacted to verify your address, phone number, credit card number or checking account information, and high speed internet connection.
- Equipment is tested on outgoing and incoming calls to the adapter.
- Your equipment will be shipped to you by DHL.
- You will receive your equipment in 2/3 business days from the time the order was confirmed over the phone with a representative.
- DHL requires your signature on delivery to make sure the equipment is not lost or stolen.
- If you are unable to be at home at the time of delivery, please contact DHL (1-800-225-5345) to make arrangements.
- You may contact us to obtain your tracking number.

911 Calling

- Call 911 directly from your phone
- 911 Dialing and Citynet service do not function during a power or broadband outage

Recent Call Details

- View your call details for every phone call incoming or outbound
- To view call details
 - Go to Customer Phone Manager
 - Click on Call Details
 - Select a date range
 - View call detail