

SmartTel+ User Manual

Table of Contents

Activating your personal account	3
Your personal account's interface and sections.....	7
Users	12
User groups	15
IVR	17
Setting up call handling.....	18

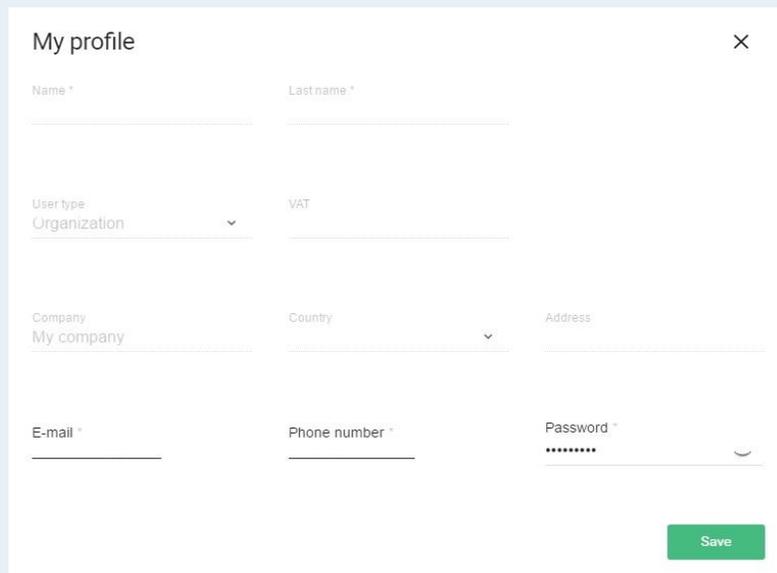
Once you've successfully registered, you'll find yourself in your administrator account. From there you can **activate your personal account** and top up your balance.

NOTE

If you do not activate your personal account and top up your balance with enough money to pay for your services, those services (Landline and toll-free numbers, HPBX, conversation recording, incoming calls, and outgoing calls) will be disconnected and your personal account will be blocked.

Activating your personal account

To activate your personal account, you'll need to enter some information about yourself and your company. Open your personal account settings by clicking on the gear () in the left-hand side of the screen to get started.

A screenshot of the 'My profile' form. The form has a title 'My profile' and a close button 'x'. It contains several input fields: 'Name *' and 'Last name *' (text inputs), 'User type' (dropdown menu with 'Organization' selected) and 'VAT' (text input), 'Company' (text input with 'My company' entered), 'Country' (dropdown menu) and 'Address' (text input), 'E-mail *' (text input), 'Phone number *' (text input), and 'Password *' (password input with a strength indicator). A green 'Save' button is located at the bottom right of the form.

In the window that opens (“My profile”), enter your **First name, Last name, User type (individual or business), VAT number (only for businesses), Country, and Address**. Once you're done, click Save.

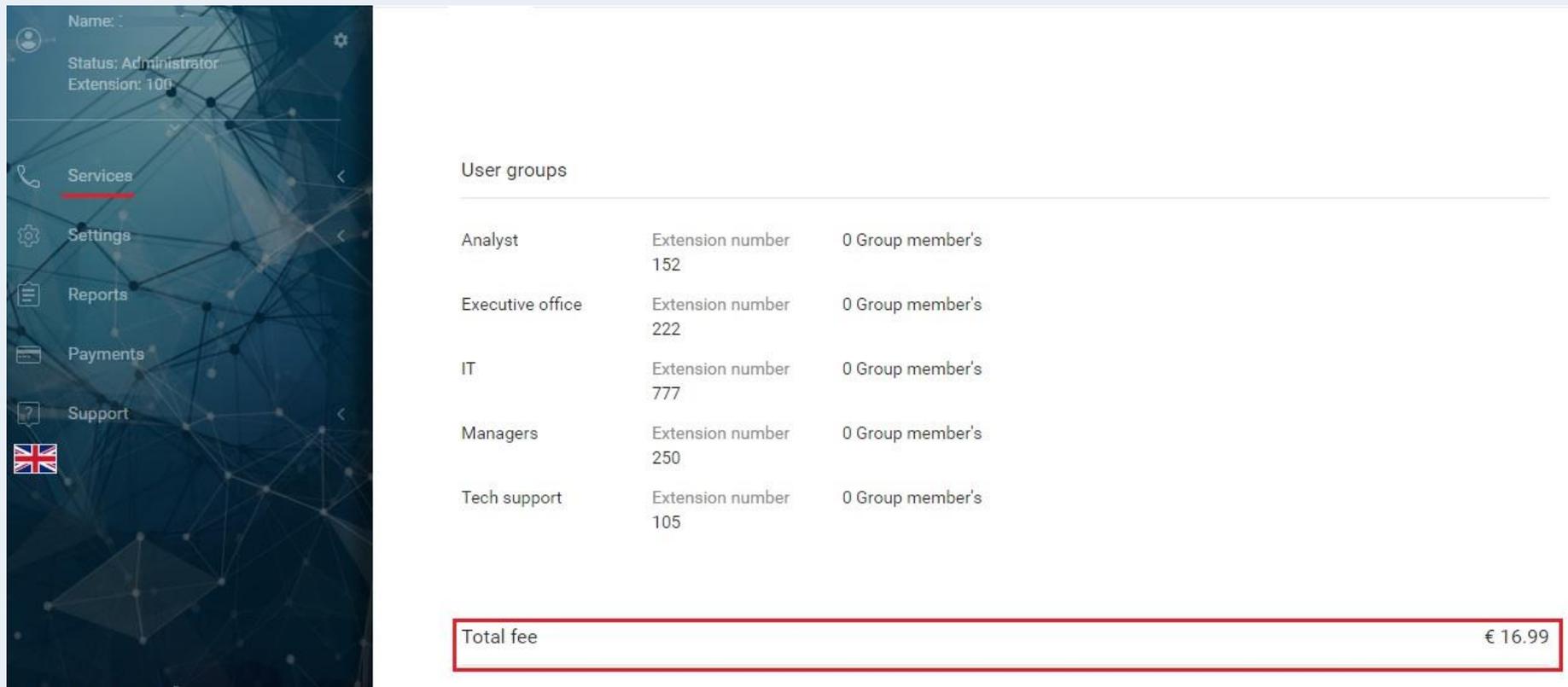
NOTE

pay special attention to the VAT and Country fields, as they both impact how much our services will cost you.



Next, top up your balance so you can pay for your services.

First head over to the Services page so you can see how much you need to pay. It collects all your personal account information (number of users, groups, IVR, multichannel city and toll-free numbers) and shows you how much you pay for each of the services you have connected. Check the Total line to see what you owe.



The screenshot displays the 'Services' page in the SmartTel+ interface. On the left, a navigation menu includes 'Services', 'Settings', 'Reports', 'Payments', and 'Support'. The main content area shows a table of 'User groups' with columns for the group name, extension number, and the number of group members. At the bottom, a red-bordered box highlights the 'Total fee' as €16.99.

User groups		
Analyst	Extension number 152	0 Group member's
Executive office	Extension number 222	0 Group member's
IT	Extension number 777	0 Group member's
Managers	Extension number 250	0 Group member's
Tech support	Extension number 105	0 Group member's
Total fee		€ 16.99

You'll also need to add enough to cover fees (one-time payments, setup fees) for your numbers (multichannel city and toll-free). You saw those amounts when you bought your numbers in the <https://smarttelplus.eu/> storefront:

Country	City	Select number		
Czech Republic	Choose	Enter from 4 to 7 digits		
Number ^	City	Setup fee	Monthly fee	
+420 (2) 34-26-19-98	Prague	1 €	1.3 €/p.m.	
+420 (2) 34-28-06-57	Prague	1 €	1.3 €/p.m.	
+420 (2) 34-28-06-58	Prague	1 €	1.3 €/p.m.	

To get your grand total, add the user fees for all your services, the fees for your numbers, and the money you'll need to pay for calls and to purchase other services in the future.

You're now ready to pay. To do so, click the shopping cart symbol () in the top part of the screen:

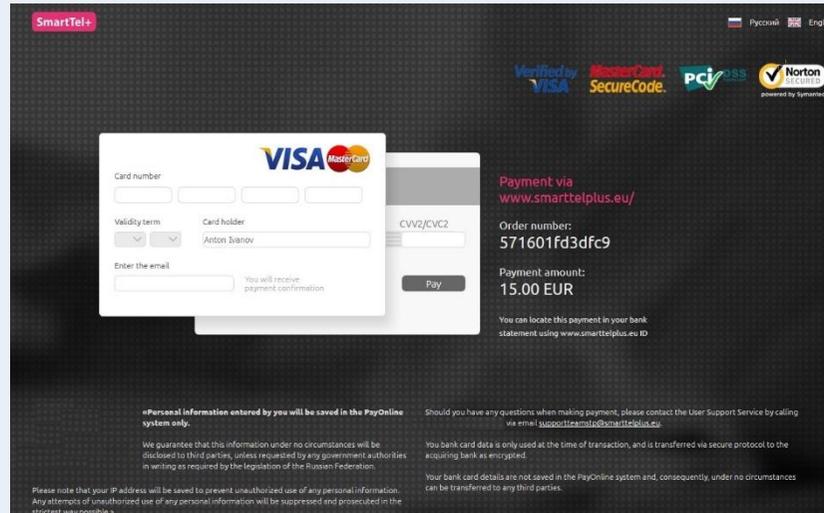


You can pay for services in your personal account using a debit/credit card or by transferring money to our account.

To pay using a card, open **Balance**, select Credit/debit card, enter the amount you want to pay in the Payment amount field, and click **Pay**.



A window will then open so you can enter your card information and make the payment via the **Payonline** system.



The screenshot shows the SmartTel+ payment interface. At the top, there are logos for Visa, MasterCard, PCI, and Norton. The main form is titled "Payment via www.smarttelplus.eu/". It includes fields for "Card number", "Validity term", "Card holder" (Anton Ivanov), and "CVV2/CVC2". There is also a field for "Enter the email" with a note "You will receive payment confirmation". A "Pay" button is visible. To the right, the "Order number" is 571601fd3dfc9 and the "Payment amount" is 15.00 EUR. Below the form, there is a disclaimer: "Personal information entered by you will be saved in the PayOnline system only." and "Should you have any questions when making payment, please contact the User Support Service by calling via email supportteam@smarttelplus.eu".

To transfer money to our account, open **Balance**, select Invoice, enter the amount you want to pay in the Payment amount field, and **click Pay**.



The screenshot shows the "Balance" payment method selection screen. It has a close button (X) in the top right corner. Under "Payment method", there are two options: "Credit card" (unselected) and "Bill" (selected and highlighted with a red box). Below this, the "Payment amount" is set to "€50". At the bottom, there is a "Pay" button and a link for "Registration info".

The system will then let you print a .pdf file you can take to your bank.

NOTE
transfers can take up to three business days depending on the bank.

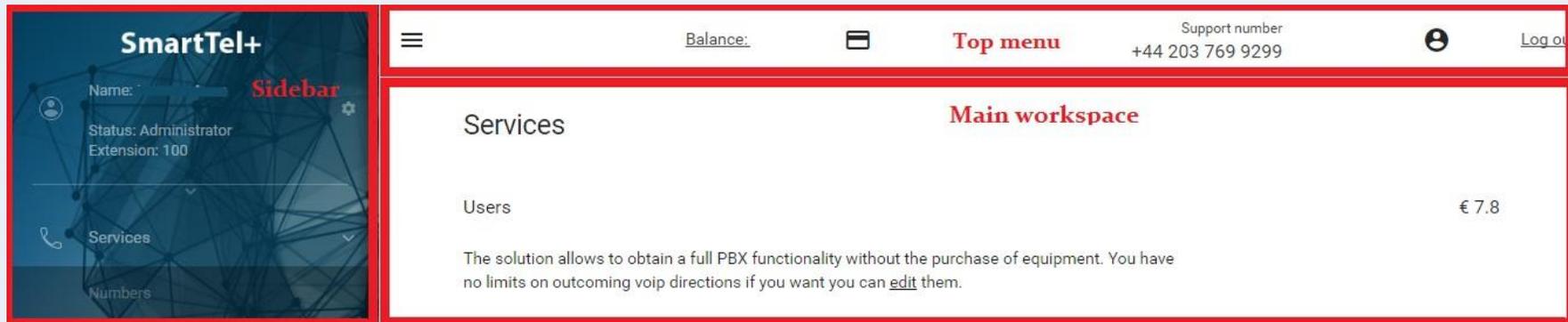
Sample account:

SmartTel Plus OÜ		INVOICE	
IBAN: EE141010220249650227 SWIFT Code: EEUHEE2X AS SEB Pank Tornimäe 2, 15010 Tallinn, Estonia			
Bill to: #000000212 My company	Invoice # 000000212-2016701082453	Invoice Date 01/07/2016	Due Date 16/07/2016
QTY	DESCRIPTION	UNIT PRICE	AMOUNT
1	Advance payment for telecommunication services	50	50
		Tax 20.0% included	8.33
		TOTAL	50 €

You will have full access to your services as soon as the funds get to your personal account balance.

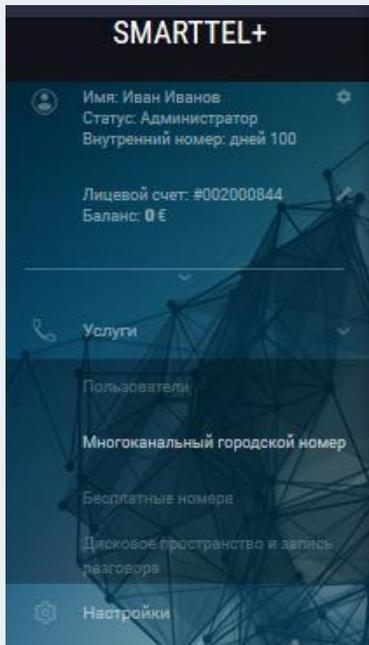
Your personal account's interface and sections

The window is divided into three main parts: a sidebar, a top menu, and the main workspace.

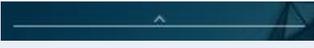


The screenshot shows the SmartTel+ personal account interface. It is divided into three main sections:

- Sidebar:** Contains navigation links for Name, Status, Extension, Services, and Numbers.
- Top menu:** Displays Balance, Top menu, Support number (+44 203 769 9299), and Log out.
- Main workspace:** Displays Services, Users (€ 7.8), and a description of the PBX functionality: "The solution allows to obtain a full PBX functionality without the purchase of equipment. You have no limits on outgoing voip directions if you want you can edit them."



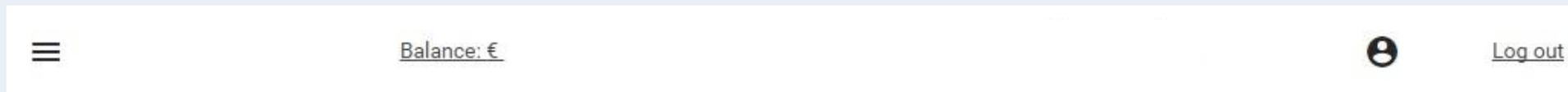
The **sidebar** is how you navigate around your personal account. To go to a subsection, simply click the arrow to the left of the appropriate section and select the subsection you're looking for from the menu that opens.

Your personal information is listed at the top of the sidebar: your first and last names, account status, and extension. If you expand the information (click the arrow ) , you can also see your number and personal account balance.

You can minimize the sidebar, if that's more convenient for you, by clicking the **Menu** button (). Maximize it by clicking the same button one more time.



The top menu includes buttons for all the main functions and information: your account balance, opening the window used to top up your balance, your first and last names, going to your personal account, and minimizing and maximizing the sidebar:



The main workspace – is an area on the screen that shows all the sections and subsections. It's where you work with your services.

Personal account functionality is broken down into five sections: services, settings, reports, payments, and support.

Desktop

Payment statistics		Call Statistics			
Balance	€ 16.27	Date	From	To	Duration
Monthly fee	€ 16.99				
Next payment date	1 August 2016				
Next billing amount	€ 16.99				
Last month expenditures	€ 10.72				

The personal account **workspace** shows your main payment information (balance, total user fee, payment date, and your next payment amount) as well as information about the calls you make and receive (date, start and end times, and length). It also includes a scale showing the extent to which you are using HPBX: how many users are busy, how many are free, and how much they are costing you.

Below the workspace you can see your numbers and information about them, including their status.

Number status					
Numbers	Bought date	Status	Subscription Fee	Call routing	Delete date
+370 (700) 449-60	2016-01-21	Active	€ 1.3	my_mary	

Reserved means that your personal account has not yet been **activated**, though the number is reserved for you. If you don't pay for it within 20 days, it will once again be available for other users.

Active means that you have full access to the number.

Awaiting deletion means that the number has been marked for deletion and will be deleted at the end of the current account period (on the last day of the month).

You can use the **Services** section to turn on new services or turn off the ones you have, and it also includes information about service costs. Its subsections are:

- **Users** – information about your current users and the ability to add new ones;
- **Multichannel city number** – for adding and deleting city numbers;
- **Toll-free number** – for adding and deleting toll-free numbers;
- **Storage space and conversation recording** – to turn conversation recording off and on.

You can use the **Settings** section to manage users and calls. Its subsections are:

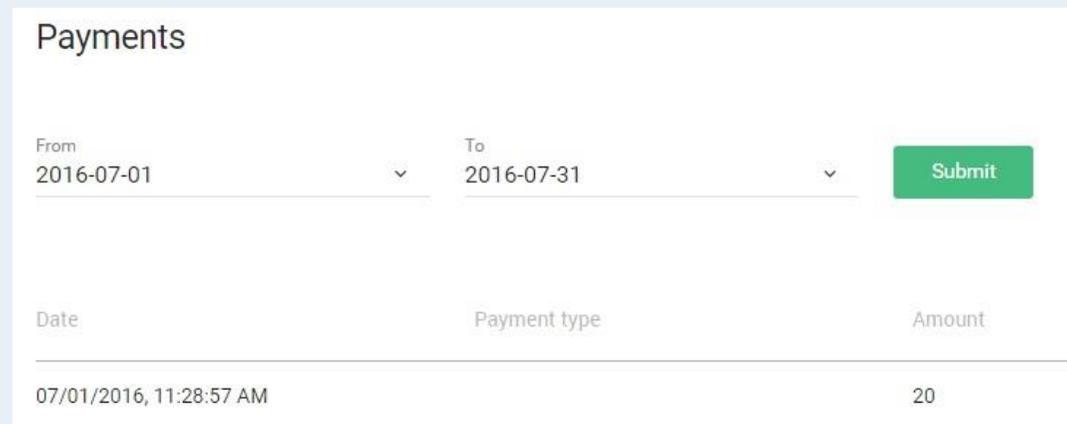
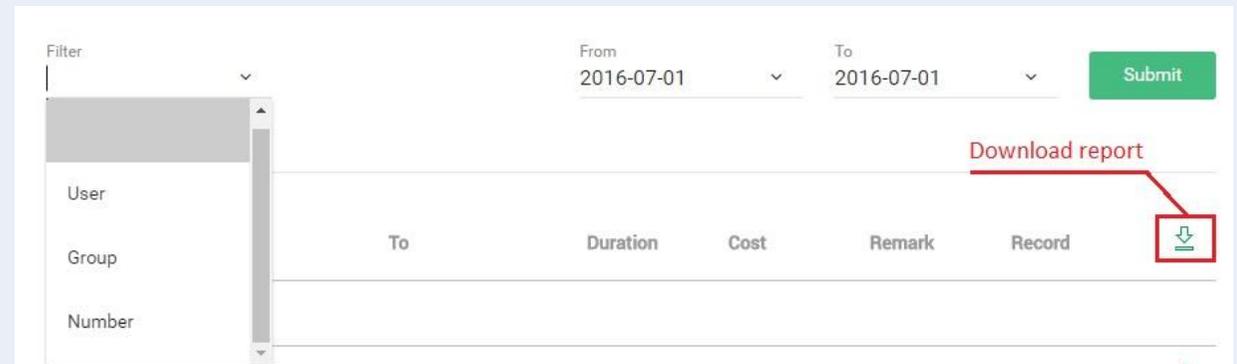
- **User management** – for adding, deleting, and editing users;
- **Call flow management** – for setting up incoming call handling;
- **User groups** – for creating, deleting, and editing user groups;
- **IVR** – for creating, deleting, and editing your voice menu;
- **History** – information about everything you've done in your personal account;

You can use the **Reports** section to get a list of all your personal account's incoming and outgoing calls . Just select the parameters you need in the **Filter** field: user, group, number, or period. Choose a particular user, group, number, or period in the left-hand field (depending on what you entered in the **Filter** field), and click **Filter»**.

Click **Download** report to download a detailed file ().

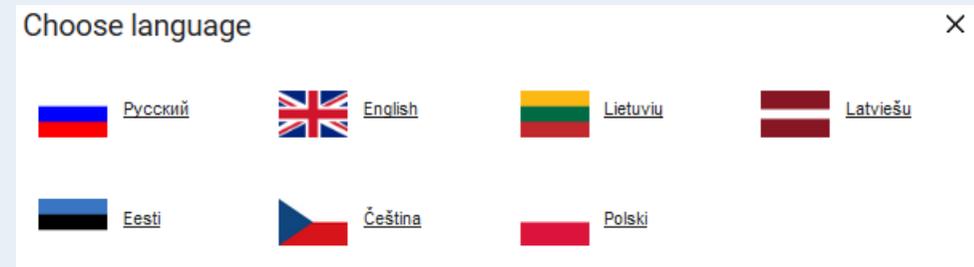
If you have conversation recording turned on, you can also listen to and download recordings here ( ).

The **Payments** section includes information about all the payments you've made, and you can use the From and To fields and click Filter to see the payments made over a specific period.



In the Support section you can see all the information you'll need if you encounter a problem with SmartTel+ (also see the Questions and answers section). Of course, you're always welcome to contact our technical support by calling +371 6788 1020.

The flag button shows the language your personal account interface is in. If needed, select a different language by clicking the icon and choosing the language you're looking for in the window that opens.



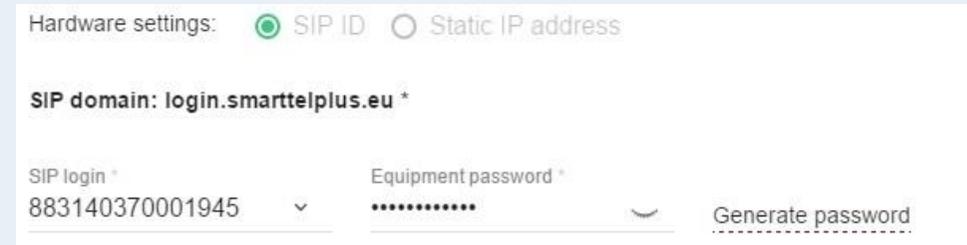
Users

SmartTel+ has two kinds of users, as far as equipment setup is concerned:

- **SIP ID** – for working with registration, your personal account username and password as well as your server address are used for your equipment (login.smarttelplus.eu);
- **Static IP** – for working with a static IP, your IP address and server address are used (static.smarttelplus.eu).

To create a new user, go to **Settings => User management** and click **Create user**. The **User setup** window will open, and in it list a **Name**, **Email address**, **Extension** (unique to this user), and **Designated number** (the number shown when making calls from this account). Also select a type under **Equipment setup** (SIP or Static IP). Non-required fields can be filled out as needed.

For **SIP ID** your username will be shown in the **SIP** username field, though you need to enter a password in the **Equipment password field** (or click the Generate password button to have one automatically generated for you). Click **Show password** (👁️ → 👁️) to see what it is.



Hardware settings: SIP ID Static IP address

SIP domain: login.smarttelplus.eu *

SIP login * 883140370001945

Equipment password *

Generate password



Hardware settings: SIP ID Static IP address

SIP domain: static.smarttelplus.eu *

IP address *
UDP 192.168.100.100

You'll need that information for your equipment settings when you want to make calls.

For **Static IP** enter a protocol (UDP or TCP) in the **IP address** field formatted xxx.xxx.xxx.xxx.

By default, your personal account uses your **Administrator** username (SIP ID) and extension 100.

Each user is assigned a number that will be shown when they make calls (the designated number in user settings). You can use the numbers you pay for or the On equipment (STP number) parameter, which will let you transfer your equipment's designated number.

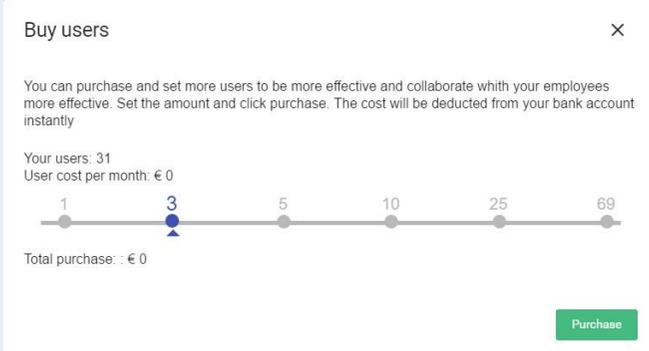
NOTE:

The On equipment (STP number) parameter only lets you use the numbers paid for by your personal account. Otherwise, the designated number will be used as the A number by default.

In addition to designated numbers for each user, you can also set up an A number for all your users on the User management page. Click on Default designated number, and then select a number and click Save in the window that opens.

By default, you have five users. If you need more, open the User services page. At the bottom, click Change, and then click Buy/delete users in the window that opens. Enter how many you need and click Save.

You can also download your full user list (.xls format) by clicking on the Export to Excel button as needed.



The screenshot shows a 'Buy users' dialog box with a close button (X) in the top right corner. The text inside reads: 'You can purchase and set more users to be more effective and collaborate with your employees more effectively. Set the amount and click purchase. The cost will be deducted from your bank account instantly'. Below this, it states 'Your users: 31' and 'User cost per month: € 0'. A horizontal slider is shown with markers at 1, 3, 5, 10, 25, and 69. The slider is currently positioned at 3. Below the slider, it says 'Total purchase: : € 0'. A green 'Purchase' button is located in the bottom right corner of the dialog box.

User groups

User groups are used to link multiple users for call handling. Groups can even have different procedures for calling the users in them.

To create a new group, go to Settings => User groups and click Add group. In Group settings, the window that opens, fill in the following fields:

- **Group name** – the name of the group;
- **Email address** – the address to which voicemails will be sent;
- **Call procedure** – how calls will be distributed among group members (randomly, simultaneously sent to everyone, or sent to the least busy member);
- **Average call length** – the average time calls should last in minutes;
- **Maximum queue length** – the maximum number of people who should be on hold at the same time.

The screenshot shows a 'Group Settings' dialog box with the following fields and values:

Field	Value
Group name *	Managers
Extension number *	250
E-mail *	test@test.com
Call order in group	All group members simult
On hold melody	Carlos Saura, Always Ah
Average call duration *	60
Maximum queue size *	99

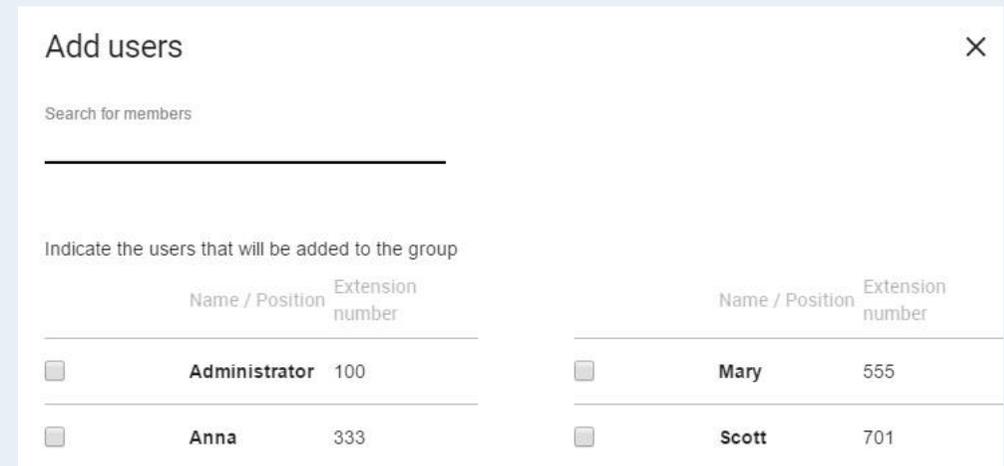
Additional information: A call is directed to all members in the group at the same time. A green 'Save' button is located at the bottom right. A note at the bottom left states '* field is required' and includes a 'Delete group' link.

Click Save to create the group, which will then be displayed on the User groups page.

To add users to the group, go to the User groups page and click it.

Click Add member ( Add user) in the window that opens. You can manage group membership in the Add user window that opens, adding and deleting users by checking the appropriate boxes. Finalize your changes by clicking Save.

The users you selected will be displayed in the list shown on the group page. You can also open the group settings from that page by clicking the button.

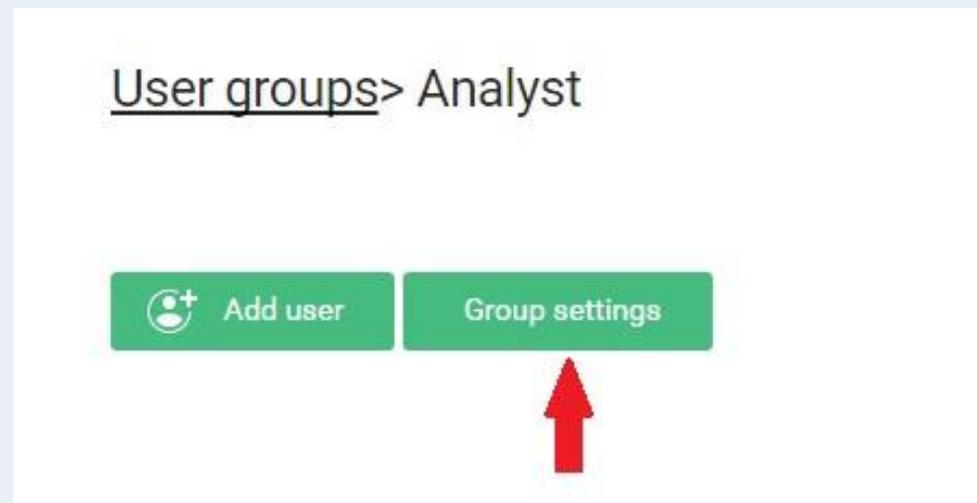


Add users ✕

Search for members

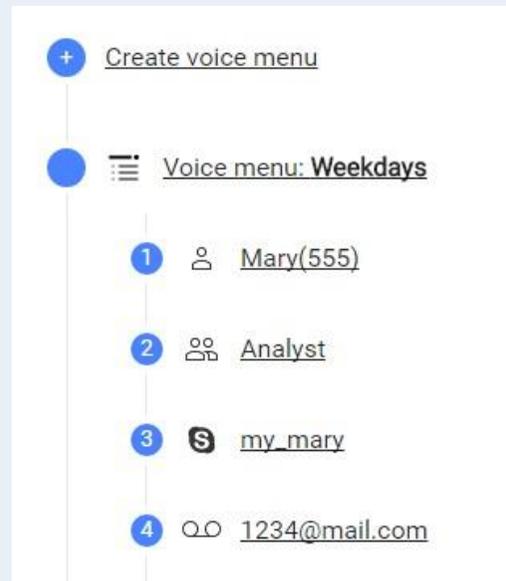
Indicate the users that will be added to the group

	Name / Position	Extension number		Name / Position	Extension number
<input type="checkbox"/>	Administrator	100	<input type="checkbox"/>	Mary	555
<input type="checkbox"/>	Anna	333	<input type="checkbox"/>	Scott	701



IVR

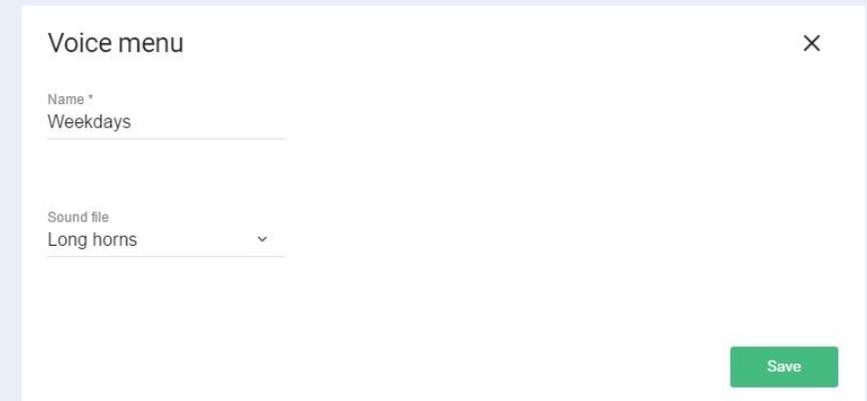
IVR offers a variety of flexible ways to process calls using standard and unique navigational and informational voice messages.



The setup process takes two steps.

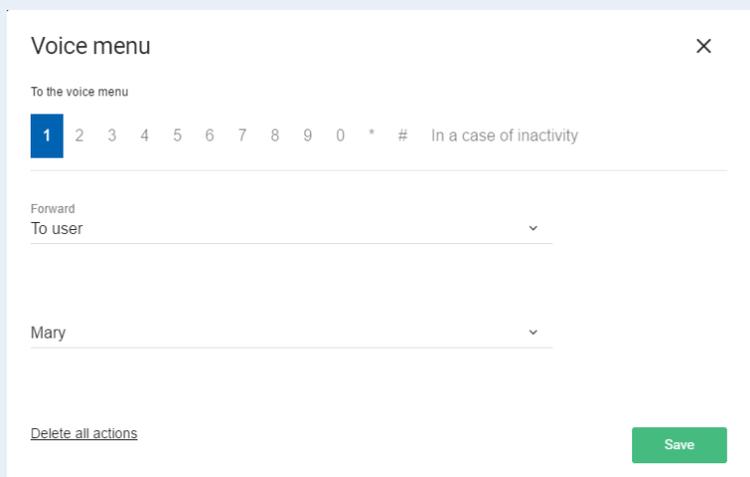
Step 1: go to **Settings** => **IVR** and click Create IVR. In IVR, the

window that opens, enter a menu name in the Name field and select an audio file



Step 2: go to the **IVR** page and set up what happens for each button. Just bear in mind that you need to have clicked the add rerouting (+) button during Step 1.

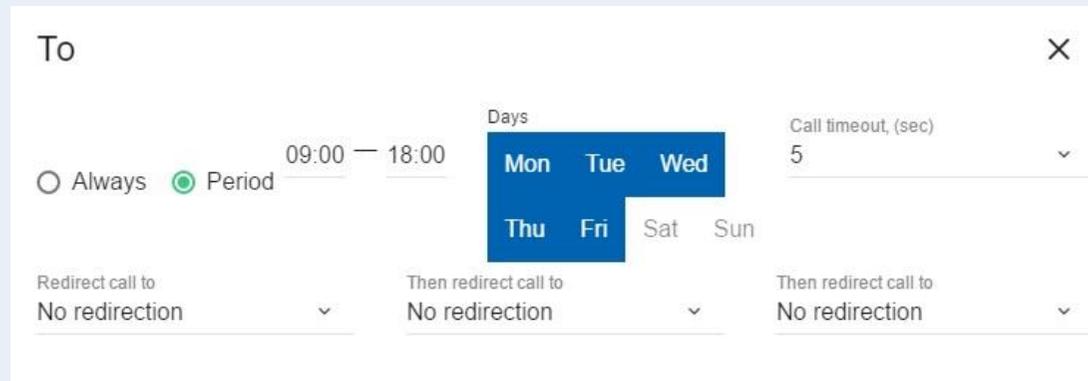
In the **IVR** window that opens, the available buttons are listed at the top as well as an Inactivity point. Each of them has a **Rerouting** field you can click to select where to reroute to (for example, a user, a group, voicemail, another voice menu, etc.). When you're done, click **Save**.



Setting up call handling

To set up call handling for your numbers, open **Settings** → **Call flow management**. Click the edit button ().
opposite the number you would like to edit, and set **Always** (calls are always rerouted) or **Period** (calls are only rerouted during the period you indicate) for **Rerouting time** in the **Rerouting** window that opens.

To set up a specific period for rerouting calls, list times in the **Period** fields formatted as **HH:MM**. Select **Days** during which calls will be rerouted and click **Save**.



The screenshot shows a configuration window titled "To" with a close button (X) in the top right. It features two radio buttons: "Always" (unselected) and "Period" (selected). To the right of "Period" is a time range "09:00 — 18:00". Below this is a "Days" selector with a grid of days: Mon, Tue, Wed, Thu, Fri, Sat, and Sun. The days Mon through Fri are highlighted in blue. To the right of the days is a "Call timeout, (sec)" dropdown menu showing the value "5". At the bottom, there are three "Redirect call to" dropdown menus, each currently set to "No redirection".

The new settings will be displayed on the **Call flow management** page in the **Rerouting** field across from the number.

Number	Period	Redirection
+370 (700) 449-60	On schedule	my_mary 

Happy chatting!