

# Bill2 user guide

## 1 - Getting access to the interface

To access the interface, first open your web browser and type in the address bill2.vif.com:8445 . You will then be prompted for your login and password. The login is 1, followed by your area code and your phone number. Do not put any dashes or spaces. Your password, by default, was automatically generated by our system. You will be able to find it on your quickstart guide (if subscribed after 17-09-2009) or you can call customer service. Once you are successfully logged in, you will be prompted to change it. Once you are done, you will be able to access the interface's main page.

## 2 - Navigating around the interface

The first screen you will see is the account self-care page. There you can see your account's balance for international calls, the address and email associated with your account, the features which are enabled (more on that later), a quick link to get to your messages and call forwarding options, and the last calls made or received.

On the top of the screen, you will also see five little icons. The first one is to get back to the home page (account self-care). For all the other ones, you will have to place your arrow over the icon to see the available options (most of them have more than one). The second icon lets you access a page to change your password, as well as the page to view detailed account info, and also access service features. The third icon is not used, just ignore it. The fourth icon lets you access the xDR browser, which is in fact a very nice feature which lets you view a list of all the inbound and outbound calls made (more on that later also). The fifth icon redirects you to our other interface related to voice messaging and fax options. You might see an error message when you click on the link, but do not worry, just click on OK.

## 3 – The options/functions

### 3.1 – Change password

This option simply lets you change your password. It is basically the same procedure as when you change it on the first login.

### 3.2 – Account info

This page is divided in multiple tabs (sections). Most of them are of no interest, and you will not have to use them. They are: **subscriber, additional info, custom fields, life cycle, and subscriptions.**

**Account info** has no editable fields, but it can be used to retrieve your VOIP password in the case that you have to reconfigure your VOIP module, should you lose/be unaware of that information.

**User interface** can be used to change the web interface's language. Please note that although it will be changed for the web, the vocal interface to get your messages will remain the same, unless you change the **IVR language**. More on this will follow.

**Service features** is the most important section. It is divided in 3 sub-sections (Service type: Voice calls, incoming calls, outgoing calls). There are many functions in there, and it deserves a mini-guide. Please note that the only functions used with our system are the ones which are listed here. The other ones can either not be edited, are of no use, or should be left as they are.

**- Voice calls:**

**Music On Hold:** This is the music the other party will be hearing if you get another call and use call waiting. Although the default music is a good all-arounder, it is possible to upload your own music. You have 5mb of storage for audio files. It is preferable to upload files in mp3 format, at a bit rate equal or lower than 96kbps. You could also consider converting stereo files to mono to save space, since a phone does not playback in stereo!

**- Incoming calls**

**Forward mode:** This is not actually user-selectable, but it is important to mention that if this does not display "follow-me", call forwarding is **not** enabled, and you have to call customer service in order to activate it.

**Timeout, sec:** This is the time required to switch to the next action after ringing (if applicable). For example, if the default answering mode is set to ring then voicemail, and the timeout value is 60 seconds, it will take 60 seconds before the voicemail takes over. It is the same thing with forwarding.

**Default Answering Mode:** Self-explanatory. The chain of actions the system will take when a call is received. If you have a hardware answering machine, for example, you will want to choose "ring only", thus disabling voice mail. "Reject" will simply disconnect the call right away without any other actions.

**- Outgoing calls**

**E911:** This should be left at No. It is not currently implemented.

**Preferred IVR Language:** This is the language for the Interactive Voice Response (the \*98 system). This must **NOT** be changed to any other languages than English, Spanish, Russian, and Hebrew, or an issue with your voice messaging service will arise: dialing \*98 will ring busy! Currently, those are the only ones implemented. We have plans to make French available in the near future; if everything goes well it should be ready at the end of March 2009.

**Follow-me** is the section where you configure your call forwarding destination numbers. In order to configure a number, you must first click on "Add" in the top left corner of the window. The order should remain at "as listed". Then, you will

have to name the destination you are creating (i.e: the name of the person, “my cellphone”, etc...) and enter the phone number to forward to (in destination). You will also have the option of selecting a period of time for forwarding by clicking on “active” just on the right of “destination”. For example, you could choose to forward only between certain hours, on certain days, and on certain months of the year. For the hours, you have to select a starting time and end time (until). For the days, you can select days by holding the control key and clicking on the day you want, or if you want to select all of them, you can click on the first day, and then hold the shift key and click on the last day. The same thing applies for the months. Once you are done, click on “finish”. “Timeout, sec” is the same thing as in the service features section; after the timeout value has elapsed, the system will go to the next action (i.e: voicemail, next forward destination, or disconnect). **Off** is to simply turn off the forwarding for that number. If you do not use forwarding on a regular, stable basis, you should let the forwarding period at “always”, and use the OFF function to turn off forwarding on-demand. Don’t forget to click on **Save** in the top-left corner of the screen after any modifications! Once the forward destination is saved, you could also edit it by clicking on the edit button, or delete it with the delete button.

### **3.3 – Recharge using voucher**

This is not used with our service.

### **3.4 – xDR Browser**

This is used to browse through the logs for your inbound and outbound calls.

When you enter this section, you will be prompted for the “From date” and the “To date” (self-explanatory); you can even set the time if you want to. “Service” should be left at “all”. Once everything is set, click on Show xDR.

You will then be able to see the stats on the calls which were made and received. Everything is there, the origin and destination numbers, the country and city, date and time, duration (labeled Charged time, min:sec), and the amount charged for international calls, and/or long-distance calls for those of you who have a local-only plan. You also have the possibility to download that list in .csv file format to open it in Microsoft Excel, or another program which can open comma-separated-values files.

### **3.5 – Messages**

Clicking on this button will redirect you to the UM interface to get your voice messages online, as well as to access different other options. That interface has its own guide, so if you are interested (of course you are), please read it!