


OUTBOUND CALL MANAGER USER GUIDE


YOUR TELEPHONE COMPANY





Use this service to track and control calls that are placed from your business or residential phones.

Number Lists  **Timed Numbers**

The Timed Numbers feature allows you to limit and keep track of the minute usage for outbound calls to specific numbers. To Add Timed Numbers, click on the Green icon at the bottom right of the screen and choose Add Timed Number, a New Timed Number window will open. In the Enter Address field you can enter a three (area code), six (area code and local exchange), or ten (individual) digit number that the service will set with access conditions. Click on the Green Ok button to complete the addition.

New Timed Number 


Number: Enter Address



 

You can Edit Timed Numbers by clicking on a Timed Number, which will open an Edit Timed Number window. Follow the directions detailed in the above paragraph and click OK to complete your Edits.



Deleting Allowed, Blocked and Timed Numbers

Click on the Green icon at the bottom right of the screen and choose the Delete Entry option. This action will display a Red Trash Can by each entry. Click on the Red Trash Can next to the entry you want deleted and it will be removed.



 **ManageMyCalls**

 Settings  Number Lists




Allowed Numbers


  605

Blocked Numbers

  605-999-7438

Timed Numbers

  605-555-2222 

 **Outgoing Calls**

YOUR TELEPHONE COMPANY

YOUR COMPANY LOGO HERE

YOUR COMPANY LOGO HERE

FOR TABLETS AND SMARTPHONES DOWNLOAD THE MANAGEMycALLS APP FROM THE GOOGLE PLAY OR APPLE APP STORES

Enter the following Service Provider Address (Service Provider Enter the Unique URL here) in your App and press the Save button. For PC ManageMyCalls - OCM, enter the Service Provider Address in your PC's browser bar* and when it opens press the Save button. If prompted, after pressing the Save button press the Continue button.

Once you Sign In with your User Name and Password, click on the area circled in Red to open the Main Menu.

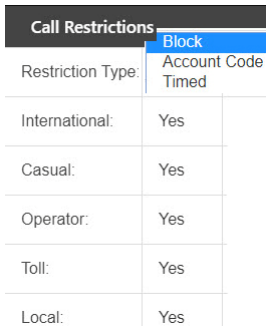
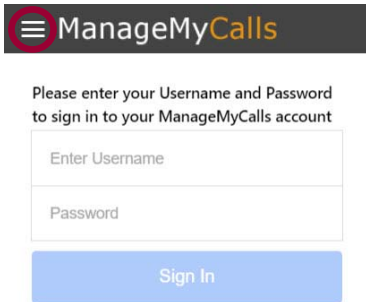
Click on **Outgoing Calls** to open your management settings. Click on **Account** to Log Out or to change your password.

Settings

The **Outgoing Calls Settings** tab displays General Settings, Call Restrictions, and if configured, Accounts Codes. You can change the **Override Code** which can be entered on your phone to bypass any of the outgoing call restrictions. Dropdown menu selections allow you to change Language settings from English to Spanish. You can choose to **Send Usage Reports** to a specified email address by selecting **Yes** and providing our office with the email address. You can also choose to **Allow Override Code** access to bypass the service by selecting **Yes** in the **Allow Override** dropdown.

Call Restrictions

Use the drop down box in **Restriction Type** to select call blocking restrictions that you want to place on **Block** (normally residential), **Account Code** (normally business) or **Timed calls** (residential or business).



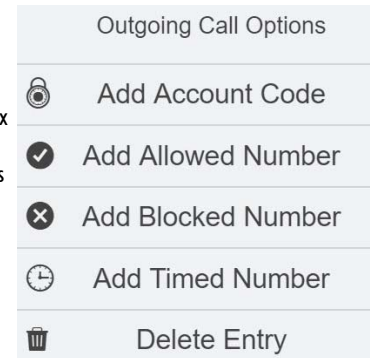
Choose Yes to block or No to allow

- Yes blocks International calls outside the US.
- Yes blocks Casual calls using a different LD provider.
- Yes blocks Operator assisted calls like collect calls
- Yes blocks any Toll (LD calls).
- Yes blocks any calls in your Local area.

*This service is only supported in Google Chrome, Microsoft Edge and Mozilla browsers.

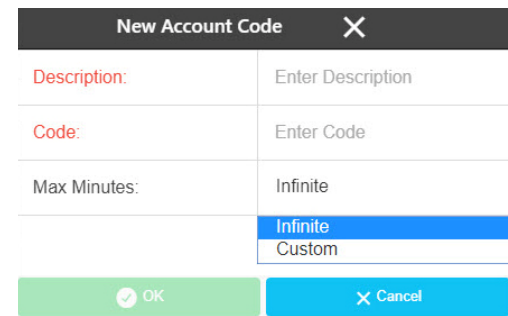
ACCOUNT CODES

Click on the **Green icon** at the bottom right of the screen to open the **Outgoing Call Options** and click on **Add Account Code** to open a **New Account Code** window. Enter a **Description** which would usually be an individual or department at your company, and a new number **Code** that matches the allowed **Code Length**. Select **Infinite** for unlimited **Max Minutes** or from the dropdown choose **Custom** to set the number of minutes that you want to allow for this **Account Code**.



Once the entries have been made, click on the **Green OK button** to add this new **Account Code**. When this **Code** is entered, all calls will be subject to the configured **maximum allowed minutes**.

Usage reports for call activity from this code can be viewed from this web portal and also emailed to a designated address that has been provided to our service office. Please contact us to add or change an email address for receipt of usage reports.



NUMBER LISTS ALLOWED AND BLOCKED NUMBERS

Click on the **Number Lists** tab at the top of the screen to view, add or change your **Allowed, Blocked, or Timed Numbers**. To **Add Allowed Numbers**, click on the **Green icon** at the bottom right of the screen and choose **Add Allowed Number**, a **New Allowed Number** window will open. In the **Enter Address** field you can enter a three (area code), six (area code and local exchange), or ten (individual) digit number that the service will allow you to call. Click on the **Green Ok button** to complete the addition.

To **Add Blocked Numbers** that the service will prevent you from calling, click on **Add Blocked Number** and follow the same procedure used to **Add Allowed Numbers**.

