



User Guide

My Service Manager by i3™

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Contents

[Overview](#)

[1.0 User Registration](#)

[1.1 Forgot Password](#)

[2.0 User Dashboard](#)

[2.1 Add/Remove Service](#)

[3.0 User Profile](#)

[3.1 Update Telephone Numbers](#)

[4.0 Features](#)

[4.1 Call Forwarding](#)

[4.1.1 Forward All Calls](#)

[4.1.2 Call Forward Busy](#)

[4.1.3 Call Forwarding No Answer](#)

[4.1.4 Unavailable Call Forwarding](#)

[4.2 Selective Call Rejection \(Call Block\)](#)

[4.3 Anonymous Call Rejection](#)

[4.4 Selective Call Acceptance](#)

[4.5 Speed Dial](#)

[4.6 Voicemail](#)

[4.6.1 Voicemail Settings](#)

[4.7 Do Not Disturb](#)

[4.8 Call Records](#)

Overview

Welcome to My Service Manager!

My Service Manager by i3™ is your new, easy-to-use dashboard that puts you in control of your voice services. With this web-based interface, you can conveniently manage your account and customize your settings to suit your needs.

This guide will walk you through everything you need to know about using My Service Manager, including all the available features and how to adjust them effortlessly.

1.0 User Registration

1. Go to <https://i3broadband.myservicemanager.net/#/login>.
2. If you don't have an account, select 'Register here' (Figure 1).

The image shows a login form with the following elements: a 'Username' label above a text input field; a 'Password' label above a password input field; a 'Remember Me' checkbox; a yellow 'LOG IN' button; and two links: 'Forgot Username?' and 'Forgot Password?'. Below the form, the text 'Don't have an account?' is followed by a link 'Register here' which is enclosed in a red rectangular box.

Figure 1

3. Fill out the account registration information to register your account (Figure 2).

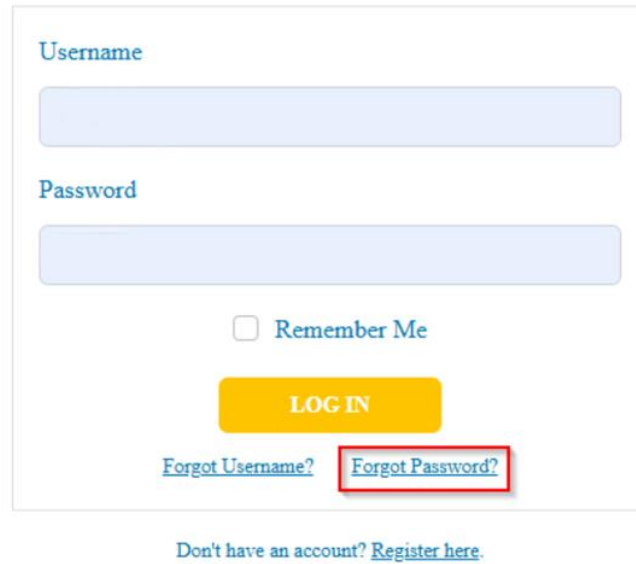
Account Registration

The image shows an account registration form with the following fields: 'The username you would like to log in with' (CodeOne); 'Your email address' (Email); 'Your account number as it appears on your bill' (Account Number); 'A valid telephone number on your account' (Telephone Number); 'State' (dropdown menu); 'Zip Code' (text input); 'Password (alphanumeric, at least 8 characters long)' (password input); and 'Password Confirmation' (password input). A yellow 'REGISTER' button is located at the bottom of the form.

Figure 2

1.1 Forgot Password

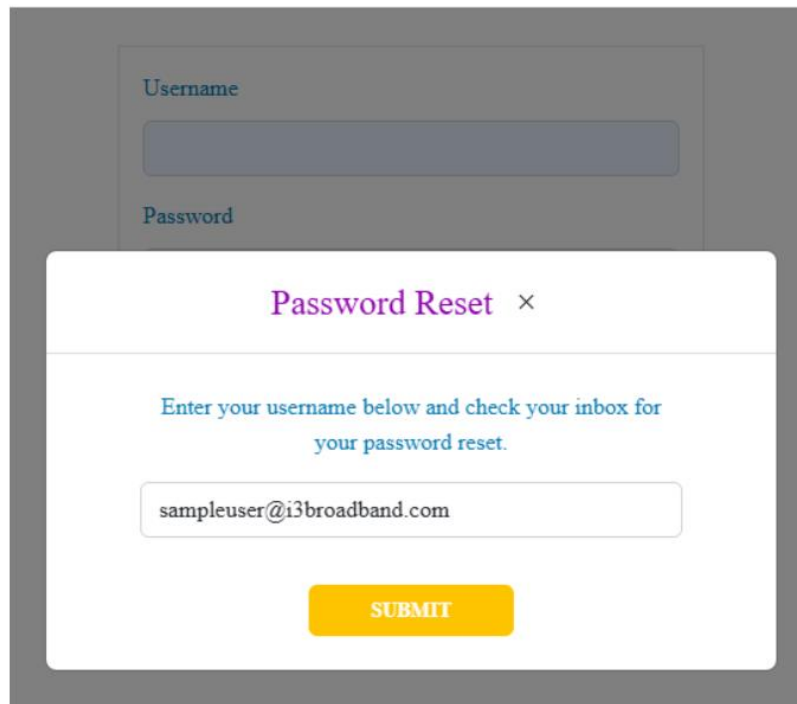
1. Click 'Forgot Password' on the login screen (Figure 3).



The image shows a login form with the following elements: a 'Username' label above a text input field; a 'Password' label above another text input field; a checkbox labeled 'Remember Me'; a yellow 'LOG IN' button; a blue link for 'Forgot Username?'; and a blue link for 'Forgot Password?' which is highlighted with a red rectangular border. Below the form is a link that says 'Don't have an account? Register here.'

Figure 3

2. Enter the user information in the 'Password Reset' page and click 'reset password'.



The image shows a 'Password Reset' modal window overlaid on a login form. The modal has a title 'Password Reset' with a close button (X). The instructions inside the modal are: 'Enter your username below and check your inbox for your password reset.' Below the instructions is a text input field containing the email address 'sampleuser@i3broadband.com'. At the bottom of the modal is a yellow 'SUBMIT' button.

Figure 4

3. Once you have submitted the information you will get a 'Success' message stating that an email has been sent. Go to your account's email and click the 'Reset Password' link (Figure 5).

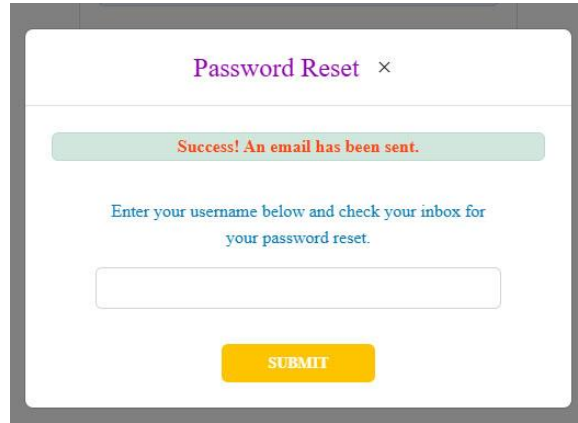


Figure 3

4. This will take you back to My Service Manager. Enter the new password and click 'submit'. If your new password meets the criteria for the site, you will be logged in.



Figure 4

2.0 User Dashboard

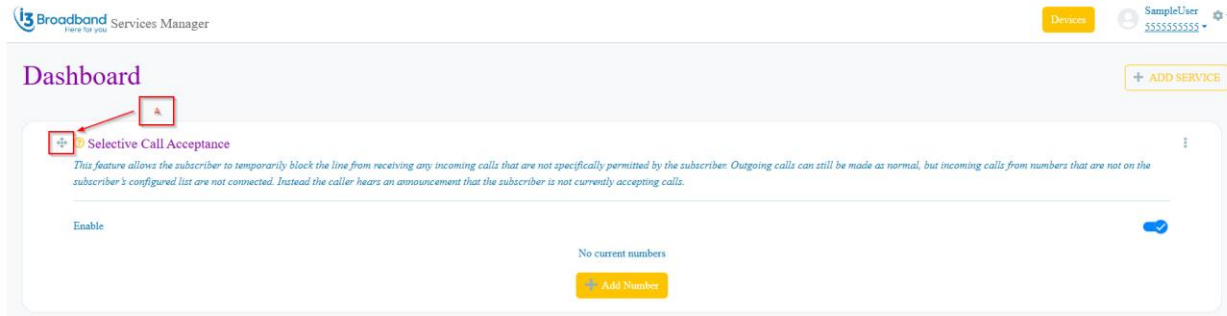




Figure 8

The dashboard (Figure 8) is the user's primary page in managing individual features and information. The dashboard is customizable and contains all the manageable features the subscriber has on their account. When creating an account, most features are added by default to the dashboard.

- The dashboard can be rearranged to the user's preference. Click the  icon to drag the feature block to new placement on the dashboard (Figure 8-A).
- Click the settings icon  to logout or go to the user profile (Figure 9).
- Users can have multiple dashboards – one per phone number. Click the number in the upper right-hand corner to select which dashboard to see (Figure 10).

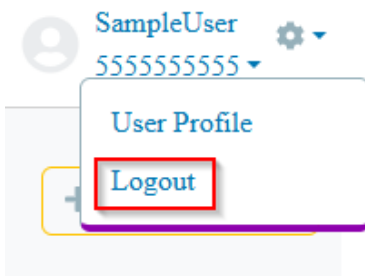


Figure 9

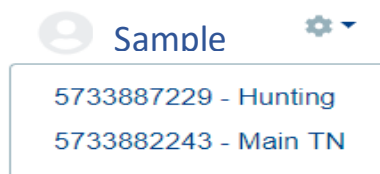


Figure 10

2.1 Add/Remove Service

Not all available features are listed on the dashboard. To add them, click the 'Add Service' button (Figure 11) in the top right-hand corner and select the feature from the list. If you don't see the feature listed, it may not be available for the account.

To remove a feature from the dashboard, click the icon in the top right-hand corner of the service card and select 'Remove From Dashboard' (Figure 12).

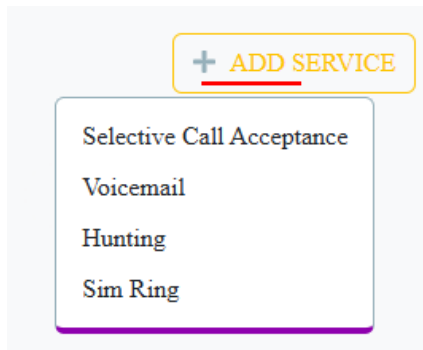


Figure 11

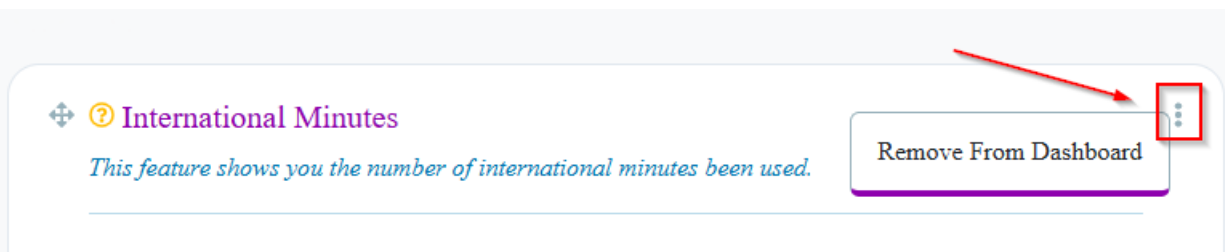
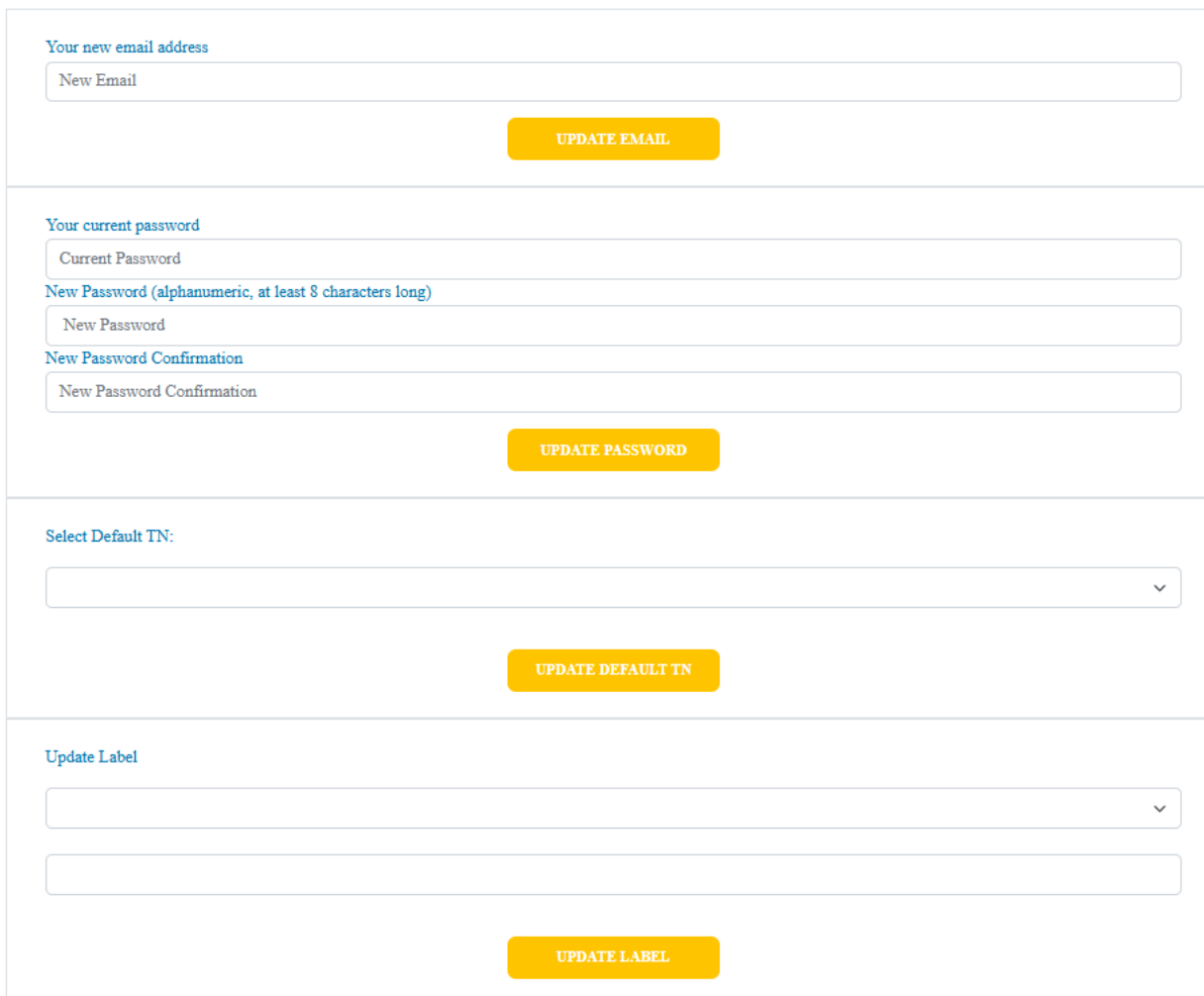


Figure 12

3.0 User Profile

User Profile



The form is divided into four sections, each with a title and a corresponding input field or button:

- Your new email address:** A text input field labeled "New Email" and a yellow "UPDATE EMAIL" button.
- Your current password:** A text input field labeled "Current Password", a text input field labeled "New Password (alphanumeric, at least 8 characters long)" with "New Password" below it, a text input field labeled "New Password Confirmation", and a yellow "UPDATE PASSWORD" button.
- Select Default TN:** A dropdown menu and a yellow "UPDATE DEFAULT TN" button.
- Update Label:** A dropdown menu and a yellow "UPDATE LABEL" button.

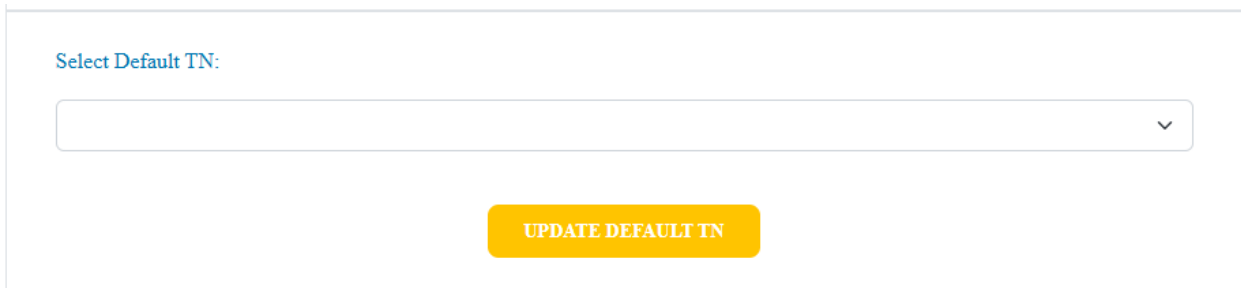
Figure 13

On the user profile page (Figure 13), users can update email, password, and the default telephone number for the account.

3.1 Update Telephone Numbers

Users can add and change the default telephone number for their account and label each number.

1. Click the dropdown box under 'Select Default TN' and click the phone number you want as your default (*Figure 14*).
2. Click 'Update Default TN'.

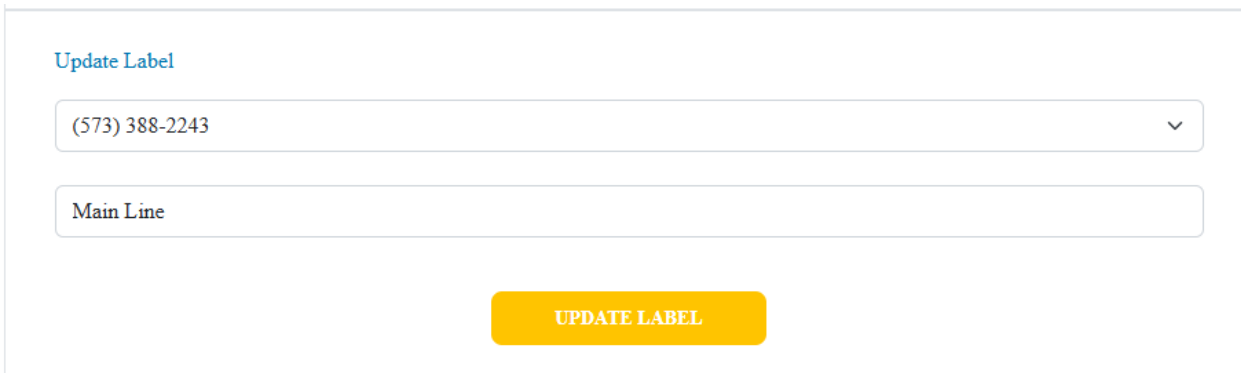


The screenshot shows a form titled "Select Default TN:". Below the title is a dropdown menu that is currently empty. Below the dropdown menu is a yellow button labeled "UPDATE DEFAULT TN".

Figure 14

Users can set labels for each phone number (*Figure 15*).

1. Choose a number from the 'Update Label' dropdown box.
2. Type in a name for the number in the box below.
3. Click 'Update Label'.
4. The name will appear alongside the number on the Dashboard.



The screenshot shows a form titled "Update Label". Below the title is a dropdown menu containing the phone number "(573) 388-2243". Below the dropdown menu is a text input field containing the label "Main Line". Below the text input field is a yellow button labeled "UPDATE LABEL".

Figure 15

4.0 Features

4.1 Call Forwarding

4.1.1 Forward All Calls

This feature forwards all of a subscriber’s incoming calls to an alternative number.

The ‘Enable’ slider is disabled when the circle is to the left and enabled when the circle is to the right (Figure 16 has the service enabled). When enabled, a 10-digit telephone number can be entered to forward calls to.

When the ‘Ring once when a call is forwarded’ slider is to the left, the call goes straight to the forward number. When it’s to the right, it rings the subscriber’s phone number one time before forwarding.

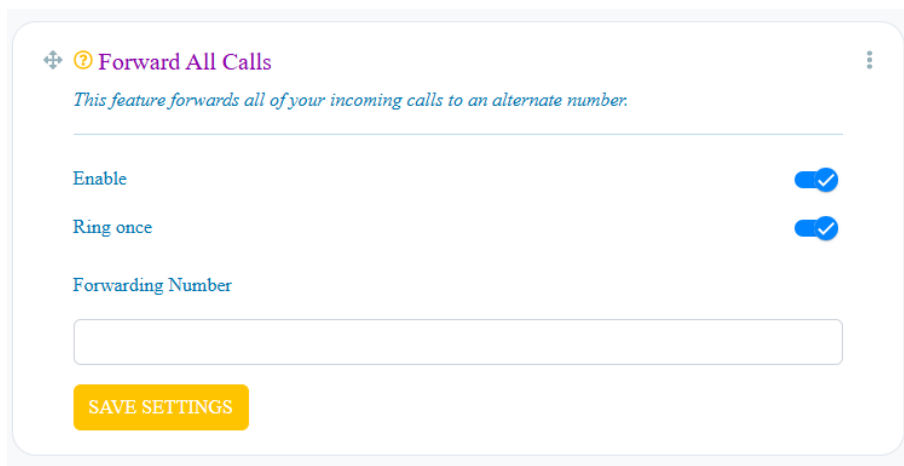


Figure 16

4.1.2 Call Forward Busy

This feature forwards incoming calls to another number when the original number is busy.

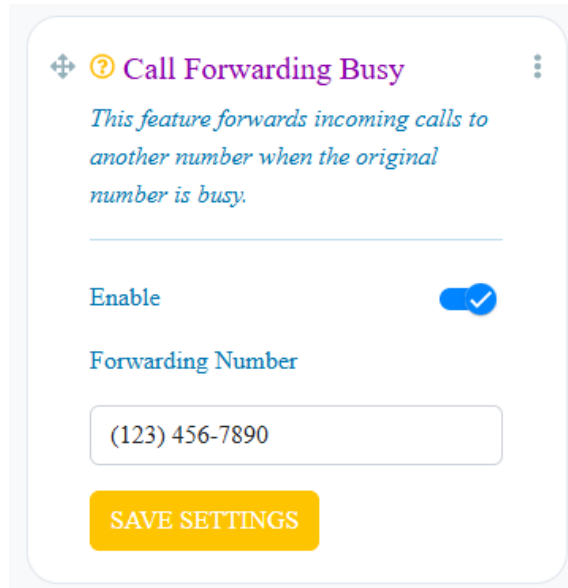


Figure 17

To enable: click the 'Enable' slider to the right (*Figure 17*).

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking 'Save Settings'.

4.1.3 Call Forwarding No Answer

With call forwarding no answer, calls will be sent to a forwarding number after the line goes unanswered for a set number of rings. Calls will be forwarded to the provided number instead of voicemail.

To enable: click the 'Enable' slider to the right (*Figure 18*).

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking 'Save Settings'.

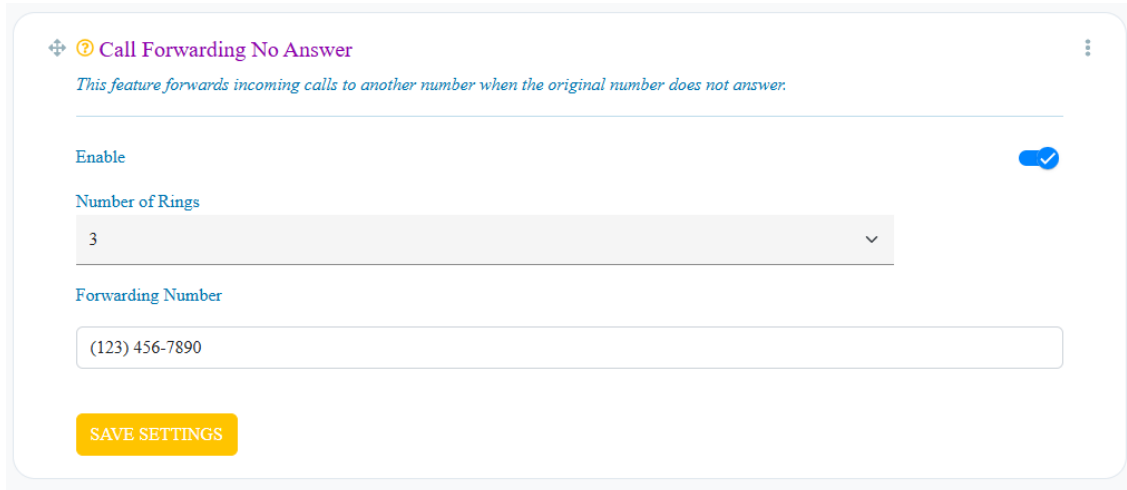


Figure 18

4.1.5 Unavailable Call Forwarding

This feature forwards calls from a subscriber's line to an alternate number only if the dialed number is unavailable (e.g., a power outage or fiber cut).

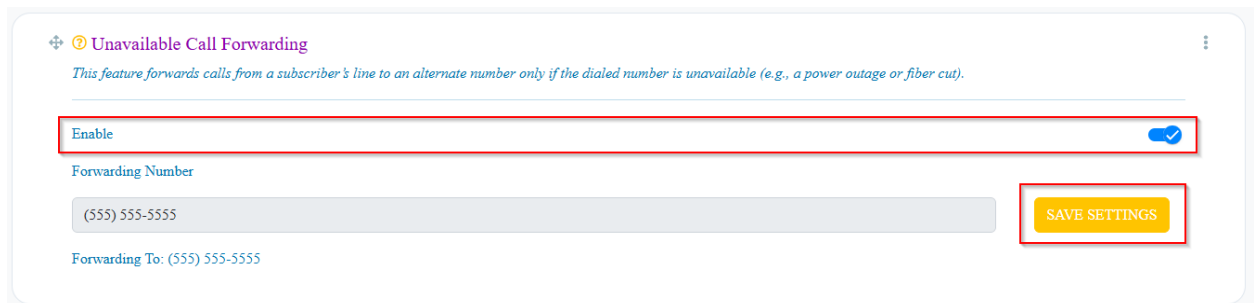


Figure 19

To enable: click the 'Enable' slider to the right (*Figure 19*).

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking 'Save Settings'.

4.2 Selective Call Rejection (Call Block)

This feature allows the subscriber to manage a list of no more than 10 telephone numbers that will be blocked and not ring the subscriber's telephone number.

To enable: click the 'Enable' slider to the right (*Figure 20-A*).

To disable: click the 'Enable' slider to the left. (Numbers listed will remain.)

Once enabled, you can add numbers by clicking the '+ Add Number' button (*Figure 20-B*).

To remove an existing blocked number, click the trash can icon to the right of the number.

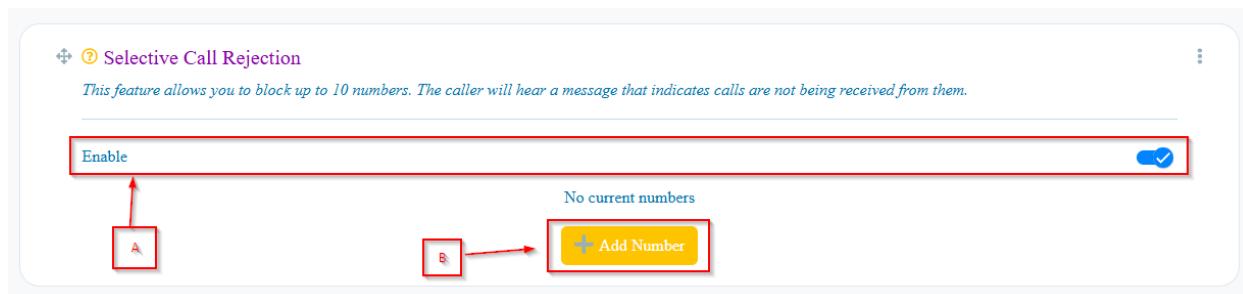


Figure 20

Call block and Hunting

A number on the call block (selective call rejection) list will not hunt if it calls the first line of a hunt group with call block enabled on line 1. A reject message will be played to alert the caller. If call block is not on line 1 in the hunt group but is on any other line in the hunt group, then the number on the reject list can call line 1. However, an incoming call on the reject list will skip over a line with call block enabled and hunt to the next line in the hunt sequence that does not have call block.

4.3 Anonymous Call Rejection

This feature automatically rejects all calls from withheld numbers.

To enable: click the 'Enable' slider to the right (*Figure 21*).

To disable: click the 'Enable' slider to the left.

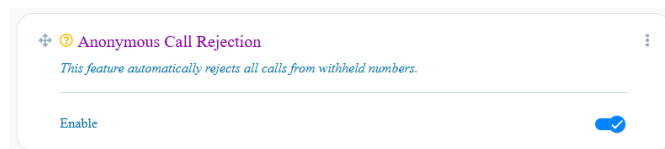


Figure 21

4.4 Selective Call Acceptance

This feature allows the subscriber to temporarily block the line from receiving any incoming calls that are not specifically permitted by the subscriber. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on the subscriber's configured list are not connected. Instead the caller hears an announcement that the subscriber is not currently accepting calls.

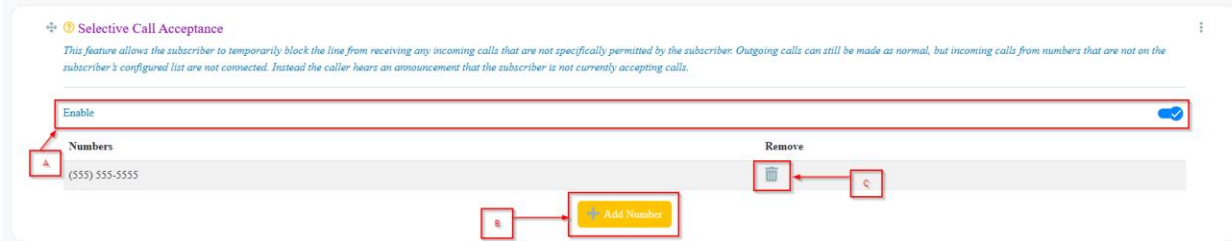


Figure 22

To enable: click the 'Enable' slider to the right (*Figure 22-A*).

To disable: click the 'Enable' slider to the left.

Once enabled, you can add numbers by clicking the '+ Add Number' button (*Figure 22-B*).

To remove an existing selective call acceptance number, click the trash can icon to the right of the number (*Figure 22-C*).

Hunting and Selective Call Acceptance

If the feature is on line 1, then all calls (except those from numbers specifically permitted by the subscriber) will be blocked and receive the announcement mentioned above. However, those calls from numbers permitted by subscriber will ring as usual and hunt.

If selective call acceptance is not on line 1 of a hunt group but is on any other line in the hunt group, then any call can ring line 1. However, if a call (from a number not specifically permitted by subscriber) tries to hunt to the line with the feature it will reject and simply ring back to the previous line.

4.5 Speed Dial

To set up a number for speed dial:

1. On the keypad (*Figure 23*), dial the number you want as your speed dial. You may select:
 - a. A single-digit number (2-9).
 - b. A two-digit number (20-49).
2. Click 'Enter'.
3. Enter the 10-digit telephone number.
4. Click 'OK'.
5. Click the 'Enable' slider to right.
6. A pop-up will show the code with its assigned number. If everything is correct, click 'Save' (*Figure 24*).
7. Repeat as needed.

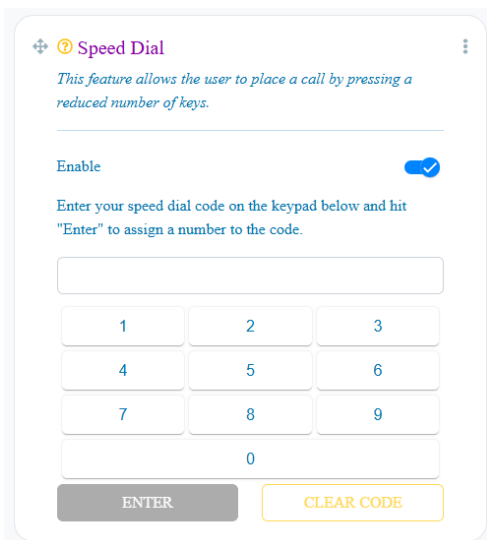


Figure 23

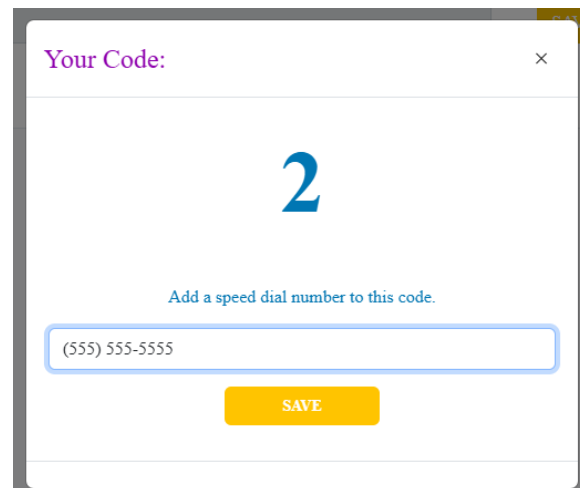


Figure 24

4.6 Voicemail

This feature allows callers to the subscriber’s telephone number to leave a recorded message for the subscriber. The Voicemail card allows users to see, listen to, download, and delete messages (Figure 25).

Note: Messages that haven’t been played will be displayed in **bold**.

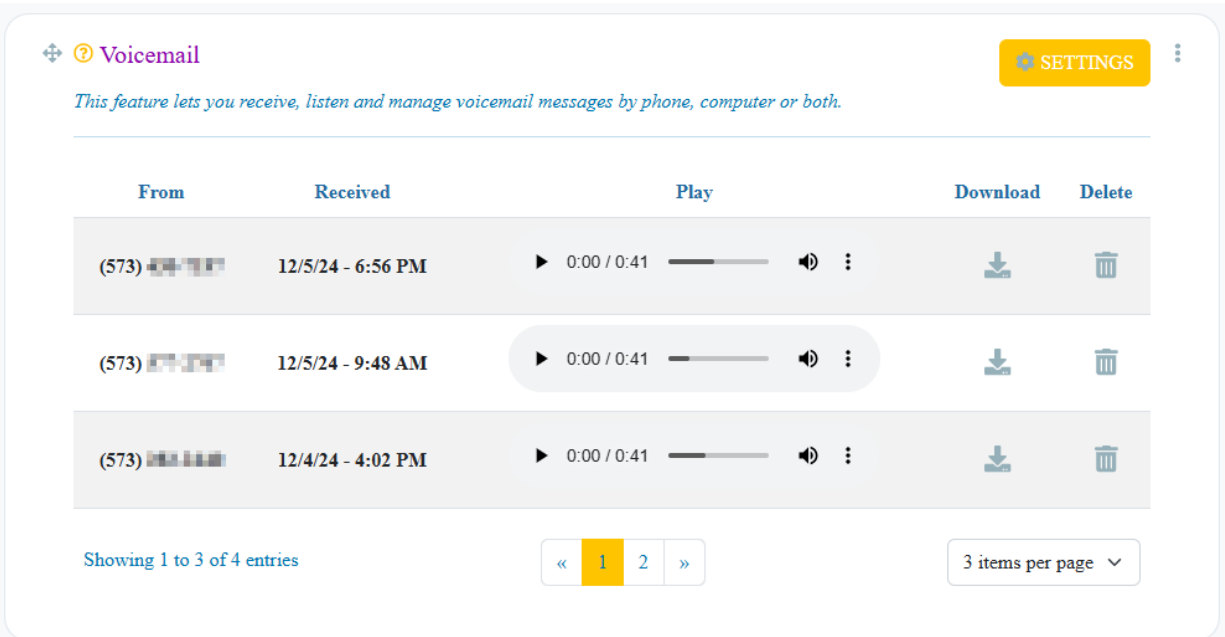


Figure 25

	allows the voicemail message to be played in the browser.
	deletes the voicemail message
	downloads the voicemail message
	<p>Allows configuration of voicemail to</p> <ul style="list-style-type: none"> • Enable/disable voicemail • set number of rings before a call is forwarded to voicemail • forward the messages to email • forward notification to email • customize contents of email message

4.6.1 Voicemail Settings

Click the 'Settings' button to change the settings for voicemail. This includes the number of rings the phone should produce before going to voicemail (Figure 26-A), an email address to send the recording or notification to (Figure 26-B), as well as what to include in email notifications (Figure 26-C).

Voicemail Settings [Close]

Enable Voicemail

Number of rings before a call is forwarded to Voicemail 1

Forward Voicemail to Email

Email to forward the voicemail Email Address

Email to Notify Voicemail Received

Email address for voicemail notification Email Address

Customize contents of Email by selecting the information you would like to receive

Caller ID Name Message Length Date of Message

Caller ID Number Time Of Message Your Mailbox Number

Save Settings

Figure 26

4.7 Do Not Disturb

Enabling this feature will silence any incoming phone calls (Figure 27). Enabling 'Single Ring' will allow the phone to ring once.

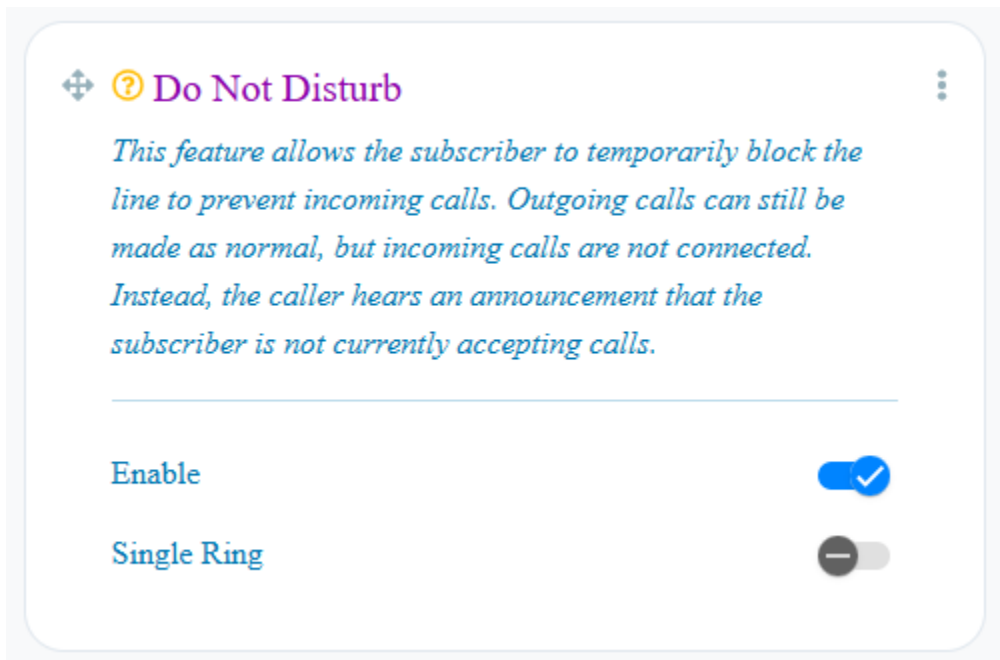


Figure 27

4.8 Call Records

Subscribers' call records (*Figure 28*) will be displayed for up to 90 days. There is a shortened version of the most recent calls on the dashboard. The 'View All Records' link will direct the page for more details and the ability to search call records for the telephone number.

Call Records (Past 90 Days) View All Records

Date ▼	Time	Inbound↓ / Outbound↑	Phone Number ▼
04-10-2019	8:50:36 PM	↓	(777) 777-7777
04-03-2019	6:10:09 PM	↓	(888) 888-8888
03-29-2019	7:15:29 PM	↓	(999) 999-9999

Showing 1 to 3 of 52 entries

« 1 2 3 4 ... 18 » 3 items per page ▾

Figure 28

Call records can be searched in the search field (*Figure 29-A*) and will filter on the 'From' telephone number (*Figure 29-C*), 'To' Telephone Number (*Figure 29-D*), and 'Date' (*Figure 29-B*) columns. Clicking 'Clear Search' (*Figure 29-E*) will undo the filter and return the grid to all available call records.

Call Records (Past 90 Days) Click the refresh spinner (left) if you are switching TNs to reload the call records.

Search call records... CLEAR SEARCH DOWNLOAD CALL RECORDS

Date ▼	Time	From ▼	To ▼	Duration	Inbound↓ / Outbound↑
12-05-2024	6:55:32 PM	(573) 430-7197	(573) 388-2243	0.8 minutes	↓
12-05-2024	9:47:23 AM	(573) 577-2707	(573) 388-2243	0.8 minutes	↓
12-04-2024	4:01:56 PM	(573) 282-1640	(573) 388-2243	0.8 minutes	↓
11-18-2024	1:05:17 PM	(573) 734-4536	(573) 388-2243	0.2 minutes	↓
11-05-2024	11:59:38 AM	(573) 721-9218	(573) 388-2243	0.2 minutes	↓
10-31-2024	10:30:33 AM	(573) 318-3741	(573) 388-2243	0.6 minutes	↓
10-30-2024	12:53:24 PM	(573) 251-3838	(573) 388-2243	0.3 minutes	↓
10-28-2024	9:03:35 PM	(816) 647-0927	(573) 388-2243	0.2 minutes	↓
10-28-2024	8:35:12 PM	(816) 647-0927	(573) 388-2243	0.2 minutes	↓
10-28-2024	6:59:55 PM	(816) 647-0927	(573) 388-2243	0.2 minutes	↓

Showing 1 to 10 of 17 entries 10 items per page ▾

Figure 29