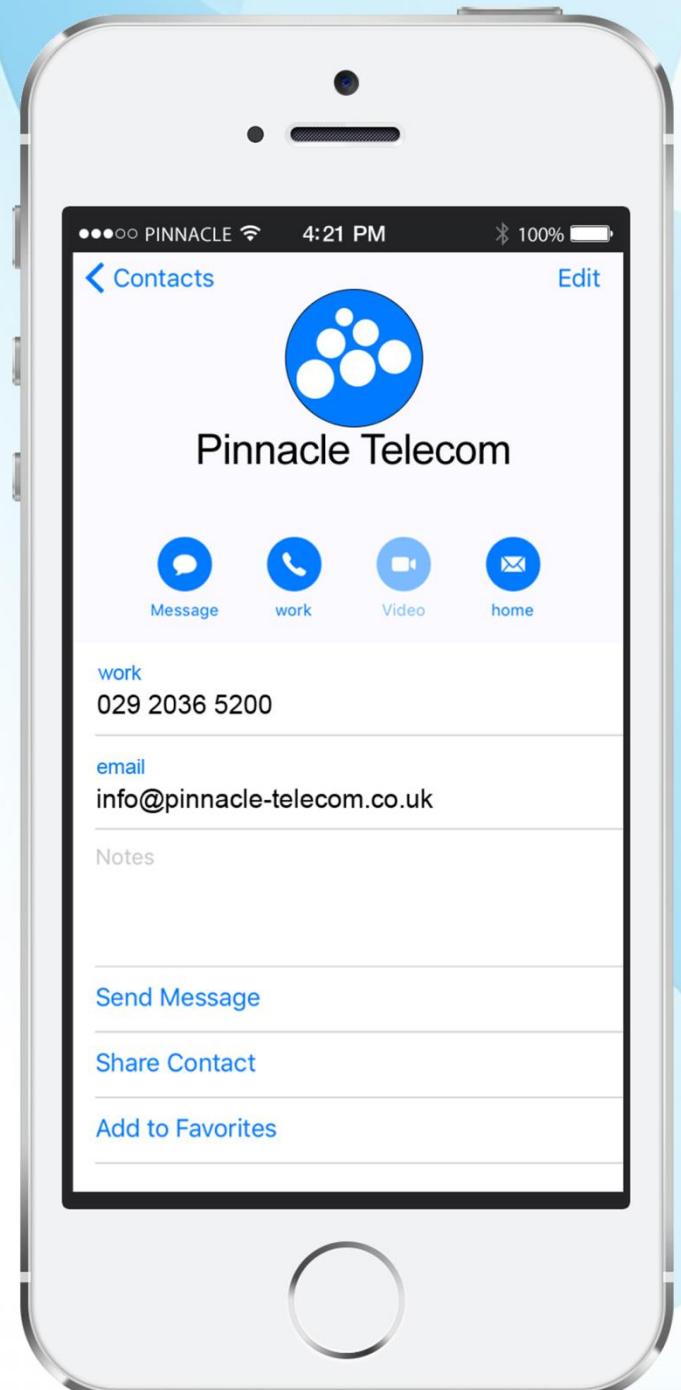




# Manage My Mobiles *Help Guide*



[www.pinnacle-telecom.co.uk](http://www.pinnacle-telecom.co.uk)

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## Introduction

Manage My Mobiles has a wealth of features for managing and monitoring your mobile estate. We're going to cover these briefly now so you know how to get the most from its features.

Please bear in mind your telecoms provider may have disabled certain features of the site. If you find you can't access a certain feature, please contact your telecoms provider.

The website has two different types of user each with different permissions for what they can see and edit.

Managers are able to make changes to mobile services such as:

Activating call bars, creating and managing groups, activating SIMs, viewing statistics, setting usage alerts and their associated thresholds, suspending services and blacklisting handsets and also configuring call forwarding amongst other things. They can also create other Manage My Mobiles users.

Reporter view will allow the user to view usage statistics and alerts, create people and groups on Manage My Mobiles and allocate mobile numbers.

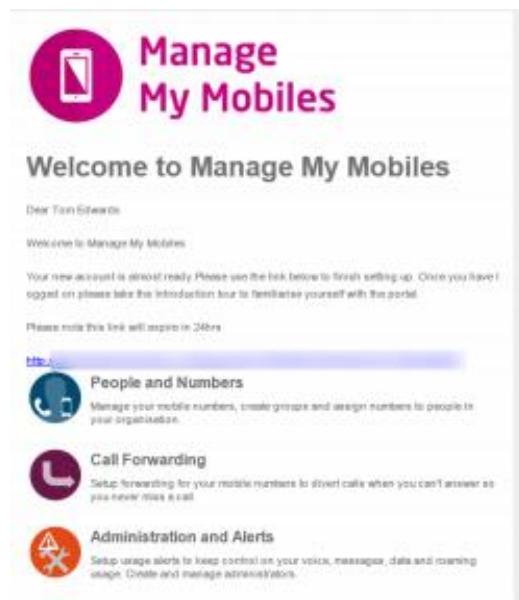
Once your provider has set up access for you, you'll get an email with instructions on how to login.

We have a support video that will give you a better understand, of the features of this portal. This is located by selecting the question mark on the top panel of the portal.

## Set Up

Once your telecoms provider has processed your order for the Mange My Mobiles portal the company admin will receive a sign up email. From here the admin must enter a username and create a password. The password should include one lowercase letter, one uppercase letter, one number, one special character and be at least 8 characters in length. On this page the user must also use the tick box to agree to the use of analytics, then click continue.

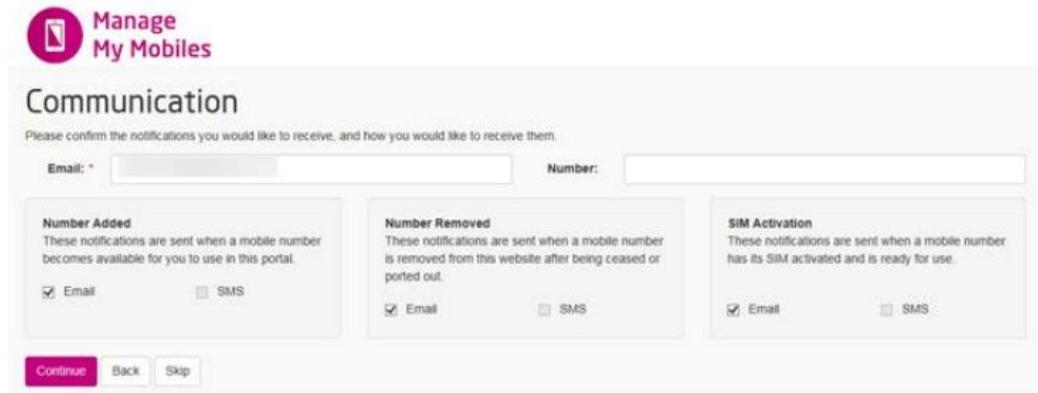
### Email



### Account creation page

The screenshot shows a web form titled 'Welcome' for account creation. At the top left is a purple circular icon with a white smartphone icon, followed by the text 'Manage My Mobiles'. Below the title, the text 'Please create your new account using the form below:' is displayed. The form contains several input fields: 'First Name:' with a value of 'Pamela', 'Last Name:' with a value of 'Reid', 'Username:' (empty), 'Password:' (empty), 'Confirm Password:' (empty), and a 'Password strength' indicator showing a red warning message 'Please enter a password'. To the right of the password field is a small info icon. Below the form is a checkbox labeled 'I agree to the use of analytics.' and a 'Continue' button at the bottom.

The next page you will be taken to is the Communications page. On this page you must update and confirm what notifications you would like to receive and how you would like to receive them. Once the choices have been selected and the relevant information entered, click continue. Alternatively you can skip this option and update these details later. Similarly, should you need to make a change on the previous page, click "back".

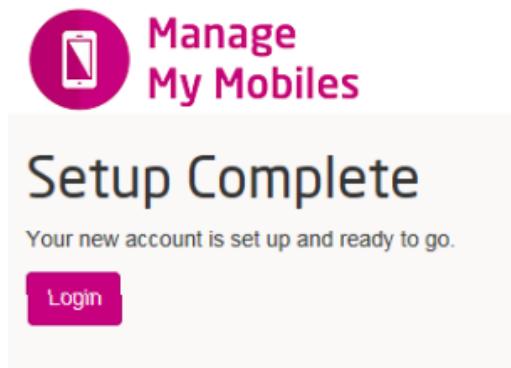


The screenshot shows a web page titled 'Manage My Mobiles' with a sub-section 'Communication'. It asks the user to 'Please confirm the notifications you would like to receive, and how you would like to receive them.' There are three main sections: 'Number Added', 'Number Removed', and 'SIM Activation'. Each section has two checkboxes: 'Email' (checked) and 'SMS' (unchecked). Below each section is a brief description of the notification type.

Notification Type	Email	SMS
Number Added	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Number Removed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SIM Activation	<input checked="" type="checkbox"/>	<input type="checkbox"/>

At the bottom left are buttons for 'Continue', 'Back', and 'Skip'.

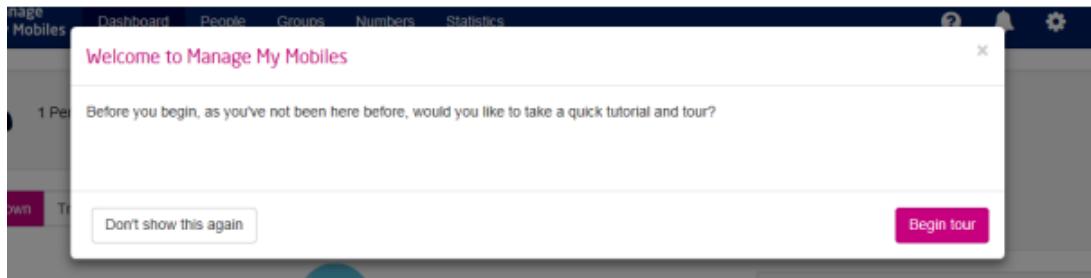
Clicking continue will then complete the setup process. Any you will now be able to login.



The screenshot shows a web page titled 'Manage My Mobiles' with a large heading 'Setup Complete'. Below it, a message says 'Your new account is set up and ready to go.' A prominent blue button labeled 'Login' is at the bottom.

## Dashboard

When you log into the Manage My Mobiles portal for the first time, you will be presented with a window providing the option to do a tour of the site, if you wish to do this click the "begin tour" button. Alternatively you can click the "Don't show this again" button.



If you choose to do the tour you will then be shown a break-down of the different naming conventions used within the Manage My Mobiles portal.

**People**

 A person can be allocated a mobile number. You can configure settings on their mobile number to bar certain features such as calls, messages, data usage. You will also be able to set up individual usage alerts for a person.

**Group**

 A group allows you to organise the people you create. These groups could represent a department within your organisation or a cost centre. You can configure settings and usage alerts at the group level.

**Mobile Number**

 A mobile number is allocated to a person. You are able to configure the settings when allocated to a person and also when it's unallocated. A mobile number can easily be transferred from one person to another or it can be left unallocated whilst it's not in use.

Once you click continue, there will then be an explanation of different actions you can do within the portal.

**Usage Alerts**

 You can configure alerts to be sent via email or SMS when defined thresholds (minutes, message or data) are exceeded. You are able to configure alerting at three levels: globally, at group level and for a person. Regulatory roaming alerts cannot be set here.

**Statistics**

 You can view usage statistics at three levels: globally, group or on a person. You have the ability to filter for specific dates and other criteria such as usage trends, cumulative usage and more detailed breakdowns.

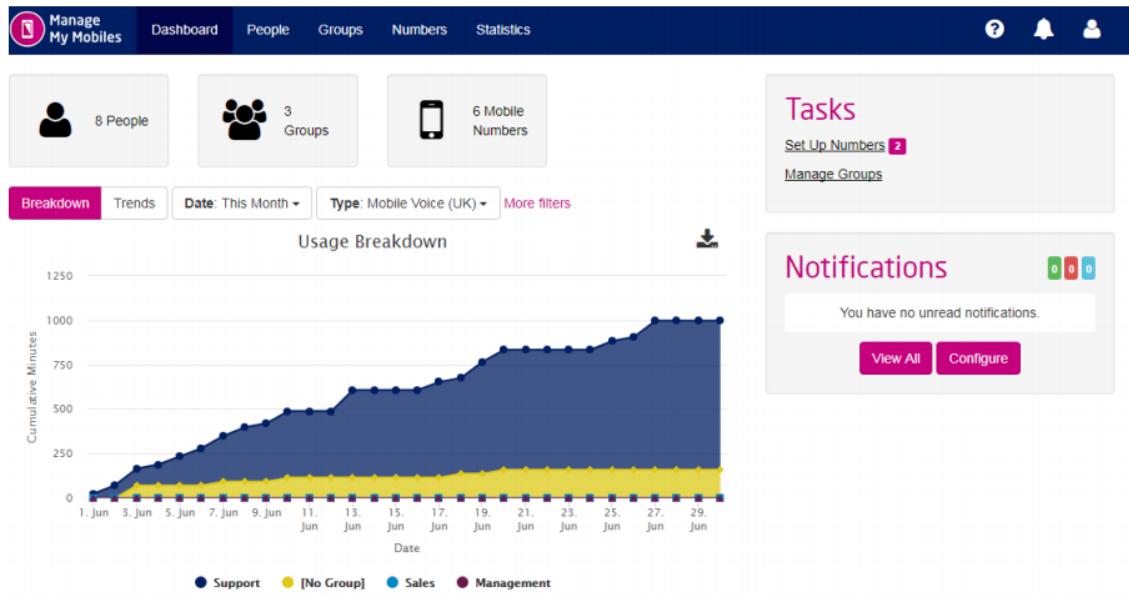
**Settings**

 Settings allows you to configure barring options for voice calls, SMS, MMS, data, roaming and voicemail. You can enable and disable all of these features. You also have the ability to reset the voicemail PIN.

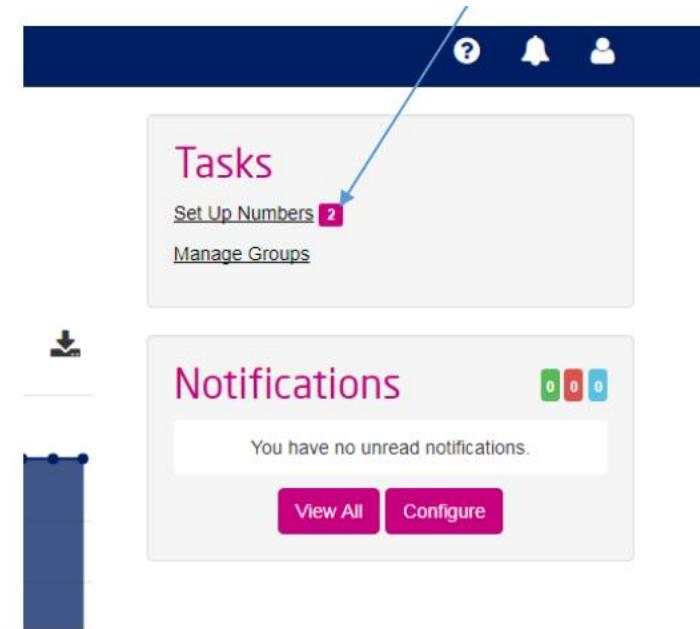
You can see the navigation menu along the top which will navigate to the different areas of the website. On each page there is a ? tool tip that will give you some further information about the page you are currently on.

On the Dashboard you can see a quick view of your company usage, how many people, mobile numbers and groups the company has, you can see Notifications here too, such as usage alerts.

Clicking any of the picture buttons on the top takes you to the corresponding tab.

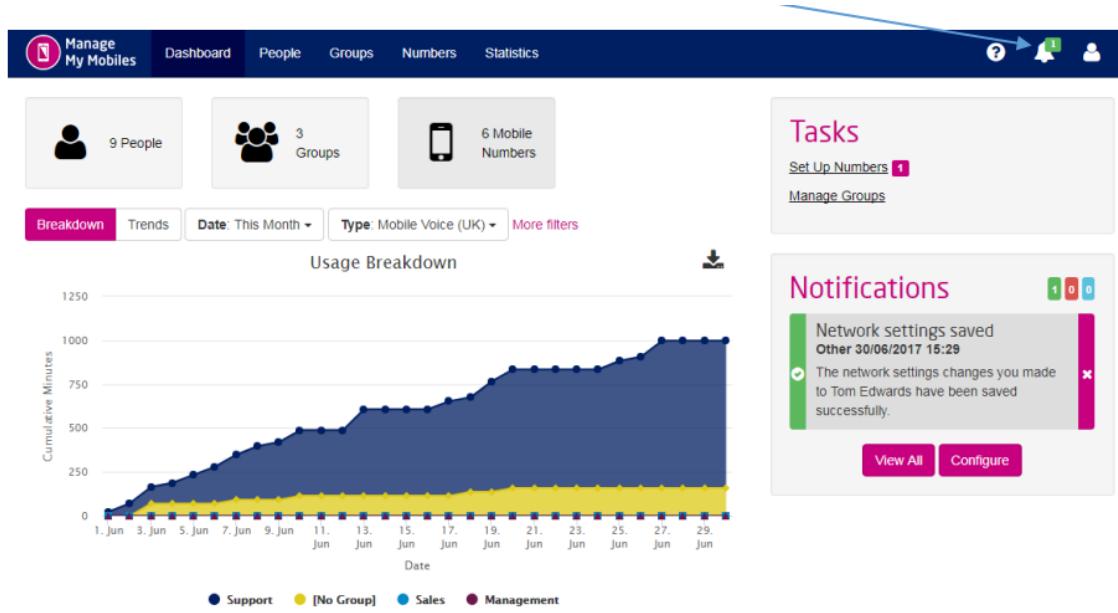


There's a list of quick Tasks here which provide shortcuts to carry these out. If you have any mobile numbers allocated to your company but not allocated to People, you will see the count of those numbers here:



## Notifications

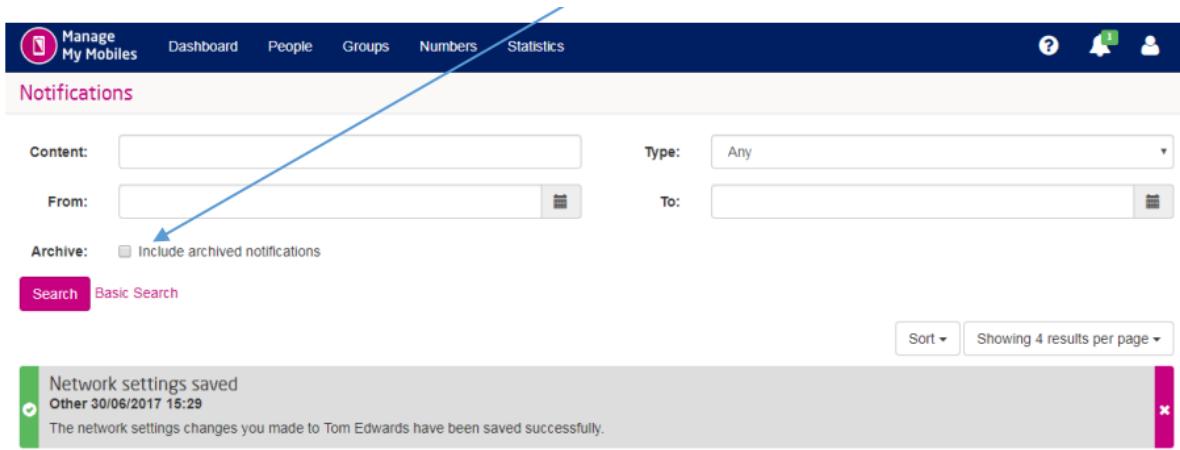
Notifications are generated when a change is made to the mobile company. For example, when mobile phone numbers are added, when a service is suspended and when international roaming is activated for a mobile number and more. You can view all the notifications by clicking the bell on the top menu bar and selecting View All. You can also search for notifications here:



The screenshot shows the Pinnacle dashboard with the following elements:

- Top Navigation:** Manage My Mobiles, Dashboard, People, Groups, Numbers, Statistics, Help, Notifications (with a blue arrow pointing to it), and User icon.
- Summary Metrics:** 9 People, 3 Groups, 6 Mobile Numbers.
- Filter Bar:** Breakdown, Trends, Date: This Month, Type: Mobile Voice (UK), More filters.
- Usage Breakdown Chart:** A line chart titled "Usage Breakdown" showing Cumulative Minutes over a 30-day period from June 1st to June 30th. The chart includes four data series: Support (dark blue), [No Group] (yellow), Sales (light blue), and Management (purple).
- Tasks:** Set Up Numbers (1), Manage Groups.
- Notifications:** Network settings saved (Other 30/06/2017 15:29). A message states: "The network settings changes you made to Tom Edwards have been saved successfully." Buttons for View All and Configure are present.

By selecting the view all notifications it will take you to the notifications page. To see all archived notifications, click the Advanced search button, tick the Include archived notifications box and then click search.

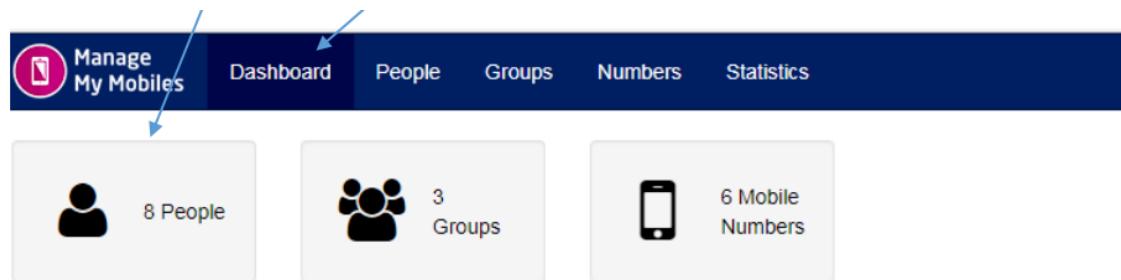


The screenshot shows the Notifications search page with the following elements:

- Top Navigation:** Manage My Mobiles, Dashboard, People, Groups, Numbers, Statistics, Help, Notifications, and User icon.
- Search Form:**
  - Content:
  - Type:
  - From:
  - To:
  - Archive:  Include archived notifications
- Search Buttons:** Search (highlighted in pink), Basic Search.
- Sort and Results:** Sort ▾, Showing 4 results per page ▾.
- Notification List:** A single item: "Network settings saved Other 30/06/2017 15:29". The message states: "The network settings changes you made to Tom Edwards have been saved successfully." A delete button (X) is shown next to the message.

## People

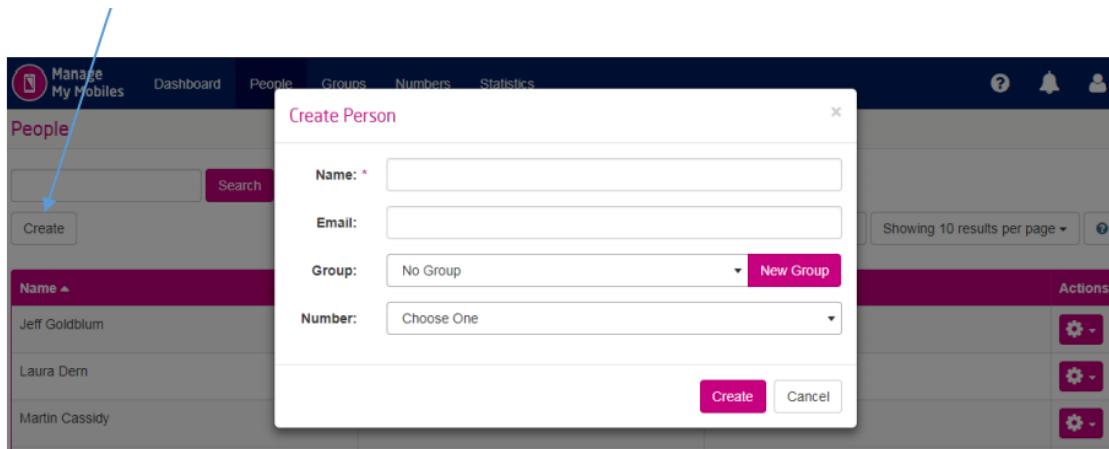
You can navigate to people by using the people tab at the top of the page or alternatively you can select the person tab.



Once you have selected the people section you will be able to create people and also manage existing people.

## Create

To create a new person into your portal please select the create tab, and then proceed to fill in the pop up form. At this point you can add the person to a group or create a new group to add them into.



Once you have created the person you will be able manage the persons setting. To do this just select the cog next to the person and click manage. Please note you can also add the person to a group, allocate a number or delete by selecting the relevant option from the cog.

Name ▾	Group	Mobile	Actions
	Support		
	Management		
	Support		
	Management		

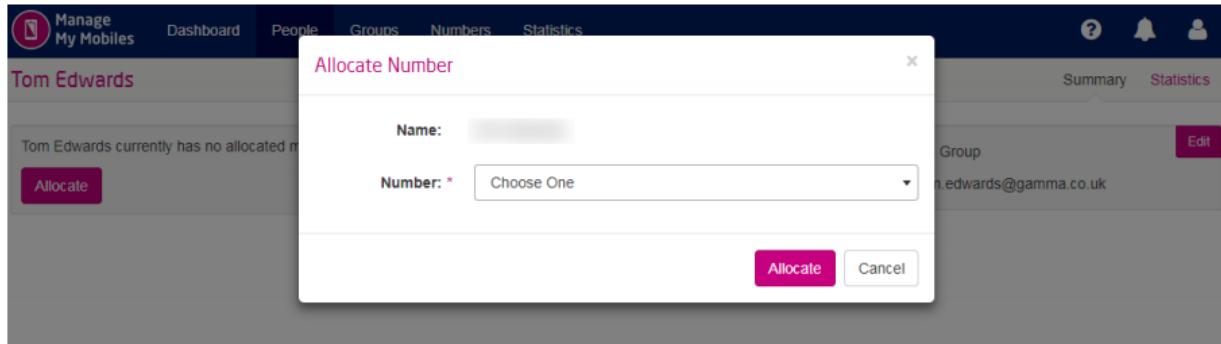
A blue arrow points from the 'Management' row in the table down to a context menu. The menu has the following options:

- Manage
- Add to Group
- Allocate Number
- Delete

## Allocate Number

To allocate a number to a person you can click the Allocate Number tab from the cog or click Manage to do this.

Using either step will lead you to choose the relevant mobile number for the person. If the person is in already in

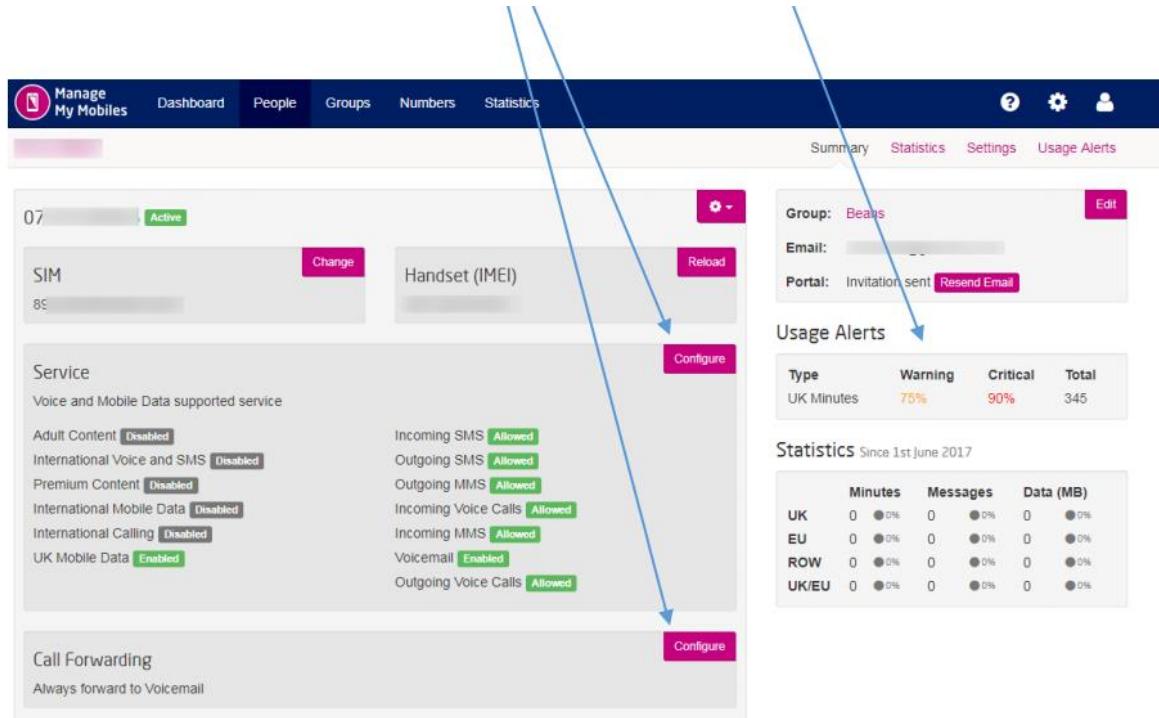


The screenshot shows the 'Allocate Number' dialog box over a user profile for 'Tom Edwards'. The dialog box contains fields for 'Name:' and 'Number: \*' with a dropdown menu labeled 'Choose One'. At the bottom are 'Allocate' and 'Cancel' buttons. The background shows a summary of the user's details, including email (tom.edwards@gamma.co.uk) and a group assignment.

If the person is in already in a group when you allocate the number there will be a tick box option to allow you to inherit the group settings for this user if desired.

## Summary

Within a selected person you have a summary tab you can activate that Person's SIM, manage their network settings and configure call forwarding. You can see the usage filtered to this specific Person here too.

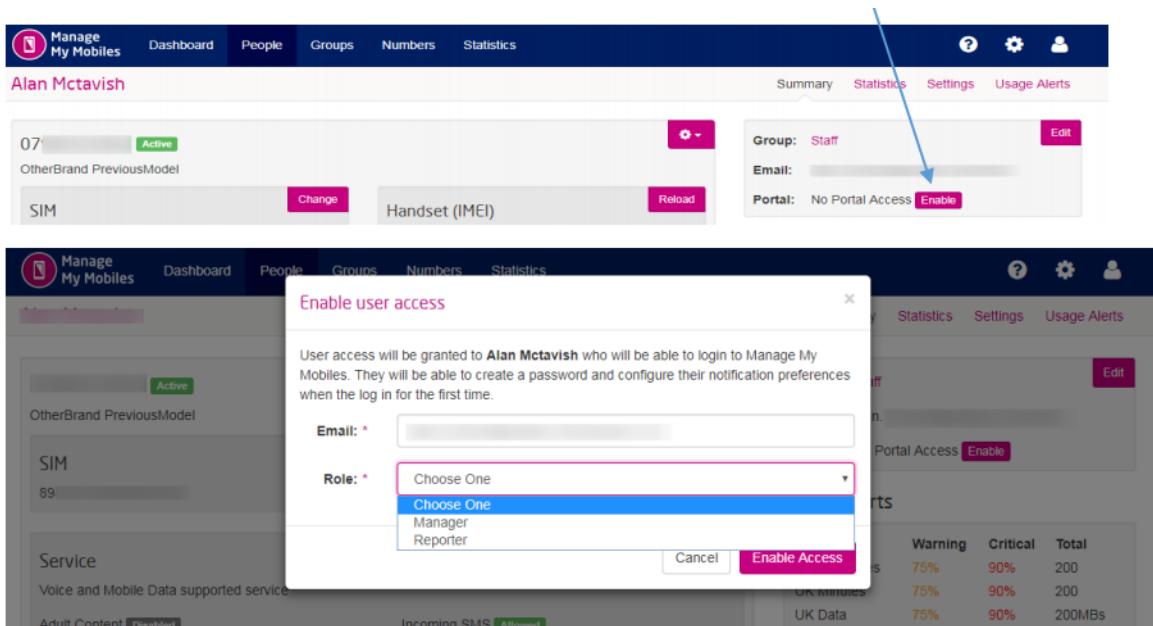


The screenshot shows the 'Manage My Mobiles' interface with the 'Summary' tab active. Key features visible include:

- SIM Management:** Shows a SIM card with number 07 and status 'Active'. Buttons for 'Change' and 'Reload' are present.
- Service Configuration:** A large section listing various mobile services with their status (e.g., Adult Content: Disabled, International Voice and SMS: Disabled). Most items are set to 'Allowed'.
- Call Forwarding:** Set to 'Always forward to Voicemail'.
- Group Details:** Shows the group 'Beavis' with an 'Edit' button.
- Usage Alerts:** Displays a table of usage thresholds for UK Minutes, showing 75% warning and 90% critical levels.
- Statistics:** Shows usage data from 1st June 2017 across regions: UK, EU, ROW, and UK/EU. All regions show 0 minutes, messages, and data usage.

## User Management

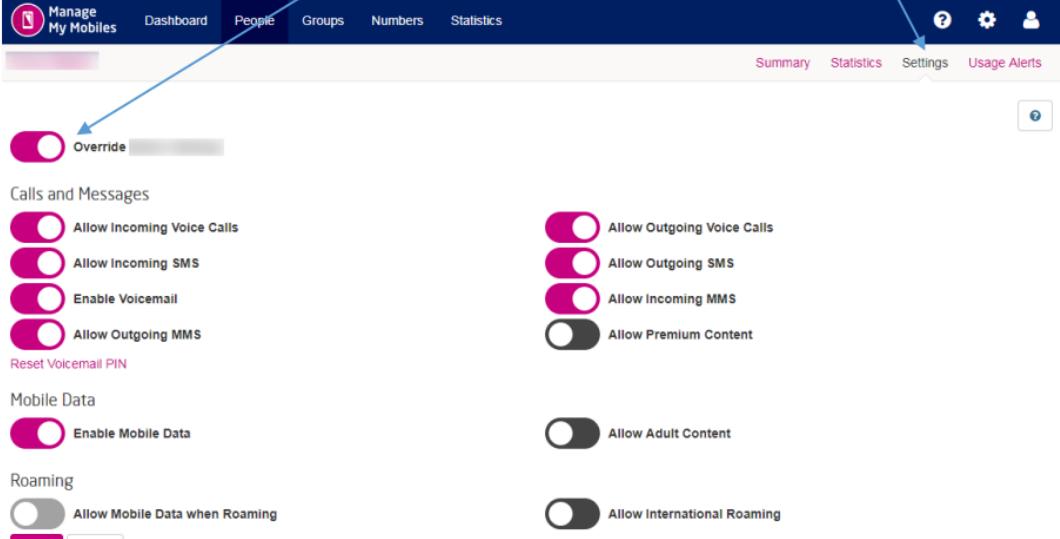
User Management allows Manager users to create new users and manage current users. Under the cog, you can change the role of a user between Reporter and Manager. You can create a new user or give an existing person within the company an account by clicking Create. If the person already exists on the company, select Existing Person and search for the person you wish to give an account to, select their role and click Create. An invitation will be sent to that person with details on how to login.



The screenshot shows the Pinnacle User Management interface. At the top, there's a navigation bar with links for Manage My Mobiles, Dashboard, People, Groups, Numbers, and Statistics. Below the navigation bar, a user profile for "Alan Mctavish" is displayed, showing an active mobile number (07) and a handset (IMEI). On the right side of the profile, there are buttons for "Edit", "Group: Staff", "Email:", and "Portal: No Portal Access [Enable]". A blue arrow points from the "Enable" button to a modal dialog box. This dialog box is titled "Enable user access" and contains instructions: "User access will be granted to Alan Mctavish who will be able to login to Manage My Mobiles. They will be able to create a password and configure their notification preferences when they log in for the first time." It has fields for "Email:" and "Role:" (with options "Choose One", "Manager", and "Reporter"). The "Manager" option is selected. At the bottom of the dialog are "Cancel" and "Enable Access" buttons. In the background, there's a summary table with columns for "Warning", "Critical", and "Total" usage percentages (75%, 90%, 200) across categories like "UK Minutes", "UK Data", and "UK SMS".

## Settings

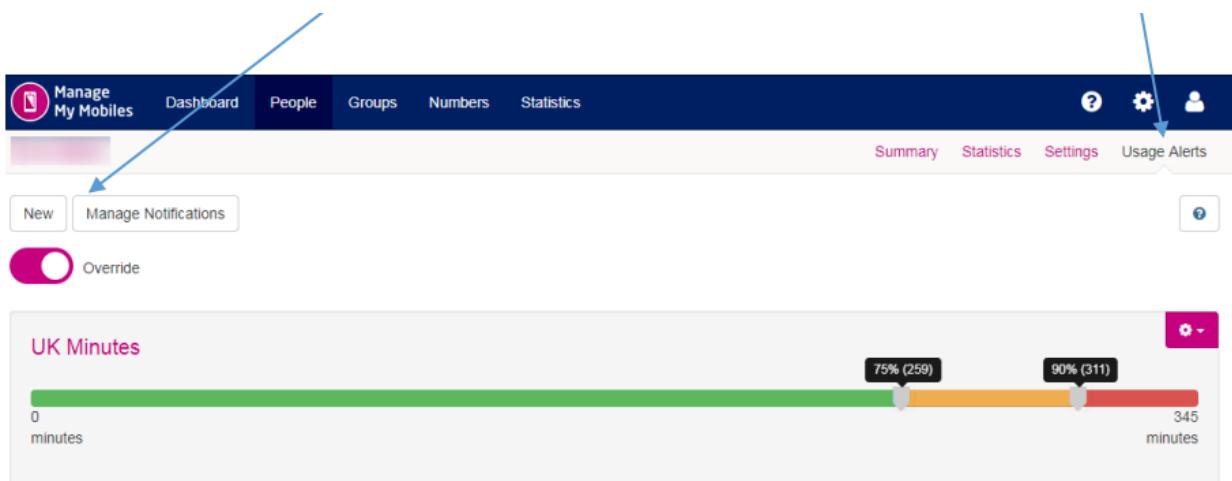
The settings tab within people will allow you to override the group settings and apply a bespoke settings just for a specific person. Please note you will have to click the override toggle to be able to set a bespoke setting for a person.



The screenshot shows the 'People' tab selected in the navigation bar. A blue arrow points from the 'Override' toggle switch at the top left to the 'Override' label below it. Another blue arrow points from the 'Override' label to the 'Save' button at the bottom left. A third blue arrow points from the 'Override' label to the gear icon in the top right corner. The page displays sections for Calls and Messages, Mobile Data, and Roaming, each with several toggle switches for enabling or disabling specific features like Incoming Voice Calls, Outgoing SMS, and Premium Content.

## Usage Alerts

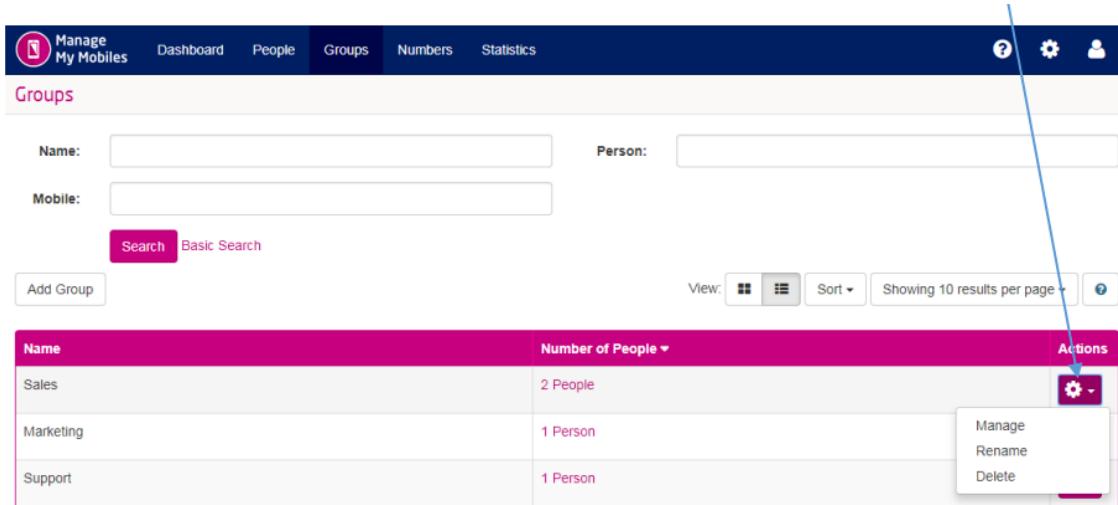
Within people usage alerts you can set up bespoke alerts for the specific user. Click on the Usage Alerts tab and use the 'manage' or add a 'New' alert. You can use the slider to set when the specific alert will be sent. The alerts can be sent by SMS and Email to specific people/mailboxes.



The screenshot shows the 'Usage Alerts' tab selected in the navigation bar. A blue arrow points from the 'New' button to the 'New' label. Another blue arrow points from the 'Override' toggle switch to the gear icon in the top right corner. The page features a large chart titled 'UK Minutes' showing usage over time. The chart has a green section from 0 to 75%, a yellow section from 75% to 90%, and a red section from 90% to 345 minutes. Callouts on the chart indicate '75% (259)' and '90% (311)'. A small gear icon is located in the top right corner of the chart area.

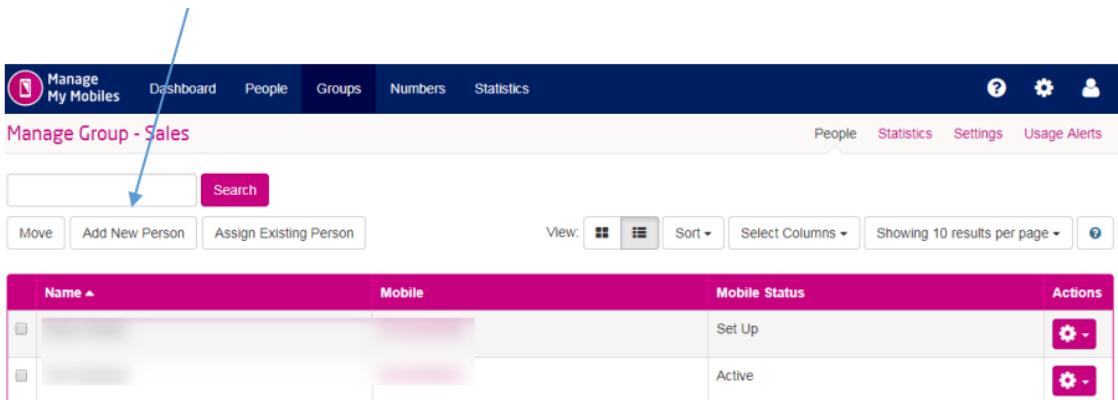
## Groups

The Groups page lets you add and manage groups. To add people to groups, click the cog and then Manage. You can then add an existing or new person to a group. A lot of these options are available when on the People or Group pages, for example you can create a new Person from within the Groups page and vice versa



Name	Number of People	Actions
Sales	2 People	
Marketing	1 Person	
Support	1 Person	

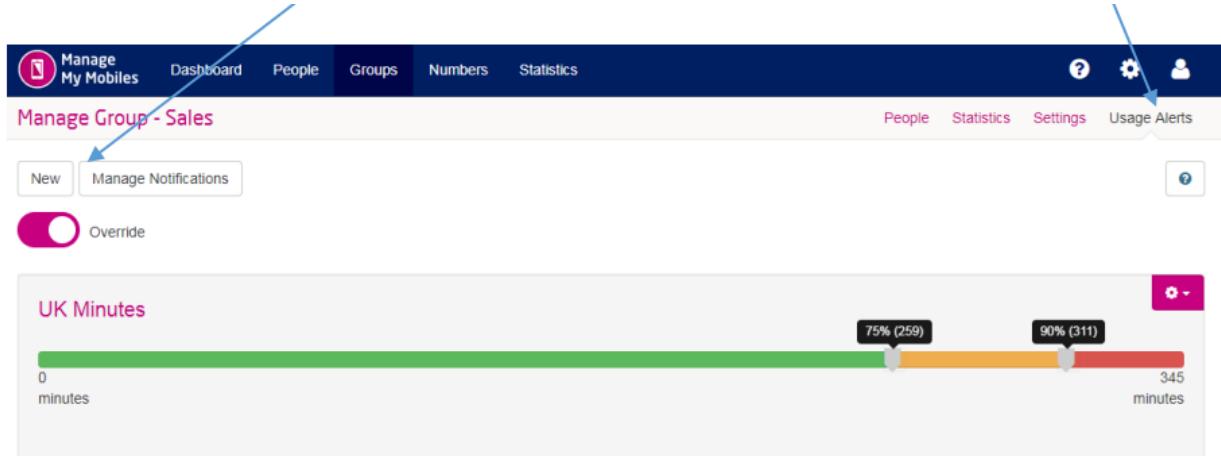
From this page you can add people to this particular group and search for people within the group. If you need to move multiple people at once, tick the box next to their name and click Move Selected and choose which group you want to move them to. When you add a Person to a Group, their mobile service inherits the properties of that group, the settings we saw for a Person can be applied at a Group level.



Name	Mobile	Mobile Status	Actions
		Set Up	
		Active	

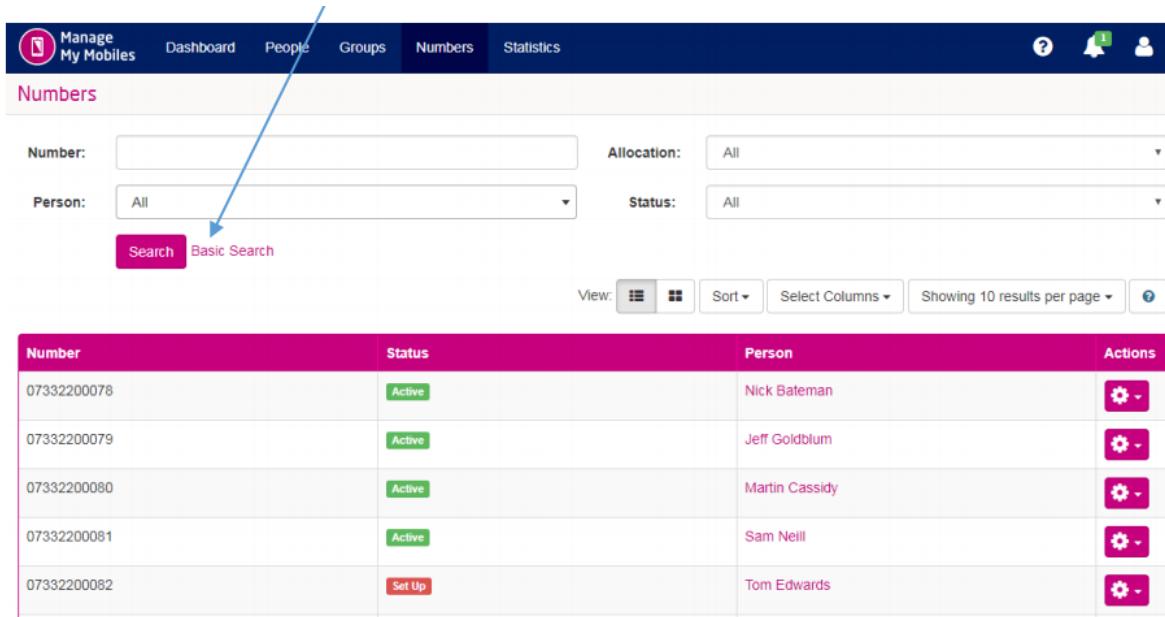
## Usage Alerts

Within group usage alerts you can set up bespoke alerts for the specific groups. Click on the Usage Alerts tab and use the 'manage' or add a 'New' alert. You can use the slider to set when the specific alert will be sent. The alerts can be sent by SMS and Email to specific people/mailboxes.



## Numbers

The Numbers page lists all the mobile numbers allocated to your company. You can see the status of the number and who it's allocated to and search for numbers here too. There are two different ways to search a Basic search and an Advanced search (shown below).



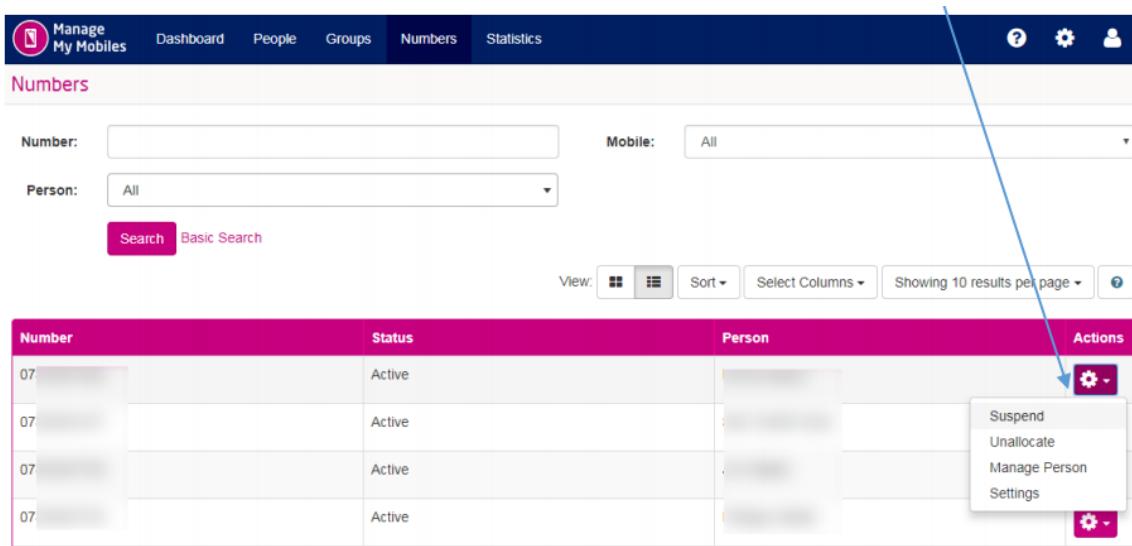
This screenshot shows the 'Numbers' page from the Pinnacle web interface. At the top, there are tabs for 'Manage My Mobiles', 'Dashboard', 'People', 'Groups', 'Numbers' (which is selected), and 'Statistics'. On the right side of the header are icons for help, notifications, and user profile.

The main area is titled 'Numbers' and contains search filters: 'Number' (text input), 'Allocation' (dropdown: All), 'Person' (dropdown: All), and 'Status' (dropdown: All). Below these are two search buttons: 'Search' (in a red box) and 'Basic Search' (with a blue arrow pointing to it). To the right are buttons for 'View' (grid or list), 'Sort', 'Select Columns', and 'Showing 10 results per page'.

The table below has columns: Number, Status, Person, and Actions. It lists five entries:

Number	Status	Person	Actions
07332200078	Active	Nick Bateman	
07332200079	Active	Jeff Goldblum	
07332200080	Active	Martin Cassidy	
07332200081	Active	Sam Neill	
07332200082	Set Up	Tom Edwards	

Clicking the cog allows you to suspend the number so that no calls, messages or data can be used. You may also wish to blacklist the handset if the phone is lost or stolen. When the phone is blacklisted it will not be usable again on any network. You can allocate or unallocate numbers, and view the service settings currently applied to that each number too. If the number is allocated to a person that's part of a group you have the option to override the group settings if you want different settings for that specific person. You can also activate a new number from here.

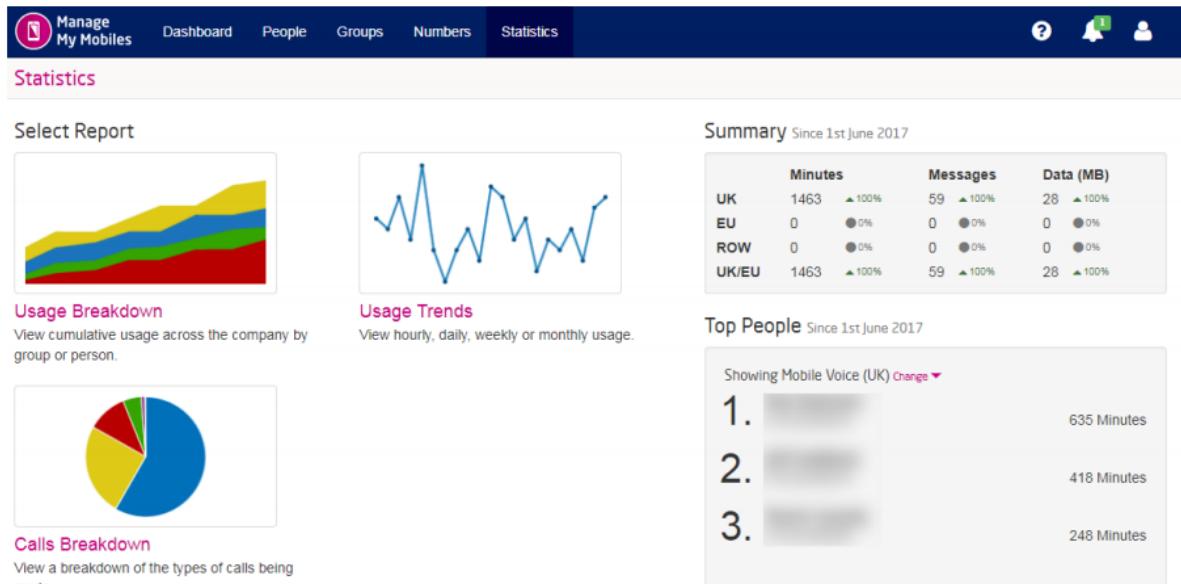


This screenshot shows the same 'Numbers' page as above, but with a different search configuration. It includes 'Number' (text input), 'Mobile' (dropdown: All), 'Person' (dropdown: All), and 'Status' (dropdown: All). The search buttons are 'Search' and 'Basic Search'.

The table has the same structure as the first screenshot. In the 'Actions' column for the last row (number 07), a blue arrow points to a context menu that appears when the gear icon is clicked. The menu options are: Suspend, Unallocate, Manage Person, and Settings.

## Statistics

The Statistics page shows you how your company's mobiles are being used. The statistics are displayed in several forms to suit what you might want to find out.



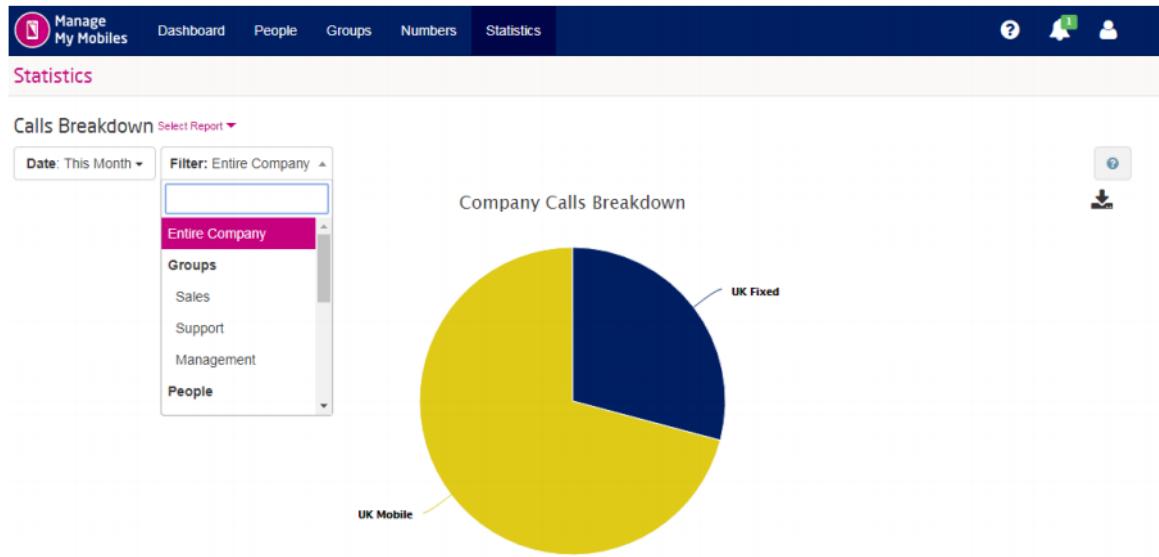
## Usage breakdown

You can view usage trends by hour, day, week and month and select what date range to show. You can filter this by Person, Group or entire company and by what type of usage, so voice, data or SMS. You can view all of these by usage in the UK, EU or rest of the world.



## Calls Breakdown

Under Calls breakdown, you can see a pie chart filtered by Person, Group or the entire company and view the usage on pre-defined or custom date ranges over the last 6 months. This will show you what types of outgoing calls are being made on the service.



## Global Usage Alerts

You can create and manage Global Usage Alerts by selecting the cog on the dashboard as shown below. You can set a new threshold by clicking Create. Select the type of usage you want to alert on and the limit you want to set then click Create. With the sliders you can select at what usage percentage your users will receive a warning that they have hit the defined threshold. They will receive a second message when they reach the second threshold. Manage My Mobiles will notify you if anyone is excluded from the Global Usage Alerts when you click to apply.

It is important to note that if you override global alerts at group or person level any future global alerts that are added will not apply to any group or person who has overrides.



The screenshot shows the Pinnacle dashboard interface. At the top, there is a navigation bar with links: Manage My Mobiles, Dashboard, People, Groups, Numbers, and Statistics. To the right of the navigation bar are three icons: a question mark, a gear, and a user profile. A blue arrow points from the gear icon down to a 'Tasks' section. The 'Tasks' section is titled 'Tasks' and contains two items: 'Setup Global Usage Alerts' and 'Manage Groups'. Below the tasks, there are four summary cards: '39 People', '4 Groups', '39 Mobile Numbers', and '0 Usage Alerts'. At the bottom of the dashboard, there are buttons for 'Breakdown', 'Trends', 'Date: This Month ▾', 'Type: Mobile Voice (UK) ▾', and 'More filters'.

## Technical Support

If any of the Manage My Mobiles site isn't working as expected then please raise this to your Telecoms provider.