

# User's Guide to Enlighten

Our Enlighten Portal is here to give you more insights into your billing and the opportunity to see a more in depth analysis of your business with us.



NETWORKING



FIRE SYSTEMS



WI-FI  
SOLUTIONS



CLOUD  
SOLUTIONS



TELECOMS



SECURITY  
SYSTEMS

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# Register your Business



Firstly you will need to register your business on the portal, you will need a copy of an invoice from BDR as this has your account number and billing post code on the top.

An example is shown below

**BDR Voice & Data Solutions Ltd**  
Caspian House  
Timothy's Bridge Road  
Startford-upon-Avon  
Warwickshire  
CV37 9NR  
United Kingdom

## INVOICE

Account 000000  
Invoice Number: 000000  
Invoice Date: 01 Jul 2018

Account Charges	£0.00
Line Rentals	£682.66
Call Charges	£625.73
Other Charges	£845.50
<b>Sub Total</b>	<b>£2153.89</b>
VAT @ 20.00%	£430.77
<b>Sub Total inc VAT</b>	<b>£2584.66</b>

**Total to pay £2584.66**

This Invoice is Due and Payable on Receipt. If you wish to pay by Direct Debit please phone Customer Care on the numbers above

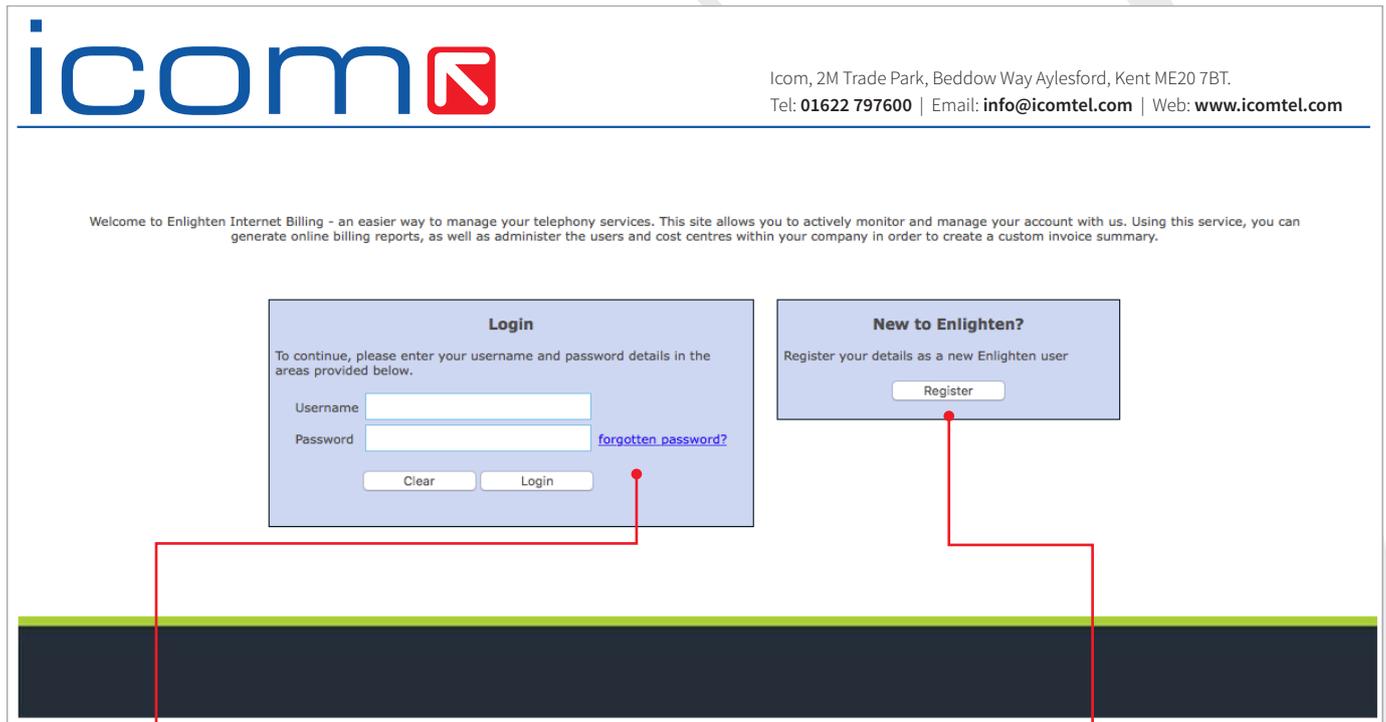
Required information

# Login Screen



The web address has been included below for your convenience

**http://icom.enlighten-online.net**



Returning customers if you have lost your password, please click on forgotten password, you will need your user name and the email address the account is registered to.

New customers will need to select register.



Icom, 2M Trade Park, Beddow Way Aylesford, Kent ME20 7BT.  
Tel: **01622 797600** | Email: [info@icomtel.com](mailto:info@icomtel.com) | Web: [www.icomtel.com](http://www.icomtel.com)

**Register New User**

As a first time user, please enter your **account number** and **postcode** to validate your account.

Your password will be e-mailed to the supplied address.

Your account number and postcode can be found on the invoice page of any bill you have received from BDR Voice & Data Solutions Ltd.

Account Number	<input type="text" value="BDR666"/>
Postcode	<input type="text" value="CV37 9NR"/>
E-mail	<input type="text" value="info@bdrgroup.co.uk"/>
Confirm E-mail	<input type="text" value="info@bdrgroup.co.uk"/>

Please fill out the form using the details from a recent invoice an example is shown above, the password for your account will be emailed to you.

Once you have received the email you can proceed to log in to the portal and access your homepage.

Your homepage will display as below, it will show you a variety of charts that breakdown the charges broken down for the latest invoice you have received,

Use quick links to view your last few invoices.

Home
Reports
Download
View invoices
Administration
Help and Support
Logout

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**Customer**

**Billing Period**

Current Period: July 2018

- [July 2018](#)
- [June 2018](#)
- [May 2018](#)
- [Please select](#)

**Invoice Summary**

Date	Invoice Number	Subtotal	VAT	Total	
01/07/2018		£2,153.89	£430.77	£2,584.66	<a href="#">View Invoice</a>
01/06/2018		£2,404.58	£477.54	£2,882.12	<a href="#">View Invoice</a>

**Usage Summary for July 2018**

Total Bill	£2,153.89	↓
Duration (hh:mm:ss)	18519:44:23	↑
Total No. of Calls	24,803	↓
Line Rental	£682.66	=
Other Charges	£845.50	↑

**Invoice Charges for July 2018**

Call Spend: £625.73  
Line Rental: £682.66  
Other Charges: £845.50

**Call Profile for July 2018**

Select to view by:

**Call Quantities**

Local / National: 9185  
Land - Mobile: 1837  
Mobile - Mobile: 1226  
International / Roamed: 338  
Non Geographic: 293  
Inbound: 2982  
Mobile Data / SMS: 3440  
Other: 5502

**Observations for July 2018**

- Your total invoice amount is **£250.69 less than** last month.
- Your total cost of calls is **£255.79 less than** last month.
- Your line rental is **£0.11 less than** last month.
- Your total of other charges is **£5.21 greater than** last month.
- Your total duration of calls is **3285:21:29 (hh:mm:ss) greater than** last month.
- Your total quantity of calls is **1863 less than** last month.

Selecting the month under Billing Period will change all the charts to reflect the data for the month.

The Observations table will show you where you have spent more and also saved more over the course of the month.

The reports tab provides a more in-depth analysis of your invoice, you will be able to generate reports based off of different parameters such as most dialled numbers, longest duration of call and of course most expensive dialled numbers. These reports all appear on screen with easy links to download them in a few different formats.

Again you can change the month these reports relate to by selecting different months from the Billing Period select.

These reports allow you to see exactly where your business is spending, and help identify areas where you may be able to save or maximise on your bundles.

The Call profile reports mean that you can see the quantity, duration and cost of calls of each type, whether GPS, Roamed Data, Standard Calls and mobile etc.

# Downloads

This page is where you can download your invoices for the billing periods that you have been invoiced for. As you can see there is a variety of download options for you.

If you would like to see a call and charge breakdown for each number, you will need to tick the “Include Phone number Itemisation” box.

The screenshot shows the Icom Downloads page with the following elements:

- Navigation:** Home, Reports, Download, View invoices, Administration, Help and Support, Logout.
- Customer:** A dropdown menu.
- Billing Period:** Current Period: July 2018. Options: July 2018, June 2018, May 2018, Please select.
- My PDF Downloads Table:**

Download	Date Requested	Status
...	09/08/2018 11:26	Downloaded
...	09/08/2018 11:25	Downloaded
...	01/08/2018 09:47	Downloaded
...	17/05/2018 17:43	Download Ready
...	21/03/2018 16:05	Download Ready
...	21/03/2018 16:05	Download Ready
...	20/03/2018 12:27	Download Ready
- Invoice Summary:** Includes Invoice Page (checked), Billing Group (All groups), Include Group Summary (unchecked), Phone Number (All phonenumber), Include Phonenum Itemisation (unchecked).
- Download PDF:** Button to download a PDF invoice.
- Invoice File:** Description of a preformatted CSV file. Includes a **Download CSV** button.
- Itemisation CSV:** Billing Group (All groups), Phone Number (All phonenumber), and a **Download CSV** button.

Once “Download Ready” is showing, you will be able to click on it to download your invoice. Be mindful of the invoice number and summary on each one if you are downloading multiples, as the most recent download will always display on the top.

You will only be able to download invoices for the last 12 months of billing.

You can gain further details by selecting a billing group from the billing group drop down bar, this will generate an invoice for only that group of services, so if you need to see just one billing group this is the best option.

Once you have selected the options you need, you will need to select which format you would like the bill in. The most common we are asked for is the PDF version, as this produces a formatted printable copy of your bill. Alternatively you can select the CSV format which will provide a preformatted file, designed to be imported into another program e.g. Access database.

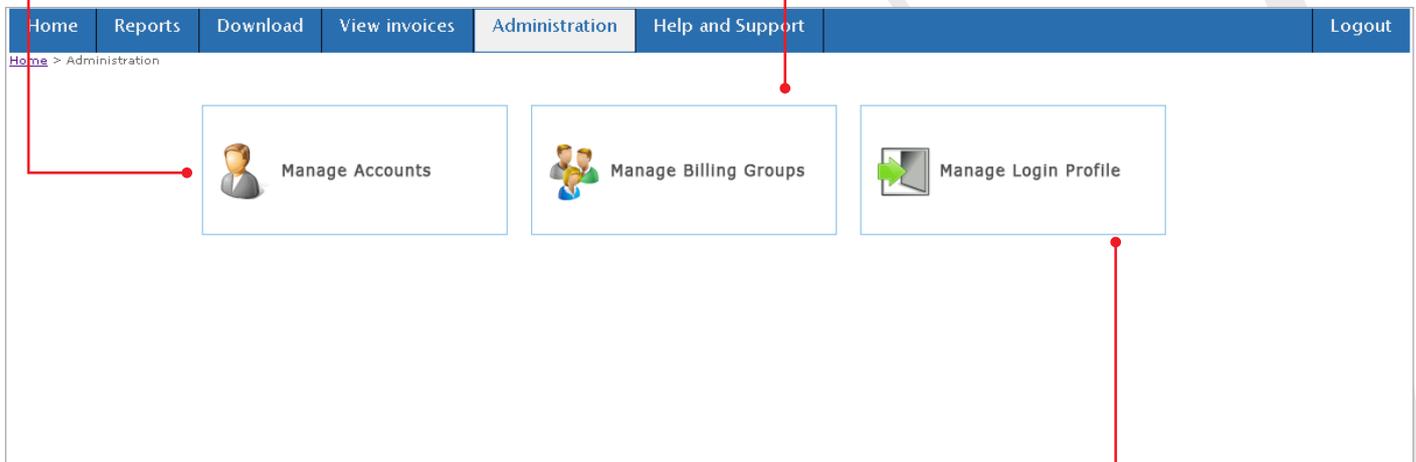
The status bar will show you the progress of your download showing “In Progress” as your file downloads, the time this takes can vary between file sizes. If you are downloading a full phone number itemisation it will take a bit longer.

## Manage accounts:

By clicking Manage Accounts you can edit the account and billing address and also update the contact details for your account. Make sure to click Save Changes at the bottom of the screen before exiting.

## Manage Billing groups:

This will allow you to change the names of your billing groups and also update the contact details associated to that group.



## Manage Login Profile:

This section will allow you to change your username, the name of the account user, email address and password. You will need your current password to make these changes, again be sure to click save changes before exiting the tab.