

# MyAIPA

Client User Guide

## **Your AI Personal Assistant**

Version 1.0 — April 2026  
[myaipa.uk](http://myaipa.uk)

# Welcome to MyAIPA

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MyAIPA gives your business a professional AI receptionist called **Olivia**. She answers your phone 24/7 in a warm, natural voice — taking messages, booking appointments, handling enquiries, and sending you instant summaries by SMS and email.

This guide covers everything you need to manage your MyAIPA service from the **Client Dashboard**.

## 1. Getting Started

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### Your MyAIPA Phone Number

When you sign up, you receive a dedicated UK mobile phone number. This is the number you give to your customers. When they call it, Olivia answers on your behalf.

**Tip:** Add your MyAIPA number to your website, business cards, Google My Business listing, and social media profiles. Olivia answers within 2 rings, 24 hours a day.

### What Olivia Does

- **Answers calls** — professionally, in a warm British voice
- **Takes messages** — records the caller's name, number, and request
- **Books appointments** — checks your availability and schedules jobs
- **Handles emergencies** — recognises urgent keywords and pages you immediately
- **Sends you summaries** — after every call, you get an SMS and email with a full AI summary

## 2. Client Dashboard

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### Logging In

**Step 1:** Go to <https://myaipa.uk/dashboard.html>

**Step 2:** Enter your email address and password

**Step 3:** If you manage multiple businesses, select the one you want to control

Your dashboard shows:

- **Total Calls** — number of calls in the last 30 days
- **Minutes Used** — how many AI minutes you've used vs your plan limit
- **Plan** — your current subscription tier
- **Status** — whether your account is active or on trial

### 3. Call Controls

#### Sleep Mode

Sleep mode stops Olivia from answering calls. Callers hear your custom message instead. You still receive a notification for every missed call.

##### To enable Sleep Mode:

1. Open the Dashboard
2. Find the **Sleep Mode** toggle under Call Controls
3. Switch it **ON**
4. Optionally edit the sleep message (e.g. "We are closed for the bank holiday. Please call back on Tuesday.")
5. The toggle saves automatically

##### To disable Sleep Mode:

1. Switch the toggle **OFF**
2. Olivia immediately starts answering calls again

**Use cases:** Holidays, weekends, lunch breaks, meetings, or any time you don't want calls answered by AI.

#### Call Forwarding

Call forwarding sends incoming calls to another phone number instead of Olivia. If the forwarded number doesn't answer within 20 seconds, the call falls back to Olivia automatically.

##### To enable Call Forwarding:

1. Open the Dashboard
2. Find the **Call Forwarding** toggle under Call Controls
3. Switch it **ON**
4. Enter the phone number to forward to (e.g. +44 7700 900000)
5. Click **Save**

##### To disable Call Forwarding:

1. Switch the toggle **OFF**
2. Calls go back to Olivia immediately

**Note:** Call forwarding uses your plan minutes. If you forward to a number that doesn't answer, Olivia picks up as a safety net — your customers never hear a dead line.

#### Current Status

At the bottom of the Call Controls card, you'll see Olivia's current status:

Status	What It Means
<b>Answering Calls</b> (green)	Olivia is live and answering all calls
<b>Forwarding to [number]</b> (green)	Calls go to your forward number first, then Olivia
<b>Sleep Mode</b> (red)	Olivia is off — callers hear your sleep message

## 4. Recent Calls

The Recent Calls section shows every call from the last 30 days, including:

- **Caller number** — who called
- **Date and time**
- **Duration** — how long the call lasted
- **Outcome** — what happened (booking, message, handled, etc.)

**Tip:** Call data is retained for 30 days. After that, it is automatically purged in compliance with data protection regulations.

## 5. Notifications

After every call, you receive:

- **SMS** — a short summary sent to your registered mobile number
- **Email** — a detailed summary with the full transcript

Notifications are sent within seconds of the call ending. You don't need to check the dashboard — everything comes to you.

### Emergency Calls

Olivia recognises emergency keywords like "urgent", "flooding", "burst pipe", "no power", "locked out". When she hears these, she:

- Reassures the caller that you're being contacted immediately
- Sends you an urgent SMS and email marked as emergency

## 6. Plans & Pricing

Feature	Starter	Trade	Business
Monthly price	£49/mo	£99/mo	£169/mo
AI call minutes	100 mins	300 mins	1,000 mins
SMS notifications	✓	✓	✓
Email notifications	✓	✓	✓
Client dashboard	✓	✓	✓
Sleep mode	✓	✓	✓
Call forwarding	✓	✓	✓
Dedicated UK number	✓	✓	✓
Appointment booking	—	✓	✓
Calendar sync	—	✓	✓
SMS reminders	—	—	✓
Email handling	—	—	✓

Overflow forwarding	—	—	✓
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All plans include a 7-day free trial. Cancel anytime — no contracts, no lock-in.

## 7. Frequently Asked Questions

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### Can I change my MyAIPA number?

Contact us and we can assign a different UK number. Your old number will be released.

### What happens if I go over my minutes?

We'll notify you at 80% usage. If you exceed your limit, Olivia will continue answering but we'll contact you about upgrading your plan.

### Can I customise what Olivia says?

Yes. Contact us with your business description, services, pricing, and any specific instructions. We'll update Olivia's knowledge base so she represents your business accurately.

### Is my data secure?

Yes. All call data is encrypted in transit and stored securely. Call records are automatically deleted after 30 days. We never share your data with third parties.

### Can I use MyAIPA for multiple businesses?

Yes. Each business gets its own phone number, dashboard login, and independent call controls. Contact us to add additional businesses to your account.

### What if Olivia can't help the caller?

Olivia takes a detailed message and sends it to you immediately. She always reassures the caller that you'll get back to them. For emergencies, she pages you right away.

## 8. Contact & Support

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<b>Website</b>	<a href="https://myaipa.uk">https://myaipa.uk</a>
<b>Dashboard</b>	<a href="https://myaipa.uk/dashboard.html">https://myaipa.uk/dashboard.html</a>
<b>Email</b>	<a href="mailto:support@myaipa.uk">support@myaipa.uk</a>
<b>Phone</b>	07782 219693