



# Cloud PBX User Guide

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# Table of Contents

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<b>Star Codes Guide</b> .....	<b>6</b>
Social & Public Services .....	7
<b>E911 Emergency Services</b> .....	<b>8</b>
Address Validation .....	8
911 for Remote Office Users.....	8
<b>Using Your IP Phone</b> .....	<b>9</b>
Placing Calls .....	9
Answering Calls .....	9
Holding Calls .....	9
Call Transfer .....	10
Attended Transfer .....	10
Blind Transfer.....	10
Transfer Call to Voicemail.....	10
Conference Calls .....	11
Use Call Conference on Polycom VVX.....	11
Use Call Conference on Yealink.....	11
Paging.....	11
Make an Announcement.....	11
<b>Calling Features</b> .....	<b>12</b>
Call Screening .....	12
All Other Callers .....	12
Anonymous Callers.....	13
Custom Callers .....	14
Call Trace .....	15
Do Not Disturb .....	15
Call Forwarding.....	16
Call Forwarding Star Codes .....	16
Remote Access Forwarding.....	17
Call Handling .....	18
Call Park.....	18
Call Pick Up .....	19
Call Waiting.....	20

Caller ID.....	21
Do Not Disturb .....	22
Last Call Return .....	22
Voicemail Local Access .....	23
Access a Voicemail Box.....	23
Listen to Messages.....	23
Customize a Voicemail Box.....	24
<b>Account Features .....</b>	<b>25</b>
IVR.....	25
Virtual Fax.....	25
<b>Voice Portal Guide Limited Users .....</b>	<b>26</b>
<b>User Voice Portal.....</b>	<b>27</b>
Log In.....	27
User Info.....	28
Enable Caller ID.....	28
Phone Numbers.....	28
Devices.....	29
E911 Address.....	29
Edit E911 Address.....	29
Call Screening .....	30
Custom Screening .....	31
Call Screening Actions .....	32
Call Handling .....	33
Call Waiting.....	33
Do Not Disturb .....	33
Ring Phone .....	34
Forward All .....	35
Simultaneous Ring.....	35
Find Me/Follow Me.....	36
Schedules .....	37
Voicemail .....	42
Voicemail Box Greetings.....	42
Messages .....	43
Message Settings .....	44

<b>Voice Portal Guide Admin Users</b> .....	<b>45</b>
<b>Admin Voice Portal</b> .....	<b>46</b>
Log In .....	46
<b>Users</b> .....	<b>47</b>
Calls .....	47
Call Details .....	47
Call Screening .....	48
Call Handling .....	50
Schedules .....	54
Devices .....	59
Settings .....	60
User Information .....	60
Voice Portal .....	62
Calling Plans.....	63
Voicemail .....	63
Voicemail Box Details .....	64
<b>Phone Numbers</b> .....	<b>66</b>
Customer Service Record .....	66
E911 Record .....	66
Phone Number Destination .....	68
<b>Devices</b> .....	<b>69</b>
Device Info .....	70
Configuration Status.....	70
Bulk Line Configuration .....	70
Import File Format.....	71
Device Security .....	72
Line Configuration .....	73
Call Park .....	74
Device Line .....	75
Paging Group .....	75
Presence/BLF .....	76
Shared Line.....	76
Speed Dial.....	78
Custom Speed Dial .....	78

Sidecar.....	78
Sidecar Bulk Edit.....	79
Swap Device.....	82
<b>Voicemail.....</b>	<b>84</b>
Voicemail Box Details.....	84
Voicemail Box Greetings.....	85
Messages.....	85
Message Settings.....	86
Forward Voicemail to Email.....	86
<b>Call History.....</b>	<b>87</b>
Filters.....	87
Call Options.....	88
Block Number.....	88
Details.....	89
Email a Call History Report.....	89
<b>Analytics.....</b>	<b>90</b>
Inventory.....	90
<b>Settings.....</b>	<b>91</b>
Emergency Call Notifications.....	91
Configure Notifications.....	92
Emergency Notification Log.....	92
Music On Hold.....	94
Upload Custom Audio.....	95
Change Custom Audio.....	95

# Star Codes Guide

Dial these codes to activate and deactivate certain features on your account.

ACCOUNT CALL SCREENING		USER CALL SCREENING	
*41	All Other Callers: Block	*58+	Custom Caller Block with Message
*42	All Other Callers: Allow	*59+	Custom Callers: Allow
*45	Custom Caller: Block	*60+	Custom Callers: Block
*46	Custom Callers: Allow	*63+	Custom Callers: Forward
*47	Custom Callers: Block w/Message	*64	All Other Callers: Block
*48	Anonymous Callers: Block	*74	All Other Callers: Allow
*49	Anonymous Callers: Allow	*77	Anonymous Callers: Block
*50	Anonymous Callers: Block w/Message	*87	Anonymous Callers: Allow
*51	Anonymous Callers: Disable Block w/Message	*95	Anonymous Callers: Block with Message
*57	Call Trace	*97	Anonymous Callers: Disable Block w with Message
USER CALL HANDLING		*78	Do Not Disturb: Enable
** + Ext.	Directed Call Pickup	*79	Do Not Disturb: Disable
*40	Pick Up Group	SOCIAL & PUBLIC SERVICES	
*43	Call Waiting: Enable	211	Essential Community Services
*44	Call Waiting: Disable	411	Directory Assistance
*70+	Call Waiting: Disable Next Call	511	Traveler Information (US)
*62	Call Park	611	Customer Service
*66+Slot	Call Park Retrieval	711	Telecommunications Relay Service
*65+	Caller ID: Enable Next Call	811	Utility Location Services (US)
*67+	Caller ID: Block Next Call	811	Canadian Health Services (CAN)
*68	Caller ID: Manage (On/Off)	911	Emergency Services
*69	Last Call Return	933	Emergency Services Verification
*98	Voicemail Management	988	National Suicide Prevention Lifeline
*00+Ext.	Send Call Directly to Voicemail		
*72+	Call Forward: All (On/Off)		
*90+	Call Forward: Busy (On/Off)		
*92+	Call Forward: No Answer (On/Off)		
*94+	Call Forward: Out of Service (On/Off)		

## Star Code +

The user must dial the star code plus an extension, parking slot, voicemail PIN and/or phone number to enable or disable the feature.

# Social & Public Services

The following services provide quick access to special services based on the caller's location (according to caller ID), without the need for an area code.

CODE	FEATURE
211	<p><b>ESSENTIAL COMMUNITY SERVICES</b></p> <p>Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit <a href="http://www.211.org">http://www.211.org</a> to learn about services in your area.</p>
411	<p><b>DIRECTORY ASSISTANCE</b></p> <p>Phone service used to look up a published telephone number and/or address listing.</p>
511	<p><b>TRAVELER INFORMATION (US)</b></p> <p>Local hotline for real-time information regarding traffic and road conditions. Not available in all states.</p>
611	<p><b>CUSTOMER SERVICE</b></p> <p>Dials Customer Service.</p>
711	<p><b>TELECOMMUNICATIONS RELAY SERVICE</b></p> <p>TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability. Visit <a href="http://www.fcc.gov">www.fcc.gov</a> to learn more.</p>
811	<p><b>UTILITY LOCATION SERVICES (US)</b></p> <p>"Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.</p>
811	<p><b>CANADIAN HEALTH SERVICES (CAN)</b></p> <p>Call to speak to a local health care professional about medical advice, mental health, healthy eating, and more.</p>
911	<p><b>EMERGENCY SERVICES</b></p> <p>Calls to 911 (US or CAN) will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.</p>
933	<p><b>EMERGENCY SERVICES VALIDATION</b></p> <p>Calls to 933 are sent to the caller's emergency services provider, who will then connect the call to their automated 911 verification service. The service will play back the dialing phone number and the address associated with it.</p>
988	<p><b>NATIONAL SUICIDE PREVENTION LIFELINE</b></p> <p>When a user dials 988 from a US-originated number, they will be connected to the National Suicide Prevention Lifeline (1-800-273-8255) to speak with a trained crisis counselor who will listen, offer support, and get them the help they need.</p>

# E911 Emergency Services

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When you call 911, the address associated with your phone number is used to direct the call to the correct local emergency response units, known as Public Safety Access Points (PSAPs). The PSAP, in turn, uses that address to direct the emergency response units to your location.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for the emergency response units. The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

## Address Validation

When activating a number, we require an address to be associated with it. Sometimes the address provided initially isn't in a standard format (referring to a street by a nickname versus the official name, omitting the directional, outdated street name, etc.), which can cause confusion with and delay response times for emergency services, or worse.

To best serve you, we validate every address back to the MSAG. If the address cannot be validated, we will contact you to correct it.

If an address is not validated, calls to 911 will not only be charged a fee but will also add a delay to the routing process while the national call center agents ask the address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in **death** and **legal action**. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.

## 911 for Remote Office Users

Each phone is set with a 911 callback number and an associated location address. This allows remote users to be part of the company phone system and still send their remote office address and direct callback number to the 911 operator if they dial 911.

### Warning

If there is a power or internet outage, your phone may not be able to place a 911 call.

# Using Your IP Phone

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Every IP phone is different, so the steps described below may be slightly different on your device. Refer to your device user guide for more information.

## Placing Calls

1. There are multiple ways to place a call on an IP phone.
2. Do one of the following:
  - Select **New Call**.
  - Pick up the handset.
  - Press a line key.
  - Press the Speakerphone button.
  - Press the Headset button.
  - Enter a number or choose a contact from the Directory or Recent Calls.
3. Press **Dial** or **Send**.

### DIAL 9

To call a number that isn't an extension, you may need to first dial 9 to reach an outside line. When you hear the dial tone, you can finish entering the phone number.

## Answering Calls

To answer a call, do one of the following:

- Press **Answer**.
- Pick up the handset.
- Press the Speakerphone button.
- Press the Headset button.

When you answer an incoming call while on an active call, the call you were in will be placed on hold and the incoming call will be active.

## Holding Calls

- While on a call, press **[Hold]**. The caller will hear hold music.
- To retrieve the call, press **[Resume]**.

# Call Transfer

## Attended Transfer

Use this method when you want to talk to the party you're transferring the call to. The recipient will see your caller ID on the call.

1. While on a call, press **[Transfer]**.
2. The caller will begin to hear hold music.
3. Dial the extension or phone number of a contact.
4. When the call is answered, inform your contact of the transfer.
5. Hang up to complete the transfer.

## Blind Transfer

Use this method if you don't need to talk to the party the call is being transferred to. The recipient will see the call as if it is coming from the original caller.

1. While on a call, press **[Transfer]**. The caller will begin to hear hold music.
2. Press **[Blind]**.
3. Dial the extension/phone number where the call should be transferred.
4. Hang up. The caller will be transferred over to the new extension/phone number.

### Yealink Phones

Press **[Transfer]**, dial the extension or phone number, and press **[Transfer]** again.

## Transfer Call to Voicemail

When you want to transfer a current call to the correct person without interrupting their current call or having it ring at their desk, you can transfer the current call directly to that user's voicemail box.

1. Place caller on hold. The caller will begin to hear hold music.
2. Dial the star code + the extension.
3. Press **[Dial] > [More] > [Join]**.
4. Hang up. The caller will be in the other user's voicemail box.

### Yealink Phones

On Yealink phones, press **[Transfer]**, dial the star code + the extension, then press **[B Transfer]**.

# Conference Calls

Three-way calling lets you bring two parties into the same call to all participate in the same conversation.

## Use Call Conference on Polycom VVX

1. While on a call, press **[More]** then **[Confnc]**.
2. Enter the second number/extension to have on the call.
3. When the second party answers, press **[More]** then **[Confnc]**.
4. To split the conference call back into individual calls, press **[Split]**. To re-join the callers again, press **[Join]**.

## Use Call Conference on Yealink

1. While on a call, press **[Conference]**.
2. Enter the second number/extension to have on the call.
3. When the second party answers, press **[Conference]**.
4. To split the conference call back into individual calls, press **[Split]**. There is not a way to rejoin the callers once split.

# Paging

You can make a one-way announcement to all the phones on your account by using the paging service. All phones that are not in use will use the speakerphone to play the message. This allows you to send a message to the people in your company without disturbing the lobby or other sensitive areas.

Contact Customer Support to set up a paging group and assign it to a line on your device. Each group is assigned a Page Priority level:

- **Standard:** All devices except those with an active call or DND will receive the page.
- **Priority:** All devices except those on an active call will receive the page.
- **Emergency:** All devices, regardless of status, will receive the page. Calls in progress will be placed on hold while the page is active.

## Make an Announcement

Press the line key assigned to the paging group or dial the group's extension, then make your announcement and hang up.

# Calling Features

## Call Screening

You have control to ensure you receive important calls. You can limit the callers that ring your phone, filter callers, or forward important callers to another number.

Calls from anonymous callers, or other callers, can be given special treatment, such as being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned.

## All Other Callers

If you don't want to receive calls from anyone, use this feature to block all callers and then enable only custom (specific) callers to reach you.

CODE	DESCRIPTION
*64	<p><b>Block All Other Callers</b>  <b>All other callers (not otherwise specified in <a href="#">Call Handling</a> settings) will be blocked.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your selective call accept service has been activated."</li> </ol>
*74	<p><b>Allow All Other Callers</b>  <b>All other callers (not otherwise specified in <a href="#">Call Handling</a> settings) will be allowed.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your selective call accept service has been deactivated."</li> </ol>

# Anonymous Callers

Calls from anonymous callers (those without caller ID) can waste your time and distract you from other calls you want to take. Block them from even ringing your phone.

CODE	DESCRIPTION
*77	<p><b>Block Anonymous Callers</b> Calls without caller ID will be blocked and the caller will hear a busy tone.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."</li> </ol>
*87	<p><b>Allow Anonymous Callers</b> Calls without caller ID will be allowed.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your anonymous call rejection service has been deactivated."</li> </ol>
*95	<p><b>Block Anonymous Callers with Message</b> Calls without caller ID will be blocked and the caller will hear a message.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."</li> </ol>
*97	<p><b>Unblock Anonymous Callers with Message</b> Disables "Anonymous Callers: Block with Message." Anonymous calls will be allowed.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your anonymous call rejection service has been deactivated."</li> </ol>

# Custom Callers

Use this feature to control who can call your phone and what happens when they do. These settings can be managed in the Voice Portal or by star code.

CODE	DESCRIPTION
*59	<p><b>Allow Custom Callers</b> Calls from the number specified will be blocked with a message. Use this feature if you've blocked all callers and want to allow a specific caller to contact you.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with 1, followed by #.</li> <li>4. You will hear, "Calls from [phone number] will be allowed."</li> </ol>
*60	<p><b>Block Custom Callers</b> Calls from the number specified will be blocked. Blocked callers will hear a busy signal.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with a 1, followed by #.</li> <li>4. You will hear, "Calls from [phone number] will be blocked."</li> </ol>
*58	<p><b>Block Custom Callers with Message</b> Calls from the number specified will be blocked with a message.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with 1, followed by #.</li> <li>4. You will hear, "Calls from [phone number] will be blocked."</li> </ol>
*63	<p><b>Forward Custom Callers</b> Calls from the number specified will be forwarded.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with 1, followed by #.</li> <li>4. You will hear, "Calls from [phone number] will be forwarded."</li> </ol> <p>For forwarding to work, a <i>Forward To</i> number must be set up in the Voice Portal. If a number is not set, forwarded calls will fail over to the <i>All Other Callers</i> setting.</p>

## Call Trace

Call Trace allows you to mark a harassing or threatening phone call in your Call History. If necessary, you must take additional actions to establish a case with your local law enforcement agency.

CODE	DESCRIPTION
*57	<b>Call Trace</b> <ol style="list-style-type: none"> <li>1. After ending the call, dial the star code.</li> <li>2. You will hear, "The previous call will be marked in your call history."</li> <li>3. A new line for the trace will be entered in the Call History.</li> </ol>

## Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

CODE	DESCRIPTION
*78	<b>Enable Do Not Disturb</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Do Not Disturb enabled."</li> <li>3. All calls will be sent to voicemail.</li> </ol>
*79	<b>Disable Do Not Disturb</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Do Not Disturb disabled."</li> </ol>

# Call Forwarding

When you aren't available to answer calls on your phone, you can forward your calls somewhere else. Call Forwarding can be set up in the voice portal or by star codes. In the Voice Portal, you can set up a schedule to forward calls during certain hours, like your lunch break.

## Call Forwarding Star Codes

These star codes are applied to the line. For each Call Forwarding star code, the call handling options are: *Busy Tone*, *Forward*, and *Send to Voicemail*.

CODE	Description
*00	<p><b>Forward Call to Voicemail</b></p> <p><b>Send a call directly to another user's voicemail box.</b></p> <ol style="list-style-type: none"> <li>1. Place the caller on hold. The caller will hear hold music.</li> <li>2. Dial the star code + the user's extension.</li> <li>3. Press Dial &gt; More &gt; Join.</li> <li>4. Hang up. The caller will be in the other user's voicemail box.</li> </ol>
*72	<p><b>Call Forward: All (On/Off)</b></p> <p><b>Choose where to forward all calls to your line.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>- <b>Enable:</b> Press 1 to enter a forwarding number followed by #.</li> <li>- <b>Disable:</b> Press 2 to disable forwarding.</li> </ul> </li> </ol>
*90	<p><b>Call Forward: Busy (On/Off)</b></p> <p><b>Choose where to forward calls when you're on another call.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>- Press 1 to enter a forwarding number followed by #.</li> <li>- Press 2 to send calls to voicemail.</li> </ul> </li> </ol>
*92	<p><b>Call Forward: No Answer (On/Off)</b></p>

CODE	Description
	<p><b>Choose how calls will be handled when your line isn't answered.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>– Press 1 to enter a forwarding number followed by #.</li> <li>– Press 2 to send calls to voicemail.</li> </ul> </li> </ol>
<p><b>*94</b></p>	<p><b>Call Forward: Out of Service (On/Off)</b></p> <p><b>Choose how calls will be handled when your line is out of service or not registered.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>– Press 1 to enter a forwarding number followed by #.</li> <li>– Press 2 to send calls to voicemail.</li> </ul> </li> </ol>

## Remote Access Forwarding

When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system, so it will continue to function even if there is a power outage, internet outage, or device failure.

1. From a phone not connected to your account, dial your 10-digit phone number.
2. When you hear your voicemail greeting, press #.
3. Enter your voicemail PIN followed by #.
  - Press 8 for Personal Options.
  - Press 5 to access the Call Forwarding menu.
  - Press 1 to forward all calls. Enter forwarding destination number followed by #.
  - Press 2 to send all calls to your line.

# Call Handling

## Call Park

Call Park, also known as Valet Call Park, combines the elements of transferring a call and placing it on hold. Rather than asking the caller to call back later or sending them to voicemail, the call can be transferred to a virtual parking spot where it will remain on hold until retrieved. To create parking spots on the account, contact Customer Support.

### Using Your IP phone

When a parking spot is assigned to a line on your phone, you can park and retrieve calls with the click of a button. To set it up on your device, contact an account Admin.

CODE	DESCRIPTION
Line	<b>Call Park</b> <b>Places a call in a parking spot.</b> <ol style="list-style-type: none"> <li>1. While on a call, press the line key assigned to the parking spot.</li> <li>2. The call will be placed in that parking spot.</li> </ol>
Line	<b>Call Park Retrieval</b> <b>Retrieves a parked call from a parking spot.</b> <ol style="list-style-type: none"> <li>1. Press the line key on the phone for the parking spot the call is in.</li> <li>2. You will be connected to the caller.</li> </ol>

### Using Star Codes

When parking calls using star codes, you will be automatically assigned a call a numbered parking spot, and the call can be retrieved by anyone who knows the parking location number.

CODE	DESCRIPTION
*62	<b>Call Park</b> <b>Place a call in a parking spot.</b> <ol style="list-style-type: none"> <li>1. While on a call, press <b>[Transfer]</b> and dial the star code.</li> <li>2. The system indicates the parking spot the call has been placed in.</li> <li>3. Hang up.</li> </ol>
*66	<b>Call Park Retrieval</b> <b>Retrieve a parked call from a parking spot.</b>

CODE	DESCRIPTION
	<ol style="list-style-type: none"> <li>1. Dial the star code + the parking spot the call was placed in. <ul style="list-style-type: none"> <li>– For example: *6601</li> </ul> </li> <li>2. You are now connected to the parked caller.</li> </ol>

## Call Pick Up

### Directed Call Pickup

When you want to be able to answer calls for other people in your office, you can use the Directed Call Pick Up feature to answer a call ringing at a specific extension.

CODE	DESCRIPTION
**	<p><b>Directed Call Pickup</b>  <b>Answer a call ringing at a specific extension.</b></p> <ol style="list-style-type: none"> <li>1. When you hear the call ringing, pick up your phone and dial ** followed by the extension the call is ringing to.</li> <li>2. You are now connected to the caller.</li> </ol>

### Pick Up Group

A Pick Up Group allows incoming calls to be answered by another member of the group. To create a group, please contact Customer Support.

CODE	DESCRIPTION
*40	<p><b>Pick Up Group</b>  <b>Answer a ringing extension for another user in the same Pick Up Group.</b></p> <ol style="list-style-type: none"> <li>1. When you hear a call ringing on another group member's phone, pick up your phone and dial the Pick Up Group star code to answer it. <ul style="list-style-type: none"> <li>– If multiple calls are ringing, the call that has been ringing the longest will be answered.</li> <li>– If you belong to multiple groups, the longest ringing call in any of your groups will be answered.</li> </ul> </li> </ol>

## Call Waiting

If a second call comes in while you're on a call, you'll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone or in the Voice Portal.

### Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call.

- When notified of a second incoming call, press the line button on your phone. Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the line button for the call you want to switch to.

### Star Codes

CODE	DESCRIPTION
*43	<p><b>Call Waiting: Enable</b>  <b>Enable Call Waiting for ALL your calls.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear a message indicating the call waiting service has been activated.</li> </ol>
*44	<p><b>Call Waiting: Disable</b>  <b>Disable Call Waiting for ALL your calls.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear a message indicating the call waiting service has been deactivated.</li> </ol>
*70	<p><b>Call Waiting: Disable Next Call</b>  <b>Keep the next phone call you make from being interrupted. If call waiting is enabled on the line, this star code will disable call waiting on the current call only.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code + the phone number.</li> <li>2. Call Waiting is disabled for the current call, and any incoming call will follow the "busy" call behavior.</li> <li>3. After you hang up, Call Waiting will be active again.</li> </ol>

## Caller ID

The name sent with caller ID, sometimes referred to as CNAM, is a setting on your phone number. If the name on your caller ID is incorrect, please contact Customer Support to update it.

- **Outbound Caller ID:** The caller ID number sent with outbound calls is set on each user. You can choose to send out the main company number, a specific user-assigned number, or not send out any caller ID.
- **Internal Caller ID:** When calling another user on your PBX, your caller ID is your name and extension.

Most mobile phone carriers do not send the CNAM because mobile phones look up the calling phone number in the device's contact list. Also, calls to 911 will always send the 911 callback number set on the device, regardless of your caller ID settings.

## Star Codes

Do you want to send your caller ID with every call? Or do you want to block it for every call but unblock it for the current call? Use the following star codes to manage your caller ID settings.

CODE	DESCRIPTION
*65	<p><b>Caller ID: Enable Next Call</b>  <b>If your caller ID is disabled (blocked) for all calls, this will enable it for this current call only. Future calls will not be affected.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code + the number for the party you're trying to reach.</li> <li>2. Caller ID will be displayed to the party on this call.</li> </ol>
*67	<p><b>Caller ID: Block Next Call</b>  <b>If your caller ID is enabled for all calls, this will block it from being sent with this current call only. Future calls will not be affected.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code + the number for the party you're trying to reach.</li> <li>2. Caller ID will be displayed as "BLOCKED" to the party on this call.</li> </ol>
*68	<p><b>Caller ID: Manage (On/Off)</b>  <b>Manage your caller ID setting for all calls.</b></p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your 4-digit PIN followed by #.</li> <li>3. Follow the prompts to enable or disable caller ID.</li> </ol>

## Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

CODE	DESCRIPTION
*78	<b>Enable Do Not Disturb</b> <ol style="list-style-type: none"> <li>Dial the star code.</li> <li>You will hear, "Do Not Disturb enabled."</li> </ol>
*79	<b>Disable Do Not Disturb</b> <ol style="list-style-type: none"> <li>Dial the star code.</li> <li>You will hear, "Do Not Disturb disabled."</li> </ol>

## Last Call Return

CODE	DESCRIPTION
*69	<b>Last Call Return</b> <b>Dials the last caller ID number that rang the line. It does not redial the last outbound call.</b> <ol style="list-style-type: none"> <li>Dial the star code.</li> <li>Your phone will redial the last number that called you.</li> </ol>

# Voicemail Local Access

Your voicemail box can be accessed in the Voice Portal, remotely, or by dialing a star code from a phone connected to the account.

## Access a Voicemail Box

### Direct Access

1. From a line assigned to your voicemail box, dial the Voicemail Management star code.
2. Enter your voicemail PIN and press #.

### Remote Access

1. From a line *not* assigned to the voicemail box, dial your 10-digit phone number.
2. When the greeting plays, press #.
3. Enter your voicemail PIN and press #.

## Listen to Messages

Access the voicemail box and **press 1** to listen to your messages. Use the following to navigate the menu:

- **Press 1:** Skip message and mark the message as "unread"
- **Press 2:** Save message and mark the message as "read"
- **Press 3:** Erase message
- **Press 9:** Repeat message
- **Press 0:** Exit menu

### Voicemail PIN

The default PIN is 1234. The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

# Customize a Voicemail Box

## Personalized Options

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- **Press 1:** Change the PIN
- **Press 2:** Manage the greetings
  - **Press 1:** Change the default greeting
  - **Press 2:** Change the "busy" greeting
  - **Press 3:** Change the "no answer" greeting
- **Press 5:** Forward your calls
  - **Press 1:** Forward all calls (then enter your destination)
  - **Press 2:** Send calls to your line
- **Press 9:** Repeat personal options
- **Press 0:** Exit menu

## Change the PIN

1. Access your voicemail box and press 8 for personal options.
2. Press 1 to change the PIN.
3. Enter a new PIN that is at least 4-digits long, then press #.
4. When you're done, hang up or press 0 to go back to the main menu.

## Change Your Greetings

1. Access your voicemail box and press 8 for personal options.
  - Press 2 to change your greetings.
  - Press 1 to change the default (basic) greeting.
  - Press 2 to change the "busy" greeting.
  - Press 3 to change the "no answer" greeting.
2. When you're done, hang up or press 0 to go back to the main menu.

# Account Features

---

These features are available at the account level but cannot be accessed in the Voice Portal. Contact Customer Support to set them up.

## IVR

Inbound calls to your company's main phone number can be answered by a recorded message that allows callers to make a selection to be connected with the right department or person.

## Virtual Fax

Virtual Fax is an alternative to a physical fax machine which converts incoming faxes into PDF files which are then delivered to a specified email address. We offer multiple options for receiving faxes:

- **Dedicated VFax** is a line on your account that is set up to receive faxes only.
- **Shared VFax** is a line on your account that is set up to receive both phone calls and faxes. The system will differentiate which is which and react appropriately.

To *send* a fax, you will need to use a fax machine with an analog to digital adapter.

# Voice Portal Guide Limited Users

# User Voice Portal

## Log In

The Voice Portal is where you can control who can contact you, how they will reach you, and when they can reach you. Many features can also be managed by dialing star codes.

When your account was created, an email was sent to you containing your username, a link to create your password, and the portal URL. Keep that email safe so you can refer to it later.

If you haven't received it, contact Customer Support at **[NUMBER]** or dial 611 from your **[SERVICE PROVIDER]** phone to get your login information.

1. Go to <https://portal.user.alianza.com/login>.
2. Enter your email address or username and password.
3. Check *Remember Me* if you want to save your login information.
4. Click **[Login]**.

The screenshot shows the Cymbus login interface. At the top is the Cymbus logo. Below it, the word 'Login' is displayed. There are two input fields: 'Email Address or Username \*' and 'Password \*'. A link for 'Forgot Password?' is located between the two input fields. Below the password field is a checkbox labeled 'Remember Me'. At the bottom of the form is a 'Login' button.

## Forgot Password

If you can't log in, click *Forgot Password?* and an email will be sent to you with a link to reset it. Your new password must be at least eight characters long and include at least one number and one special character (^ \$ \* . [ ] { } ( ) ? " ! @ # % & / \ , > < ' : ; | \_ ~ ` = + -).

If you don't have an email address on your account, please contact Customer Support for assistance.

## User Info

The User Info section displays your account name and number, the phone number (if any) used as your outbound caller ID, and whether caller ID is enabled for outgoing calls.

**User Information**

**Account Name**  
nobledonna

**Account Number**  
Doyut-BFSbGTbCCzfaT6Yw

**Outbound Caller ID**  
13854553080

**Enable Caller ID**

## Enable Caller ID

*Enable Caller ID* determines if your caller ID is or is sent when placing an outbound call. Check this box if you want to send your name and phone number to the call recipient or uncheck it to display your caller ID as BLOCKED. Please note, even if the setting is disabled, the number listed in the *Outbound Caller ID* field will still be sent with 911 calls.

This setting can also be managed by [dialing star codes](#).

## Phone Numbers

This is a list of the phone number(s) that are routed to you and your device(s). To add or remove a phone number, please contact Customer Support.

**Phone Numbers**

**Phone number**

---

1 (385) 455-3080

---


## Devices

The device(s) assigned to you are listed here.

Devices	
Device	Line
CP-8851	Line 1

## E911 Address

In the event a 911 call is placed from your phone number, emergency services will be dispatched to the address listed here.

E911 Address	
Phone number	Address
1 (385) 323-1426	425 N 835 E, Lindon, UT, 84042 

## Edit E911 Address

If this is not the address of your physical location, click the pencil icon on the right to update it. Once saved, it may take several hours for the changes to take effect.

### Important

If any of your account information is NOT correct, or if you cannot edit your E911 Record (either the button isn't there or you get an error), please contact Customer Service right away to get it updated.

**Phone Number - 1 (385) 323-1426**

**Customer Service Record**

Address Preview  
 [Redacted]  
 Lindon, UT 84042

---

**E911 Record**

Same as customer service record

Postal code\*  Enter address  ✕

Address Preview ▼ Manual entry  
 [Redacted]  
 Lindon, UT 84042

Provide lat/long ⓘ

Cancel Save

## Call Screening

Call Screening can help block unwanted calls from reaching you, and you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to your voicemail?

Choose how calls from anonymous numbers, toll-free numbers, and other callers — including Custom Callers (specific phone numbers) — will be handled. For each category, choose an [action \(behavior\)](#) from the menu.

### Call Screening

Screening forward number

Forwarded calls are routed to this number.

Anonymous callers

Block with message

Toll-free callers

Voicemail

All other callers

Allow

Feature	Description
<b>Screening forward number</b>	Enter a destination phone number that will be used when a call screening category is set to <i>Forward</i> .
<b>Anonymous callers</b>	Choose what happens to incoming calls that don't send caller ID.
<b>Toll-free callers</b>	Choose what happens to incoming calls from a toll-free number.
<b>All other callers</b>	Choose what happens to all other incoming calls that are not otherwise defined by a custom screening rule.

## Custom Screening

Custom screening rules define the call handling action for inbound calls from specific phone numbers. The screened phone numbers and associated action are listed here.

To add a custom rule, click **[Add Rule]**, then enter the phone number and select an action, and click **[Save]** when you're done. To create a rule for a group of phone numbers with the same area code and/or prefix, enter the first few digits of the phone number instead.

### Custom Screening

[Add Rule](#)

Number\*

18015556789

Action

Forward

---

Items per page: 5    1 - 1 of 1    << < > >>

[Save](#)

Feature	Description
<b>Number</b>	Enter the phone number for which this custom rule will apply.
<b>Action</b>	Choose what happens to incoming calls from this number.

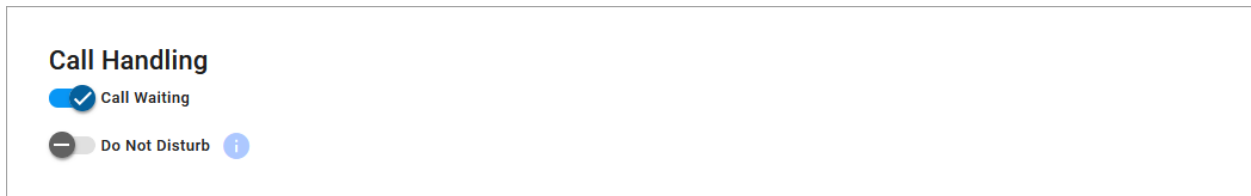
## Call Screening Actions

For each category, choose a screening action from the menu.

Feature	Description
<b>Allow</b>	Allow the caller to ring through.
<b>Allow with priority ring</b>	Allow the caller to ring through with a priority ringtone. Choose from 7 other ring patterns.
<b>Block</b>	Block the caller from ringing through. Callers will hear a busy signal.
<b>Block with message</b>	Block the call with a message: <ul style="list-style-type: none"> <li><b>Custom Callers:</b> "The number you have dialed is not accepting calls at this time."</li> <li><b>Toll-Free Callers:</b> "The number you have dialed is not accepting calls from toll-free numbers at this time."</li> <li><b>Anonymous Callers:</b> "The number you have dialed is not accepting calls from anonymous numbers."</li> </ul>
<b>Forward</b>	If you choose to forward calls from caller, you <b>must</b> choose the number those calls are forwarded to in the <i>Screening forward number</i> field.
<b>Voicemail</b>	Send the caller directly to voicemail.

# Call Handling

Call Handling determines how incoming calls are routed under various circumstances. In the first section, create or manage your Call Waiting and Do Not Disturb settings. Just below that, select and configure a ring strategy: [Ring Phone](#), [Forward All](#), [Simultaneous Ring](#), and [Find Me/Follow Me](#).



## Call Waiting

Call Waiting allows a second call will be allowed to ring through while you are already on the phone.

- **On:** While on an active call, you will hear a tone that indicates a second caller is trying to reach you.
- **Off:** While you're on an active call, incoming calls hear a busy tone.

### IP PHONES

If Call Waiting is enabled and the IP phone has multiple instances of the same line assigned to it, the first line will ring even if the line is on a call. If Call Waiting is disabled, the second device line will ring.

## Do Not Disturb

This feature allows you to mute all incoming alerts and notifications.

- **On:** Incoming calls are routed directly to your voicemail box.
- **Off:** Incoming calls follow your call handling settings.

### VOICEMAIL BOX

If you don't have a voicemail box, callers will hear a busy tone. If you have a voicemail box but want callers to hear a busy tone, the voicemail box will need to be removed.

## Ring Phone

This is the path incoming calls will follow when the call isn't answered, the line is busy, or the device is out of service. For each circumstance, callers can be sent to voicemail, hear a busy tone, be forwarded to another number, or ring forever.

For *Forward*, enter the phone number to which calls will be forwarded and an optional description.

Ring Phone	Forward All	SIM Ring	Find Me
No answer			
Send to voicemail			
Timeout (seconds)*			
20			
Busy			
Busy tone			
Out of service			
Forward			
Forwarding number		Description	

Feature	Description
<b>No answer</b>	Choose what happens to the call after it is unanswered after the number of seconds specified in the field below.
<b>Timeout</b>	The number of seconds a call will ring before it follows the <i>No answer</i> action.
<b>Busy</b>	Choose what happens to the call when the device is busy (already in use and Call Waiting is not enabled).
<b>Out of service</b>	Choose what happens to the call when the device is not registering on the server.

## Forward All

Working on the go and need all the calls that come into your desk phone to reach you? Do all incoming calls need to be redirected elsewhere? Forward All can do this by sending your callers to an alternative phone number that you enter here.

Once a forwarding phone number is saved, this feature can be enabled or disabled from the device by dialing [star codes](#).

The screenshot shows a configuration interface with four tabs: 'Ring Phone', 'Forward All' (selected), 'SIM Ring', and 'Find Me'. Below the tabs are two input fields: 'Forwarding number' and 'Description'.

## Simultaneous Ring

Simultaneous Ring, or SIM Ring, will ring all numbers added to the list at the same time until the call is answered or times out. The first phone number to pick up takes the call.

The screenshot shows a configuration interface with four tabs: 'Ring Phone', 'Forward All', 'SIM Ring' (selected), and 'Find Me'. Below the tabs is a text box: "Simultaneous Ring will ring all of the user's registered devices and the phone numbers listed below at the same time. The first to answer will take the call. If the call is not answered, it will follow the timeout action." Below this is a section for 'Phone Numbers' with an 'Add Number' button and a text input field labeled 'Number'. There is also a 'Timeout action' dropdown menu set to 'Send to voicemail' and a 'Timeout (seconds)\*' input field set to '20'.

Feature	Description
<b>Phone Numbers</b>	Enter the phone number(s) that will ring. To add another number to the list, click <a href="#">[Add Number]</a> .
<b>No Answer</b>	Choose what happens when the call is unanswered:

Feature	Description
	<ul style="list-style-type: none"> <li>Busy tone</li> <li>Forward to (add a forwarding number)</li> <li>Ring forever</li> <li>Send to voicemail</li> </ul>
<b>Timeout (seconds)</b>	Enter the number of seconds the call will ring before the action is triggered. Calls that ring longer than 120 seconds may be disconnected by the carrier.

## Find Me/Follow Me

Life happens and often drags you away from the desk. What's a caller to do when they need to find you? Find Me/Follow Me routes your incoming calls to a customizable sequence of destinations to create a unique dial plan just for you and your line.

1. Click **[Add Destination]** to add a device or phone number destination.
2. Drag **=** to reorder a destination or click the trash icon to delete it.

Ring Phone
Forward All
SIM Ring
Find Me

Find Me Follow Me will ring each destination sequentially. If the call is not answered by any of the destinations, the call will be sent to the timeout action. Calls that ring for longer than 120 seconds are subject to carrier disconnection.

	Destination	Ring Duration (seconds)		
=	<input checked="" type="radio"/> Device <input type="radio"/> Phone number	Ring Devices	<div style="border: 1px solid #ccc; padding: 5px; width: 150px; margin: 0 auto;">20</div>	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block; background-color: #e6f2ff; border-radius: 3px;">Add Destination</div>

Timeout action

Send to voicemail
▼

Feature	Description
<b>Destination</b>	Indicate if calls should ring to all the user's devices or a specific phone number. To add another one, click <b>[Add Destination]</b> .
<b>Devices</b>	Enter a timeout setting. Calls that ring longer than 120 seconds may be disconnected by the carrier.

**Phone Number** Enter the phone number and number of seconds calls will ring on that number before progressing to the next destination.

**Timeout Action** Choose what happens to the call after all destinations have timed out:

Busy tone

Send to voicemail

## Schedules

Schedules provide custom call handling for your callers based on when they call in, down to the very minute. Start and end times follow the account's default time zone. The user's primary Call Handling settings will take effect *outside* of these scheduled hours.

The user's schedules are listed here. To add a new one, click **[Add Schedule]**. To edit an existing schedule, click the row.

**Schedules**

Name	Type	
Holidays	Weekly	

Items per page: 5    1 - 1 of 1    < > >> <<

**Save**

### Add a Schedule

1. Click **[Add Schedule]**. The Scheduling window will open in a popup.
2. Enter the name of the schedule.
3. Choose whether this schedule is for specific dates (Custom) or recurring (Weekly).

- **Custom (per day)**. Enter the date and time this schedule will be in effect. Click **[Add Day]** to add another one, or the trash icon to remove a day.

**Scheduling**

Schedule name\*  
Christmas

Custom
Weekly

Add Day

Date*	Start time* -- : -- --	End time* -- : -- --	
12/25/2023	08 : 00 AM	05 : 00 PM	

- **Weekly (recurring).** Enter the start and end times for each day of the week this schedule will be in effect.

### Scheduling

Schedule name\*

Custom
Weekly

Sun	Start time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>	End time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>
Mon	Start time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>	End time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>
Tue	Start time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>	End time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>
Wed	Start time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>	End time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>
Thu	Start time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>	End time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>
Fri	Start time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>	End time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>
Sat	Start time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>	End time <input style="width: 90%; height: 20px;" type="text" value="--:-- --"/>

Cancel
OK

4. **Call Handling:** Scroll down and select the call handling actions that will occur *during* the specified times.

### Call Handling

Call Waiting

Do Not Disturb ?

**Ring Phone**   Forward All   SIM Ring   Find Me

No answer —  
Send to voicemail ▾

Timeout (seconds)\* —  
20

Busy —  
Busy tone ▾

Out of service —  
Forward ▾

Forwarding number

5. When you're done, click **[Save]**.

## Custom Schedule Example

In the custom schedule example below, calls received between 8:00 AM and 5:00 PM on December 25, 2023, will be forwarded to 1-208-555-1234. Any call outside of that specific time will follow the user's primary call handling settings.

### Scheduling

Schedule name\*

Custom  Weekly

Date\*

Start time\*

End time\*

---

### Call Handling

Call Waiting

Do Not Disturb

Ring Phone  Forward All  SIM Ring  Find Me

Forwarding number

# Voicemail

A voicemail box was assigned to you with your Business Cloud Communication service. In the Voice Portal, you can upload your voicemail greetings and personal name recordings, view and manage any saved messages, and set up voicemail forwarding to email.


Voicemail messages and greetings can also be managed by dialing the voicemail box. See [Voicemail Local Access](#) for more information.

## Voicemail Box Greetings

Here, you can upload and manage your voicemail greetings (Basic, Busy, No Answer) and personal name recording. Click the field to select a file from your computer, then click **[Upload]**. The upload will accept .wav, .mp3, and .ogg files that are less than 10MB.

### Voicemail Greetings i


**Basic Greeting**



Drop file or click to browse

Accepted files: WAVE, MP3, and OGG files under 10MB

**Personal Name**



Drop file or click to browse


Accepted files: WAVE, MP3, and OGG files under 10MB

---

### Custom Greetings i

Custom voicemail greetings override Basic and Personal Name greetings.


**Busy Greeting**



Drop file or click to browse

Accepted files: WAVE, MP3, and OGG files under 10MB

**No Answer Greeting**



Drop file or click to browse

Accepted files: WAVE, MP3, and OGG files under 10MB

## Messages

Voicemail messages saved to the box are listed here. Messages can be sorted by Time/Date, Length, and Status (New or Saved). Hover over an individual message to see the management tools (Save or Delete) on the right.

Messages				<a href="#">Delete All</a>		
Date ↓	Caller	Length	Status			
Jun 16, 2024, 3:58 PM	8012017261	53 seconds	New	↓	✉	🗑
Jun 15, 2024, 3:58 PM	8015197075	1 minutes	New	↓	✉	🗑
Jun 14, 2024, 3:58 PM	8017248811	1 minutes	New	↓	✉	🗑
Jun 13, 2024, 3:58 PM	8012024934	33 seconds	New	↓	✉	🗑

Option	Description
↓ <b>Download</b>	Save a copy of the message to your computer as an .mp3 file.
✉ <b>Save</b>	Change the status of the message to <b>Saved</b> .
🗑 <b>Delete</b>	Delete this message from the box. To delete all messages at once, click <b>[Delete All]</b> in the top right.

### Message Waiting Indicator


The message waiting indicator (MWI) on your device notifies you when a new voicemail message waiting to be retrieved. When you've listened to, saved, or deleted the message, the MWI will turn off.

# Message Settings

### Message Settings

Forward Voicemail to Email  Forward voicemail messages

Keep a copy in voicemail box



## Forward Voicemail to Email

Messages left on your voicemail box can be forwarded as an .mp3 file to one or more email addresses. You also have the option to keep a copy of the message in your voicemail box when it's forwarded.

1. Check *Forward Voicemail to Email*.
2. Optionally, check *Keep a copy in voicemail box*.
3. Enter one or more email addresses, each separated by a comma.
4. At the bottom of the section, click **[Save]**.

# Voice Portal Guide

## Admin Users

# Admin Voice Portal

The Voice Portal is where you can control who can contact you, how they will reach you, and when they can reach you. Many features can also be managed by dialing star codes. As an Account Manager or Admin user, you also have access to manage not only your own services but those of other users on the account as well.

## Log In

When your account was created, an email was sent to you containing your username, a link to create your password, and the portal URL. Keep that email safe so you can refer to it later. If you haven't received it, contact Customer Support at [NUMBER] or dial 611 from your [SERVICE PROVIDER] phone to get your login information.

1. Go to <https://portal.user.alianza.com/login>.
2. Enter your username or email address and password.
3. Check *Remember Me* if you want to save your username and password.
4. Click [Login].

## Forgot Password

If you can't log in, click *Forgot Password?* and an email will be sent to you with a link to reset it. Your new password must be at least eight characters long and include at least one number and one special character (^ \$ \* . [ ] { } ( ) ? " ! @ # % & / \ , > < ' ; | \_ ~ ` = + -).

If you don't have an email address on your account, please contact Customer Support for assistance.

# Users

All users on your account are listed here. Search for users by name, username, extension, or tag, and the results will be displayed below.

To edit the settings for a specific user, hover over the user and click **Edit** on the right.

The screenshot shows the 'Users' management interface. On the left is a navigation sidebar with options like 'Cloud PBX', 'Users', 'Phone Numbers', 'Devices', 'Voicemail', 'Business Lines', and 'SIP Trunk'. The main area is titled 'Users' and contains a search bar and a table of users.

Name ↑	Username	Extension	
Donna Noble		205	
Sarah Jane	sarah.jane	242	

For each user, there are four tabs that organize the user's settings: Calls, Devices, Settings, and Voicemail.

The screenshot shows the 'Details' page for user 'Sarah Jane'. The breadcrumb is 'Users < Details'. The user's name 'Sarah Jane' and username 'sarah.jane' are displayed. Below is a tabbed interface with four tabs: 'Calls' (active), 'Devices', 'Settings', and 'Voicemail' (showing 0 messages).

## Calls

The Calls tab lists the user's phone number(s) and the settings that control how incoming calls to this user are handled.

### Call Details

All phone numbers pointing to this user are listed here. Incoming calls to these numbers will follow the user's Call Handling and Call Screening options as defined below. To add or remove a phone number, please contact Customer Support.

### Call Details

**Phone number**  
1 (206) 555-5102

Extension\*  
202

Caller ID  
1 (206) 555-5102 – Jane Sarah

Setting the caller ID to "None" could result in some carriers rejecting the call.

Enable Caller ID

FEATURE	DESCRIPTION
<b>Phone number</b>	The phone number(s) routed to this user to contact them directly, if any. If a number has not yet been assigned, see <a href="#">Phone Number Route Management</a> for more information.
<b>Extension</b>	The dialable extension the user can be reached at on the account.
<b>Caller ID</b>	<p>The phone number and name sent with outbound calls from this user which is displayed on the phone of the person being called. Users can choose the main account number, their phone number, or choose <i>None</i> to not send out any caller ID at all. This field is required.</p> <div style="background-color: #ffe6e6; padding: 5px; border: 1px solid #ccc;"> <p>It is important to choose a number here, even if you choose to disable caller ID (below). If this field is set to <i>None</i>, outbound calls—even to 911—are sent as <i>Anonymous</i>, and the carrier may reject the call.</p> </div>
<b>Enable Caller ID</b>	<p>This toggle determines if the caller ID name is or is not sent with outbound calls. This setting can also be managed in the user's <a href="#">Voice Portal</a> or via <a href="#">star codes</a>.</p> <ul style="list-style-type: none"> <li>• <b>On:</b> Caller ID is sent on all outbound calls.</li> <li>• <b>Off:</b> Caller ID is sent as BLOCKED. The phone number selected in the <i>Caller ID</i> field will still be sent with calls to 911.</li> </ul>

## Call Screening

Call Screening can help block unwanted calls from reaching you, and you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to your voicemail?

Choose how calls from anonymous numbers, toll-free numbers, and other callers will be handled. For each category, choose an [action \(behavior\)](#) from the menu. The options are *Allow*, *Allow with priority ring*, *Block*, *Block with message*, *Forward*, and *Voicemail*.

### Call Screening

Screening forward number

Forwarded calls are routed to this number.

Anonymous callers  
 Block with message

Toll-free callers  
 Voicemail

All other callers  
 Allow

FEATURE	DESCRIPTION
<b>Screening forward number</b>	Enter a destination phone number that will be used when This is the destination number used when a call screening category is set to <i>Forward</i> .
<b>Anonymous callers</b>	Choose what happens to incoming calls that don't send caller ID.
<b>Toll-free callers</b>	Choose what happens to incoming calls from a toll-free number.
<b>All other callers</b>	Choose what happens to all other incoming calls that are not otherwise defined by a custom screening rule.

## Custom Screening

Custom screening rules define the call handling action for inbound calls from specific phone numbers. The screened phone numbers and associated action are listed here.

To add a custom rule, click **[Add Rule]**, then enter the phone number, select an action, and click **[Save]** when you're done. To create a rule for a group of phone numbers with the same area code and/or prefix, enter the first few digits of the phone number instead.

### Custom Screening

Add Rule

Number \*  
 18015556789

Action  
 Allow

Items per page: 5    1 - 1 of 1    << < > >>

FEATURE	DESCRIPTION
<b>Number</b>	Enter the phone number for which this custom rule will apply.
<b>Action</b>	Choose what happens to incoming calls from this number.

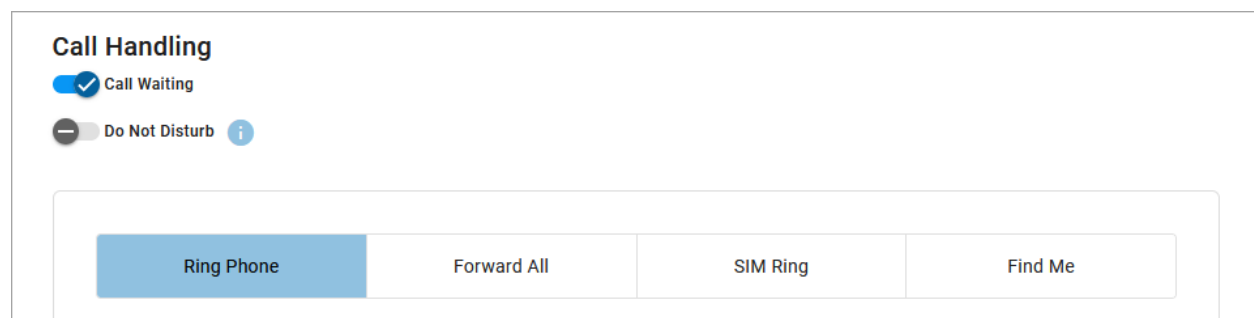
## Call Screening Actions

For each category, choose a screening action from the menu.

FEATURE	DESCRIPTION
<b>Allow</b>	Allow the caller to ring through.
<b>Allow with priority ring</b>	Allow the caller to ring through with a priority ringtone. Choose from 7 other ring patterns.
<b>Block</b>	Block the caller from ringing through. Callers will hear a busy signal.
<b>Block with message</b>	Block the call with a message: <ul style="list-style-type: none"> <li>• <b>Custom Callers:</b> "The number you have dialed is not accepting calls at this time."</li> <li>• <b>Toll-Free Callers:</b> "The number you have dialed is not accepting calls from toll-free numbers at this time."</li> <li>• <b>Anonymous Callers:</b> "The number you have dialed is not accepting calls from anonymous numbers."</li> </ul>
<b>Forward</b>	If you choose to forward calls from caller, you <b>must</b> choose the number those calls are forwarded to in the <i>Screening forward number</i> field.
<b>Voicemail</b>	Send the caller directly to voicemail.

## Call Handling

Call Handling determines how incoming calls are routed under various circumstances. In the first section, create or manage your Call Waiting and Do Not Disturb settings. Just below that, select and configure a ring strategy: [Ring Phone](#), [Forward All](#), [Simultaneous Ring](#), and [Find Me/Follow Me](#).



## Call Waiting

Call Waiting allows a second call will be allowed to ring through while you are already on the phone.

- **On:** While on an active call, you will hear a tone that indicates a second caller is trying to reach you.
- **Off:** While you're on an active call, incoming calls hear a busy tone.

## IP Phones

If Call Waiting is enabled and the IP phone in question has multiple instances of the same line assigned to it, the first line will ring even if the line is on a call. If Call Waiting is disabled, the second device line will ring.

## Do Not Disturb

This feature allows you to mute all incoming alerts and notifications.

- **On:** Incoming calls are routed directly to the user's voicemail box.
- **Off:** Incoming calls follow the user's call handling settings.

## Voicemail Box

If the user doesn't have a voicemail box, callers will hear a busy tone. If they have a voicemail box but want callers to hear a busy tone, the voicemail box will need to be removed.

## Ring Phone

This is the path incoming calls will follow when the call isn't answered, the line is busy, or the device is out of service. For each circumstance, callers can be sent to voicemail, hear a busy tone, be forwarded to another number, or ring forever.

For *Forward*, enter the phone number to which calls will be forwarded.

Ring Phone	Forward All	SIM Ring	Find Me
No answer			
Send to voicemail			
Timeout (seconds)*			
20			
Busy			
Busy tone			
Out of service			
Forward			
Forwarding number			

FEATURE	DESCRIPTION
<b>No answer</b>	Choose what happens to the call after it is unanswered after the number of seconds specified in the field below.
<b>Timeout</b>	The number of seconds a call will ring before it follows the <i>No answer</i> action.
<b>Busy</b>	Choose what happens to the call when the device is busy (already in use and Call Waiting is not enabled).
<b>Out of service</b>	Choose what happens to the call when the device is not registering on the voice server.

## Forward All

Working on the go and need all the calls that come into your desk phone to reach to you? Do all incoming calls need to be redirected elsewhere? Forward All can do this by sending your callers to an alternative phone number that you enter here.

Once a *Forwarding number* is entered, this feature can be enabled or disabled from the device by dialing [star codes](#).

Ring Phone
Forward All
SIM Ring
Find Me

Forwarding number

## Simultaneous Ring

Simultaneous Ring, or SIM Ring, will ring all numbers added to the list until the call is answered or times out. The first phone number to pick up will take the call.

Ring Phone
Forward All
SIM Ring
Find Me

Simultaneous Ring will ring all of the user's registered devices and the phone numbers listed below at the same time. The first to answer will take the call. If the call is not answered, it will follow the timeout action.

Phone Numbers
Add Number

Number

Timeout action  
Send to voicemail

Timeout (seconds)\*  
20

FEATURE	DESCRIPTION
<b>Phone Numbers</b>	Enter the phone number(s) that will ring. To add another number to the list, click <b>[Add Number]</b> .
<b>No Answer</b>	Choose what happens when the call is unanswered: <ul style="list-style-type: none"> <li>• Busy tone</li> <li>• Forward (add a forwarding number)</li> <li>• Ring forever</li> <li>• Send to voicemail</li> </ul>
<b>Timeout (seconds)</b>	Enter the number of seconds the call will ring before the action is triggered. Calls that ring longer than 120 seconds may be disconnected by the carrier.

## Find Me/Follow Me

Life happens and often drags you away from the desk. What's a caller to do when they need to find you? Find Me/Follow Me routes your incoming calls to a customizable sequence of destinations to create a unique dial plan just for you and your line.

- Click **[Add Destination]** to add a device or phone number destination.
- Drag **=** to reorder a destination or click the trash icon to delete it.

Ring Phone
Forward All
SIM Ring
Find Me

Find Me Follow Me will ring each destination sequentially. If the call is not answered by any of the destinations, the call will be sent to the timeout action. Calls that ring for longer than 120 seconds are subject to carrier disconnection.

	Destination	Ring Duration (seconds)	<a href="#">Add Destination</a>
=	<input checked="" type="radio"/> Device <input type="radio"/> Phone number	Ring Devices	<input style="width: 100%; border: 1px solid #ccc;" type="text" value="20"/>

Timeout action




Send to voicemail
▼

FEATURE	DESCRIPTION
<b>Destination</b>	Indicate if calls should ring to all the user's devices or a specific phone number. To add another one, click <b>[Add Destination]</b> .
<b>Devices</b>	Enter a timeout setting. Calls that ring longer than 120 seconds may be disconnected by the carrier.
<b>Phone Number</b>	Enter the phone number and number of seconds calls will ring on that number before progressing to the next destination.
<b>Timeout Action</b>	Choose what happens to the call after all destinations have timed out: <ul style="list-style-type: none"> <li>Busy tone</li> <li>Send to voicemail</li> </ul>

## Schedules

Schedules provide custom call handling for your callers based on when they call in, down to the very minute. Start and end times follow the account's default time zone. The user's primary Call Handling settings will take effect *outside* of these scheduled hours.

The user's schedules are listed here. To add a new one, click **[Add Schedule]**. To edit an existing schedule, click the row.

Schedules			
Name	Type		
 Holidays	Weekly		

Items per page: 5    1 - 1 of 1    |< < > >|

## Add a Schedule



1. Click **[Add Schedule]**. The Scheduling window will open in a popup.
2. Enter the name of the schedule.
3. Choose whether this schedule is for specific dates (Custom) or recurring (Weekly).
  - **Custom (per day)**. Enter the date and time this schedule will be in effect. Click **[Add Day]** to add another one, or the trash icon to remove a day.

### Scheduling

Schedule name\*

Custom
Weekly

Add Day

Date* <input type="text" value="12/25/2023"/>	Start time* <input type="text" value="08:00 AM"/>	End time* <input type="text" value="05:00 PM"/>	
Date* <input type="text" value=""/>	Start time* <input type="text" value=""/>	End time* <input type="text" value=""/>	

- **Weekly (recurring).** Enter the start and end times for each day of the week this schedule will be in effect.

**Scheduling**

Schedule name\*

Custom
Weekly

Sun	Start time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>	End time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>
Mon	Start time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>	End time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>
Tue	Start time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>	End time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>
Wed	Start time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>	End time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>
Thu	Start time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>	End time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>
Fri	Start time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>	End time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>
Sat	Start time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>	End time <input style="width: 100%; height: 25px;" type="text" value="--:-- --"/>

4. Call Handling: **Scroll down** and select the call handling actions that will occur *during* the specified times.

### Call Handling

Call Waiting

Do Not Disturb ?

Ring Phone	Forward All	SIM Ring	Find Me
No answer			
Send to voicemail <span>▼</span>			
Timeout (seconds) *			
20			
Busy			
Busy tone <span>▼</span>			
Out of service			
Forward <span>▼</span>			
Forwarding number			
12085551234			

5. When you're done, click **[Save]**.

## Custom Schedule Example


In the custom schedule example below, calls received between 8:00 AM and 5:00 PM on December 25, 2023, will be forwarded to 1-208-555-1234. Any call outside of that specific time will follow the user's primary call handling settings.

### Scheduling

Schedule name\*

Custom  Weekly

[Add Day](#)

Date\*  


Start time\*

End time\*

---

### Call Handling

Call Waiting


Do Not Disturb 

Ring Phone  Forward All  SIM Ring  Find Me

Forwarding number

# Devices

All devices assigned to the user are listed in the **Device Lines** section. If the user has a shared line on another user's IP device, it will be listed under **Referenced Devices**.

Calls	Devices	Settings	Voicemail 0	
<b>Device Lines</b>				
Device Type	MAC Address	Line Number		
Cisco 8851 (3PCC)	0010fa6e384a	1-10		
<b>Referenced Devices</b>				
Device Type	MAC Address	Line Number	Device Owner	
Grandstream GRP 2616	0010fa6e384b	2	Mickey Smith	

Devices can be managed at the user level (here) or from the main [Devices](#) section in the left navigation menu. In either location, find the device and click **Edit** on the right to manage its settings:

1. **Device Info:** View the MAC Address, Device Type, and Configuration Status. There you can also Swap the device for a new one or upload a Bulk Configuration file.
2. **Line Configuration:** On an IP phone, you can assign features to lines, including Call Park, Device Line, Paging Group, Presence/BLF, Shared Line, and Speed Dial.
3. **Sidecar:** Configure a sidecar (key expansion module) on the device.

See [Devices](#) for detailed information about these features and settings.

# Settings

The user's Settings tab provides some quick information about the selected user. In this tab, you can reset the user's Voice Portal access and login information, grant Admin privileges (end user role), and manage their calling plans.

## User Information

FEATURE	DESCRIPTION
<b>Name</b>	The first and last name of the user of the account.
<b>Language</b>	The language heard in the telephone user interface (TUI) audio prompts for star codes and the IVR. Select English or French. This is separate from the language setting in a voicemail box.
<b>Time zone</b>	The time zone displayed on the user's device and call records.
<b>User tags</b>	This is an optional mechanism to organize and search for users by one or more custom identifiers, such as department, location, or anything else. If it would be useful to search for this user by a particular term, enter it here.

## User Tags

User Tags is an optional mechanism to organize and search for users by one or more custom identifiers, such as department, location, or anything else. If it would be useful to search for users by that term, enter it as a tag on the users it applies to.

## Add User Tags

1. Log in to the Admin Portal and go to Account > Users.
2. Select the user you want to edit.
3. In the Settings tab, enter one or more tags in the *User tags* field.
4. Scroll down and tap **[Save]**.

The screenshot shows the 'Settings' tab for a user. The 'User tags' field is highlighted with a red border. It contains two tags: 'Pleasant Grove' and 'Admin', each with a close button (x). A 'New tag' button is also present.

## Search for Users by Tags

1. Go to Account > Users.
2. Enter a tag in the *Search users* field and hit enter. The matching users are displayed below.

The screenshot shows the 'Users' page. A search bar at the top contains the text 'admin' with a red arrow pointing to it. Below the search bar is a table with one user listed: Sarah Jane, with username sarah.jane and extension 1111. There is a blue edit icon to the right of the user's extension.

Name ↑	Username	Extension
Sarah Jane	sarah.jane	1111

# Voice Portal

The Voice Portal Access toggle identifies if access has been enabled or disabled for this user. Not everyone needs web access to their account, and an email address is required only for those who do.

- **Disabled:** The user does not have access to the Voice Portal, and the *Email* field is optional.
- **Enabled:** The user has access to the Voice Portal, and the *Email*, *Username*, and *End user role* fields are required.

**Voice Portal**

**Enable Voice Portal access**

Email \* ✓

sarah.jane@demo.com

Username

sarah.jane

End user role \*

Limited ▾

[Resend Welcome Email](#) [Reset Password](#)

Last sent: Jan 27, 2023 4:48 PM

[Save](#)

FEATURE	DESCRIPTION
<b>Enable Voice Portal access</b>	Check this box to enable access to the end user portal for those who need it, and leave it unchecked for those who don't.
<b>Email</b>	A valid email address is required for every user who has access to the Voice Portal. This is where their <i>Welcome</i> and <i>Forgot Password</i> emails are sent.
<b>Username</b>	The username they use to log in to the end user Voice Portal.
<b>End-user role</b>	<p>The level of access this user will have in the end user Voice Portal.</p> <ul style="list-style-type: none"> <li>• <b>Admin:</b> Access to manage features for all account users.</li> <li>• <b>Limited:</b> Access to manage their own account features.</li> </ul> <p style="background-color: #ffe6e6; padding: 5px;">You cannot change your own end user role.</p>
<b>[Resend Welcome Email]</b>	Resend the <i>Welcome</i> email with the URL to their account portal and a link to create a password.
<b>[Reset Password]</b>	Send the user an email with a link to reset their password.

When you're done modifying this section, click **[Save]**.

## Calling Plans

Calling plans dictate where that user can call and if calls will be rated or use plan minutes. Multiple calling plans can be assigned to a user, and the most permissive settings will apply. A call will go through if any of their calling plans allows it. A call will be blocked if the location is blocked in all the user's calling plans.

The calling plan(s) assigned to the user and the number of minutes used on each plan are listed here. To add or modify the user's Calling Plan, including changes to permitted calling areas, please contact Customer Support.

Calling Plans		
Calling Plan	Minutes Used	Total Minutes
Default	0	50000

## Voicemail

Voicemail is a huge part of how we communicate, and we make it very customizable. In addition to customizing the greetings, you can set up preferences for an individual user — including [Voicemail to Email](#), where you can choose to forward voicemail messages as an .mp3 to a specified email address.

Please note, as an Account Manager or Admin user, you can download only your own voicemail messages.

## Voicemail Box Details

Calls
Devices
Settings
Voicemail 2

### Voicemail Box Details

Voicemail box name

Sarah Jane
▼

**Owner**  
Sarah Jane

**Language**  
English

FEATURE	DESCRIPTION
<b>Voicemail box name</b>	<p>The name of the voicemail box assigned to this user.</p> <ul style="list-style-type: none"> <li>To change the user's box, click the drop-down menu and select one from the list.</li> <li>To change the name of the voicemail box, go to <a href="#">Account &gt; Voicemail</a> and search for the box.</li> </ul>
<b>Owner</b>	<p>The name(s) of the user(s) this voicemail box is assigned to.</p>
<b>Reset PIN</b>	<p>If the user cannot remember their voicemail box PIN to sign in, click <b>Reset PIN</b> to reset it for them. The default PIN is 1234. The first time the user logs in to their voicemail box with the default PIN, they will be asked to set a new one. See <a href="#">Voicemail Local Access</a> for more information.</p>

### Voicemail Management

Voicemail boxes can be managed at the user level (here) or in the Voicemail section of the Voice Portal. The settings for Voicemail Box Greetings, Messages, and Message Settings are the same in both locations. See [Voicemail](#) for more information about these settings.

Calls
Devices
Settings
Voicemail 0

### Voicemail Box Details

Voicemail box name

Rose Tyler ▼

**Owner**  
Rose Tyler

**Language**  
English

Reset PIN

### Voicemail Greetings i

**Basic Greeting**

Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

**Personal Name**

Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

---

### Custom Greetings i

Custom voicemail greetings override Basic and Personal Name greetings.

**Busy Greeting**

Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

**No Answer Greeting**

Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

### Message Settings

Forward voicemail to email

Save

### Messages Delete All


Date ↓	Caller	Length	Status
No messages			

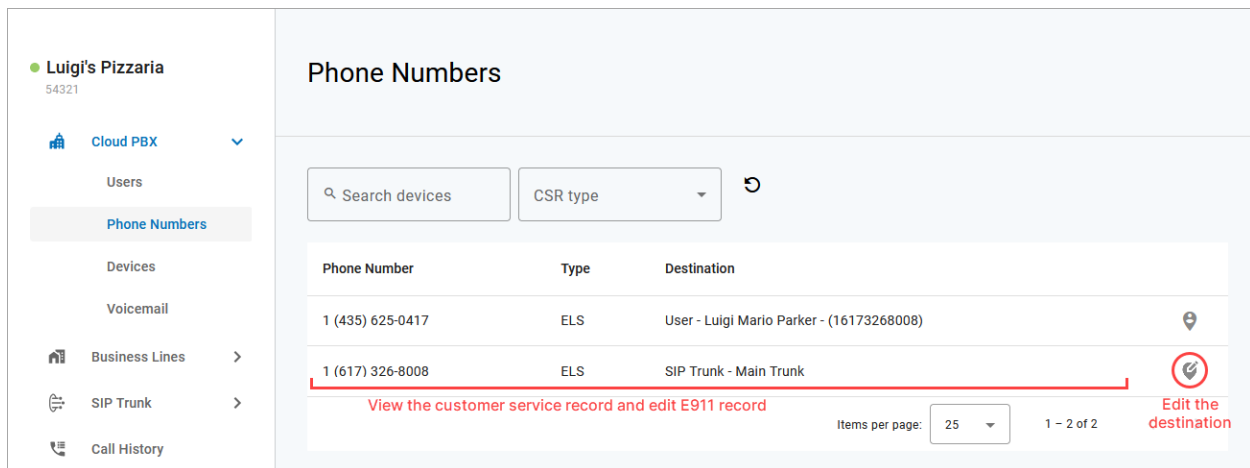
Items per page: 20 ▼
0 of 0
|< < > >|

# Phone Numbers



In Phone Numbers, you can see and manage all the phone numbers on the account, including their routing destinations and caller ID. If you don't see Phone Numbers in the menu, please contact Customer Support.

Using the *Search* field, you can filter the results by the phone number, destination, or address (including City, State, and Postal Code) associated with the Customer Service Record or E911 Record. As you type, the results of your search are displayed below.

Locate and select the phone number to view the Customer Service Record and edit the E911 record. Click the  **map** icon on the right to edit the destination. If you cannot access these settings, contact Customer Support for assistance.



The screenshot shows the 'Phone Numbers' page for 'Luigi's Pizzeria'. The left sidebar contains navigation options: Cloud PBX, Users, Phone Numbers (selected), Devices, Voicemail, Business Lines, SIP Trunk, and Call History. The main content area has a search bar for devices and a dropdown for CSR type. Below is a table of phone numbers:

Phone Number	Type	Destination	
1 (435) 625-0417	ELS	User - Luigi Mario Parker - (16173268008)	
1 (617) 326-8008	ELS	SIP Trunk - Main Trunk	

Below the table, there is a red link: [View the customer service record and edit E911 record](#). At the bottom right, there is a red link: [Edit the destination](#). The page also shows 'Items per page: 25' and '1 - 2 of 2'.

## Customer Service Record

The customer service record (CSR) includes the person's or company's name, postal code, and street address. This information is entered when the phone number is added to the account. If this address needs to be changed, please contact Customer Support.

**Customer Service Record**

**Address Preview**  
 353 E Spring Dr  
 Beaver, UT 84713

## E911 Record

An E911 address allows emergency services to determine the location of each phone or device in case they need to call 911. The registered address must be the physical address

where the device is located and include any additional information (such as a suite, apartment, building, etc.) necessary to identify the caller's location.

If the E911 address is the same as the CSR, check the **Same as customer service record** box. If not, uncheck the box and enter the correct information in the fields below. When you're done, click **[Save]**. It may take several hours for the changes to take effect.

**E911 Record**

Same as customer service record

Postal code\*

Enter address ✕

[Manual entry](#)

Provide lat/long ?

Latitude\*  
40.403741

Longitude\*  
-111.767273

[View lat/long in Google Maps](#)

Cancel
Save

FEATURE	DESCRIPTION
<b>Name</b>	The name of the individual or company the phone number belongs to.
<b>Postal Code</b>	The postal code of the address.
<b>Enter Address</b>	The address associated with the phone number. Start typing an address and options will populate below. Select the correct address.
<b>Manual Entry</b>	Enter the address manually. These fields will automatically populate with the existing information and are optional unless otherwise indicated. If the address is for a multi-unit building, you can add the Unit Type and Unit Number here.
<b>Provide Lat/Long</b>	Check this box to view and/or modify the latitude and longitude coordinates for the E911 address. <b>These coordinates determine the PSAP responsible for receiving the 911 call, not the ambulance dispatch location.</b> This additional information is useful for new addresses that haven't yet been registered with the Master Street Address Guide (MSAG).

When checked, Lat/Long is automatically generated using the provided address. Click View Lat/Long in Google Maps to see the approximate location. If you have more exact coordinates, enter them here and click **[Save]**.

# Phone Number Destination

When a phone number is added to the account, a destination is assigned so callers are routed to the right place. The destination can be changed at any time but is most often used to reassign a number from one user to another.

To change a phone number's destination:

1. On the **Phone Numbers** page, locate the phone number you want to modify and click the **right** side to expand destination settings.
2. Click the *Phone Number Rings To* drop-down menu and choose a new destination.
3. If the phone number is assigned to a user, you can check the box to assign this phone number as their caller ID (optional).
4. Select a priority ring tone, if necessary.
5. Click **[Save]**. The changes will be applied immediately.

### Phone Number Destinations

User groups
▼

Phone number rings to
▼

User - Rose Tyler - (tylerrose)
▼

**Assign Phone Number as Caller ID**

Priority ring
▼

Standard Ring
▼

Cancel
Save







## Customer Support

If you don't have access to the Phone Numbers page, please contact Customer Support for assistance.

# Devices


This section allows you to see all the devices on the account without having to go to the specific user. To locate a particular device, you can search for the owner's name, or MAC address. The list can also be sorted by MAC address or device type.

The screenshot displays the 'Devices' management interface. On the left is a navigation sidebar for 'TeleCom Power & Cable Cloud PBX Demo' with options like Users, Phone Numbers, **Devices**, Voicemail, Call History, and Settings. The main content area features a search bar labeled 'Search devices' and a table with the following data:

MAC Address ↑	Device Type	Owners	
0010fa6e384a	Cisco 8851 (3PCC)	Sarah Jane	 
0010fa6e384b	Grandstream GRP 2616	Mickey Smith	
0010fa6e386a	Yealink T58W	Donna Noble	
102ab12dc351	Cisco 8851 (3PCC)	Donna Noble	
682c7bcabd6a	Cisco 8851 (3PCC)	Sarah Jane	

At the bottom of the table, there is a pagination control showing 'Items per page: 20' and '1 - 5 of 5' with navigation arrows.

To view and manage device settings:

- Go to either:
  - Account > Cloud PBX > Users > Devices tab
  - Account > Cloud PBX > Devices
- Locate the device you want to manage and click  **Edit** on the right.


The breadcrumbs at the top of the page include the name of the user assigned to the device, so you always know what you're working on.

## Contact Support

To add a new device to the account, please contact Customer Support.

## Device Info

Here you can see the device's MAC Address, Device Type (make and model), and Configuration Status.

<p><b>Device Info</b></p> <p><b>MAC Address</b> 0010fa6e384a</p> <p><b>Device Type</b> Polycom VVX 300</p> <p><b>Configuration Status</b> Yes  <a href="#">Details</a></p>	<p><b>Configuration Status Details</b></p> <p><b>IP Address</b> 123.30.156.68</p> <p><b>Most Recent Download</b> Apr 6, 2023, 3:35 AM</p> <p><b>Download Response</b> 200</p> <p><b>User Agent</b> FileTransport PolycomVVX-VVX_300-UA/5.9.6.2327 Type/Application</p> <p style="text-align: right;"><a href="#">Close</a></p>
---	--

## Configuration Status

The Configuration Status indicates if the device is provisioned and registering on the voice server.

- **Yes:** The device is online and available for use. Click **[Details]** for more information.
- **No:** The device is not online. Make sure it is turned on and the MAC address is correct. If necessary, please contact Customer Support to update it.

## Bulk Line Configuration

Using Bulk Line Configuration, you can import (upload) a CSV file to quickly set up the lines on an IP phone, or to export (download) the current line configuration.


If you need to configure multiple IP phones in basically the same way, you can use a single CSV file with the standard configuration and upload it to each device. When necessary, you can make minor changes to the CSV file to give a user a unique setup. It's an easy way to configure multiple IP phones quickly and easily.

### Bulk Line Configuration

**Export Current Configuration**

Device Lines

**Import New Configuration**



Drop file or [click to browse](#)

Expected header row of LINE\_NUMBER, LINE\_TYPE, REFERENCE, REFERENCE\_NAME

## Import File Format

An import file for IP phone setup requires specific headers and must be a Comma Separated Value (CSV) file to be accepted. These are the required header and field values:

HEADER ROW	FIELD VALUES
<b>LINE_NUMBER</b>	The numeric line number on the device. The import does not accept line numbers that don't exist on the device.
<b>LINE_TYPE</b>	<p>Enter one of the following values to assign a feature to that line:</p> <ul style="list-style-type: none"> <li>• <b>Line:</b> Device line assigned to the owner of the IP phone. <ul style="list-style-type: none"> <li>– Line 1 <u>must</u> be set to Line. It cannot be set to another type.</li> </ul> </li> <li>• <b>ReferencedUser:</b> Shared line with another user on the account.</li> <li>• <b>PresenceBlfUser:</b> Assignment of the device line to monitor the state of another user on the same account.</li> <li>• <b>SpeedDialUser:</b> Assignment of the device line to another user on the account as a speed dial.</li> <li>• <b>SpeedDialTn:</b> Assignment of the device line to an external number or star code.</li> <li>• <b>CallParkingSpot:</b> Assignment of the device line to a parking spot.</li> <li>• <b>SipPaging:</b> Assignment of the device line to a paging group.</li> <li>• <b>Blank:</b> Device Line is <i>Deactivated</i>.</li> </ul>

**REFERENCE** The 3- to 6-digit extension of other users on the account (SpeedDialUser), or a speed dial phone number (SpeedDialTN).

**REFERENCE\_NAME** The user or object that owns the Reference. This field is listed on an export but is not required for an import.

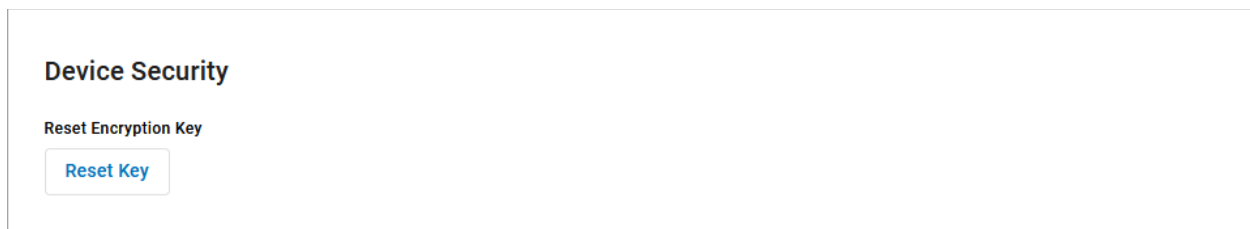
## Example Import File

LINE_NUMBER	LINE_TYPE	REFERENCE	REFERENCE_NAME
1	Line		
2	ReferencedUser	4000	Gary Summers
3	SpeedDialUser	4000	Gary Summers
4	PresenceBlfUser	8888	Doug Manager
5	SpeedDialTn	18014403529	Higgins Mobile
6	CallParkingSpot	103	Parking Spot 4

## Device Security

Each device has a unique encryption key which is used for provisioning. If a device is factory reset or unable to decrypt its configuration file (troubleshooting), you will need to reset the encryption key to reprovision the device.

1. Go to Devices > Edit.
2. Scroll down to **Device Security** and click **[Reset Key]**.



3. Read the warning, then click **[Confirm]** if you want to continue.

### Reset Encryption Key

- Each device has a unique encryption key to maximize security.
- If the device has been factory reset or needs to be factory reset please follow these steps to ensure that the device is successfully integrated.
  1. Factory reset device
  2. Click the reset encryption key button
  3. Configure the device to provision to <http://adpm.co> or [http://adpm.co/\\$PN](http://adpm.co/$PN) for Cisco, Linksys, or Sipura devices

Are you sure you want to reset your encryption key?

Warning: The device will need to be reset back to factory defaults and configured to provision to <http://adpm.co>

Dismiss

Confirm

4. Configure the device to provision to <http://adpm.co> or, for Cisco, Linksys, or Sipura devices, [http://adpm.co/\\$PN](http://adpm.co/$PN).

## Line Configuration

Individual lines on an IP phone can be assigned to a custom feature. Line 1 is the device owner’s main line and is always a *Device Line* type; it cannot be changed. All other lines are set to Deactivated by default, but another feature can be assigned from here, including:

- [Call Park](#)
- [Paging Group](#)
- [Shared Line](#)
- [Device Line](#)
- [Presence/BLF](#)
- [Speed Dial](#)

Line Configuration		
Line Number	Type	Assignment
1	Device Line	
2	Call Park	Parking Spot 1
3	Shared Line	Donna Noble
4	Presence/BLF	Mickey Smith
5	Presence/BLF	Donna Noble
6	Paging Group	Back Office
7	Deactivated	

Edit Device Line



To assign a feature to a line on a user's device:

1. Go to either:
  - Account > Devices
  - Account > Cloud PBX > Users > Devices tab.
2. Locate the device you want to manage and click **Edit**.
3. Under **Line Configuration**, edit the line you want to assign a feature to.
  - Line 1 will always be assigned the *Device Line* type. It cannot be changed.
4. Fill out any required fields and click **[Save]** when you're done.

## Contact Support

For any other device changes, please contact Customer Support.

## Call Park

Parking spots can be assigned to a line on the device. This allows a user to take an active call and put the caller in a designated parking spot at the press of a button. The call can then be picked up on any phone that has the parking spot set up in their line configuration by picking up the phone and pressing the line key assigned to the Call Park feature.

To add parking spots to the account, please contact Customer Support.

- **Type:** Call Park
- **Assignment:** Choose a parking spot.

**Device Line Info**

Line Number  
2

Type  
Call Park

Assignment \*  
Parking Spot 2

Cancel Save

## Device Line

A Device Line functions as an additional line assigned to the owner of the device. It is a traditional line, able to place calls with the user's outbound caller ID as well as receive or pick up calls sent to the user.

Line 1 is always set to Device Line; it cannot be changed. This is the primary line belonging to the device's owner.

**Device Line Info**

Line Number  
2

Type  
Device Line

911 callback number  
1 (206) 320-5102 - 1555 Broadway E, Seattle, WA...

Registration Status  
No ✖

Cancel Save

### Fax Enabled

To enable fax on this line, expand the **SIP Credentials** menu and check the box. This should only be enabled if this line is primarily for receiving faxes as these settings will *negatively* affect voice quality.

## Paging Group

Paging Groups are used to make one-way announcements to one or more devices. By assigning a line to a paging group, the phone will receive pages to that extension, and the user of that phone will be able to speed dial that line to page others of the group.

To set up a Paging Group, please contact Customer Support.

- **Type:** Paging Group
- **Assignment:** Select a group from the list

**Device Line Info**

Line Number  
2

Type  
Paging Group

Assignment \*  
Back Office

Cancel Save

## Presence/BLF

It's nice to know if someone's available before you try calling them. Presence monitoring uses the lights (Busy Lamp Fields) on your phone to indicate if an assigned user is Busy, Available, or Ringing on one or more devices.

Lines assigned to Presence/BLF also enable speed dialing between users.

- **Type:** Presence/BLF
- **Assignment:** Select a user from the list

### Device Line Info

Line Number  
2

Type  
Presence/BLF

Assignment \*  
Sarah Jane

Presence states include busy, available and ringing of 1 or more of their devices is on a call. Lines assigned to presence will also enable speed dialing between users.

## Shared Line

A shared line allows this user to receive and place calls as another user from their own phone. Inbound calls ring on both devices and either user can answer it on their IP phone. Outbound calls from the shared line utilize the outbound caller ID as the shared user. Dialing a star code (for forwarding calls, accessing voicemail, etc.) while on the shared line also affects the assigned user.

For users that have been assigned as a shared line on another device, that device will be listed in the user's Devices tab under Referenced Devices.

- **Type:** Shared Line
- **Assignment:** Select a user

### Device Line Info

Line Number  
2

Type  
Shared Line

Assignment \*  
Sarah Jane

## Example of a Shared Line

In the first image, when we edit Sarah Jane's device, we see that Line 3 is shared with Donna Noble.

Users < Details < Device

## Edit Device

### Line Configuration

Line Number	Type	Assignment	
1	Device Line		
2	Call Park	Parking Spot 1	
3	Shared Line	Donna Noble	
4	Presence/BLF	Mickey Smith	

In the second image, we see in Clara’s Devices tab that the Cisco 8851 belonging to Sarah Jane is shown in the Referenced Devices section.

Users < Details

## Donna Noble

Calls
**Devices**
Settings
Voicemail **0**

### Device Lines

[Add Device](#)

Device Type	MAC Address	Line Number	
Yealink T58W	0010fa6e386a	1-27	

### Referenced Devices

Device Type	MAC Address	Line Number	Device Owner
Cisco 8851 (3PCC)	0010fa6e384a	3	Sarah Jane

## Speed Dial

Speed Dial allows you to configure quick one-touch dialing to another user.

- **Type:** Speed Dial
- **Assignment:** Choose a user from the list

The screenshot shows a form titled "Device Line Info" with the following fields and options:

- Line Number:** 2
- Type:** A dropdown menu with "Speed Dial" selected.
- Assignment \*:** A dropdown menu with "Sarah Jane" selected.
- Buttons:** "Cancel" and "Save".

## Custom Speed Dial

Custom Speed Dial allows you to speed dial an outside line or a star code, like a [Pick Up Group](#).

- **Type:** Speed Dial
- **Assignment:** Custom Speed Dial
- **Speed Dial:** Enter a star code or a phone number or star code + phone number (\*0018005551234). Up to 30 digits max.
- **Speed Dial Display Name:** Enter a name for the group that will be displayed on your phone for the line.

The screenshot shows a form titled "Device Line Info" with the following fields and options:

- Line Number:** 2
- Type:** A dropdown menu with "Speed Dial - Custom" selected.
- Speed Dial \*:** An empty text input field.
- Speed Dial Display Name \*:** A text input field containing "Line 2".
- Buttons:** "Cancel" and "Save".

## Sidecar


Sidecars, also called expansion modules, can be provisioned on an IP phone for additional line keys and functionality. Edit an IP phone device and scroll down past Line Configuration to see the Sidecar section.



### Sidecar

Sidecar type  
CP-BEKEM-3PCC

Number of sidecars  
1

[Save](#)

1. **Sidecar Type.** Select a sidecar type from the menu. This list will only display options that are compatible with the IP phone being managed.
2. **Number of Sidecars.** Select the number of sidecars being added to the IP phone.
3. Click **[Save]**. The sidecar lines are displayed below.
4. To configure a line, click  **Edit** and assign a feature to it as appropriate.

Line Number	Type	Assignment
Sidecar 1 Page 1 Line 1	Deactivated	
Sidecar 1 Page 1 Line 2	Deactivated	

## Sidecar Bulk Edit

Use Sidecar Bulk Edit to automatically assign users (speed dial) to lines on the sidecar all at once. If there are more users than lines, some users may not be added.

### Important


Any bulk setup operation will overwrite the current sidecar configuration. It cannot be undone!

1. To perform a sidecar bulk edit, click **[Bulk Edit]**.
2. Select an option from the Setup dropdown, then click **[Save]** to implement it. There are three bulk sidecar setup options:
  - **Alphabetically.** Add all possible users in order by first name.
  - **By Extension.** Add all possible users in order by their extension number.
  - **Custom.** Choose specific users as sidecar lines in a single operation.

**Sidecar**

Sidecar type  
 CP-8800-A-KEM-3PC

Number of sidecars  
 1

**Bulk Edit**  **Save**










**Sidecar Bulk Edit**

Setup  
 Alphabetically

**Cancel** **Save**










## Alphabetically

Users are assigned to lines in alphabetical order.

Line Number	Type	Assignment	
Sidecar 1 Page 1 Line 1	Speed Dial	Bob Johnson	
Sidecar 1 Page 1 Line 2	Speed Dial	Chris Jenson	
Sidecar 1 Page 1 Line 3	Speed Dial	Donna Noble	
Sidecar 1 Page 1 Line 4	Speed Dial	Jack Murphy	
Sidecar 1 Page 1 Line 5	Speed Dial	John Miller	
Sidecar 1 Page 1 Line 6	Speed Dial	Mickey Smith	
Sidecar 1 Page 1 Line 7	Speed Dial	Ron Williams	
Sidecar 1 Page 1 Line 8	Speed Dial	Timothy Lee	
Sidecar 1 Page 1 Line 9	Speed Dial	Zack Davis	

## By Extension

Users are assigned to lines in order of the user’s extension number.

Line Number	Type	Assignment	
Sidecar 1 Page 1 Line 1	Speed Dial	Timothy Lee	
Sidecar 1 Page 1 Line 2	Speed Dial	Mickey Smith	
Sidecar 1 Page 1 Line 3	Speed Dial	Bob Johnson	
Sidecar 1 Page 1 Line 4	Speed Dial	Donna Noble	
Sidecar 1 Page 1 Line 5	Speed Dial	Jack Murphy	
Sidecar 1 Page 1 Line 6	Speed Dial	Chris Jenson	
Sidecar 1 Page 1 Line 7	Speed Dial	Zack Davis	
Sidecar 1 Page 1 Line 8	Speed Dial	John Miller	
Sidecar 1 Page 1 Line 9	Speed Dial	Ron Williams	

## Custom










Use the checkboxes to add or remove users on the sidecar.

**Sidecar Bulk Edit**

Setup  
Custom ▼

Select	Username
<input checked="" type="checkbox"/>	John Miller
<input checked="" type="checkbox"/>	Zack Davis
<input checked="" type="checkbox"/>	Jack Murphy
<input type="checkbox"/>	Ron Williams
<input type="checkbox"/>	Donna Noble
<input type="checkbox"/>	Bob Johnson
<input type="checkbox"/>	Chris Jenson
<input type="checkbox"/>	Timothy Lee
<input type="checkbox"/>	Mickey Smith

Cancel Save

Line Number	Type	Assignment	
Sidecar 1 Page 1 Line 1	Speed Dial	John Miller	
Sidecar 1 Page 1 Line 2	Speed Dial	Zack Davis	
Sidecar 1 Page 1 Line 3	Speed Dial	Jack Murphy	
Sidecar 1 Page 1 Line 4	Deactivated		
Sidecar 1 Page 1 Line 5	Deactivated		
Sidecar 1 Page 1 Line 6	Deactivated		
Sidecar 1 Page 1 Line 7	Deactivated		
Sidecar 1 Page 1 Line 8	Deactivated		
Sidecar 1 Page 1 Line 9	Deactivated		


## Swap Device

Got a user upgrading (or downgrading) from one device to another? Switching out the devices on the Voice Portal is fast and easy. The new device must have the same (or more) number of lines that are configured on the original device.

If a sidecar is currently enabled, disable it before switching the device, then set it up again after the switch.

1. Click **[Swap]**.
2. Enter the information for the new device in the fields provided.
  - **Device type:** Select the new device type. If the device you're trying to use isn't listed here, please contact Support.
  - **MAC address:** Enter the device's MAC address.
  - **Device name:** Optionally, enter a name for the device.
3. Double-check the list of **Affected Device Lines** to make sure the swap won't break anything. Once the switch is complete, you may need to set up these lines again.
4. Click **[Save]** to complete the switch.

### Swap Device – 1112223334ab

Device type \*  
 Yealink T53W 

MAC address \*  
 0010fa6e395b

Device Name  
 Line 2

**Affected Device Lines**

Username	Device name	Line
rosetyler	Rose	1
rosetyler	Line 2	2

Cancel Save

# Voicemail

This section houses *all* the voicemail boxes set up on the account. The settings here are the same as they are in the [Users > Voicemail](#) tab. Click **[Edit]** on the right for details.

Name ↑	Owners	Voicemails (New/Total)	
Luigi Parker	Luigi Mario Parker	1/1	<b>Edit</b> ▾
Princess Peach	Princess Peach	0/0	

## Voicemail Box Details

Luigi Parker Luigi Mario Parker 1/1

### Voicemail Box Details

Voicemail Box Name

Owner Luigi Mario Parker

FIELD	DESCRIPTION
<b>Voicemail Box Name</b>	The name of the voicemail box. The name can be edited here, if necessary.
<b>Owner</b>	The user assigned to this voicemail box.  To change the owner, go to the user's Voicemail tab and select their name from the drop-down menu.

## Voicemail Box Greetings

Users can upload and download their voicemail greetings and personal name recordings. Click the field to select a file from your computer, then click **[Upload]**. The upload will accept .wav, .mp3, and .ogg files that are less than 10MB.

**Voicemail Box Greetings** i

---

**Basic Greeting**

Accepted files: WAVE, MP3, and OGG files under 10MB

**Personal Name**

Accepted files: WAVE, MP3, and OGG files under 10MB

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**Custom Greetings**

Any custom voicemail greeting upload here will override basic and personal name greetings.

**Busy Greeting**


Accepted files: WAVE, MP3, and OGG files under 10MB


**No Answer Greeting**



Accepted files: WAVE, MP3, and OGG files under 10MB

## Messages



Voicemail messages saved to the box are listed here. Messages can be sorted by Time/Date, Length, and Status (New or Saved). Hover over an individual message to see the management tools on the right.

Please note, you can  download *your own* voicemail messages from the Voice Portal, but you will not have the option to download messages for other users.

**Messages** 

<input type="checkbox"/> Date/Time ↓	Caller	Length	Status	
<input type="checkbox"/> May 28, 2021 5:15 PM	1 (801) 534-4672	3 seconds	New	 
<input type="checkbox"/> Jan 20, 2016 10:40 AM	2001	2 minutes, 59 seconds	New	
<input type="checkbox"/> Jan 20, 2016 10:36 AM	2001	2 seconds	New	

1-3 of 3 < >

FIELD	DESCRIPTION
 <b>Save</b>	Change the status of the message to <i>Saved</i> .
 <b>Delete</b>	Delete this message from the box.

To delete all or multiple messages at once, select the message on the left and then click the trash icon at the top right.

## Message Waiting Indicator

The message waiting indicator (MWI) on the user's device notifies them when a new voicemail message is available. Once the message has been listened to or deleted, the MWI will turn off.


# Message Settings

### Message Settings

**Forward voicemail to email**

**Save copy in voicemail box**

Email addresses

s.jane@demo.com 

**Save**

## Forward Voicemail to Email

Messages left on the user's voicemail box can be forwarded as an .mp3 file to one or more email addresses. Users also have the option to keep a copy of the message in their voicemail box when it's forwarded.

1. Check *Forward Voicemail to Email*.
2. Optionally, check *Keep a copy in voicemail box*.
  - When checked, the message waiting indicator (MWI) on the user's device will stay on until they've listened to or deleted the message from their voicemail box.
3. Enter one or more email addresses, each separated by a comma.
4. At the bottom of the section, click **[Save]**.

# Call History

Call History holds the records of all calls made and received on the account. Calls are listed in chronological order with the most recent call at the top. Call data is organized into columns that show the date and time of the call, where the call originated (From), and where the call terminated (To).

At the top right of the page, the current record list can be emailed as a CSV file.

## Call History

✉ Email CSV

Date Range

10/21/2023 – 11/20/2023

Start time

12:00 AM

End time

11:59 PM

Filters

↻

Date	From	To	⋮
November 20, 2023 at 4:19 PM EST 0 seconds	1 (555) 555-0123 SANDY, UT	1 (222) 222-3456 PROVO-OREM, UT	⋮
November 20, 2023 at 4:14 PM EST 1 minutes	1 (555) 555-0123 SANDY, UT	1 (222) 222-3456 PROVO-OREM, UT	⋮
November 20, 2023 at 4:14 PM EST 10 seconds	1 (555) 555-0123 SANDY, UT	1 (222) 222-3456 PROVO-OREM, UT	⋮

## Filters

Apply call filters to locate specific call records. Once your parameters are set, the matching call records are displayed below.



- **Search:** Enter a number in the *Search phone numbers* field to search for a specific phone number or extension. Results automatically populate after the first three digits are entered.
- **Date/Time:** Modify the date and time ranges or delete them entirely to gather the data you need. By default, the last 30 days of call records are shown that occurred between 12:00 AM and 11:59 PM, based on the account's time zone settings.
- **Filters:** Click **[Filters]** to filter the call records by Direction, Number, and/or Call Flags.
- **Reset:** When you're finished with your search, click **Reset Filters** to remove any parameters and display all calls.

The screenshot shows a search interface with three main sections:

- Date Range:** A calendar view for October 2023 with the date 26 selected. Above it, the range is set to 9/26/2023 - 10/26/2023.
- Start/End time:** A time picker showing 12:00 AM to 11:59 PM. A dropdown menu is open, showing options from 01:01 PM to 06:06 PM.
- Filters:** A list of checkboxes:
  - Direction:**  Inbound,  Outbound
  - Number:**  From,  To
  - Call Flags:**  Answered,  Busy,  Forwarded,  Missed,  Sent To VM

## Call Options

To view a call's details, click the  menu on the right. The option to block the number is also available for inbound calls.

November 20, 2023 at 4:19 PM EST 0 seconds	1 (555) 555-0123 SANDY, UT	1 (222) 222-3456 PROVO-OREM, UT	 Block Number Details 
November 20, 2023 at 4:14 PM EST 1 minutes	1 (555) 555-0123 SANDY, UT	1 (222) 222-3456 PROVO-OREM, UT	
November 20, 2023 at 4:14 PM EST 10 seconds	1 (555) 555-0123 SANDY, UT	1 (222) 222-3456 PROVO-OREM, UT	

## Block Number

If necessary, you can block an inbound caller from making additional calls to either the user or the account.

1. Click **[Block Number]**.
2. Select whether the number should be blocked on the user or the account.
3. Click **[Confirm]** to add the inbound phone number to the blocked caller list (in [Call Screening](#)).

**Select Screening Location**

User

Account

Cancel   Confirm


## Details

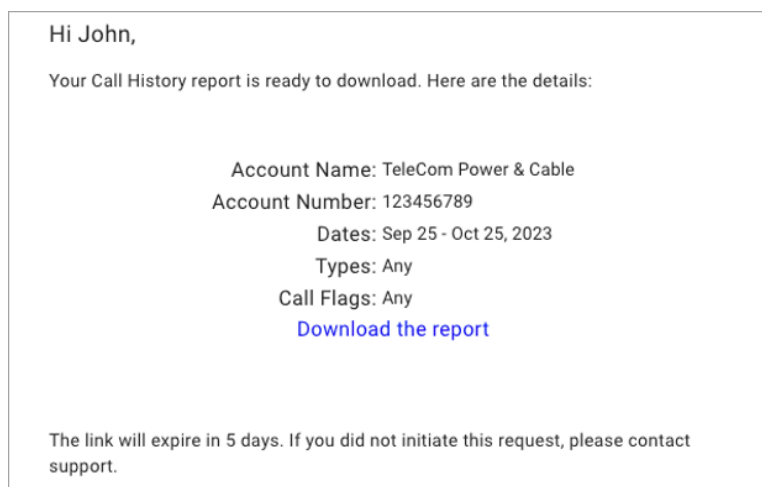
Call details include the date, time, and length of the call, as well as the cost, origination, dialed, and termination information.

FIELD	DESCRIPTION
<b>Time and Length</b>	When the call started, connected, and ended, what duration of the call was billed, and the actual length of the call.
<b>Cost</b>	The cost of the call, if the call was within the calling plan, and the rate per minute from the plan.
<b>Origination</b>	The number and location of the originating call, and if the call came from on or off Alianza's network.
<b>Dialed</b>	The number that was originally dialed by the call's originator.
<b>Termination</b>	The number and location of the call recipient user that received the call, and if they were on or off Alianza's network.

## Email a Call History Report

Once you've applied the appropriate filters to locate the data you need, you can export the data into a CSV file.

1. At the top right of the Call History page, click  **Email CSV**. A banner displays on the page to indicate that your report is being generated.
2. When the file is ready, an email is sent with a link to download the report. The link **expires in 7 days** and can only be used once. Here's an example of what the email looks like:



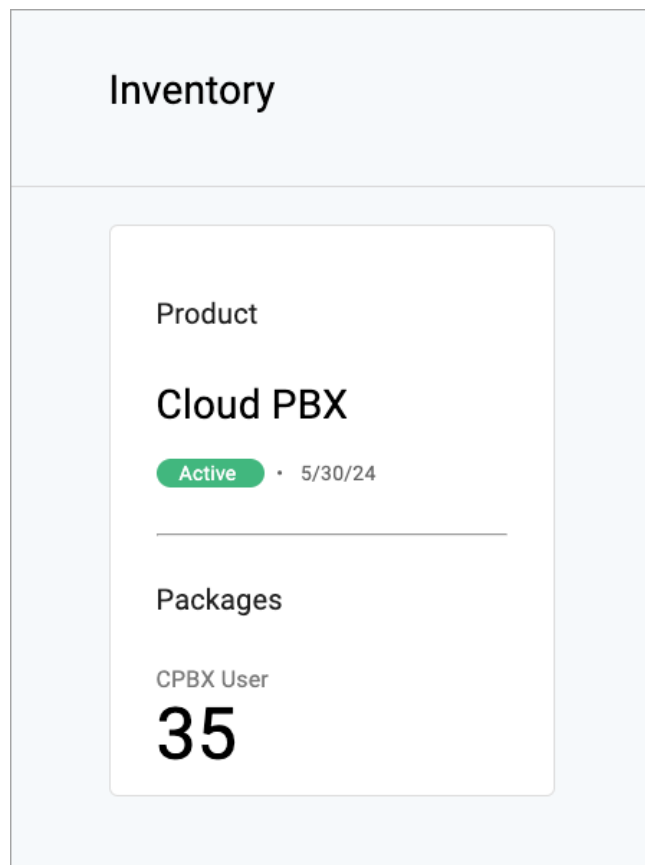
# Analytics

## Inventory

The inventory dashboard displays a read-only view of all the products and packages in the account.

Each product is organized by name, the account status (Active, Suspended, or Disabled), the date the status was last updated, and any packages that are included. Listed below each package is the number of associated users.

For example, if an account has the Cloud PBX product, the packages indicate how many Cloud PBX users exist.



The screenshot shows a card titled "Inventory" with a light blue background. Inside the card is a white rounded rectangle containing the following information:

- Product**
- Cloud PBX**
- Active** (in a green pill) • 5/30/24
- Packages**
- CPBX User**
- 35** (in a large font)

# Settings

Most settings that apply to the entire account can only be managed by your service provider, but the settings you can manage are available here.

## Emergency Call Notifications

In recent years, the FCC has passed Kari's Law and RAY BAUM's Act to help expedite response to emergency services to callers and improve outcomes. As part of Kari's Law, all multi-line telephone systems (MLTS) must be preconfigured to send a notification to an on-site location (like a front desk or security office) when a 911 call is made.

For Emergency Call Notifications to work, each phone number on the account must be successfully configured with a valid [E911 record](#), which includes the physical address where the device is located and any other information necessary to precisely identify the caller's location. It is the end user's responsibility to keep this information up to date, but they may need a reminder.

The screenshot shows a web interface for 'TeleCom Power & Cable' with a sidebar on the left containing navigation options: Cloud PBX, Call History, Settings (selected), Calls, and Emergency Notifications. The main content area is titled 'Emergency Notifications' and contains two panels. The left panel, 'Emergency Call Notifications', includes a note about Kari's Law, a checkbox for 'Alternative solution in use', and input fields for 'Email' and 'SMS', with a 'Save' button. The right panel, 'Testing Notifications', provides instructions on how to test the notifications and includes a 'Test Notifications' button.

### Alternative Solution

Emergency Call Notifications are *required* for any and all MLTS manufactured, imported, sold, leased, or installed after **February 16, 2020**. If your account already meets this requirement with an on-premises solution, select *Alternative solution in use*.

## Configure Notifications

It is important that you choose to notify a central location where someone will see or hear the notification, such as a managed distribution list of on-site personnel (front desk, security office, administrators, etc.), rather than an individual who may or may not be at the location 100% of the time. While there isn't a limit on how many contacts can be entered here, make sure the number is reasonable for your organization.

1. Go to Settings > General: Emergency Notifications.
2. Identify the email address(es) and SMS-capable phone number(s) that will be notified when an emergency call is placed from a number on the account. Enter those email addresses and phone numbers in the portal, then click **[Save]**.
3. Click **[Test Notifications]** to send a test to make sure it's working.
  - Alternatively, you can ask the end user to dial 933 to verify their emergency call record with their E911 provider. The call will be connected to an automated 911 verification service, which will play back the dialing phone number and its associated address and send a test notification to the ENS recipients.
4. Confirm with the recipients they have received the test notification, and they understand what it's for.

Now, when someone on your account dials 9-1-1, the emergency call is processed and a notification is sent to the recipients configured in the portal, so they are made aware of the situation and can assist emergency responders upon arrival.

SMS text messages are sent from 1-833-210-3911 (toll-free).

## Emergency Notification Log

The Emergency Notification Log contains a complete history of all test and emergency call notifications sent from this account. The notification type is identified on the left, followed by the date, time, and sent status:

- **Successful:** The notification was successfully sent to all parties.
- **Partially Failed:** The notification was sent to some but not all parties.
- **Failed:** The notification was not sent.

### Emergency Notification Log


Notification Type	Date	Sent Status	
933 Test	12/14/2022 - 08:59 AM	Successful	▼
933 Test	08/17/2022 - 04:11 AM	Partially Failed	▼

Expand an entry for details.

933 Test	11/16/2022 - 12:20 PM	Successful	▲
----------	-----------------------	------------	---

**933 Test Log**  
1 (218) 555-6412

Email	Status
smith.mickey@demo.com	✔ Sent



No SMS recipients

933 Test	08/17/2022 - 04:11 AM	Partially Failed	▲
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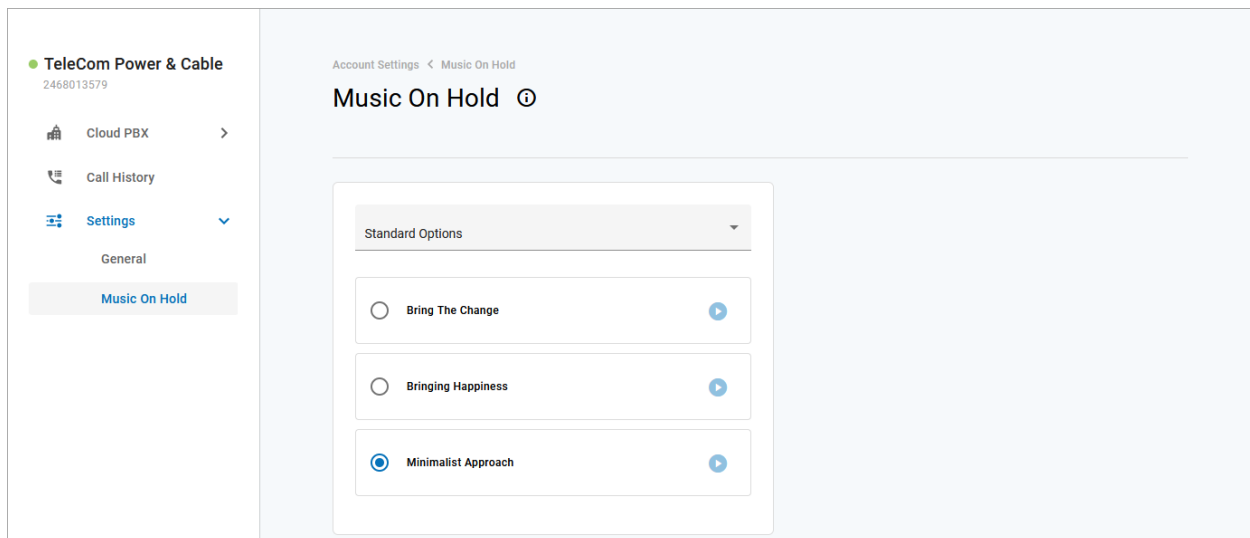
**933 Test Log**

Email	Status
s.jane@demo.com	✔ Sent
d.noble@demo.com	✔ Sent

SMS	Status
1 (385) 555-0459	✘ Failed
1 (801) 555-3995	✘ Failed

# Music On Hold


On hold music and messaging is a proven marketing tool for any company. Silence, bad music, or playing the radio is a wasted opportunity to create a positive customer experience. With the right audio, callers are less likely to hang up and are more likely to be in a good mood.



Follow these steps to update the hold music on your account.

1. Go to Settings > Music On Hold.
2. Select a setting from the menu to apply it to the account:
  - **None (Intermittent Beep)**: The caller will hear two short beeps every 15 seconds.
  - **Standard Options**: Choose one of three looped, copyright-free audio files.
  - **Custom Audio**: Upload any MP3, OGG, or WAV file under 15 MB.
3. The new setting will be applied to the account immediately – no saving necessary.

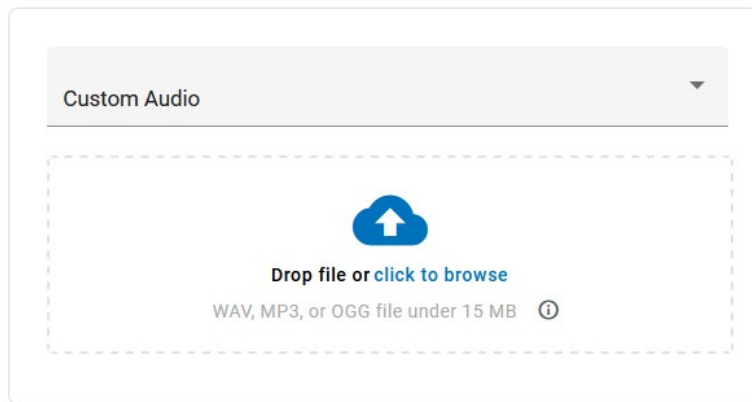
## Listen to Audio Files in Your Browser

To hear what a file sounds like, click the  **play** button on the right. Standard options can be played before (and after) you make a selection, and a custom audio file can be played once it's been uploaded.

## Upload Custom Audio

Give your account a personal touch by uploading custom music for callers to listen to while on hold. Use any .wav, .mp3, or .ogg file under 15 MB that you have rights to.

- To upload a custom audio file, do one of the following:
  - Drag and drop the file from your computer to the upload area.
  - Click the link in the upload area, then select an audio file from your computer, and click **[Open]**.



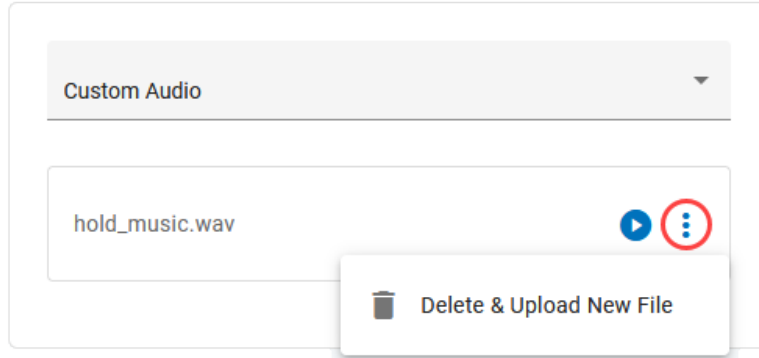
- Once uploaded, the file will be transcoded and optimized for use by the phone system, which *will* result in some degree of quality loss. To hear what it sounds like, click the **▶ play** button on the right or call a phone number on your account and ask to be placed on hold.

Once the page is refreshed, the file will be renamed to **hold\_music.wav**.

## Change Custom Audio

Only one custom audio file can be uploaded to the account at a time. To change the current audio file, open the **⋮** three dots menu on the right and select *Delete & Upload New File*, then drag and drop the new file to apply it to the account.

Between the time one file is deleted and another is applied, Music On Hold will be set to *None (Intermittent Beep)*.





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