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# DIGITAL VOICE SERVICES

Commercial User Guide

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# Business Telephone Features Overview

Welcome to Digital Voice, the telephone service for Colorado's first Gig City!

As a NextLight customer, you've experienced the quality and reliability of our community-owned fiber-optic internet service, a network that has been the envy of the nation. With Digital Voice, we bring those expectations to your telephone service, empowering your phone with our fiber.

This user guide will help you take advantage of the many useful features Digital Voice offers. If you need further assistance, please call 303-651-8386 to reach our technical support team. We are YOUR service, here to meet YOUR needs with locally-based customer support.

Thank you for making Digital Voice a part of your NextLight experience.

## **Telephone Portal**

Our Digital Voice service includes your own online voice management portal at [longmont.user.alianza.com](http://longmont.user.alianza.com). Login to see your call history and access controls for many features. (Many features may also be set directly from your phone, using the star codes found on pg. 34.) To get your login information, please call NextLight technical support at 303-651-8386.

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## Setting Up Your Digital Voice Online Portal

### *Logging into the Online Portal*

To log into the NextLight Digital Voice online portal, you will need to have your username and password.

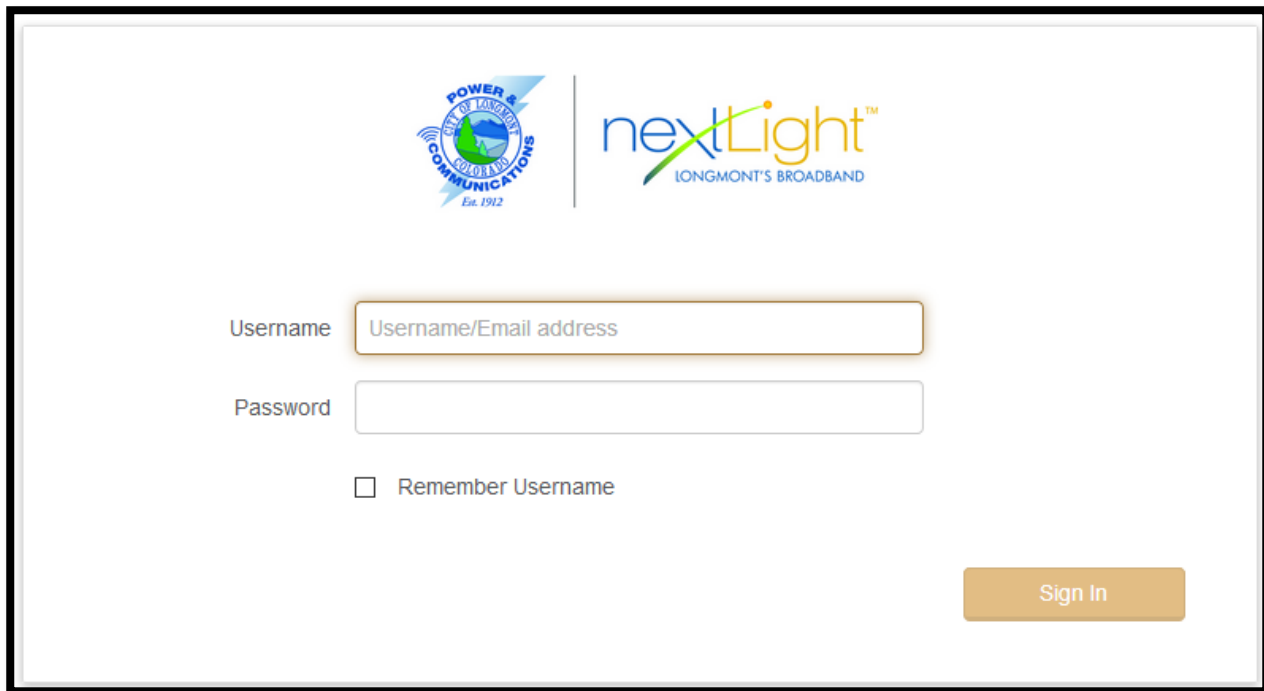
#### *First-Time Login:*

1. Go to longmont.user.alianza.com.
2. Enter your username (6 digit NextLight account followed by an underscore and then their 11-digit phone number. **Ex: 123456\_13031234567**).
3. Enter the temporary password.
4. Click the “Sign In” button.
  - a. There is the optional choice to have your username be remembered.
5. The system will prompt you to create a new password.
  - a. Your password must be at least 6 characters in length and contain 2 of the following: special character, number, upper case letter, or lower-case letter.

#### *Future Logins:*

1. Got to longmont.user.alianza.com.

2. Enter your username (6 digit NextLight account followed by an underscore and then their 11-digit phone number. Ex: 123456\_13031234567).
3. Enter the password you created.



The image shows a login form for NextLight. At the top, there are two logos: 'POWER & COMMUNICATIONS COLORADO Est. 1912' and 'nextLight™ LONGMONT'S BROADBAND'. Below the logos, there are two input fields: 'Username' with a placeholder 'Username/Email address' and 'Password'. Below the password field is a checkbox labeled 'Remember Username'. At the bottom right, there is an orange 'Sign In' button.

### ***How to Reset Your Portal Password***

1. Click on the button labelled with your name in the top-right part area of the screen.
2. Click on "Change Password".



The image shows a user menu in the top-right corner of the NextLight portal. The menu is open, showing the user's name 'Tyler Wilson' and two options: 'Sign Out' and 'Change Password'. Below the menu, there is a 'User Info - Tyler Wilson (18014068300)' section.

3. In the new window, enter in the current password and then the new password twice.
  - a. Your password must be at least 6 characters in length and contain 2 of the following: special character, number, upper-case letter, or lower-case letter.
4. Click "Confirm".

Changing Password for 18014068300

3

Password

3

New Password

Confirm Password

New Password must be at least 6 characters in length and contain 2 of the following: special character, number, upper case letter, or lower case letter.

4

Cancel

Confirm



# Setting up your Phone

## **Emergency Services - 911**

When someone dials 911, the call is sent to the closest PSAP (Public-Safety Answering Point) – a special 911 call center belonging to the local police, fire, and ambulance services.

Although validating your address is something we do, helping provide the correct location of each phone will help ensure accurate information is sent in the event of an emergency.

**Important Note:** *If there is loss of power or internet access, your phone may be unavailable to place a 911 call.*

## **911 for Remote Office Users**

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

## **Outbound Caller ID**

The caller ID number sent with outbound calls is set on each user. Users can send out the main company number, a specific user-assigned number, or not send out any caller ID.

*Note: Calls to 911 ignore the caller ID settings of the user and send the 911 callback number set on the device.*

## **Internal Caller ID**

When calling another user on your PBX, the user’s extension with their name is the caller ID.

## **Caller ID Block per Call**

Prevents your caller ID (name and number), from being displayed to the next person you call.

## **Caller ID Block for All Calls**

Prevents your caller ID from being sent on all calls. You can toggle the Caller ID Block.

*Note: To send your caller ID information for a single call, you can use \*65 before the number.*

## **Caller ID Name/CNAM**

The name sent with caller ID, sometimes referred to as CNAM, is a setting on the phone number.

*Note: Most mobile phone carriers don’t send Caller ID Name to mobile phones. Mobile phones use the Caller ID number and look-up the name in the phone’s contact list.*

## **IP Phone Settings**

IP phones have expanded functionality to support a number of commercial features. These features allow intra-office communication to become more efficient.

*\* See the end of this document for more information on the IP phone features and setting them up.*

# Managing Calls/Using your phone to perform common tasks

## **How to Dial**

If you are using an IP phone, it allows you to pick up the handset and, once you hear the dial tone, dial the number; or it allows you to dial the number before picking up the handset. In either scenario, you can “backspace” to correct the number you are dialing without redialing the number from the beginning.

If you are not using an IP phone, you will need to pick up the handset and, once you hear the dial tone, dial the number.

*Note: To let us know you are calling a number that isn't an extension, dial a 9 and we will know to let you finish entering the full phone number.*

## **Social and Public Services**

The following services are available using a short code through your phone service.

### **211 – Community Services Assistance**

Access to information about health and human services by dialing “211” (United States).

### **411 – Directory Assistance**

Nationwide U.S. Directory Assistance can be reached by dialing “411”.

### **711 – Telecommunications Relay Service**

Telecommunications Relay Service (TRS) can be accessed by dialing “711” (United States and Canada).

### **811 – Local Utilities “Call Before You Dig”**

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

### **911 - Emergency Services**

When you dial “911”, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address.

*Note: The 911 operator is sent the callback number and address for that number.*

## **Call Trace**

Call Trace allows you to mark a harassing or threatening phone call.

*Note: This action doesn't initiate any law enforcement or actions against the caller. You must take additional actions to establish a case with your local law enforcement agency.*

# How and Which Calls Ring your Phone

## ***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: either being blocked, sent directly to voicemail, or forwarded to another phone number (like your mobile).

## ***Anonymous Call Block***

Calls from anonymous callers or phones not sending a caller ID, can waste your time and distract you from other calls you want to take. These calls can be filtered from even ringing your phone. You can choose to have anonymous callers either hear a busy signal or a message informing them that you are not accepting calls from anonymous callers.

## ***Call Screening – Custom Number***

If you want to prevent calls from a specific number, you can use the Custom Call Screening feature to control who can call your phone.

## ***Call Forwarding***

When you will not be available to answer calls on your phone, you can have the calls forwarded somewhere else.

## ***Call Forwarding - Remote Access***

When you are 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.

*Note: This service will continue to function even if there is a power outage, Internet outage, or device failure.*

## ***Call Forward when Busy***

When you are on another call or your phone is off-hook you can send your calls to another number.

## ***Call Forward No Answer***

Rather than have your unanswered calls go to voicemail, you can have calls forwarded to another phone number.

## ***Scheduled Rules***

You may set up a schedule to forward calls during certain hours, like a lunch break. Your phone will be forwarded at the same time every day, based on the schedule you set.

## ***Voicemail and Unified Messaging***

You can have your voicemail messages delivered to an email address or listen to your voicemail messages by dialing into the voicemail system.

## ***Voicemail to Email***

Voicemail messages can be converted to an mp3 file and sent to an email address or list of email addresses. Voicemail to email can be setup using the online voice portal.

### ***Access on Power/Connectivity Failure***

In the event of a power outage, internet outage, or device failure; people that attempt to call you will go to your voicemail. Call Forwarding, Sim Ring, or Find-Me/Follow-Me will continue to function.

### ***Remote Access to Voicemail***

Even when you are away from your phone, you can call into your voicemail box to check voicemail messages. Dial “#” while listening to your voicemail message to access your voicemail box.

*Note: You must have set up a PIN from your phone to be able to access your voicemail remotely.*

### ***Busy and No Answer Voicemail Greetings***

You can let callers know a little more about why you did not answer the phone. You can have callers hear a different greeting when you are on the phone (busy) versus when you are not around to answer (no answer).

### ***Voicemail Message Waiting Indicator (MWI)***

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

### ***Shared Voicemail***

A voicemail box can be set up to be accessed by multiple people. Each user has an independent PIN to log into the voicemail box. Any user assigned to the voicemail box can listen to messages, set up a greeting, and forward messages to email.

## **Account-wide Services**

### ***Auto Attendant***

Inbound calls to your main company number can be answered by a recorded message allowing callers to make a selection and get connected with the right department or person.

### ***Music on Hold***

This allows you to set not only music, but also specific messaging for your company that your callers will hear whenever they are placed on hold.

*Note: This feature is limited to one audio file for your account.*

### ***Faxing***

The Virtual Fax (VFax) solution is an alternative to a physical fax machine which allows you to receive faxes via email. This gives you flexibility, allowing you to work from anywhere. This is accomplished by our system converting faxes it receives into PDF files, which are then delivered to the specified email address. We offer both Dedicated VFax, where a line on your account is strictly for receiving faxes, and Shared VFax, where a line may receive both phone calls and faxes and the system will differentiate which is which and react appropriately.

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

# IP Phone Features & Managing Your IP Phone

## ***Call Hold***

If set up on your account, when placing a call on hold, the caller will listen to hold music. Your phone will let you know that you have a call holding for you by displaying the holding call.

## ***Call Transfer – Attended Transfer***

When you want a chance to talk to the person to whom you are transferring a call, try this. The person you are calling will see that the call is coming from your caller ID.

## ***Call Transfer – Blind Transfer***

If you are sending a call to another party, use this method. The party you transfer the call to will see the call as if it is coming from the original caller.

## ***Call Conference***

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

## ***Do Not Disturb***

When you are busy and don't want your phone to ring, you can activate "Do Not Disturb". This will cause all calls to be sent directly to your voicemail box.

*Note: When you are available to take calls again, simply deactivate the service and calls will once again ring your phone.*

## ***Directory***

If available on the IP phone you are using, a company directory will be accessible and is automatically generated based on the user information on the account.

## ***IP Phone Line Types***

The IP Phone lines can be assigned within the voice portal to one of seven available types (Device Line, Call Park, Paging, Presence/BLF, Shared Line, Speed Dial, & Deactivated). To change a device line from the default of Deactivated to another option, select the Edit option on the device line. The device line types are available from the Type drop down, See Figure 1.

## Line Configuration

Line Number	Type	Assignment	
1	Device Line		▼ Edit
2	Shared Line	Gary Summers	▼ Edit

Device Line Info

Line Number 2

Type Shared Line ▼

Assignment

Call Park

Deactivated

Device Line

Paging Group

Presence/BLF

**Shared Line**

Speed Dial

Deactivate

Save

3			▼ Edit
4			▼ Edit
5			▼ Edit
6			▼ Edit

Figure 1 - Device Line Types

### Call Park

Parking Spots can be assigned on an account and then added as a line to the device. This allows the 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 call park button.

### Device Line

Selecting a Device Line adds an additional line assigned to the owner of the device. This line functions as a new device line for the user. The device line is a traditional line, able to place calls with the outbound caller ID of the user as well as receive or pick up calls.

### Paging Group

Paging groups are used to make one-way announcements to one or more devices. By assigning users to a Paging Group, all of the users assigned to that group can be contacted at once via their device's speaker, just by pressing the paging group set up in the line configuration of the device.

### Presence/BLF

The option to watch another user's call state and perform actions based on that state is covered with the Presence/BLF (Busy Lamp Field) type. This allows a user to see if another user is Unavailable,

Available or Ringing. Based on the status, selecting the assigned line on the IP Phone performs different actions.

### *Presence/BLF User States*

- Available – The assigned user has at least one device line registered and is not on a call.
- Unavailable – The assigned user is on a call or none of the user's device lines are registered.
- Ringing – The assigned user has at least one device line ringing.

### *BLF Actions by State*

- Available – Selecting the presence/BLF line will act like a speed dial and call the user.
- Unavailable – Selecting the presence/BLF line will follow the user's handling rules.
- Ringing – Selecting the presence/BLF line will pick up the user's ringing call.
- I am on a call – If the IP Phone user is on a call and selects a presence/BLF line the call will be transferred to the assigned user of the presence/BLF line.

### *Shared Line*

A shared line allows the user to select another user on the account. This allows the user to receive and place calls as that user from their IP Phone. For inbound calls, the selected line rings when the user it's assigned to receives a call and the user can answer that ringing call on their IP Phone. For outbound calls, placing a call from the shared line utilizes the outbound caller id as the shared user. Dialing a \* code also affects the assigned user if you are forwarding calls or accessing voicemail.

### *Speed Dial*

The speed dial type allows the user to configure quick one touch dialing from their IP Phones. Speed dial buttons can be configured to dial other users on the same account or custom speed dials.

#### *Speed Dial - User*

When assigning a speed dial a user can be selected. Selecting that user assigns them as a speed dial to the line number on the IP Phone. This assignment is saved on the Alianza system and allows the setting to persist through device failure.

#### *Speed Dial – Custom*

Also, the user can assign a custom speed dial that places an outbound call through the speed dial button. This option allows the user to enter the number that is tied to the speed dial button. Example use cases would be an external phone number or a star code. The Speed Dial Display Name field is the text that will be displayed on the IP Phone for the speed dial line.

### *Sidecar Provisioning*

Sidecars, also called Expansion Modules, are now available on the Alianza Cloud Voice Platform. To enable a sidecar, an IP Phone must first be added. Once an IP Phone has been added, the options for sidecar provisioning are visible under the device lines. See Figure 2.

Side Car Type

VVX Expansion

Number Of Side Cars

1

Setup Side Car Lines

Line Number	Type	Assignment	
Side Car 1 - Page 1 Line 1	Speed Dial/Directory	Nick Fury	▼ Edit
Side Car 1 - Page 1 Line 2	Speed Dial/Directory	Natasha Romanoff	▼ Edit
Side Car 1 - Page 1 Line 3	Speed Dial/Directory	Tony Stark	▼ Edit

Figure 2 - Sidecar Setup

The user is allowed to select from the available sidecar types as well as the number of sidecars. These sidecar types will only display options that are compatible with the IP Phone that is being managed. After selecting the number of sidecars, select save on the device and then sidecar lines will appear for editing.

### *Individual Sidecar Line*

Once a sidecar is added to an IP Phone the user can individually setup each line in the same way as setting up a line on the IP Phone.

### *Bulk Sidecar Setup Alphabetical, by Extension, or Custom*

There are three bulk sidecar setup options which allow the user to setup speed dial assignments Alphabetically, by Extension Number, or Custom. Note that the bulk options are limited to add the number of users as the count of available lines on the sidecars. Also note that any bulk setup will overwrite current sidecar configurations. See Figure 3.

- Alphabetically will add users ordered by last name.
- By Extension will add users ordered by extension number.
- Custom will allow the user to quickly add users as sidecar lines in a single operation.



Sidecar

Sidecar Type VVX Expansion

Number Of Sidecars 1

[^ Bulk Sidecar Setup](#)

Sidecar Line Setup

Line Number
Sidecar 1 - Page 1 Line 1
Sidecar 1 - Page 1 Line 2
Sidecar 1 - Page 1 Line 3

Alphabetically

By Extension

Custom

Figure 3 – Bulk Sidecar Setup

### Import & Export Device Lines – Bulk Line Configuration

Users setting up multiple IP Phones on the account can utilize the Import/Export functionality of the IP Phone Provisioning in the Bulk Line Configuration section. Utilizing this feature, the user can make minimal changes to a CSV file to make a unique configuration for each user's device and then upload those changes for quick setup. See Figure 4.

32165498732f      Polycom VVX 300/310      Paul Owner      [Edit](#)

Device Info

MAC Address    32165498732f

Device Type    Polycom VVX 300/310

Configuration Status    No ✖    [Details](#)

Swap Device    [Swap](#)

[Device Security](#)

[Bulk Line Configuration](#)

Export Current Configuration    Device Lines    [Export](#)

Import New Configuration    [Click here](#)    [Import](#)

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

Line Configuration

Line Number	Type	Assignment
1	Device Line	<a href="#">Edit</a>

Figure 4 – Bulk Line Configuration

### Import File Format

The import file for IP Phone setup requires specific headers and must be a Comma Separated Value (.csv) file to be accepted. Table 1 will include the required headers and field values

IP Phone Import File Format	
Header Row Name	Field Values
LINE_NUMBER	Numeric Line Number. The import does not accept line numbers that don't exist on the device
LINE_TYPE	Should be set to 1 of 8 values: <ul style="list-style-type: none"><li>• Line – Device line assigned to the owner of the IP Phone. Line 1 <u>must</u> be a Line Type of "Line"</li><li>• ReferencedUser – Shared line with another user on the account</li><li>• PresenceBlfUser – Assignment of the device line to monitor the state of another user on the same account</li><li>• SpeedDialUser – Assignment of the device line to another user on the account as a speed dial</li><li>• SpeedDialTn – Assignment of the device line to an external number, or * code.</li><li>• CallParkingSpot – Assignment of the device line to a parking spot</li><li>• SipPaging - Assignment of the device line to a paging group</li><li>• Blank – Device Line is Deactivated</li></ul>
REFERENCE	The 3 to 6-digit extension of other users on the account or the speed dial phone number
REFERENCE_NAME	This field displays in the Export but is not required for the import. The field shows the user/object that owns the REFERENCE

Table 1 – Import Values

### Example Import

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

# Using Your Digital Voice Online Portal

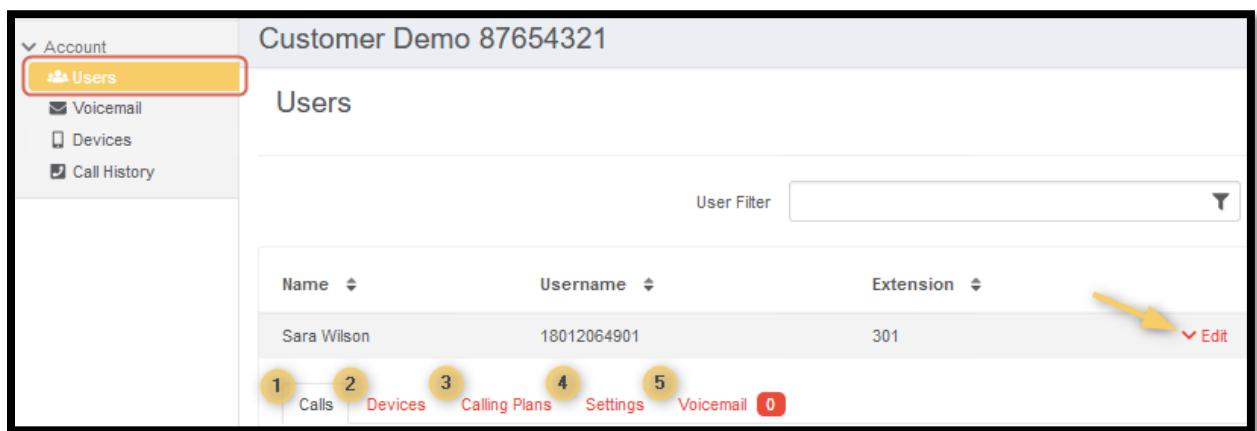
Within the portal, there are 4 sections: [Users](#), [Voicemail](#), [Devices](#), and [Call History](#).

## Users

All users on your account will be listed here and this is where you will control how calls are received by you. To edit these settings for a specific user, you will need to select Edit next to the user in your list of users.

Under each user, there are 5 sub-sections to organize the permissions/features:

1. Calls
2. Devices
3. Calling Plans
4. Settings
5. Voicemail



## Calls

This is the sub-section to see which phone numbers are directed to this user and to control how incoming calls to this user will be handled via call screening and call handling.

Sara Wilson 18012064901 301 Edit

1 Calls Devices Calling Plans Settings Voicemail 0

Phone Numbers

Routed to User 1 (801) 206-4901

Call Screening

Screening Forward Number ( ) - -

This is the destination Number used when Forward is selected as a Call Screening setting.

Anonymous Caller Allow

Toll-free Caller Allow

All Other Callers Allow

+ Add a Caller

Call Handling

## Phone Numbers

All phone numbers pointing to this user will appear here. When these numbers are called, they will follow the call handling/screening options that you have set up.

## Call Screening

You can control how calls from anonymous numbers, toll-free numbers, and other callers (including specific phone numbers) are handled by our system.

\* If there are more than 2 custom callers (specific phone numbers), they can be hidden.

Permission Options:

1. Allow
2. Allow with Priority Ring
  - a. There is the standard ring and then 7 other ring patterns to choose from.
3. Block
4. Block with Message
  - a. Before the call is disconnected, the caller will hear a message play indicating the call is being rejected.
5. Forward
  - a. If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the "Screening Forward Number" field.
6. Voicemail

**Call Screening**

To Add a Custom Caller [+ Add a Caller](#)

**Screening Forward Number** 1 (212) 555-7896

This is the destination Number used when Forward is selected as a Call Screening setting.

Anonymous Caller **4** Block with Message

Toll-free Caller **3** Block

All Other Callers **1** Allow

Custom Caller(s)

12085553214 **2** Allow with Priority Ring **X**

Priority Ring Distinctive Ring 3

17175559741 **5** Forward **X**

18015553004 **6** Voicemail **X**

[hide extra callers](#)

### Call Handling

Within this feature a schedule can be created and other actions setup for when you get a call. If the call is not answered, the call can be sent to voicemail, forwarded to another number, or given a busy tone.

Actions Include:

1. Scheduling
  - a. Create one or more schedules to dictate different behaviors based on the date/time the call comes in.
  - b. See below [“How to Set Up a Schedule”](#) for more information on creating these.
2. Call Waiting
  - a. Checking this box will allow a second call to ring through while the called party is already on the phone.
3. Do Not Disturb
  - a. Checking this box will stop the phone from ringing and follow the call flow set for when a call is not answered (usually directing it to voicemail).
4. Ring Phone
  - a. This will ring the phone associated with the account.
  - b. There are 3 ways the call could not be answered:
    - i. The call is unanswered after a set number of seconds.
    - ii. The device is busy (already in use with no call waiting) so couldn't take the call.
    - iii. The device is out of service (device lost power and is not showing as an active device).

**Call Handling**

1 Scheduling Create Schedule 0 Schedules

2 Call Waiting ☒

3 Do Not Disturb ☐

4 Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after 20 seconds

Busy Forward to 1 (385) 555-6987

Out of Service Busy Tone

## 5. Forward All

- Allows you to choose an alternate phone number to which all calls will be sent.

Ring Phone Forward All Sim Ring Find Me

Forwarding Number 1 (212) 555-7896

## 6. Sim Ring

- Simultaneous Ring will ring all numbers added to the list. The first phone number to pick up will take the call.
- A time limit can be given for how long the numbers receive the call or the call can ring forever.
  - If a time limit is given, the no answer options to choose from are Busy Tone, Forward to, and Send to Voicemail.

Ring Phone Forward All Sim Ring Find Me

Phone Numbers 1 (212) 555-7896 + Add Number

Simultaneous Ring will ring all devices on this User and all numbers added to the list.  
The first Phone Number to pick up will take the call.

No Answer Send to Voicemail after 20 seconds

Send to Voicemail  
Busy Tone  
Forward to  
Ring Forever  
Send to Voicemail

+ Add a Caller

## 7. Find Me

- Find Me Follow Me will ring each destination sequentially. If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).

## Devices

Within this section you will see the devices that have been assigned to this user.

- All devices assigned to the user will appear in the Device Lines section.
- If the device is an IP phone, there are additional features available: BLF/Presence, Speed Dial, and Shared Line (see [Managing Your IP Phone](#)).
  - If the user's line is being shared with another user, it will show under the Referenced Devices area.

- If you click on Edit next to the device you will be able to see additional technical details about the device.
  - All device changes outside of the IP phone line assignment features (BLF, Speed Dial, and Shared Line) will need to be managed by our customer service team.

Sara Wilson

18012064901

301

▼ Edit

2

Calls

Devices

Calling Plans

Settings

Voicemail 0

Device Lines

Device Type	MAC Address ↕	Line Number	
Arris TM502G	bbcceedd1234	1	▼ Edit

Device Info

Device Type

Arris TM502G

MAC Address

bbcceedd1234

Provisioning Logs

Logs

Device Line Info

Line Number

1

Line Name

Line 1

911 Callback Number

18012064901

Registration Status

No ✖

Optional Device Settings

Fax Enabled

☐ This line is connected to a fax machine
 

Incoming faxes answered by the voicemail box are always allowed. Enabling fax here changes the device configuration to enable fax settings. These settings will negatively affect voice call quality.

Deactivate

Cancel

Save

## Calling Plans

This section will show you the calling plan(s) that have been assigned to the user. The calling plan(s) will dictate where you are allowed to call.

*\*For changes to permitted calling areas, please contact Customer Service.*

Sara Wilson

18012064901

301

▼ Edit

3

Calls

Devices

Calling Plans

Settings

Voicemail 0

Calling Plans

Calling Plan	Total Minutes	Minutes Used	
US48 Unlimited Residential	Unlimited	0	▼ Edit



## Settings

The Settings section under a user grants access to the user's information & settings including the outbound caller ID number for that user, the time zone used by the system, and the language used in the voicemail menu.

- When the pin is reset, it is reset to the default: 1234.
  - This will have to be changed on the phone before remote access to your voicemail will be permitted.
- If no caller ID number is chosen, the call will be sent out as anonymous and could be blocked by the called party's phone system.
  - If no caller ID is wanted, choose an outbound caller ID number and uncheck the Caller ID Enabled box.
- The two roles are Standard and Admin and cannot be changed.
- English and French are the two language options for the voicemail menu.

Tyler Wilson 18014068300 300

4

Calls Devices Calling Plans Settings Voicemail 1

**User Information**

Username 18014068300

Name Tyler Wilson

Extension Number 300

Reset PIN Reset PIN

**Caller ID**

Caller ID Number 1 (801) 406-8300

Caller ID Name (CNAM) Wilson Tyler

Caller ID Enabled ☒

**User Settings**

Time Zone US/Mountain

End User Role Standard

Language English (United States)

## Voicemail

The Voicemail Section under a user shows you the voicemail box they have setup along with granting you access to the voicemail features: voicemail to email and visual voicemail.

### Voicemail Box Settings

- Forward Voicemail to Email – Messages left on the user's voicemail box can be sent as an MP3 file to the user's email or multiple email addresses.
  - You have the option to keep the voicemail in the voicemail box.
    - *Allows you to choose to listen to the message on your phone or via the MP3 file.*
  - If a copy is kept in the voicemail box, the message waiting indicator on your phone will stay on until the voicemail is listened to from the phone or saved/deleted from the visual voicemail box.

### Visual Voicemail

Shows a timestamp for messages left within the voicemail box, what number left the message, how long the call was, and the status of the message (New or Saved).

- Messages can be sorted by Time/Date, Length, and Status.
- To listen to the message from here you must download it.
- All, multiple, or individual voicemails can be selected to delete at one time.



## Voicemail

This section will enable you to manage the voicemail boxes and their settings for all users on the account.

- Select the voicemail box to manage and then edit the same features presented above.

Customer Demo 87654321

Voicemail Boxes

Voicemail Filter

Name	Owners	Voicemails (New/Total)	
Sara Wilson	Sara Wilson	0/0	<a href="#">Edit</a>
Tyler Wilson	Tyler Wilson	1/1	<a href="#">Edit</a>

Customer Demo 87654321

Voicemail Boxes

Voicemail Filter

Name	Owners	Voicemails (New/Total)	
Sara Wilson	Sara Wilson	0/0	<a href="#">Edit</a>
Tyler Wilson	Tyler Wilson	1/1	<a href="#">Edit</a>

**Voicemail Box Settings**

Forward Voicemail to Email ☐ Forward voicemail messages

☐ Keep a copy in voicemail box

**Visual Voicemail**

Time/Date	Originating Number	Length	Status	
No Voicemail Messages				

[Cancel](#) [Save](#)

## Devices

This section allows you to manage all the devices on the account without having to go to the specific user.

\*For more information on devices, see the [Devices](#) sub-section under the Users section.

Account

- Users
- Voicemail
- Devices**
- Call History

Customer Demo 87654321

### Devices

Device Filter

MAC Address	Device Type	Owners
aabbccdde22	Polycom VVX 400/410	Tyler Wilson

▼ Edit

Account

- Users
- Voicemail
- Devices**
- Call History

Customer Demo 87654321

### Devices

Device Filter

MAC Address	Device Type	Owners
aabbccdde22	Polycom VVX 400/410	Tyler Wilson

▼ Edit

#### Device Info

MAC Address aabbccdde22

Device Type Polycom VVX 400/410

Configuration Status No ✖ [▼ Details](#)

Swap Device Swap

[▼ Import / Export](#)

#### Line Assignment

Line Number	Type	Assignment
1	Device Line	<a href="#">▼ Edit</a>
2	Shared Line	Sara Wilson <a href="#">▼ Edit</a>

### ***Call History***

All calls made and received will appear within this list and can be filtered by the following 3 features: Date, Call Type, and Inbound Call Flags

- Use the “Reset Filter” button to remove any filters you’ve set up and to see all the calls again.
- Use the “Block” button to quickly add a specific number to your blocked caller’s list in the Screening Calls section.
- Use the Details link next to the number to access the “Block” button and additional information about the call:
  - Time and Length
  - Originating number and its location
  - Terminating number and its location

Users

Voicemail

Devices

Call History

Hide Filter Controls

1

Date

between 2018-04-15

and 2018-05-15

2

Call Types

☐ Inbound
 ☐ Outbound

3

Inbound Call Flags

☐ Answered  
☐ Busy  
☐ Forwarded  
☐ Missed  
☐ Sent to VM

All None

Reset Filter

Date	From	To	MOS	
5/15/2018 3:27 PM MDT 19 seconds	1 PROVO-OREM, UT	1 PROVO-OREM, UT	0	Details

Block 1 (801) 224-1740

Block

Time and Length

Start Time

05/15/2018 3:27:16 PM MDT

Connected Time

05/15/2018 3:27:16 PM MDT

End Time

05/15/2018 3:27:35 PM MDT

Actual Length

19 seconds

Origination

Number

1

Location

PROVO-OREM, UT

Termination

Number

1

Location

PROVO-OREM, UT

## How to Set Up a Schedule

\*Within the scheduler, the call handling options will be the same: Ring Phone, Forward All, Sim Ring, and Find Me (see [Call Handling](#) for information on those features).

\*The main call handling section will take effect OUTSIDE of the scheduled hours.

1. Within the Call Handling section, click the “Create Schedule” button.

**Call Handling**

Scheduling 1 Create Schedule 0 Schedules

Call Waiting ☒

Do Not Disturb ☐

Ring Phone Forward All Sim Ring Find Me

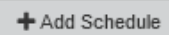
No Answer Send to Voicemail after 20 seconds



Busy Forward to 1 (385) 555-6987

Out of Service Busy Tone

2. Within the new window that appears, click on the “+Add Schedule” button.
3. Give the schedule a name.
4. Choose whether this will be specific dates (“Custom”) or recurring (Weekly”).
5. Fill in the dates and times.
  - a. The start time cannot be later than the end time.
  - b. If not using 24-hr time, include “am” and “pm” after the time.
  - c. For weekly recurring schedules, you do NOT have to provide times for all days – just the days of the week you want this call handling to take effect.
6. Choose the call handling to happen DURING the specified times.
  - a. In the custom schedule example below, any call received between 5:00 am and 5:00 pm on April 12<sup>th</sup> of 2018 will be forwarded to 1-208-582-1676. Any call outside of that specific time will follow the call handling set up in the main call handling section.
7. Click the “Confirm” button.

## Scheduling

 + Add Schedule

Name	Type
	Weekly 
<div><div><div><div>3</div><div>Schedule Name</div></div><div><div>4</div><div>Custom Weekly</div></div><div><div>5</div><div><div>Sun</div><div>Start Time</div><div>End Time</div><div>Mon</div><div>Start Time</div><div>End Time</div><div>Tue</div><div>Start Time</div><div>End Time</div><div>Wed</div><div>Start Time</div><div>End Time</div><div>Thu</div><div>Start Time</div><div>End Time</div><div>Fri</div><div>Start Time</div><div>End Time</div><div>Sat</div><div>Start Time</div><div>End Time</div></div></div></div></div>	
<div><div>6</div><div>Call Handling</div><div><div>Call Waiting</div><div>Do Not Disturb</div></div><div><div>Ring Phone</div><div>Forward All</div><div>Sim Ring</div><div>Find Me</div></div><div><div>No Answer</div><div>Send to Voicemail</div><div>after</div><div>20</div><div>seconds</div></div><div><div>Busy</div><div>Send to Voicemail</div></div><div><div>Out of Service</div><div>Send to Voicemail</div></div></div>	
<div><div>Delete</div><div>Cancel</div><div><div>7</div><div>Confirm</div></div></div>	



## Custom Schedule Example

[+ Add Schedule](#)

Name	Type
^ v	Custom ^ Edit

Schedule Name

Custom

Weekly

+ Add a Day

Date

2018-05-15

Start Time

End Time

Call Handling

Call Waiting

☐

Do Not Disturb

☐

Ring Phone

Forward All

Sim Ring

Find Me

Forwarding Number

1 (212) 555-7896

Delete

Cancel

Confirm

## How 911 Works

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).

When activating a number, we require an address to be associated with that number. Sometimes the address initially provided is not in a standard format: referring to a street by a nickname versus the official name, omitting the directional, the street name has changed, etc. This can cause confusion with where you are located and can 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.

\*Please note that if an address is not validated, calls to 911 will not only be charged a fee, but those calls will add a delay to the routing process while the national call center agents ask the caller for their 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.

## CALLING FEATURES

CODE	DESCRIPTION	INSTRUCTIONS
*62	Enter Voicemail	See below for supported voicemail features
*65	Enable User Caller ID Next Call	If Caller ID is disabled, use this to turn on the Caller ID on the next call made.
*67	Block User Caller ID Next Call	If caller ID is enabled, use this to turn off the Caller ID on the next call made.
*68	Call Park	Place a call in a parking slot to be retrieved by another user.
*69	Call Return	Calls the last inbound caller.
*70	Disable User Call Waiting Next Call	Turns off Call Waiting during the next call made.
*72	Call Forwarding Always	Allows you to forward all future calls to the desired number or to turn that off.
*77	Anonymous Call Reject Enable	Reject all calls from anonymous numbers.
*78	Do Not Disturb Enable	Sends all incoming calls to the unanswered failover (voicemail, forward to another number, busy signal).
*79	Do Not Disturb Disable	Turns off Do Not Disturb.
*87	Anonymous Call Reject Disable	Allow calls from anonymous numbers.
*90	Call Forwarding Busy	Calls will be forwarded to the specified number when the line is busy.
*92	Call Forwarding No Answer	Calls will be forwarded if not answered within the specified timeframe.
*94	Call Forwarding Not Reachable	Calls will be forwarded if the phone connected to the service loses contact.
*98	Parked Call Pickup	Pickup a call that has been placed in a parking slot.

# VOICEMAIL GUIDE

## Access Your Voicemail

1. Dial \*62 from the phone that is connected to your account.
2. Enter your 4-digit PIN, followed by the # (pound) sign.
  - \* Your default PIN is 1234
3. To listen to messages
  - Press 1
  - \* Skip message
    - Press 1
  - \* Save message
    - Press 2
  - \* Erase message
    - Press 3
  - \* Repeat message
    - Press 9
  - \* Exit menu
    - Press 0

## Personalize Your Voicemail

1. Dial \*62 from the phone that is connected to your account.
2. Enter your 4-digit PIN, followed by #.
3. Press 8 to access your personal options, including the following:
  - \* Change your PIN
    - Press 1
  - \* Personalize your greeting
    - Press 2
  - \* Record your personal name
    - Press 3
  - \* Call Forwarding
    - Press 5
  - \* Set call screening forwarding number
    - Press 6
  - \* Repeat personal options
    - Press 9
  - \* Exit the menu
    - Press 0

## Remote Access to Voicemail

1. Dial your 10-digit phone number.
2. When you hear your voicemail greeting, press the # (pound) sign.
3. Enter your 4-digit PIN followed by #.