



Home Phone

User Guide

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Welcome to Home Phone

Transform your everyday calling. Home Phone is a feature-packed residential voice solution offering over 20 enhancements that bring convenience and control to your fingertips. Each account can have up to two users, devices, and phone numbers. These features can be managed directly from the phone(s) attached to the account or via Voice Portal.

Two Lines Make Everyday Life Easier

- **Smart privacy:** Use one number for services and appointments, and another for family or close friends.
- **Independent lines with shared control:** Give teens, roommates, or short-term guests their own line, offering independence while maintaining call controls and safety without interfering with your main line.
- **Hybrid work:** Use one line for personal life and another to handle clients or home-based business calls with clear boundaries and professional polish.
- **Dedicated fax line:** Add a second, separate phone line exclusively for faxing. This prevents your main phone line from being tied up when sending or receiving faxes.

This guide details all the star code features activated from the phone (including the important short codes you should know about like 411, 711, 911, etc.), so you'll know exactly what to expect when turning a feature on or off. It also includes a walk-through of each part of the portal and explains what actions can be taken, such as setting up voicemail to email, enabling voicemail transcription, viewing call history, creating schedules, and more.

Social & Public Services

The following N11 codes provide quick three-digit dialing access to special services in the United States and Canada, based on the caller's address, without the need for an area code.

Code	Description
211	Essential Community Services Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit http://www.211.org/ to learn about services in your area.
411	Directory Assistance Phone service used to look up a published telephone number and/or address listing.
511	Traveler Information (US) Local hotline for real-time information regarding traffic and road conditions. Not available in all states.
611	Customer Service Dials Customer Service.
711	Telecommunications Relay Service 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 http://www.fcc.gov/ to learn more.
811	Utility Location Services (US) "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.
811	Canadian Health Services (CAN) Call to speak to a local health care professional about medical advice, mental health, healthy eating, and more.
911	Emergency Services Calls to 911 (US or CAN) are sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. The callback number and address are available to the PSAP on each call.
933	Emergency Services Validation

Code	Description
	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.
988	Suicide Prevention Hotline Contact the National Suicide Prevention Lifeline (US) or Talk Suicide Hotline (CA) to speak with a trained crisis counselor who will listen, offer support, and get them the help they need.



Canadian Support

Not all Canadian rate centers support all N11 service codes. If you are unable to call a particular service, it may not be available in your area.

911 Emergency Services

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 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 have a delay to the routing process while the national call center agents ask for 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.

988 Suicide & Crisis Lifeline

Rapid access to suicide prevention and mental health crisis intervention services has never been more critical, which is why the US and Canada have designated 988 as the number to reach the suicide prevention and mental health crisis hotline.

When a user dials 988 from a phone number originating in the US or Canada, they will be connected to a trained crisis counselor who will listen, offer support, and get them the help they need.

- **United States:** <https://988lifeline.org/> (1-800-273-8255)
- **Canada:** <https://talksuicide.ca/> (1-833-456-4566)

These hotlines are a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. They are committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness.

Calls to 988 are free, dialed with no post dial delay, cannot be blocked by calling plans, and will still go through even if an account is disabled or suspended.

Star Code Features

Dial these codes to activate and deactivate certain features on your account. Codes with + require dialing additional information to complete the action, such as a phone number.

Call Handling	
*70 +	Call Waiting: Disable Next Call
*44	Call Waiting: Disable
*43	Call Waiting: Enable
*68	Caller ID: All Calls
*67 +	Caller ID: Disable Next Call
*65 +	Caller ID: Enable Next Call
*69	Last Call Return (Call Back)
*98	Voicemail Management

Call Screening	
*74	All Other Callers: Allow
*64	All Other Callers: Block
*87	Anonymous Callers: Allow
*77	Anonymous Callers: Block
*97	Anonymous Callers: Disable Block with Message
*95	Anonymous Callers: Enable Block with Message
*59	Custom Caller: Allow
*58	Custom Caller: Block with Message
*60	Custom Caller: Block
*63 +	Custom Callers: Forward
*79	Do Not Disturb: Disable
*78	Do Not Disturb: Enable

Call Forwarding	
*72	Call Forward: All Calls
*90	Call Forward: Busy
*92	Call Forward: No Answer
*94	Call Forward: Out of Service

Social & Public Services	
211	Essential Community Services
411	Directory Assistance
511	Traveler Information (US)
611	Customer Service
711	Telecommunications Relay Service
811	Utility Location Services (US)
811	Canadian Health Services (CAN)
911	Emergency Services
933	Emergency Services Validation
988	Suicide Prevention Hotline

Caller ID

Caller ID, the calling name (CNAM) and phone number (CLID) sent with outbound calls, is a setting on each phone number. You can choose to send out the main company number, a number assigned to the line, or no caller ID at all. If the name on your caller ID is incorrect, please contact Customer Support to update it.



Caller ID for Mobile Phones

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.

Caller ID Settings

Use the following star codes or log in to the portal to manage your caller ID settings.

Star Code	Instructions
*65	<p>Caller ID: Enable Next Call</p> <p>If caller ID is blocked on the line, this star code will enable caller ID for the current call. Future calls will not be affected. If caller ID was already enabled, it will continue to be enabled.</p> <ol style="list-style-type: none">1. Dial the star code + the number for the party you're trying to reach.<ul style="list-style-type: none">• For example: *6580155521342. Caller ID will be displayed to the party on this call.
*67	<p>Caller ID: Disable Next Call</p> <p>If caller ID is enabled on the line, this star code will block caller ID on the current call. Future calls will not be affected. If caller ID was already blocked, it will continue to be blocked.</p> <ol style="list-style-type: none">1. Dial the star code + the number for the party you're trying to reach.<ul style="list-style-type: none">• For example: *6780122655552. Caller ID will be displayed as "BLOCKED" to the party on this call.

Star Code	Instructions
*68	<p data-bbox="391 275 626 306">Caller ID: All Calls</p> <p data-bbox="391 327 997 359">Enable or disable caller ID for all outbound calls.</p> <ol data-bbox="418 394 1032 646" style="list-style-type: none"><li data-bbox="418 394 699 426">1. Dial the star code.<li data-bbox="418 449 930 480">2. Enter your 4-digit PIN, followed by #.<li data-bbox="418 504 1032 646">3. Choose from the following options:<ul data-bbox="500 558 1032 646" style="list-style-type: none"><li data-bbox="500 558 1032 590">• Press 1 to enable caller ID on all calls.<li data-bbox="500 613 1032 646">• Press 2 to disable caller ID on all calls.

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 can be configured in the portal or via star code. These star codes are applied to the line. For each Call Forwarding star code, the call handling options are *Forward* and *Send to Voicemail*.

Star Code	Instructions
*72	<p data-bbox="391 275 678 306">Call Forward: All Calls</p> <p data-bbox="391 327 1414 394">When enabled, all incoming calls will be forwarded to a specified phone number . Also known as Unconditional Forwarding.</p> <ol data-bbox="418 428 1354 831" style="list-style-type: none"><li data-bbox="418 428 699 459">1. Dial the star code.<li data-bbox="418 485 967 516">2. Enter your voicemail PIN followed by #.<li data-bbox="418 541 1354 831">3. The audio prompt will tell you if call forwarding is currently enabled or disabled, then ask you to select an option:<ul data-bbox="500 632 1300 831" style="list-style-type: none"><li data-bbox="500 632 1300 831">• Enable: To forward all calls, press 1, then make a selection.<ul data-bbox="581 684 1227 831" style="list-style-type: none"><li data-bbox="581 684 1227 716">• To forward the call to a phone number, press 1.<li data-bbox="581 741 1084 772">• To forward to an extension, press 2.<li data-bbox="581 798 1084 829">• To forward to a short code, press 3. <p data-bbox="553 856 1365 961">Once a selection has been made, please enter your forwarding destination's 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded. Goodbye."</i></p> <ul data-bbox="500 989 1390 1056" style="list-style-type: none"><li data-bbox="500 989 1390 1056">• Disable: To disable forwarding and send calls to your line, press 2. You will hear, <i>"Calls will ring your line. Goodbye."</i>
*90	<p data-bbox="391 1115 638 1146">Call Forward: Busy</p> <p data-bbox="391 1167 1174 1199">Choose how calls will be handled when you're on another call.</p> <ol data-bbox="418 1232 1414 1635" style="list-style-type: none"><li data-bbox="418 1232 699 1264">1. Dial the star code.<li data-bbox="418 1289 967 1320">2. Enter your voicemail PIN followed by #.<li data-bbox="418 1346 1414 1635">3. Choose an option:<ul data-bbox="500 1398 1414 1635" style="list-style-type: none"><li data-bbox="500 1398 1414 1503">• Enable: To forward calls when your line is busy, press 1, then enter the destination's 11-digit phone number followed by #. You will hear, <i>"Calls will be forwarded when your line is busy. Goodbye."</i><li data-bbox="500 1528 1414 1635">• Disable: To send calls sent to voicemail when your line is busy, press 2. You will hear, <i>"Calls will be sent to voicemail when your line is busy. Goodbye."</i>

Star Code	Instructions
*92	<p data-bbox="391 275 716 306">Call Forward: No Answer</p> <p data-bbox="391 327 1182 359">Choose how calls will be handled when the line isn't answered.</p> <ol data-bbox="418 394 1411 793" style="list-style-type: none"><li data-bbox="418 394 699 426">1. Dial the star code.<li data-bbox="418 453 967 485">2. Enter your voicemail PIN followed by #.<li data-bbox="418 512 1411 793">3. Choose an option:<ul data-bbox="500 562 1411 793" style="list-style-type: none"><li data-bbox="500 562 1411 667">• Enable: To forward calls when not answered, press 1. Enter the destination's 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded when not answered. Goodbye."</i><li data-bbox="500 695 1411 793">• Disable: To send calls to voicemail when not answered, press 2. You will hear, <i>"Calls will be sent to voicemail when not answered. Goodbye."</i>
*94	<p data-bbox="391 852 760 884">Call Forward: Out of Service</p> <p data-bbox="391 905 1279 968">Choose how calls will be handled when the line is out of service or not registered.</p> <ol data-bbox="418 1003 1411 1444" style="list-style-type: none"><li data-bbox="418 1003 699 1035">1. Dial the star code.<li data-bbox="418 1062 967 1094">2. Enter your voicemail PIN followed by #.<li data-bbox="418 1121 1411 1444">3. Choose an option:<ul data-bbox="500 1171 1411 1444" style="list-style-type: none"><li data-bbox="500 1171 1411 1318">• Enable: To forward calls when your line is out of service, press 1, then enter destination's 11-digit phone number followed by #. You will hear, <i>"All calls will be forwarded when your line is out of service. Goodbye."</i><li data-bbox="500 1346 1411 1444">• Disable: To send calls to voicemail when your line is out of service, press 2. You will hear, <i>"Calls will be sent to voicemail when your line is out of service. Goodbye."</i>

Remote 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. Remote Forwarding 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 11-digit phone number.
2. When you hear your voicemail greeting, press #.
3. Enter your voicemail PIN followed by #.
4. Press 8 for personal options.
5. Press 5 to access the Call Forwarding menu.
 - Press 1 to forward all calls. Enter forwarding destination number followed by #. You will hear, *"All calls will be forwarded."*
 - Press 2 to send all calls to your line. You will hear, *"Calls will ring your line, goodbye."*

Call Screening

Ensure you receive important calls by limiting the types calls that can ring your phone. 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. These settings can be configured via star code (below) or in the portal.

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.

Star Code	Instructions
*74	<p>All Other Callers: Allow</p> <p>All other calls (not otherwise specified) will be allowed.</p> <ol style="list-style-type: none">1. Dial the star code.2. You will hear, "Your selective call accept service has been deactivated."

Star Code	Instructions
*64	<p>All Other Callers: Block</p> <p>All other calls (not otherwise specified) will be blocked.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Your selective call accept service has been activated."</i>

Anonymous Callers

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

Star Code	Instructions
*87	<p>Anonymous Callers: Allow</p> <p>Calls without caller ID will be allowed.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"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."</i>
*77	<p>Anonymous Callers: Block</p> <p>Calls without caller ID will be blocked.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i>
*95	<p>Anonymous Callers: Enable Block with Message</p> <p>Calls without caller ID will be blocked with a message.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, <i>"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."</i> 3. Callers will hear a message indicating anonymous callers are not allowed.

Star Code	Instructions
*97	<p>Anonymous Callers: Disable Block with Message</p> <p>Calls without caller ID will no longer be blocked with a message.</p> <ol style="list-style-type: none">1. Dial the star code.2. You will hear, <i>"Your anonymous call rejection service has been deactivated."</i>


Custom Callers

Use this feature to control who can call your phone and what happens when they do.

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.

Star Code	Instructions
*59	<p>Custom Caller: Allow</p> <p>Calls from the number specified will be allowed.</p> <p>Use this feature if you are currently blocking all callers and want to allow a specific phone number, or if you would like to allow a specific caller that you've blocked in the past.</p> <ol style="list-style-type: none">1. Dial the star code.2. Enter your 4-digit voicemail PIN followed by #.3. Enter the 11-digit phone number followed by #.<ul style="list-style-type: none">• For example: 18005551212#4. You will hear, <i>"Calls from [phone number you entered] will be allowed."</i>

Star Code	Instructions
*60	<p data-bbox="391 275 667 306">Custom Caller: Block</p> <p data-bbox="391 327 1406 485">Calls from the number specified will be blocked. The caller will hear a busy tone. Use this feature if you have allowed all callers but want to block a specific caller. Using this star code, the blocked caller will hear a busy signal instead of ringing through to your line.</p> <ol data-bbox="418 516 1365 747" style="list-style-type: none"><li data-bbox="418 516 699 548">1. Dial the star code.<li data-bbox="418 573 967 604">2. Enter your voicemail PIN followed by #.<li data-bbox="418 630 1365 747">3. Enter the 11-digit number followed by #.<ul data-bbox="500 684 1365 747" style="list-style-type: none"><li data-bbox="500 684 1365 747">• You will hear a prompt saying, <i>"Calls from [phone number] will be blocked."</i>
*58	<p data-bbox="391 810 854 842">Custom Caller: Block with Message</p> <p data-bbox="391 863 1203 894">Calls from the number specified will be blocked with a message.</p> <ol data-bbox="418 926 1365 1293" style="list-style-type: none"><li data-bbox="418 926 1341 999">1. Dial the star code designated to block specific numbers and to play a message when done.<li data-bbox="418 1024 967 1056">2. Enter your voicemail PIN followed by #.<li data-bbox="418 1081 1365 1293">3. Enter the 10-digit number to be blocked followed by #.<ul data-bbox="500 1136 1365 1293" style="list-style-type: none"><li data-bbox="500 1136 1300 1209">• You will hear, <i>"Calls from [phone number you entered] will be blocked."</i><li data-bbox="500 1234 1365 1293">• The caller will hear, <i>"The number you have dialed is not accepting calls at this time. Please try again later."</i>

Star Code	Instructions
*63	<p data-bbox="391 275 699 306">Custom Caller: Forward</p> <p data-bbox="391 327 1029 359">Calls from the number specified will be forwarded.</p> <ol data-bbox="418 394 1403 636" style="list-style-type: none"><li data-bbox="418 394 699 426">1. Dial the star code.<li data-bbox="418 453 967 485">2. Enter your voicemail PIN followed by #.<li data-bbox="418 512 1019 543">3. Enter the forwarding number followed by #.<li data-bbox="418 571 1403 636">4. You will hear a prompt saying, <i>"Calls from [phone number you entered] will be forwarded."</i> <div data-bbox="391 680 1414 844"><p data-bbox="428 716 477 758"></p><p data-bbox="521 716 610 747">Notice</p><p data-bbox="521 751 1295 816">A <i>screening forward number</i> must be set up in the portal; otherwise, forwarded calls will fail over to the <i>All Other Callers</i> setting.</p></div>

Call Trace

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

Star Code	Instructions
*57	<p>Call Trace</p> <p>Mark a call for a trace in your Call History. Used for troubleshooting.</p> <p>Call Trace does not initiate any law enforcement or actions against the caller. You must take additional actions to establish a case with your local law enforcement agency.</p> <ol style="list-style-type: none"> 1. After ending the call, dial the Call Trace star code. 2. You will hear, <i>"The previous call will be marked in your call history."</i> 3. A new line for the trace will be entered in Call History.

Call Trace Example

In this example, Amy received a phone call at 10:39 and dialed the Call Trace star code immediately after ending the call. There are now two records in Call History:

4/27/2020 10:39 AM MDT 4 seconds	1 (801) [REDACTED]-8545 PROVO-OREM, UT	*03 CallTrace	4.5
4/27/2020 10:39 AM MDT 4 seconds	1 (801) [REDACTED]-7052 SALT LAKE CITY, UT	1 (801) [REDACTED]-8545 PROVO-OREM, UT	4.5

When the Call Trace record is expanded, it shows the CDR details from the call it traced:

4/27/2020 10:36 AM MDT 3 seconds	1 (801) [REDACTED]-8545 PROVO-OREM, UT	*03 CallTrace	0	^
Time and Length				
Start Time	04/27/2020 10:36:34 AM MDT			
Connected Time	04/27/2020 10:36:35 AM MDT			
End Time	04/27/2020 10:36:39 AM MDT			
Billed Length	0 seconds			
Actual Length	3 seconds			
Cost				
Cost	\$0			
In Calling Plan	Yes			
Rate Per Minute	\$0			
Origination				
Number	1 (801) [REDACTED]-8545			
Location	PROVO-OREM, UT			
Category	On Network			

Call Waiting

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, place the 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 portal.

Star Code	Instructions
*43	<p>Call Waiting: Enable</p> <p>Enables call waiting for ALL calls to the user.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been activated.

Star Code	Instructions
*44	<p>Call Waiting: Disable</p> <p>Disables call waiting for ALL calls to the user.</p> <ol style="list-style-type: none">1. Dial the star code.2. You will hear a message indicating the call waiting service has been deactivated.
*70 +	<p>Call Waiting: Disable Next Call</p> <p>If call waiting is enabled on the line, this star code will disable caller ID on the current call. Future calls will not be affected.</p> <ol style="list-style-type: none">1. Dial the star code + the phone number of the party you're trying to reach.<ul style="list-style-type: none">• For example: *7080155532842. During this call, incoming calls will follow the "busy" call behavior.

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.

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.

Star Code	Instructions
*78	<p>Do Not Disturb: Enable</p> <p>Turns on DND. All calls will be sent to voicemail.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, "Do not disturb enabled." 3. Incoming calls are sent directly to your voicemail box.
*79	<p>Do Not Disturb: Disable</p> <p>Turns off DND.</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will hear, "Do not disturb disabled." 3. Incoming calls follow your Call Handling settings.

Last Call Return

Star Code	Instructions
*69	<p>Last Call Return</p> <p>Dial the last caller ID number that rang the line (not the last <i>outbound</i> call).</p> <ol style="list-style-type: none"> 1. Dial the star code. 2. You will be connected to the last number that called you.

Three-Way Calling

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

1. While on an active call, press and release the switch hook or flash button on your phone. The first part will be placed on hold.
2. Listen for a second dial tone and then dial the phone number of the second party.

3. After the second part answers, press and release the switch hook or flash button to join both parties into the call.

Voicemail Access

Your voicemail box can be accessed remotely or from a phone connected to the line it's assigned to. To manage your voicemail settings online, see [Voicemail](#).

Direct Access

Star Code	Instructions
*98	<p>Voicemail Management</p> <p>Access the voicemail box assigned to the phone number.</p> <ol style="list-style-type: none">1. From a phone number assigned to the voicemail box, dial the Voicemail Management star code.2. If prompted, enter the PIN and press #.

Remote Access

1. From a phone number that is not connected to the voicemail box, dial the 10-digit phone number.
2. When the voicemail greeting plays, press #.
3. Enter the voicemail PIN and press #.



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.

Voicemail Menu Options

Listen to Messages

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

- Press 1 to skip a message.
- Press 2 to save a message.
- Press 3 to erase a message.

- Press 9 to repeat the message.
- Press 0 to exit the menu.

Personal Options

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

- Press 1 to change the PIN.
- Press 2 to personalize your greeting.
- Press 3 to record your name.
- Press 5 for call forwarding (then enter forwarding destination number).
- Press 6 to enter a call screening forwarding number.
- Press 9 to repeat the personal options.
- Press 0 to exit the menu.

Change Your PIN

For security reasons, the PIN can be changed only when calling the voicemail box from a registered phone number. **See also:** [Reset Voicemail PIN](#).

1. Access the voicemail box and press 8.
2. Press 1 to change the PIN.
3. If prompted, enter the current PIN.
4. Enter a new PIN that is at least 4-digits long, then press the # sign.
5. Hang up or press 0 to go back to the main menu.

Record Your Greetings

1. Access the voicemail box and press 8.
2. Press 2 to personalize your greetings.
 - Press 1 to change the default greeting.
 - Press 2 to change the "busy" greeting.
 - Press 3 to change the "no answer" greeting.
3. Hang up or press 0 to go back to the main menu.

Call Forwarding

1. Access the voicemail box and press 8.
2. Press 5 for call forwarding.
3. **Enable:** To forward all calls, press 1.
 - Press 1 to forward calls to a phone number.
 - Press 2 to forward to an extension.
 - Press 3 to forward to a short code.

Please enter your forwarding destination number followed by the # sign.

4. **Disable:** To send calls to your line, press 2.
 - Calls will ring to your line.
5. Hang up or press 0 to go back to the main menu.

Call Forwarding Destination

Configure the phone number calls are forwarded to when Call Screening is enabled.

1. Access the voicemail box and press 8.
2. Press 6 to set your call forwarding destination number.
3. Enter your forwarding destination number followed by the # sign.
4. Hang up or press 0 to go back to the main menu.

Reset Voicemail PIN

Each user has their own PIN to access their voicemail box. If you forget your PIN, follow these steps to reset it:

1. Go to **User > Voicemail**.
2. Under Voicemail Box Details, click **[Reset PIN]**.

The voicemail box PIN will be reset to **1234**. The next time the [voicemail box is accessed](#), the user will log in using 1234 and be prompted to set a new PIN.

For security reasons, the PIN can only be created or changed when accessing the voicemail box from the phone number assigned to it.

Voicemail Box Details

Voicemail box name*
Donna Noble

Owner
Donna Noble

Language*
English

[Reset PIN](#)

[Save](#)

Access the 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 be managed via star codes, but some things are easier to manage online.

Access the Portal with Single Sign-On

Customer Support will have provided you with details on how to access the voice portal using the same credentials used for the other services they provide. You may be redirected to your portal via your telecom account or via a direct URL.

1. Go to <https://portal.user.alianza.com/>.
2. Click **[Sign in with SSO]**.
3. Enter your email.
4. Click **[Sign In]**.

For any issues accessing the portal, contact Customer Support.

Access the Portal with Local Authorization

When your account was created, you were sent an email that contains your login information. Keep that email safe so you can refer to it later. If you haven't received it, or if you don't have an email address on your account yet, please contact Customer Support.

1. Go to <https://portal.user.alianza.com/>.
2. Enter your username (not email) and password.
3. Check *Remember Me* if you want to save your username and password.
4. Click **[Login]**.



Password Requirements

Your password must be at least eight characters long and include at least one number and one special character, such as `^$*.[\]{}()?"!@#%&/\,><'";|_~`=+-`. It cannot contain any part of your username.

Reset Your Password

If you can't log in, you can reset your password without contacting Customer Support.

1. On the login screen, click the *Forgot Password?* link.
2. Enter the email address associated with your account, then click **[Reset Password]**. If you don't have an email address on your account or don't receive the *Reset Password* email, please contact Customer Support for assistance.
3. Open the email and click the link. If it opens on the login screen, click the link again to go to the right place.
4. Enter a new password that is at least 8 characters long and includes at least one number and one special character, such as (^ \$ * . [] { } () ? " ! @ # % & # / \ , < > ' : ; | _ ~ ` = + -).
5. Click **[Save]**. A confirmation email will be sent to your email address.

Language Setting

Experience the voice platform in English, Canadian French, or Spanish, seamlessly integrated across audio prompts, system-generated emails, and more.

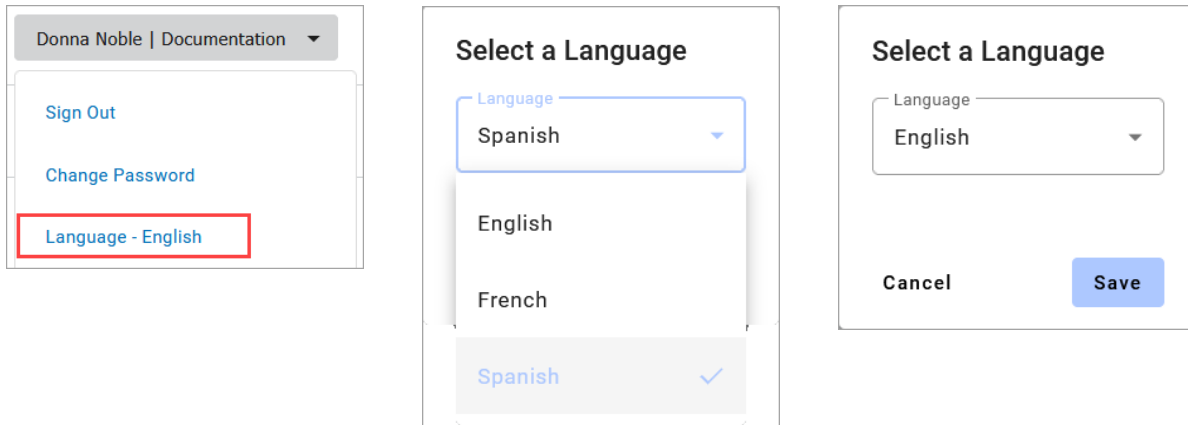
You can change the language for your current session or voicemail box in the portal. To update the language for your account, please contact Customer Support.

Change Session Language

Follow the steps below to change the language used in the web portal for your active session:

1. Log in to the Voice Portal.
2. In the top right corner of the page, expand the menu with your name and select **Language**.
3. Choose a language: English, French, or Spanish.
4. Click **[Save]**. The portal will refresh to update with the selected language.

The portal will revert to your default language once you log out.



Change Default Language

A language can be set in the following locations:

- **Account.** The language setting assigned to the account applies to all users by default.
- **Voicemail Box.** The language for a voicemail box applies to the voicemail menu audio prompts and forwarded [Voicemail-to-Email](#) messages. This is separate from the language set for the account. See [Voicemail Management](#).

User Settings

The account supports up to two users, each of whom are listed under Home Phone on the left. Select a user to manage their account and voicemail settings in the tabs on the right.

To add a second user to your account, contact Customer Support for assistance.

The screenshot shows the 'Settings' tab for a user named 'Rose Tyler'. The left sidebar lists 'Sample' (123456789) with a dropdown menu containing 'Home Phone', 'Donna Noble', 'Rose Tyler' (selected), 'Call History', and 'Analytics'. The main content area has two tabs: 'Settings' (active) and 'Voicemail'. Under 'Settings', the user's name 'Rose Tyler' is displayed. Below this is a 'Phone Number(s)' section with a table:

Phone Number	Type
1 (801) 555-8443	ELS

Each row in the table has edit, copy, and delete icons. Below the phone numbers is a 'Device(s)' section with a table:

MAC Address	Device Type	Line Number	Registration Status
225588774411	Calix ONU	1	No X

At the bottom is a 'User Information' section with two input fields: 'First Name*' (containing 'Rose') and 'Last Name*' (containing 'Tyler').

Phone Numbers

The phone number(s) assigned to the user is listed here. In this section, the phone number destination, priority ring setting, and E911 address can be managed.

This is a close-up of the 'Phone Number(s)' table from the previous screenshot. It shows a single row with the phone number '1 (801) 555-8443' and the type 'ELS'. Edit, copy, and delete icons are visible to the right of the row.

Phone Number	Type
1 (801) 555-8443	ELS

Manage E911 Address

An E911 address allows emergency services to determine the location of the caller when a call to 911 is placed. 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.

Follow these steps to view and/or update an E911 record.

1. Under **Home Phone** on the left, select a user.
2. In the **Phone Numbers** section, locate the number to be updated, then click the phone number to open the record.
3. **Review the CSR.** The customer service record (CSR) includes the person, postal code, and street address. This information is entered when the phone number is added to the account and can only be changed by the service provider.

Customer Service Record

Address Preview
 1039 Abbey Ct
 New Haven, IN 46774

4. **Review the E911 Record.** 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.

If the address does not appear as you're typing, use the *Manual entry* option below and fill in all applicable fields.

E911 Record

Same as customer service record

Postal code*

Enter address ✕

[Manual entry](#)

Provide lat/long ?

Field	Description
Postal code	The postal code of the address.
Enter address	The address associated with the phone number. Start typing an address and options will populate below. Select the correct address.
Manual entry	Enter the address manually. These fields 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.

Field	Description
Provide lat/long	<p>Check this box to view and/or modify the latitude and longitude coordinates for the E911 address. These coordinates determine the PSAP responsible for receiving the 911 call, not the ambulance dispatch location. This additional information is useful for new addresses that haven't yet been registered with the Master Street Address Guide (MSAG).</p> <p>When checked, the coordinates are 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].</p>

- When you're done, click **[Save]**. It may take several hours for the changes to take effect.




Cannot Edit?




If any of your account information is NOT correct and you cannot edit your E911 record, please contact Customer Service right away to get it updated.

Change Phone Number Destination

When a phone number is added to the account, a destination is assigned to direct callers to the right place. By default, the destination is set to the user this phone number is assigned, so calls to this number will ring to the user's device. To reassign this number to the other user, update the destination.

To change the destination of a phone number:

- Select the user's name on the left and go to the **Phone Numbers** section.
- Locate the phone number you want to modify and click the  **map** icon on the right.

Phone Number(s)		
Phone Number	Type	
1 (385) 555-0704	ELS	  

- Below **Phone Number Destinations**, fill out the following:
 - Phone Number Rings To:** To assign this number to the other user, select their name from the menu.

- **Assign Phone Number as Caller ID:** Choose whether to assign this phone number as the user's caller ID. If unchecked, caller ID will be sent as *Anonymous*.
- **Priority Ring:** Select a priority ring tone (optional). For more details, see .

4. Click **[Save]**. The changes will be applied immediately.

Phone Number Destination


Phone number rings to _____
Donna Noble - (d.noble1) - User ▼


Assign Phone Number as Caller ID

Priority ring _____
Standard Ring ▼

Cancel Save

Devices

The device(s) assigned to the user are listed here and show the MAC address, type of device, line number on the device being used, and registration status. To switch to another device, contact your service provider for assistance. Use the  **location** icon on the right to view the E911 address and phone number that will be used when 911 calls are placed from this line. To change the address or phone number, contact Customer Service

Device(s)			
MAC Address	Device Type	Line Number	Registration Status
225588774411	Calix ONU	2	No ✗ 

User Information

Here you can view basic information about the user, such as their name and email address. While most settings are view-only, caller ID can be modified below. Please contact Customer Support to make any additional changes.

User Information

First Name*
Donna

Last Name*
Noble

Voice Portal Access

Username
d.noble1

Email Address
d.noble1@mail.com

Time Zone*
US/Mountain ▼

Language*
English ▼

Caller ID
1 (385) 555-0704 - Donna Noble ▼

Enable Caller ID

Field	Description
Name	The user's first and last name.
Voice Portal Access	Identifies if access to the end user portal is enabled or disabled.
Username	Enter a unique username which can be used to log in to the portal. Not supported with single sign-on (SSO).
Email Address	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. If SSO is enabled, this must match the email address associated with their SSO account.
Time Zone	The time zone displayed on the user's device and call records.

Field	Description
Language	<p>The user's default language, which applies to the web portal, telephone user interface (TUI) audio prompts, and system-generated emails.</p> <ul style="list-style-type: none">• English• French (Canadian)• Spanish <p>This is separate from the Language setting on the Voicemail box.</p>
Caller ID	<p>The same phone number can be assigned as caller ID for both devices on the account. To change the caller ID number, select a number from the menu, or choose <i>None</i> to not send out any caller ID at all. This field is required.</p>
Enable Caller ID	<p>This toggle determines if the caller ID name is or is not sent with outbound calls. This setting can also be managed via star codes.</p> <ul style="list-style-type: none">• On: Caller ID will be sent on all outbound calls.• Off: Caller ID will be sent as BLOCKED. The phone number selected in the <i>Caller ID</i> field will still be sent with calls to 911.

Call Screening

Call Screening can help block unwanted calls, and you can decide what happens to the calls turned away. Are they hung up automatically, or do they hear a message first? Are they forwarded to another number, or are they sent to voicemail?

For each category, choose a [screening action](#) from the menu. The options for each category are *Allow*, *Allow with Priority Ring*, *Block*, *Block with Message*, *Forward*, and *Voicemail*.

To manage these settings, and scroll down to **Call Screening**. Call Screening settings can also be managed by [dialing star codes](#).

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 ▼

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

Custom Screening

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

To add a custom rule, click **[Add Rule]**, then enter the phone number and choose an action from the menu. To create a rule for a group of phone numbers (numbers with the same area code and/or prefix), enter the first few digits of the phone number instead.

Custom Screening Add Rule

Number*

Action

Forward
▼

Items per page: 5 1 – 1 of 1 ⏪ ⏩

Save



Custom Screening Rule by Digit Pattern

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.

Call Screening Actions

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

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

Priority Ring

Priority Ring causes the customer's device to ring in a different pattern based on the caller ID of the inbound caller, such as calls from anonymous callers, toll-free callers, or calls from a particular phone number. Priority Ring is enabled in the user's Call Screening settings.

When enabled, the call's SIP header contains the value telling the configured device to ring a certain way. Every device will have different ring patterns based on the manufacturer.

Call Screening

Forwarded calls are routed to this number.

Anonymous callers

Allow

Toll-free callers

Allow with priority ring

Toll-free callers priority ring

Priority Ring 4

All other callers

Allow

Custom Screening

18015551234

Action

Allow with priority ring

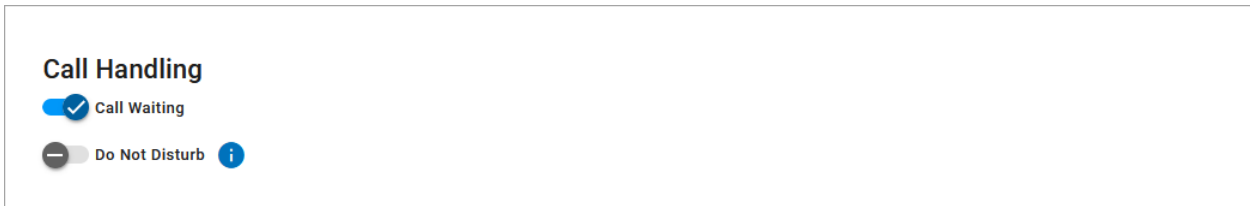
Priority Ring

Priority Ring 5

Call Handling

Call Handling determines how incoming calls are routed under various circumstances. In the first section, create or manage Call Waiting and Do Not Disturb settings. Just below that, select and configure a ring strategy.

To access these settings, sign in to the portal and scroll down to **Call Handling**.



Call Waiting

Call Waiting allows a second call 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.

Call Waiting can also be managed via star code. See [Call Waiting](#) for details.

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.

DND can also be managed via star code. See [Do Not Disturb](#) for details.



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 calls will be forwarded to 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	
8015551234		Cell phone	

Field	Description
No answer	Choose what happens to the call if it is unanswered after the number of seconds specified in the second field .
Busy	Choose what happens to the call when the device is busy (already in use and Call Waiting is not enabled).
Out of service	Choose what happens to the call when the device is not registering on the server.



Ring Length

Each ring is approximately 6 seconds long: 2 second ring + 4 second pause.

Forward All

Do all incoming calls need to be redirected elsewhere?

Forward All sends 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 [Call Forwarding star codes](#).




1. Enter the phone number.

2. Enter a description to identify the destination (optional).
3. Click **[Save]**.

Ring Phone	Forward All	SIM Ring	Find Me
Forwarding number*	Description		
8015551234	Cell phone		

Simultaneous Ring

Simultaneous Ring, or SIM Ring, rings all of the user's registered devices and the phone numbers added to the list at the same time until the call is answered or times out. The first to answer takes the call.

Ring Phone	Forward All	SIM Ring	Find Me
<p>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.</p>			
Phone Numbers			Add Number
Number*			
1435552948			
Number*			
14356282138			
Timeout action			
Send to voicemail 			
Timeout (seconds)*			
20			

Feature	Description
Phone Numbers	Enter the phone number(s) that will ring. To add another number to the list, click [+Add Number] .
No Answer	Choose what happens when the call is unanswered: <ul data-bbox="544 443 1084 653" style="list-style-type: none">• Busy tone• Forward to (add a forwarding number)• Ring forever• Send to voicemail Also enter the number of seconds the call will ring before the action is triggered. However, calls that ring longer than 120 seconds may be disconnected by the carrier.

Find Me/Follow Me

Waiting for an important call, but will be away from home for a while? Use Find Me/Follow Me to have the calls made to your home forward to your cell phone or the place your staying before being sent back to your home voicemail.

Calls ring through each destination sequentially until it's answered or times out. If a call is unanswered by the end of the sequence, the caller is either sent to your voicemail box or hears a busy tone.

Ring Phone	Forward All	SIM Ring	Find Me
<p>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.</p>			
Destination	Ring Duration (seconds)	Add Destination	
<input checked="" type="radio"/> Device = <input type="radio"/> Phone number Ring Devices <input type="radio"/> User	20	<input type="checkbox"/> Device = <input checked="" type="radio"/> Phone number 18015551234 <input type="radio"/> User	
<input type="radio"/> Device = <input type="radio"/> Phone number Sarah Jane <input checked="" type="radio"/> User	20	<input type="radio"/> Device = <input type="radio"/> Phone number <input type="radio"/> User	
Timeout action Send to voicemail			

1. In the user's **Calls** tab, scroll down to **Call Handling** and select the **Find Me** tab.
2. Click **[Add Destination]** on the right.
3. Select the destination type:
 - **Device:** Ring all your of the user's devices simultaneously.
 - **Phone Number:** Enter any off-net phone number.
4. To the right of the destination, enter the number of seconds the call will ring before moving on to the next destination. Please note, calls that ring longer than 120 seconds may be disconnected by the carrier.
5. Repeat steps 2–4 to add another destination.
6. In the *Timeout action* field, choose what will happen to the call after all destinations have timed out:

- Busy tone
 - Send to voicemail
7. Review the list of destinations to make sure they're correct and in the right order. Drag **≡** to reorder a destination or click the **🗑** trash icon to delete it.
 8. When you're done, scroll down and click **[Save]**.

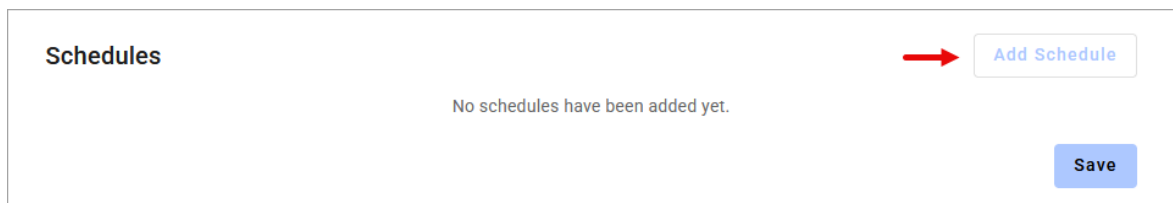
Call Schedules

Schedules enable custom routing for callers based on when they call, down to the very minute. Schedules follow the account's default time zone. The main Call Handling section will take effect *outside* of these scheduled hours.

To access this feature, sign in to the portal and scroll down to **Call Handling**.

Add 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=""/>	Start time* <input type="text" value="--:-- --"/>	End time* <input type="text" value="--:-- --"/>	
Date* <input type="text" value="12/25/2025"/>	Start time* <input type="text" value="12:00 AM"/>	End time* <input type="text" value="11:59 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 type="text" value="--:-- --"/>	End time <input type="text" value="--:-- --"/>
Mon	Start time <input type="text" value="--:-- --"/>	End time <input type="text" value="--:-- --"/>
Tue	Start time <input type="text" value="--:-- --"/>	End time <input type="text" value="--:-- --"/>
Wed	Start time <input type="text" value="--:-- --"/>	End time <input type="text" value="--:-- --"/>
Thu	Start time <input type="text" value="--:-- --"/>	End time <input type="text" value="--:-- --"/>
Fri	Start time <input type="text" value="--:-- --"/>	End time <input type="text" value="--:-- --"/>
Sat	Start time <input type="text" value="--:-- --"/>	End time <input 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

Forwarding number*

Description

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*
Christmas

Custom Weekly

Add Day

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

Call Handling

Call Waiting

Do Not Disturb *i*

Ring Phone Forward All SIM Ring Find Me

Forwarding number
12085551234

Cancel OK

Calling Plans

The calling plan(s) assigned to your user dictate where you can call.

Calling plan minutes refresh at midnight UTC on the account's monthly billing date. If the billing date is set to the 5th, the previous cycle will end on the 4th at 23:59:59 and the new cycle will start on the 5th at 00:00:00. For changes to permitted calling areas, please contact Customer Support.

Calling Plans		
Calling Plan	Minutes Used	Total Minutes
Home Plus	200	Unlimited

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 specified email address(es).

To access your voicemail settings, sign in to the Voice Portal select your name, and go to the **Voicemail** tab. There, you can upload your voicemail greetings and personal name recordings, view and manage any saved messages, and set up [Forward Voicemail to Email](#).



Voicemail Management

While this section discusses how to manage voicemail boxes at the account level, they can also be managed at the user level (see [Manage a User's Voicemail Box](#) for details). The settings for individual voicemail boxes are the same in either location.

Additionally, voicemail messages and greetings can be managed by dialing in to the voicemail box. **See also:** [Voicemail Access](#)

Voicemail Box Details

Voicemail Box Details

Voicemail box name*

Owner
 Donna Noble

Language*

[Reset PIN](#)

[Save](#)

Field	Description
Voicemail Box Name	Enter or edit the name of the voicemail box.
Owner	The name of the user this voicemail box is assigned to. This is not an editable field.


Field	Description
Language	<p>The language used for the voicemail menu audio prompts and forwarded Voicemail to Email messages:</p> <ul style="list-style-type: none">• English• French (Canadian)• Spanish

Voicemail Box Greetings

Upload and manage voicemail greetings (Basic, Busy, No Answer) and personal name recordings. Click the field to select a file from your computer, then click **[Upload]**. The upload will accept MP3, OGG, and WAV files that are less than 10MB.

Voicemail Greetings ?


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 ?

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

All voicemail boxes have the option to forward voicemail messages to one or more email addresses. When a message is left on the voicemail box, an email notification is sent to the specified email address(es) with the message recording attached as an MP3 file.

Message Settings

Forward voicemail to email

Save copy in voicemail box

Email addresses

Save

1. In the voicemail box, scroll down to **Message Settings**.
2. Check the box for *Forward voicemail to email*.
3. Optionally, check the box for *Save copy in voicemail box*.
 - When checked, the message waiting indicator (MWI) on the user's device will stay on until the user listens to or deletes the message from their device or the Voice Portal.
 - If unchecked, voicemail messages are removed from the voicemail box when forwarded to email.
4. In the field below, enter one or more email addresses in the field below separated by commas.
5. Click **[Save]**.

Example Email

Hi Donna,

You got a new Voicemail. Here are the details:

From: NAME / 1 (888) 555 0328
Time: Wednesday, October 29, 2025 at 2:06 PM
Duration: 01:04

[See attachment.](#)

**"From" Email Address**

Forwarded voicemails are sent from noreply@alianza.com. Please remember to whitelist this address so the emails can be delivered to your inbox.

Messages

Voicemail messages are stored in the voicemail box, which can be accessed here or by dialing in (see [Voicemail Access](#)). Messages can be sorted by Time/Date, Length, and Status (New or Saved).

Messages				Delete All	
Date ↓	Caller	Length	Status		
Oct 29, 2025, 2:06 PM	18885550328	1 minutes	New		
Sep 25, 2025, 1:41 PM	12605553169	26 seconds	New		
Sep 17, 2025, 9:17 AM	12605553169	17 seconds	New		
Aug 15, 2025, 2:32 PM	12605553169	30 seconds	New		
Aug 7, 2025, 4:16 PM	12605553169	12 seconds	New		
Mar 5, 2025, 3:00 PM	12605559944	15 seconds	New		

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- **Download.** Save a copy of the message to your computer as an MP3 file.
- **Save.** Change the status of the message to *Saved*.
- **Delete.** Delete this message from the box. To delete all messages at once, click **[Delete All]** 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.



Storage Limit

Voicemail boxes do not have a storage space limit, and messages are stored indefinitely. Individual messages are limited to 5 minutes.

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), where the call terminated (To), the call flag for inbound calls, and the account code used.

At the top right of the page, the current record list can be emailed as a .csv file. See [Call History Report Fields](#) for details on what is included in the report.

Call History

✉ Email CSV

Date Range*
 9/30/2025 – 10/30/2025

Start time
 -- : -- --

End time
 -- : -- --

Filters ▼

↻

Date	From	To	Call Flags
October 29, 2025 at 2:05:19 PM EDT 1 minutes	1 (888) 555-0328 TOLL_FREE	1 (260) 555-5335 DECATUR, IN	Voicemail ⋮
October 9, 2025 at 9:00:56 AM EDT 7 seconds	1 (260) 555-3019 DECATUR, IN	1 (260) 555-5335 DECATUR, IN	Voicemail ⋮

Items per page

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⏪ < > ⏩





CDR Storage

The FCC requires that all carriers keep call detail records for a period of 18 months. While some states defer to the FCC, other states have retention rates that exceed the federal requirement. To be safe, the portal displays call records for the past 18 months, but our database stores call records for a minimum of 3 years.

Apply Call Filters

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

- **Search phone numbers:** Search for a specific phone number or extension. Results automatically populate after the first three digits are entered.
- **Date Range:** 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 displayed.
- **Start/End Time:** Enter a time range between 12:00 AM and 11:59 PM based on the account's time zone settings.
- **Filters:** Filter the call records by Direction, Number, Call Flags, and/or Call Category. These filters allow you to identify patterns in the calls, such as how many calls are being sent to voicemail, what calls are being missed, etc.
- **Reset:** When you're finished with your search, click  **Reset Filters** to remove any parameters and display all calls.



Date Range
12/9/2024 – 1/8/2025 

DEC 2024 < >

S M T W T F S

DEC

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Start time 01:00 AM  End time 11:59 PM 

01	00	AM
02	01	PM
03	02	
04	03	
05	04	
06	05	
07	06	

Direction

Inbound

Outbound

Number

From

To

Call Flags

Answered

Busy

Forwarded

Missed


Sent To VM

Call Category

Off-net

On-net

Select Call Options

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

April 11, 2025 at 1:00:11 PM EDT 0 seconds	1 (408) 555-1234 SAN JOSE-SUNNYVALE-SANTA CLARA, CA	1 (469) 555-4321 DALLAS-FORT WORTH-ARLINGTON, TX	Missed	None	
April 11, 2025 at 1:00:02 PM EDT 2 minutes	1 (778) 555-1234 VANCOUVER, BC	1 (515) 555-0987 AMES, IA	None	No	
April 11, 2025 at 12:56:30 PM EDT 2 minutes	1 (778) 555-7654 VANCOUVER, BC	1 (515) 555-6543 AMES, IA	None	None	

Block Number

Details

Block Number

If necessary, you can block an inbound caller from making additional calls to 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.


Details

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

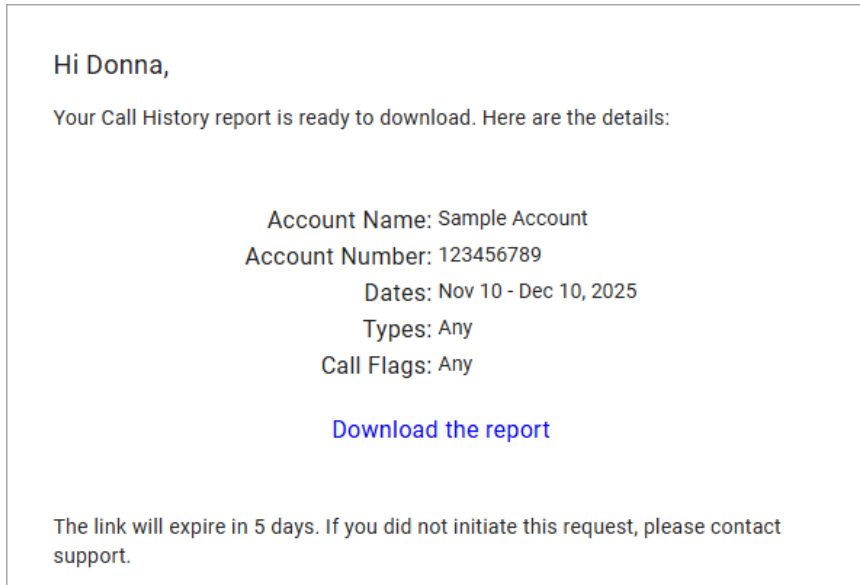
Field	Description
Time and Length	When the call started, connected, and ended, what duration of the call was billed, and the actual length of the call.
Cost	The cost of the call, if the call was within the calling plan, and the rate per minute from the plan.
Origination	The number and location of the originating call, if the call came from on or off the network, and any tag that's been assigned to the phone number.
Termination	The number and location of the user who received the call, if they were on or off the network, any tag that's been assigned to the phone number, and how the call was flagged.

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 for offline use.

1. At the top right of the 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 with a link to download the report is sent to the email address in your settings. The link **expires in 5 days** and can only be used once.

Here's an example of what it looks like:



Email Address

The link to download the Call History report is sent to the email address on your user account. If your email address is not linked to your account yet, contact an account administrator for assistance.

Call History Report Fields

This list includes all the fields available in the Call History report which can be emailed (exported) from the portal as a .csv file. Each line in the file represents a call. Your report may not include all available fields.

#	Field Name	Type	Description
A	AccountBillableAbbrRCName	string	Abbreviated name of the rate center of the account billable phone number.
B	AccountBillableCityName	string	Name of the city of the address associated with the phone number.
C	AccountBillableLocation	string	MSA (metropolitan statistical area) of the address associated with the number.

#	Field Name	Type	Description
D	AccountBillableNumber	string	Phone number on the account.
E	AccountBillableState	string	State of the address associated with the rate center.
F	AccountCode	string	Account code tagged on this call.
G	AccountNumber	string	Client-assigned account number of the account to which the call is billed.
H	AcctId	string	Unique ID of account to which the call is billed.
I	ActualCallLengthSeconds	numeric	Length, in seconds, of the call from connect to end.
J	BillCallLengthSeconds	bigint	Length, in seconds, of the call from connect to end rounded according to applied calling plan product.
K	BillingCode	string	Unique code to identify the partition responsible for billing.
L	CallFlagType	string	Indicates if the call was answered on a device, and if not answered on a device, how did it terminate. <ul style="list-style-type: none"> • Answered • Busy • Forwarded • Missed • Voicemail
M	CallPickupFromId	string	Indicates the object that picked up the call.
N	CallPickupById	string	Indicates the object from which the call was picked.
O	CallType	string	Inbound or outbound.
P	CallingPlanProductId	string	Unique ID of the calling plan product with which the call was rated.

#	Field Name	Type	Description
Q	CallingPlanProductName	string	Name of the calling plan with which the call was rated.
R	ConnectTime	date/time	Date and time the call was connected. Billing starts at this time.
S	Cost	double	Rated value of call, according to calling plan product.
T	DialedNumber	string	Digits originally dialed to start the call.
U	DisconnectType	string	Indication of which party disconnected the call; "HangUp" indicates the origin, "HangUpOther" indicates termination.
V	EndTime	date/time	Date and time the call ended.
W	ForwardingNumber	string	Phone number the call was forwarded to.
X	ForwardingNumberAbbrRCName	string	Abbreviated name of the rate center of the phone number the call was forwarded to.
Y	ForwardingNumberCityName	string	Associated rate center city name of the phone number the call was forwarded to.
Z	ForwardingNumberLocation	string	MSA (metropolitan statistical area) of the rate center of the number.
AA	ForwardingNumberState	string	State of the associated rate center of the phone number the call was forwarded to.
AB	Id	string	Unique string of characters assigned to each call within the Alianza system.
AC	IdentityAttestLevel	string	STIR/SHAKEN field. A = fully attested or trusted source, B = partially attested, or C = not attested (potential spam).
AD	IdentityOriginationId	string	STIR/SHAKEN field. A unique identifier used to identify the source of the call.
AE	IdentitySignOrganization	string	STIR/SHAKEN field. The code for the carrier that performed the signing.
AF	IdentitySignSPCode	string	STIR/SHAKEN field. The code assigned to the service provider that signed the call.

#	Field Name	Type	Description
AG	InPlan	boolean	True/False indicator of whether the call was considered "in plan."
AH	LegType	string	Indication of direction of call: <ul style="list-style-type: none"> • Origination • Termination • Forward
AI	MeanOpinionScoreAverage	numeric	Average MOS for the call.
AJ	MeanOpinionScores	list<string>	List of MOS scores associated with each SIP call leg.
AK	MediaServerType	string	Indication of what media service was used by call, if any.
AL	MetroServiceArea		<i>Reserved for future use</i>
AM	OrigAbbrRCName	string	Abbreviated name of the rate center of the phone number that made the call.
AN	OrigCallCategory	string	Type of call that was made.
AO	OrigCarrier	string	Name of the carrier, if applicable.
AP	OrigCityName	string	City for the associated rate center for the phone number that made the call.
AQ	OrigLocation	string	MSA (metropolitan statistical area) of the rate center for the phone number that made the call.
AR	OrigNumber	numeric	Phone number that made the call.
AS	OrigState	string	State of the associated rate center for the phone number that made the call.
AT	PartitionId	string	Unique ID of client partition to which the associated account belongs.
AU	RateLocalFromNumber		

#	Field Name	Type	Description
AV	RatePerMinute	double	Per-minute rate for call, according to the calling plan assigned to the user making the call.
AW	RateType		<p>Indication of why the call was rated the way that it was.</p> <ul style="list-style-type: none"> • Local • OnPlanMinutes • OnPlanRated • OffPlanRated • Free • TollFree • 411 • Operator <p>Local requires the calling plan to be set up with Unlimited Local, and the calls are rated at \$0.</p>
AX	ReferenceId	string	Unique ID of the acting or responsible party on the associated account to which the call was billed.
AY	ReferenceName	string	Name of acting or responsible party.
AZ	ReferenceType	string	<p>Type of object to which the call is billed.</p> <ul style="list-style-type: none"> • SIP_TRUNK • END_USER • ACCOUNT • BUSINESS_LINE
BA	SessionId	string	Internal softswitch session ID.
BB	SipCallIds	set<string>	List of SIP callIds associated with the call.
BC	StartTime	date/time	Date and time the call started ringing.

#	Field Name	Type	Description
BD	TermAbbrRCName	string	Abbreviated name of the rate center of the phone number that received the call.
BE	TermCallCategory	string	Type of call that was made.
BF	TermCarrier	string	Name of the carrier, if applicable.
BG	TermCityName	string	Associated rate center city name of the phone number that received the call.
BH	TermLocation	string	MSA (metropolitan statistical area) of the rate center of the phone number that received the call.
BI	TermNumber	string	Phone number that received the call.
BJ	TermState	string	State of the associated rate center of the phone number that received the call.
BK	OrigCnam	string	Originating caller's name.
BL	TermCnam	string	Terminating caller's name.
BM	ForwardingCnam	string	Forwarding caller's name.
BN	VerStat	string	STIR/SHAKEN field. String from the <i>verificationResponse</i> containing: <ul style="list-style-type: none"> • TN-Validation-Passed. The number passed the validation. • TN-Validation-Failed. The number failed the validation. • No-TN-Validation. No number validation was performed.

#	Field Name	Type	Description
BO	VerStatReason	string	STIR/SHAKEN field. String of text from the <i>verificationResponse</i> message used in case of failed verification. <ul style="list-style-type: none">• BAD_IDENTITY_INFO• CLAIM_TO_SIP_MISMATCH• INVALID_IDENTITY_HEADER• MALFORMED_IDENTITY_HEADER• STALE_DATE• UNSUPPORTED_CREDENTIAL• UNSUPPORTED_PASSPORT_FORMAT
BP	CorrelationData		
BQ	ApplicationData		
BR	OrigNumberTags	string	Tag(s) assigned to the number on an outbound call.
BS	TermNumberTags	string	Tag(s) assigned to the number on an inbound call.

Analytics

The Analytics section presents metrics about the account.

Inventory

Each product is organized by name, the account status (Active, Suspended, or Disabled), the date the status was last updated, and the licenses that are included.

