

VOICE PORTAL GUIDE

For Voice Customers

Updated March 2019



TABLE OF CONTENTS

Table of Contents	1
Getting Started	2
Logging Into the Voice Portal	3
The Voice Portal	4
1. User Voicemail	8
Voicemail	10
Call History	11
How 911 Works	13
How to Reset Your Portal Password	14
How to Set Up a Schedule	15

GETTING STARTED

Welcome to the Consolidated Cooperative Voice Platform!

As part of our services we offer you access to your own online voice management portal (consolidated.user.alianza.com).

It is within this portal that you can control *who* can contact you, *how* they will reach you, and even *when* they will reach you.

This is in addition to the star codes that allow you to control voice features right from your phone.

To obtain your login information, you will need to contact our Customer Service team at 1-800-421-5863.

LOGGING INTO THE VOICE PORTAL

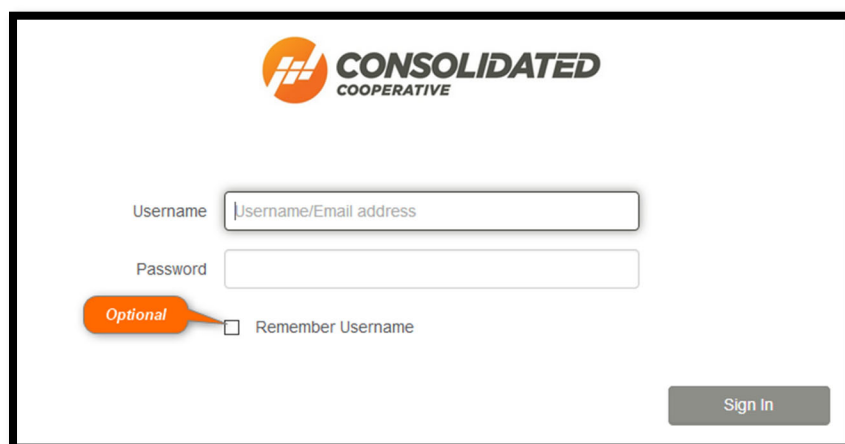
To log into the Consolidated Cooperative voice portal, you will need to have your username and password.

First-Time Login:

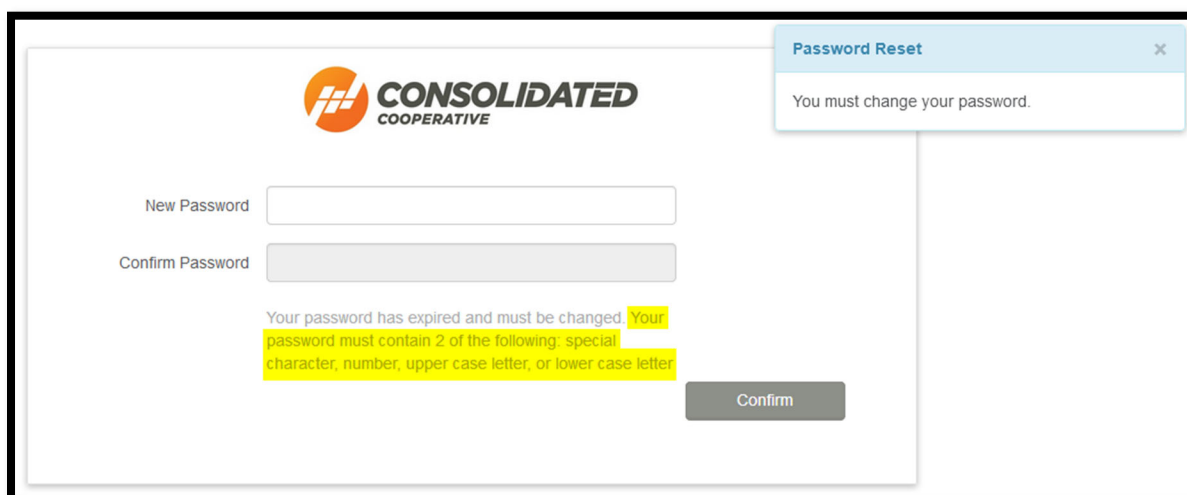
1. Go to consolidated.user.alianza.com.
2. Enter your username (11-digit phone number).
3. Enter the temporary password.
4. Click the “Sign In” button.
 - a. There is the optional choice to have your username be remembered.
5. The system will prompt you to create a new password.
 - a. Your password must 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. Go to consolidated.user.alianza.com.
2. Enter your username (11-digit phone number).
3. Enter the password you created.



The screenshot shows the login interface for Consolidated Cooperative. At the top is the logo, which consists of an orange square with a white grid pattern followed by the text "CONSOLIDATED COOPERATIVE". Below the logo are two input fields: "Username" with a placeholder "Username/Email address" and "Password". To the left of the "Remember Username" checkbox is an orange callout bubble with the word "Optional" in white. The "Sign In" button is a grey rectangle located at the bottom right of the form area.



The screenshot shows the password reset interface. At the top is the Consolidated Cooperative logo. Below it are two input fields: "New Password" and "Confirm Password". A message in yellow text states: "Your password has expired and must be changed. Your password must contain 2 of the following: special character, number, upper case letter, or lower case letter". A grey "Confirm" button is at the bottom right. A blue "Password Reset" notification box with a close button (X) is in the top right corner, containing the text "You must change your password."

THE VOICE PORTAL

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

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
 - a. Call will ring through and follow the call handling settings setup.
2. Allow with Priority Ring
 - a. There is the standard ring and then 7 other ring patterns to choose from.
3. Block
 - a. Call will be disconnected.
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
 - a. Caller will be sent to your voicemail.

Call Screening

To Add a Custom Caller

+ Add Caller

Screening Forward Number

1 (419) 555-1234

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

4

Anonymous Caller

Block with Message

3

Toll-free Caller

Block

1

All Other Callers

Allow

Custom Caller(s)

15675551234

2

Allow with Priority Ring

×

Priority Ring

Priority Ring 3

5

12125551234

Forward

×

6

17175551234

Voicemail

×

hide extra callers

Call Handling

Within this feature a schedule can be created, and other actions configured 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 you are 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 Busy Tone

Out of Service Forward to 1 (419) 555-1234

5. Forward All

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

Forward All Ring Phone Sim Ring Find Me

Forwarding Number 1 (419) 555-1234

6. Sim Ring

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

6

Ring Phone Forward All **Sim Ring** Find Me

Phone Numbers 1 (419) 555-1234 + 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

Busy Tone
Forward to
Ring Forever
Send to Voicemail

Cancel Save

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).

7

Ring Phone Forward All Sim Ring **Find Me**

Change the order of the destinations

+ Add Destination

Device ^v # Ring Device for 20 seconds X

Phone Number ^v ☎ 1 (419) 555-1234 for 20 seconds X

Timeout Action Send to Voicemail

Busy Tone
Send to Voicemail

If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action.

1. USER 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.

Tyler Wilson18014068300300Edit

CallsDevicesCalling PlansSettingsVoicemail1

Voicemail Box Settings

Forward Voicemail to Email☐

Forward voicemail messages

☐

Keep a copy in voicemail box

Enter email addresses, separ

Visual Voicemail

Time/Date

Originating Number

Length

Status

Jun 6, 2017 10:47 AM

1 (801) 561-0187

12 seconds

New

Delete

Select All

Download

Save

Select

Consolidated Cooperative

49

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.

Demo Account 17405133579

Voicemail Boxes

Voicemail Filter

Name	Owners	Voicemails (New/Total)	
Demo Account	Demo Account	0/0	Edit

Demo Account 17405133579

Voicemail Boxes

Voicemail Filter

Name	Owners	Voicemails (New/Total)	
Demo Account	Demo Account	1/1	Edit

Voicemail Box Settings

Forward Voicemail to Email ☐ Forward voicemail messages

☐ Keep a copy in voicemail box

Visual Voicemail

Time/Date	Originating Number	Length	Status	
Mar 27, 2019 4:40 PM	1 (419) 947-3055	4 seconds	New	Download Email Delete

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

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 “Download CSV” button to export your entire call history into a CSV file.

Demo Account 17405133579

Hide Filter Controls

Date

between 2019-02-27 and 2019-03-27

Call Types

☐ Inbound
☐ Outbound

Inbound Call Flags

All None

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

[Reset Filter](#) [Download CSV](#)

Date	From	To	
3/27/2019 4:40 PM EDT 26 seconds	1 (419) 947-3055 COLUMBUS, OH	1 (740) 513-3579 COLUMBUS, OH	Details

Displaying 1 of one result


Page 1 of 1

- Use the Details link next to the number to access the “Block” button and additional information about the call: Time and Length, the Originating number and its location, & the Terminating number and its location
- Use the “Block” button to quickly add a specific number to your blocked caller’s list in the Screening Calls section.

Date ▾

From

To

12/6/2018 3:14 PM MST 8 seconds	1 (801) [REDACTED] SALT LAKE CITY, UT	1 (801) [REDACTED] SALT LAKE CITY, UT	 Details
------------------------------------	--	--	---

Block 1 (801) [REDACTED]

Block

Time and Length

Start Time

12/06/2018 3:14:43 PM MST

Connected Time

12/06/2018 3:14:43 PM MST

End Time

12/06/2018 3:14:52 PM MST

Actual Length

8 seconds

Origination

Number

1 (801) [REDACTED]

Location

SALT LAKE CITY, UT

Termination

Number

1 (801) [REDACTED]

Location

SALT LAKE CITY, UT

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.

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”.



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”.

A screenshot of a web form titled "Changing Password for 18012064901". The form has three input fields: "Password", "New Password", and "Confirm Password". A numbered callout 3 points to the "New Password" field. Below the fields is a text requirement: "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." At the bottom right are "Cancel" and "Confirm" buttons. A numbered callout 4 points to the "Confirm" button.

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.

The screenshot shows the 'Call Handling' section of a user interface. At the top, there is a 'Scheduling' tab with a circled '1' and a 'Create Schedule' button. To the right of the button, it says '0 Schedules'. Below this, there are checkboxes for 'Call Waiting' (checked) and 'Do Not Disturb' (unchecked). Further down, there are four buttons: 'Ring Phone' (selected), 'Forward All', 'Sim Ring', and 'Find Me'. Below these are three sections for 'No Answer', 'Busy', and 'Out of Service'. Each section has a dropdown menu set to 'Send to Voicemail'. The 'No Answer' section also includes a time field set to '20 seconds'.

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.
 - d. Use the “+Add a Day” button to add more dates to the custom schedule.
6. Choose the call handling to happen DURING the specified times.
 - a. In the custom schedule example below, any call received between 9:00 am and 5:00 pm on December 24th and 25th of 2018 will be forwarded to 1-419-555-1234. 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

2

+ Add Schedule

Name	Type																																			
^ v	Weekly ^ Edit																																			
<div>3 Schedule Name <input type="text"/></div> <div>4<div>Custom</div><div>Weekly</div></div> <div>5<table><tbody><tr><td>Sun</td><td>Start Time</td><td><input type="text"/></td><td>End Time</td><td><input type="text"/></td></tr><tr><td>Mon</td><td>Start Time</td><td><input type="text"/></td><td>End Time</td><td><input type="text"/></td></tr><tr><td>Tue</td><td>Start Time</td><td><input type="text"/></td><td>End Time</td><td><input type="text"/></td></tr><tr><td>Wed</td><td>Start Time</td><td><input type="text"/></td><td>End Time</td><td><input type="text"/></td></tr><tr><td>Thu</td><td>Start Time</td><td><input type="text"/></td><td>End Time</td><td><input type="text"/></td></tr><tr><td>Fri</td><td>Start Time</td><td><input type="text"/></td><td>End Time</td><td><input type="text"/></td></tr><tr><td>Sat</td><td>Start Time</td><td><input type="text"/></td><td>End Time</td><td><input type="text"/></td></tr></tbody></table></div> <div>6 Call Handling<div><div>Call Waiting <input checked="" type="checkbox"/></div><div>Do Not Disturb <input type="checkbox"/></div><div><div>Ring Phone</div><div>Forward All</div><div>Sim Ring</div><div>Find Me</div></div><div>No Answer<div>Send to Voicemail v</div>after 20 seconds</div><div>Busy<div>Send to Voicemail v</div></div><div>Out of Service<div>Send to Voicemail v</div></div></div><div>7<div>Delete</div><div>Cancel</div><div>Confirm</div></div></div>		Sun	Start Time	<input type="text"/>	End Time	<input type="text"/>	Mon	Start Time	<input type="text"/>	End Time	<input type="text"/>	Tue	Start Time	<input type="text"/>	End Time	<input type="text"/>	Wed	Start Time	<input type="text"/>	End Time	<input type="text"/>	Thu	Start Time	<input type="text"/>	End Time	<input type="text"/>	Fri	Start Time	<input type="text"/>	End Time	<input type="text"/>	Sat	Start Time	<input type="text"/>	End Time	<input type="text"/>
Sun	Start Time	<input type="text"/>	End Time	<input type="text"/>																																
Mon	Start Time	<input type="text"/>	End Time	<input type="text"/>																																
Tue	Start Time	<input type="text"/>	End Time	<input type="text"/>																																
Wed	Start Time	<input type="text"/>	End Time	<input type="text"/>																																
Thu	Start Time	<input type="text"/>	End Time	<input type="text"/>																																
Fri	Start Time	<input type="text"/>	End Time	<input type="text"/>																																
Sat	Start Time	<input type="text"/>	End Time	<input type="text"/>																																

Custom Schedule Example

[+ Add Schedule](#)

Name	Type
^ v	Custom ^ Edit

Schedule Name

Custom

Weekly

+ Add a Day

Date

2018-12-24

Start Time

9:00 am

End Time

5:00 pm

Date

2018-12-25

Start Time

9:00 am

End Time

5:00 pm

Call Handling

Call Waiting

☒

Do Not Disturb

☐

Ring Phone

Forward All

Sim Ring

Find Me

Forwarding Number

1 (419) 555-1234

Delete

Cancel

Confirm