HOSTED VOICE
PORTAL GUIDE – STANDARD USER

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PORTAL GUIDE – STANDARD USER

GETTING STARTED

Welcome to the Glo Fiber Business Voice Platform!

As part of our services we offer you access to your own online voice management portal (glofiberhostedvoice.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 1-866-533-0859 or by dialing 611 from your Glo Fiber Business phone.

LOGGING INTO THE GLO FIBER BUSINESS ONLINE VOICE PORTAL

To log into the Glo Fiber Business Online Voice Portal, you will need to have your username and password.

First-Time Login

1) Go to glofiberhostedvoice.user.alianza.com.
2) Enter your username.
3) Enter the temporary password.
4) Click **[Sign In]**.
   - There is the optional choice to have your username be remembered.
5) When prompted, create a new password.
   - Your password must have:
     – At least 8 characters
     – A lowercase letter
     – An uppercase letter
     – A number
     – No parts of your username

Future Logins

1) Got to glofiberhostedvoice.user.alianza.com.
2) Enter your username.
3) Enter the password you created.
4) Click **[Sign In]**.

Note: For information on changing your password, see <u>*Resetting Your Portal Password*</u>.

THE GLO FIBER BUSINESS ONLINE VOICE PORTAL

Within the Glo Fiber Business Online Voice Portal, there are five sections: **User Info**, **Phone Numbers**, **Call Handling**, **Call Screening**, and **Voicemail Box Settings**.

User Info

The User Info section will show your account name and number, the phone number(s) pointed to you, your E911 address, which phone number is being used as your outbound caller ID, and the device(s) assigned to you.

Note: If the E911 address is NOT correct, contact Customer Service right away.

User Info - Peter Martinez (8014206491)

Account Name	Customer Demo
Account Number	87654321
Direct Phone Numbers	1 (801) 206-4901
E911 Address	333 S 520 W, Lindon, UT 84042
Outbound Caller ID	18012064901
Devices	TM502G - Line 2

Phone Numbers

Lists the phone number(s) on the account that are routed to you and your phone(s).

Phone Numbers

Routed to User	1 (801) 206-4901

Call Handling

Within this section 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:

- **Scheduling**
  - Create one or more schedules to dictate different behaviors based on the date/time the call comes in.
  - See Creating a Schedule for more information on creating these.
- **Call Waiting**
  - Checking this box will allow a second call to ring through while you are already on the phone.

- **Do Not Disturb**
  - 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).
- **Ring Phone**
  - This will ring the phone associated with the account.
  - There are 3 ways the call could not be answered:
    - The call is unanswered after a set number of seconds.
    - The device is busy (already in use and Call Waiting is not enabled) so couldn't take the call.
    - The device is out of service (device lost power and is not showing as an active device).

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

- **Sim Ring**
  - Simultaneous Ring will ring all numbers added to the list. The first phone number to pick up will take the call.

  Note: Use [+Add Number] to add more phone numbers.

  - 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.

- **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).
  - The order for the different destinations can be changed using the carrots (highlighted in yellow below).

Note: Use [+Add Destination] to add more destinations (up to 4 total destinations).

Call Screening

Like sunscreen, Call Screening can help you block out unwanted things trying to reach you. Plus, using this tool you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to your voicemail?

Note: Specific telephone numbers can be added to the list by selecting [+Add a Caller]. If there are more than 2 custom callers (specific phone numbers), they can be hidden.

Actions Include:

- **Allow**
  - Call will ring through and follow the call handling settings setup.

- **Allow with Priority Ring**
  - There is the standard ring and then 7 other ring patterns to choose from.
- **Block**
  - Caller will hear a busy signal.
- **Block with Message**
  - Before the call is disconnected, the caller will hear a message play: "The number you have dialed is not accepting calls at this time. Please try again later."
- **Forward**
  - If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the **Screening Forward Number** field.
- **Voicemail**
  - Caller will be sent to your voicemail.

Voicemail Box Settings

Messages left on your voicemail box can be sent as an MP3 file to one or more email addresses.

You have the option to keep the voicemail in the voicemail box:

- These settings allow you to choose to listen to the message on your phone or via an 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 listed to from the phone or saved/deleted from the visual voicemail box.

Resetting Your Portal Password

If you ever need to reset your portal password, the steps are simple.

1) **Click your name** in the top-right area of the screen.
2) Click **[Change Password]**.
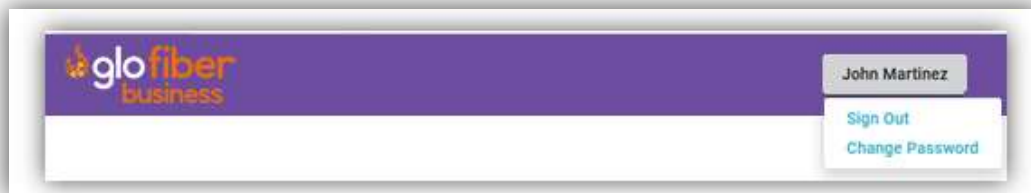
3) Enter your **current password** in the field provided.
4) Enter your **new password** in the field provided.
5) **Confirm your new password** in the field provided.
   - Your password must be at least 6 characters in length and contain 2 of the following:
     – A special character
     – A number
     – An upper-case letter
     – A lower-case letter
6) Click **[Confirm]**.

Creating a Schedule

Within the scheduler, the call handling options will be the same as what's in the main call handling section: Ring Phone, Forward All, Sim Ring, and Find Me (see Call Handling for information on those features).

Note: The main call handling options will take effect OUTSIDE of the scheduled hours.

1) Navigate to **Call Handling**.
2) Click **[Create Schedule]**.
   - If there are already schedules on the account, the button will read **Manage Schedule**.

3) In the newly opened scheduling window, click **[+Add Schedule]**.

4) Enter a **Schedule Name** for the new schedule.
5) Choose whether this will be specific dates ("Custom") or recurring (Weekly").
6) Fill in the **dates and times**.
   - The start time cannot be later than the end time.
   - If not using 24-hr time, include "am" and "pm" after the time.
   - 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.
7) Choose the **call handling** to happen DURING the specified times.

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- In the **custom schedule** example below, any call received during the specific time being set will be forwarded to 19085551234.

8) Click **[Confirm]** to save the schedule.

9) Click **[Save]** to exit out of the scheduler window.

Scheduling

Custom Schedule Example

+ Add Schedule

Name	Type	
∧ ∨	Custom	∧ Edit

Schedule Name [   ]

| Custom | Weekly | **+ Add a Day** |

Date 2018-12-10 📅

Start Time [   ] **End Time** [   ]

Call Handling

Call Waiting ☑

Do Not Disturb ☐

| Ring Phone | Forward All | Sim Ring | Find Me |

Forwarding Number 1 (908) 555-1234

| **Delete** | | Cancel | Confirm |

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