



POWERED BY REC

RESIDENTIAL USER GUIDE

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1. QUICK REFERENCE GUIDE

STAR CODES

CODE	FEATURE	CODE	FEATURE
*43	Call Waiting – Enable	*78	Do Not Disturb Activation
*44	Call Waiting – Disable	*79	Do Not Disturb Deactivation
*57	Call Trace	*87	Anonymous Call Reject Disable
*58	Add Custom Caller Block w/ Message	*90	Call Forwarding Busy Menu
*59	Add Custom Caller Allow	*92	Call Forwarding No Answer Menu
*60	Add Custom Caller Block	*94	Call Forward Out of Service Menu
*63	Add Custom Caller Forward	*95	Anonymous Caller Block w/ Message
*64	All Other Callers Block	*97	Disable Anonymous Caller Block w/ Message
*65	Enable User Caller ID Next Call	*333	Enter Voicemail
*67	Disable Caller ID Next Call	0	Call Operator – <i>Additional fees apply</i>
*68	Manage Caller ID for All Calls	211	Call Public Services - <i>Information provided on non-emergency services available in the local community.</i>
*69	Call Return	411	Call Information – <i>Additional fees apply</i>
*70	Disable User Call Waiting Next Call	611	Call Cielo Customer Service
*72	Call Forwarding Menu	711	Call Telecommunications Relay Service - <i>Permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities</i>
*73	Call Forwarding Menu	811	Call Utility Public Services - <i>“Call before you dig”</i>
*74	All Other Callers Allow	911	Call Emergency Services - <i>Always ensure Cielo has your correct address.</i>
*77	Anonymous Call Reject Enable		

VOICEMAIL GUIDE

Voicemail can be a big part of how we communicate, and it's getting more customizable every day. Here's a few quick instructions on how to access your voicemail from either your phone or remotely and how to personalize your voicemail greeting.

Access Your Voicemail

1. **Dial *333** from the phone that is connected to your account.
2. **Enter your 4-digit PIN**, followed by **#**.
 - Your **default PIN** is **1234**.
3. **Press 1**.

Actions Include:

Skip Message <i>Marks the voicemail as unread</i>	Press 1
Save Message <i>Marks the voicemail as read</i>	Press 2
Delete Message	Press 3
Repeat Message	Press 9
Exit Menu	Press 0

Remote Access to Voicemail

- 1) **Dial your 10-digit phone number** from a phone not connected to your account.
- 2) When you hear your voicemail greeting, **press #**.
- 3) **Enter your 4-digit PIN**, followed by **#**.

Personalize Your Voicemail

- 1) **Dial *333** from the phone that is connected to your account.
- 2) **Enter your 4-digit PIN**, followed by **#**.
 - Your **default PIN** is **1234**.
- 3) **Press 8**.

Actions Include:

Change your PIN	Press 1
Personalize your greeting	Press 2
Record your personal name	Press 3
Set up Call Forwarding	Press 5
Set up a Call Screening Forwarding Number	Press 6
Repeat personal options	Press 9
Exit Menu	Press 0

2. PHONE USER GUIDE

EMERGENCY SERVICES – 911

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

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.

Note: 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.

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

CALL WAITING

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

Use Call Waiting

When Call Waiting is enabled on your phone, follow the directions below to switch between your current call and a new incoming call.

1. When notified of a second incoming call, **press and release the hook flash button** on your phone.
2. 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 hook flash button**.

Temporarily Disable Call Waiting – One Call

Keep the next phone call you make from being interrupted.

1. **Lift the receiver.**
2. **Dial *70** + the number of the party you're trying to reach.
 - Call Waiting is disabled for the **current call**.
3. **After you hang up, Call Waiting will be active again.**

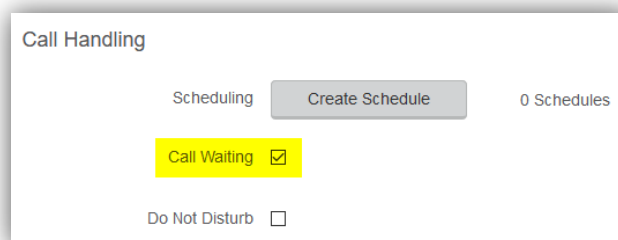
Enable/Disable Call Waiting – All Calls

Enable or Disable Call Waiting on all future calls.

1. **Dial *43** to **enable Call Waiting** for all calls.
2. **Dial *44** to **disable Call Waiting** for all calls.

Enable/Disable Call Waiting in the Ciello Online Voice Portal

Call Waiting can be managed on the **Call Handling** section of the **Ciello Online Voice Portal**.



Caller ID for Call Waiting

You can see who is calling, even if you are already on another call. **Caller ID and Caller ID name is available if Caller ID is supported on your phone.**

CALL RETURN

With Call Return you can reconnect with the caller you last talked to without dialing the number.

1. **Dial *69.**
 - Your phone will now automatically redial the last inbound call.

THREE-WAY CALLING

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

1. **Call the first party.**
2. **Press and release the switch hook or flash button** on your phone.
 - This will put the first party on hold.
3. Listen for a second dial tone and **dial the phone number of the second party.**
4. **After the second party answers, press and release the switch hook or Flash button** to join both parties into the call.

CALL SCREENING

Your privacy and personal time are important. Calls from anonymous callers ringing your phone can be annoying and inconvenient. Several call screening features allow you to limit the calls you receive before they ring your phone.

Anonymous Call Block

Block all callers who are not displaying Caller from reaching your phone number.

1. **Dial *77.**
 - **To reverse** this action, **dial *87.**

Call Screening – Custom Number

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

1. **Dial *60.**
2. **When prompted**, enter your **4-digit PIN.**
3. When prompted, **enter the phone number you would like to block.**
 - Enter the Caller ID just as you see it, typically this includes a 1 plus the area code, i.e. 1 222 555 212.
4. Calls from the number entered will now be blocked.
 - **To remove a number** from this block, **dial *59** and **follow the prompts** as outlined above.

Set up Nomorobo – Robocall Blocking

Nomorobo is a free service for end users in the United States that will block the telephone numbers of known telemarketers and robocallers. Basically, Nomorobo intercepts your calls and screens them for you. If the call is legitimate, it will ring through to your number, but if the call is from a robocaller or known telemarketer, Nomorobo hangs up for you.

To get started, you first need to create a free account with Nomorobo.

1. Go to <https://www.nomorobo.com/> and click **[Get Started Now]**.
2. **Choose Phone Type:** Choose *Internet Landline*.
3. **Determine Carrier:** Enter your phone number or click Let me choose my carrier from a list and then select your service provider.
4. **Complete Your Registration:** Enter your email address.
5. Click **[Start Blocking Robocalls NOW!]**.
6. Check your email and open the *Welcome to Nomorobo!* message. Click the link in that email to begin the setup process.
7. Enter your first and last name, create a password, then click **[Sign Up]**.
8. Click the **[Click here to get started]** button to set up your phone.

Step 1: Add Your Phone Number

1. **Phone Type:** Select Landline/VoIP.
2. **Carrier:** Choose your service provider.
3. **Phone Number:** Enter your phone number.
4. Click **[Next]**.

Step 2: Set Up Your Carrier

1. Log in to ciello.user.alianza.com.
2. Go to Dashboard > User Call Handling.
3. Choose and set up your preferred call handling type: **Find Me** or **Sim Ring**.

FIND ME/FOLLOW ME (Preferred)

Find Me/Follow Me will ring each destination sequentially. When the first destination is set to Nomorobo, they will field the call and allow legitimate calls to ring the next destination. You will not hear the call come through, nor will you be notified that a call was intercepted and blocked.

1. Choose **Find Me**.
2. Set the first destination to the phone number for Nomorobo. Subsequent destinations should follow your call preferences.
 - Click the phone or # icon to choose if the call should be routed through your devices or a phone number, respectively.
 - Use the arrow icons to reorder each destination as necessary.
3. For each destination, choose how long the call should ring before moving to the next one.
 - It doesn't matter how long you set for the Nomorobo destination—Nomorobo will pick up or reject the call within 1-2 seconds. To callers, it will feel like a normal post-dial delay.
4. Choose a timeout action: *Send to Voicemail* or *Busy*.
5. Click **Save**.

SIM RING

Sim Ring enables a call to ring to multiple lines and/or phone numbers simultaneously. When a call comes in, Nomorobo will be the first to intercept the call. Legitimate calls will continue to ring to your number, but if the call is from a robocaller or known telemarketer, Nomorobo hangs up for you. Your phone will ring once to let you know the robocall has been answered and stopped.

1. Choose **Sim Ring**.
2. In the Phone Numbers field, enter the Nomorobo number for your carrier.

3. Click **Save**.

Step 3: Verify Robocall Protection

1. Go back to your Nomorobo account.
2. Navigate to **Your Phones** and click **[Test]** next to your phone number.
3. Click **[I'm ready. Call me now.]**
4. You will immediately receive a call letting you know if everything is set up correctly. Please answer the phone after the third ring.
5. That's it! Your phone number will now be listed as "Protected."

National Do Not Call Register

You can reduce the number of unwanted sales calls you get by signing up for the **National Do Not Call Registry**. It's free. Visit www.donotcall.gov to register your number.

CALLER ID

When using a compatible phone, you can see the name and number of the party calling your phone. When you place a call, your name and phone number is available to people you dial. You can control when your caller ID information is sent.

Block Caller ID per Call

To prevent your caller ID (name and number), from being displayed to the person you dial:

1. Lift the receiver.
2. **Dial *67** + the number of the party you're trying to reach.
 - Your caller ID will not be displayed to the party you called.
 - Your caller ID will be displayed on future calls.

Unblock Caller ID per Call

To allow your caller ID to be sent to the person you dial:

1. Lift the receiver.
2. **Dial *65** + the number of the party you're trying to reach.
 - Your caller ID will be displayed to the party you called
 - Your caller ID will not be displayed on future calls.

CALL FORWARDING

You can forward incoming calls from your home phone to another phone number. This service will continue to function even in the event of a power outage, Internet outage, or device failure.

Call Forward - All Calls

Send all incoming calls to a different phone number or destination.

1. **Dial *72 or *73.**
2. Enter your **4-digit PIN**.

3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.
 - **To disable** this feature and have calls ring to your line, **dial *72 or *73, enter your 4-digit PIN and press 2.**

Disable Call Forward - All Calls

Disable Call Forwarding so all calls will now be sent only to your phone.

1. **Dial *72 or *73.**
2. Enter your **4-digit PIN**.
3. **Press 2.**

Call Forward - Busy

Have calls that come in while you're already talking to someone, or when your phone is off the hook, forwarded to another phone number.

1. **Dial *90.**
2. Enter your **4-digit PIN**.
3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.
 - **To disable** this feature and send unanswered calls to voicemail, **dial *90, enter your 4-digit PIN, and press 2.**

Call Forward - No Answer

Rather than have your unanswered calls go to voicemail, you can have calls forwarded to another phone number when not answered.

1. **Dial *92.**
2. Enter your **4-digit PIN**.
3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.
 - **To disable** this feature and send unanswered calls to voicemail, **dial *92, enter your 4-digit PIN, and press 2.**

Call Forwarding - Remote Access

Unconditional call forwarding (Forward All) is also available when using a phone not connected to your account by utilizing the voicemail system.

1. **Dial your 10-digit phone number.**
2. When you hear your voicemail greeting, **press #.**
3. **Enter your 4-digit PIN**, followed by **#.**
4. **Press 8.**
5. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.

Other Call Forwarding Options

Other forwarding options, like Find-me/Follow-me, Simultaneous Ring, forwarding select numbers to voicemail, and many additional options are available in the Cielo Online Voice Portal.

DO NOT DISTURB

When you are busy and don't want your phone to ring, activate Do Not Disturb.

Enable/Disable Do Not Disturb

When enabled, this feature will send all calls directly to your voicemail box. When you are available to take calls again, simply deactivate the service and calls will once again ring your phone.

1. **Dial *78** to enable Do Not Disturb.
2. **Dial *79** to disable Do Not Disturb.

VOICEMAIL AND UNIFIED MESSAGING

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

Listen to Voicemail Messages

Check in on your voicemail inbox to listen to new message or review old ones.

1. **Dial *333.**
2. Enter your **4-digit PIN.**
3. **Press 1.**

Actions Include:

- **Press 1 to skip** message.
 - Marks the voicemail as unread.
- **Press 2 to save** message.
 - Marks the voicemail as read.
- **Press 3 to delete** message.
 - Removes the message from the voicemail box.
- **Press 9 to repeat** the message.

Voicemail to Email

Voicemail messages can be converted to an MP3 file and sent to an email address, or list of email addresses. Voicemail to email can be setup using the Ciello Online Voice Portal.

1. **Navigate** to the **Voicemail page** of the **Ciello Online Voice Portal.**
2. **Select the voicemail box** from the list by clicking on the row.
3. **Check the Forward Voicemail to Email** box.
4. **Enter your email address** (or multiple email addresses) into the field provided.
5. Click **[Save]**.

*Note: Selecting the **Keep a copy in voicemail box** allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone and use your email to listen to voicemail messages.*

Access on Power/Connectivity Failure

In the event of a power outage, Internet outage, or device failure; people that attempt to call you will go to your voicemail. Call forwarding, sim ring, or find-me/follow-me will continue to function, and you will still be able to access your voicemail messages from another phone.

Remote Access to Voicemail

Check your voicemail from a phone not connected to your account.

1. **Dial your phone number.**
2. **Press #.**
3. **Enter your 4-digit PIN.**
4. **Press 1.**

Note: You must have a 4-digit PIN set up in order to access your voicemail remotely.

Busy and No Answer Voicemail Greetings

You can let callers know a little more about why you did not answer the phone. You can have callers hear different greetings when you are on the phone or otherwise unable to answer.

1. **Dial *333.**
2. Enter your **4-digit PIN.**
3. **Press 8** to navigate to **Personal Options.**
4. **Press 2** to navigate to **Personalize Greeting.**
5. **Press 2** to navigate to **Busy Greeting.**
 - Or, **press 3** for **No Answer Greeting.**
6. **Record your greeting.**
 - Press 3 to review your recorded greeting.
 - Press 4 to erase the recorded greeting.
7. **Press 1 to Save.**

Voicemail Message Waiting Indicator (MWI)

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

Send Caller Directly to Voicemail

You can send callers directly to another user's voicemail without that user's phone ringing.

1. **While on an active call, press and release the switch hook or flash button** on your phone.
 - This will put the first party on hold.
2. **Dial *55 and the other user's extension.**
3. Hang up.

SOCIAL AND PUBLIC SERVICES

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

211 – Community Services Assistance

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

411 – Directory Assistance

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

611 – Cielo Customer Service

The Customer Service line of Cielo can be reached quickly by dialing 611.

711 – Telecommunications Relay Service

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

811 – Local Utilities “Call Before You Dig”

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

911 - Emergency Services

When you dial 911, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address. The 911 operator is given a callback number and address.

Note: It is important that if you move your phone service, you keep your address up to date.

Call Trace

You can mark a harassing or threatening phone call. You must contact a law enforcement agency about the harassing call for further action.

1. **Hang up** the harassing or threatening call.
2. **Lift the receiver** and listen for dial tone.
3. **Dial *57.**
4. The call will be marked in your call history.

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

3. END-USER SIMPLE PORTAL GUIDE

GETTING STARTED

Welcome to the Cielo Voice Platform!

As part of our services we offer you access to your own online voice management portal (ciello.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.

Contact our Customer Service team at (719) 852-3538 with questions.

LOGGING INTO THE CIELLO ONLINE VOICE PORTAL

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

First-Time Login

1. **Go to ciello.com**, click the **[Telephone Self Care]** button in top center (or online at: ciello.user.alianza.com).
2. **Enter your username** (your 10-digit Cielo phone number).
3. **Enter the temporary password** (first four (4) letters of account holder's first name in all capital letters, followed by first four (4) letters of the account holder's last name in all lower-case letters)
4. Click the **[Sign In]** button.
 - 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. **Go to ciello.com**, click the **[Telephone Self Care]** button in top center.
2. **Enter your username**.
3. **Enter the password** you created.
4. Click the **[Sign In]** button.

Note: For information on changing your password, see [Reset Your Portal Password](#).



Username

Username is required

Password

Remember Username

Sign In



New Password

Confirm Password

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

Confirm

i You must change your password. ×

THE CIELLO ONLINE VOICE PORTAL

Within the Cielo Online Voice Portal, there are three sections: **Dashboard**, **Voicemail**, and **Call History**.

Dashboard

From the Dashboard menu view the telephone number, the E911 address associated with the telephone number, the caller ID name (CNAM), and device information: MAC address, device type, and device registration status.

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



Below this information section, there are four other sections for general settings:

- Call Screening
- Call Handling
- Calling Plans
- 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.

Note: Specific telephone numbers can be added to the list by selecting the [+ Add a Caller] button. If there are more than two 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
 - Call will be disconnected.
- Block with Message

- Before the call is disconnected, the caller will hear a message play indicating the call is being rejected.
- 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.

Call Screening + Add Caller

Screening Forward Number

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

Anonymous Caller

Toll-free Caller

All Other Callers

Custom Caller(s)

<input type="text" value="12125551234"/>	<input type="text" value="Allow with Priority Ring"/>	✕
	Priority Ring <input type="text" value="Priority Ring 3"/>	
<input type="text" value="17175551324"/>	<input type="text" value="Forward"/>	✕
<input type="text" value="18015551234"/>	<input type="text" value="Voicemail"/>	✕

hide extra callers

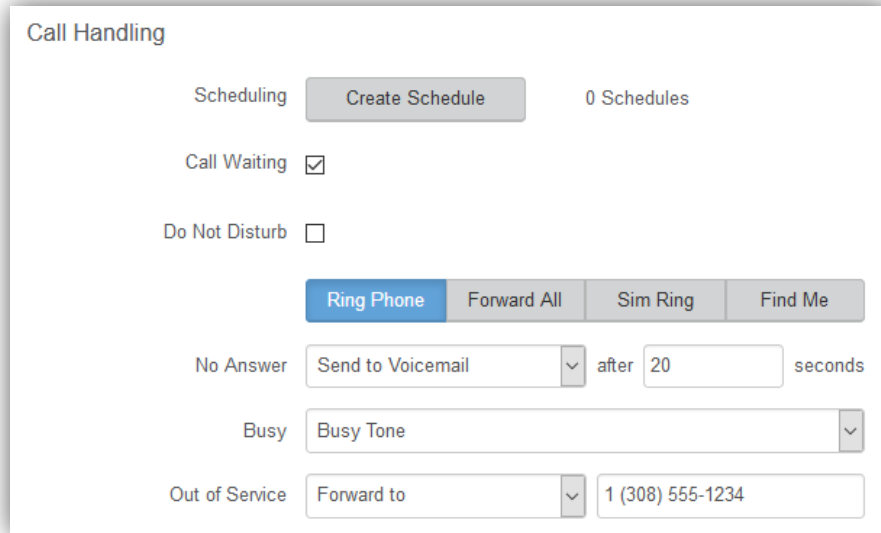
CALL HANDLING

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 [Set Up 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 enabled) so couldn't take the call.
- The device is out of service (device lost power and is not showing as an active device).



Call Handling

Scheduling Create Schedule 0 Schedules

Call Waiting

Do Not Disturb

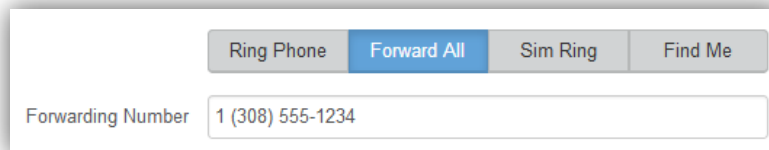
Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after seconds

Busy Busy Tone

Out of Service Forward to

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



Ring Phone Forward All Sim Ring Find Me

Forwarding Number

- Sim Ring
 - Simultaneous Ring (Sim Ring) will ring all numbers added to the list. The first phone number to pick up will take the call.
 - *Note: Use the [+Add Number] button 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).
 - Use the [+Add Destination] button to add more destinations (up to 4 total destinations).

CALLING PLANS

The calling plan(s) that have been assigned to your account will dictate where you are allowed to call.

Note: For changes to permitted calling areas, please contact Customer Service.

Calling Plans		
Calling Plan	Total Minutes	Minutes Used
Basic Plan	150	0

[Edit](#)

HISTORY

This will show you the last call that was made or received on your account.

History

Last Call 1 (573) [REDACTED] → 1 (573) [REDACTED] (24 seconds)
Nov 12, 2018 1:19 PM

VOICEMAIL

The Voicemail menu shows you the voicemail box you have setup along with granting you access to the voicemail features: voicemail to email and visual voicemail.

Note: To access the voicemail features, select the Edit link.

Account

- Dashboard
- Voicemail**
- Call History

Simple Test Simple 18012253078

Voicemail Boxes

Voicemail Filter

Name	Owners	Voicemails (New/Total)	
Simple Test	Simple1 Test1	3/3	Edit

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.

Allows 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.

Voicemail Box Settings

Forward Voicemail to Email Forward voicemail messages

Keep a copy in 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**, or **Status**.
- **To listen** to the message from here, **click the Download icon**.
- All, multiple, or individual voicemails can be selected to be deleted or saved.
 - **Check the box** next to the voicemail message and **click the Trashcan icon** to **delete** a message.
 - **Click the Envelope icon** to **save** a message.

Time/Date	Originating Number	Length	Status	
Jul 21, 2018 2:35 PM	1 (509) [REDACTED]	1 second	New	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Oct 31, 2017 1:46 PM	1 (801) [REDACTED]	35 seconds	New	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Jan 11, 2017 12:19 PM	1 (509) [REDACTED]	10 seconds	New	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

CALL HISTORY

The Call History menu will display all call records. View call records for the current month or search for a specific date range, type of call, and/or specific inbound call flags. This allows you to see the pattern of the calls. What calls are being missed, how many are sent to voicemail, etc. Once the parameters are set, results will be displayed below and can be downloaded into a CSV.

Note: The [Reset Filter] button will remove any parameters set, allowing all calls to be displayed.

Simple Test Simple 18012253078

Hide Filter Controls

Date
between 2018-11-12 and 2018-12-12

Call Types
 Inbound
 Outbound

Inbound Call Flags All None
 Answered
 Busy
 Forwarded
 Missed
 Sent to VM

Date	From	To
------	------	----

- All calls will be presented in chronological order with the most recent call at the top of the list.

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
11/26/2018 4:14 PM MST 8 seconds	1 (801) [REDACTED] PROVO-OREM, UT	1 (801) [REDACTED] PROVO-OREM, UT	▼ Details
11/16/2018 10:56 AM MST 11 seconds	1 (385) [REDACTED] OGDEN-CLEARFIELD, UT	1 (801) [REDACTED] SALT LAKE CITY, UT	▼ Details

- Click a call record's **Details link** to access additional information about the call:
 - Time
 - Length
 - The number that made the call and where it came from
 - The number that received the call and where it's located
- Click the [Block] button, also under a call's Details, to quickly add the origination number to your blocked callers list.

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

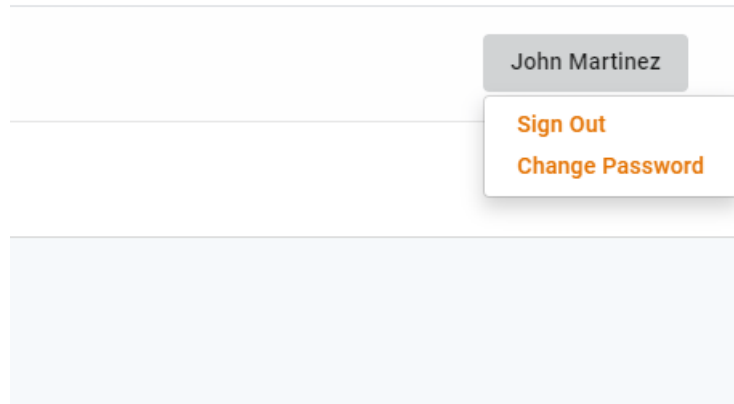
Number 1 (801) [REDACTED]

Location SALT LAKE CITY, UT

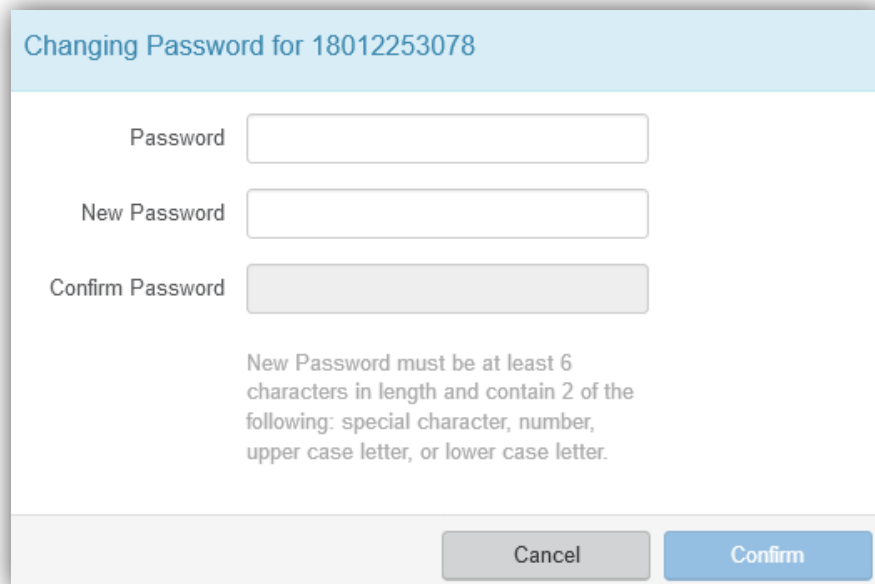
RESET YOUR CIELLO ONLINE VOICE PORTAL PASSWORD

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]**.

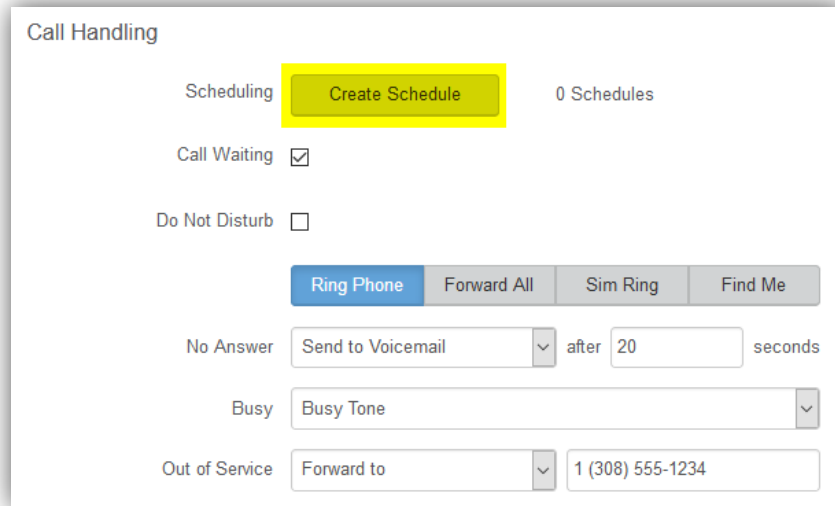
A screenshot of a "Changing Password" form. The title bar reads "Changing Password for 18012253078". The form contains three input fields: "Password", "New Password", and "Confirm Password". Below the fields, there is a text instruction: "New Password must be at least 6 characters in length and contain 2 of the following: special character, number, upper case letter, or lower case letter." At the bottom right, there are two buttons: "Cancel" and "Confirm".

CREATE 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 the **[Create Schedule]** button.
 - If there are already schedules on the account, the button will read **[Manage Schedule]**.



Call Handling

Scheduling **Create Schedule** 0 Schedules

Call Waiting

Do Not Disturb

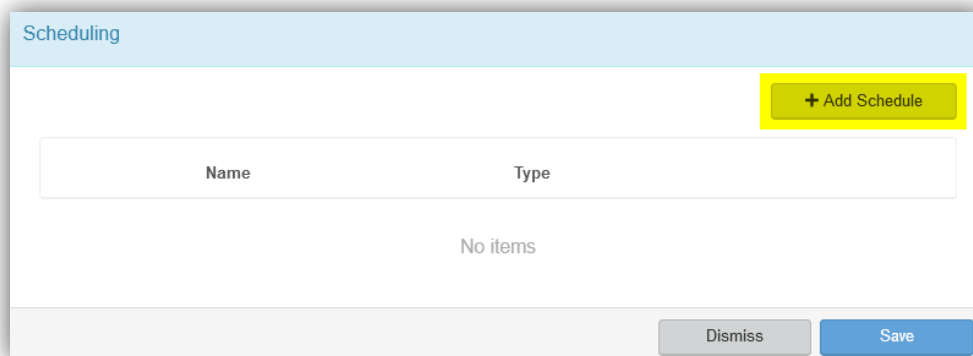
Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after 20 seconds

Busy Busy Tone

Out of Service Forward to 1 (308) 555-1234

3. Click the **[+Add Schedule]**.



Scheduling

+ Add Schedule

Name	Type
No items	

Dismiss Save

4. Enter a **Schedule Name** for the new schedule.
5. Enter the details to edit its settings, time blocks, and how incoming calls at that time will be handled.
 - See the Set Up Call Screening directions for more options.
6. Click the **[Confirm]** button.
7. Click the **[Save]** button.

Scheduling

+ Add Schedule

Name	Type
^ v	Weekly ^ Edit
Schedule Name	<input type="text"/>
	Custom Weekly
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"/>

Call Handling

Call Waiting

Do Not Disturb

Ring Phone Forward All Sim Ring Find Me

No Answer after seconds

Busy

Out of Service

Delete

Cancel

Confirm

Custom Schedule Example

+ Add Schedule

Name	Type
^^	Custom ^ Edit
Schedule Name	<input type="text"/>
	Custom Weekly + Add a Day
Date	2018-12-10
Start Time	<input type="text"/> End Time <input type="text"/>
Call Handling	
Call Waiting	<input checked="" type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>
	Ring Phone Forward All Sim Ring Find Me
Forwarding Number	<input type="text" value="1 (908) 555-1234"/>
Delete	Cancel Confirm

4. END-USER ADVANCED PORTAL GUIDE

GETTING STARTED

Welcome to the Cielo Voice Platform!

As part of our services we offer you access to your own online voice management portal (ciello.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 (719) 852-3538.

LOGGING INTO THE CIELLO ONLINE VOICE PORTAL

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

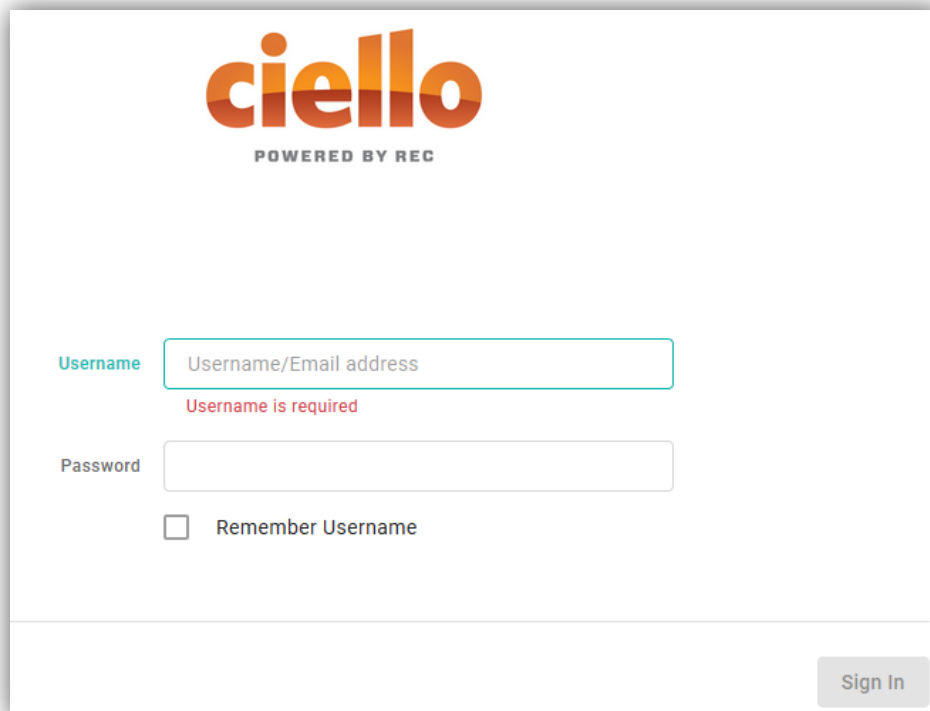
First-Time Login

6. **Go to** ciello.user.alianza.com.
7. **Enter your username.**
8. **Enter the temporary password.**
9. Click the **[Sign In]** button.
 - There is the optional choice to have your username be remembered.
10. 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

5. **Go to** ciello.user.alianza.com.
6. **Enter your username.**
7. **Enter the password** you created.
8. Click the **[Sign In]** button.

Note: For information on changing your password, see [How to Reset Your Portal Password](#).



ciello
POWERED BY REC

Username
Username is required

Password

Remember Username

Sign In





New Password

Confirm Password

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

Confirm

 You must change your password. 

THE CIELLO ONLINE VOICE PORTAL

Within the Cielo 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 your account and phone(s).

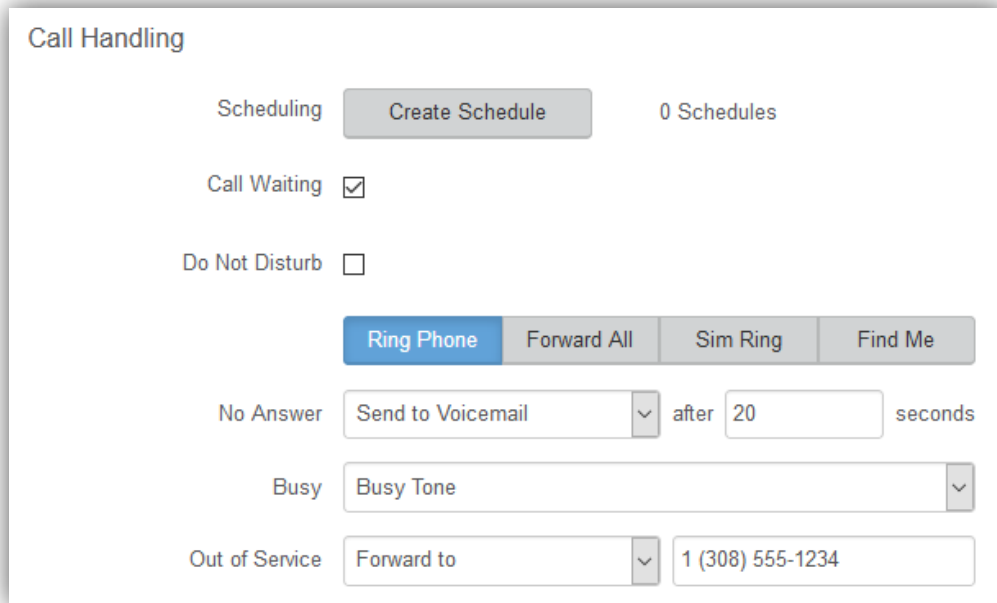
CALL HANDLING

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 [Set Up 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).



Call Handling

Scheduling Create Schedule 0 Schedules

Call Waiting

Do Not Disturb

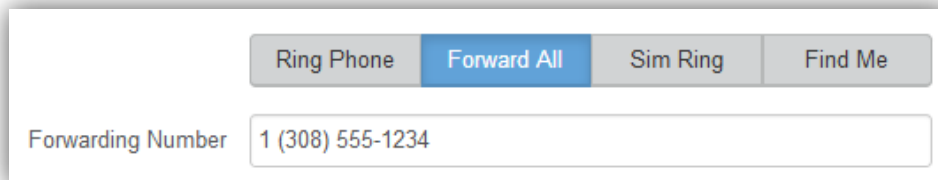
Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after seconds

Busy Busy Tone

Out of Service Forward to

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



Ring Phone Forward All Sim Ring Find Me

Forwarding Number

- 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 the [+Add Number] button 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).
 - Use the [+Add Destination] button to add more destinations (up to 4 total destinations).

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.

Note: Specific telephone numbers can be added to the list by selecting the [+Add a Caller] button. 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
 - Call will be disconnected.
- Block with Message
 - Before the call is disconnected, the caller will hear a message play indicating the call is being rejected.
- 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.

Call Screening + Add Caller

Screening Forward Number

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

Anonymous Caller

Toll-free Caller

All Other Callers

Custom Caller(s)

<input type="text" value="12125551234"/>	<input type="text" value="Allow with Priority Ring"/>	x
	Priority Ring <input type="text" value="Priority Ring 3"/>	
<input type="text" value="17175551324"/>	<input type="text" value="Forward"/>	x
<input type="text" value="18015551234"/>	<input type="text" value="Voicemail"/>	x

hide extra callers

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 listened to from the phone or saved/deleted from the visual voicemail box.

Voicemail Box Settings

Forward Voicemail to Email Forward voicemail messages

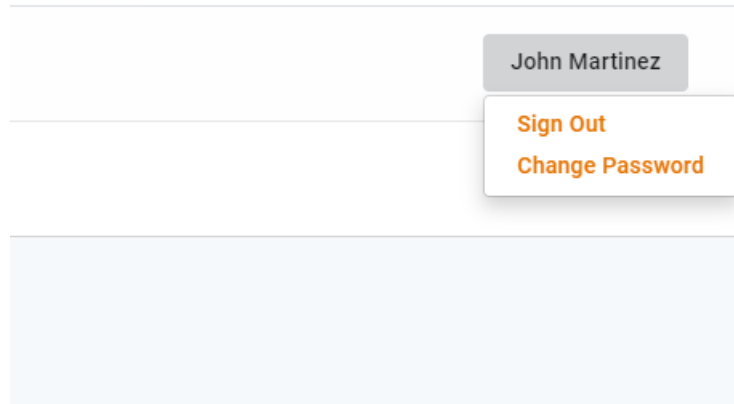
Keep a copy in voicemail box

Enter email addresses, separated by commas

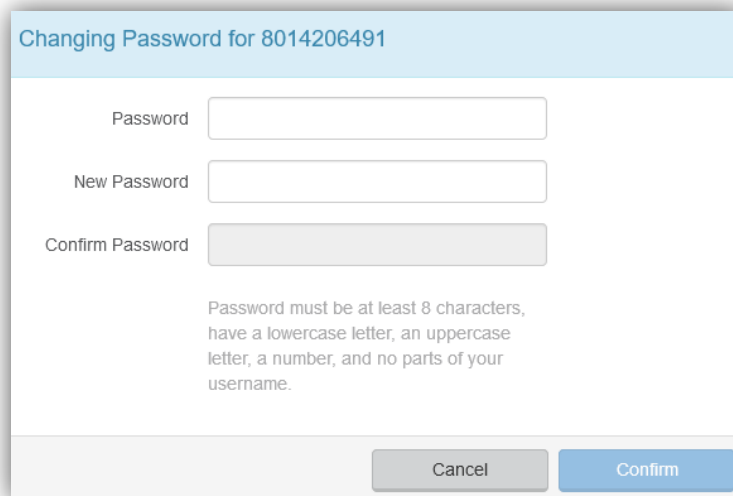
RESET YOUR CIELLO ONLINE VOICE PORTAL PASSWORD

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

A screenshot of a "Changing Password" form for user ID 8014206491. The form has a light blue header with the title "Changing Password for 8014206491". It contains three input fields: "Password", "New Password", and "Confirm Password". Below the fields is a text instruction: "Password must be at least 8 characters, have a lowercase letter, an uppercase letter, a number, and no parts of your username." At the bottom right, there are two buttons: a grey "Cancel" button and a blue "Confirm" button.

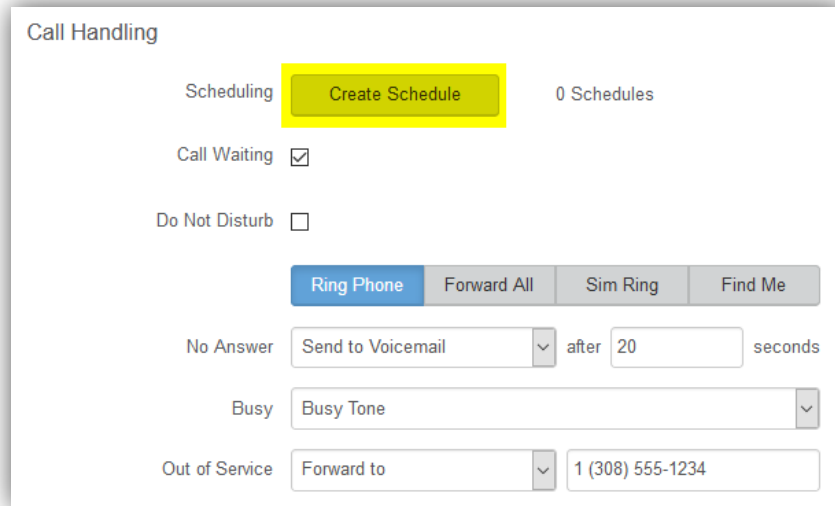
6. Click [**Confirm**].

CREATE 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 the **[Create Schedule]** button.
 - If there are already schedules on the account, the button will read **[Manage Schedule]**.



Call Handling

Scheduling **Create Schedule** 0 Schedules

Call Waiting

Do Not Disturb

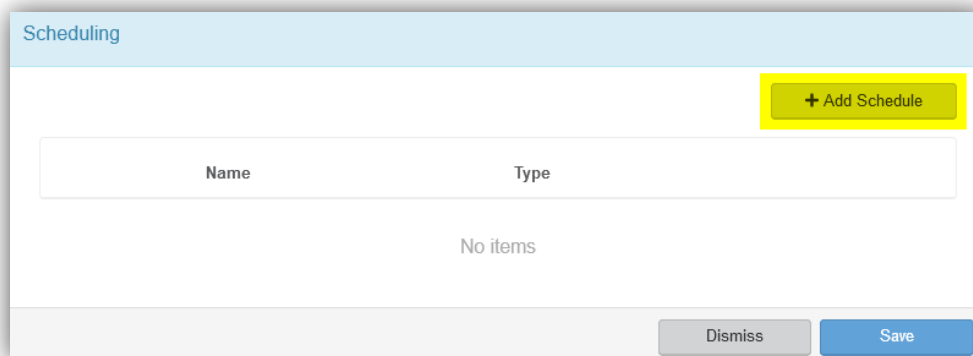
Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after 20 seconds

Busy Busy Tone

Out of Service Forward to 1 (308) 555-1234

3. Click the **[+Add Schedule]**.



Scheduling

+ Add Schedule

Name	Type
No items	

Dismiss Save

4. Enter a **Schedule Name** for the new schedule.
5. Enter the details to edit its settings, time blocks, and how incoming calls at that time will be handled.
 - Time blocks must be formatted as H:MM am/pm.
 - See the Set Up Call Screening directions for more options.
6. Click the **[Confirm]** button.
7. Click the **[Save]** button.

Scheduling

+ Add Schedule

Name	Type
^ v	Weekly ^ Edit
Schedule Name	<input type="text"/>
	<input type="button" value="Custom"/> <input checked="" type="button" value="Weekly"/>
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"/>

Call Handling

Call Waiting

Do Not Disturb

No Answer after seconds

Busy

Out of Service

Delete

Cancel

Confirm

Custom Schedule Example

+ Add Schedule

Name	Type
^^	Custom ^ Edit
Schedule Name	<input type="text"/>
	Custom Weekly + Add a Day
Date	2018-12-10
Start Time	<input type="text"/>
End Time	<input type="text"/>
Call Handling	
Call Waiting	<input checked="" type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>
	Ring Phone Forward All Sim Ring Find Me
Forwarding Number	<input type="text" value="1 (908) 555-1234"/>
Delete	Cancel Confirm

5. END-USER ADVANCED ADMIN PORTAL GUIDE

GETTING STARTED

Welcome to the Cielo Voice Platform!

As part of our services we offer you access to your own online voice management portal (ciello.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 (719) 852-3538 or by dialing 611 from your Cielo phone.

LOGGING INTO THE CIELLO ONLINE VOICE PORTAL

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

First-Time Login

1. **Go to** ciello.user.alianza.com.
2. **Enter your username.**
3. **Enter the temporary password.**
4. Click the **[Sign In]** button.
 - 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. **Go to** ciello.user.alianza.com.
2. **Enter your username.**
3. **Enter the password** you created.
4. Click the **[Sign In]** button.

Note: For information on changing your password, see [Reset Your Portal Password](#).

The screenshot shows the login interface for the Cielo Online Voice Portal. At the top center is the Cielo logo, which consists of the word 'ciello' in a bold, orange, lowercase font, with 'POWERED BY REC' in a smaller, black, uppercase font directly beneath it. Below the logo, there are two input fields. The first is labeled 'Username' in a light blue font and contains the placeholder text 'Username/Email address'. Below this field is a red error message that reads 'Username is required'. The second input field is labeled 'Password' in a light blue font and is currently empty. Below the password field is a checkbox with the label 'Remember Username'. At the bottom right of the form area is a grey button with the text 'Sign In' in white.





New Password

Confirm Password

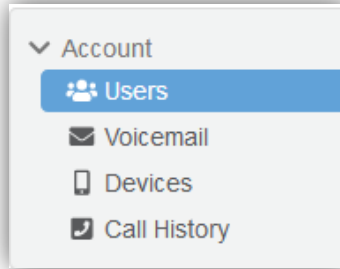
Your password has expired and must be changed. Your password must contain 2 of the following: special character, number, upper case letter, or lower case letter

Confirm

 You must change your password. 

THE CIELLO ONLINE VOICE PORTAL

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

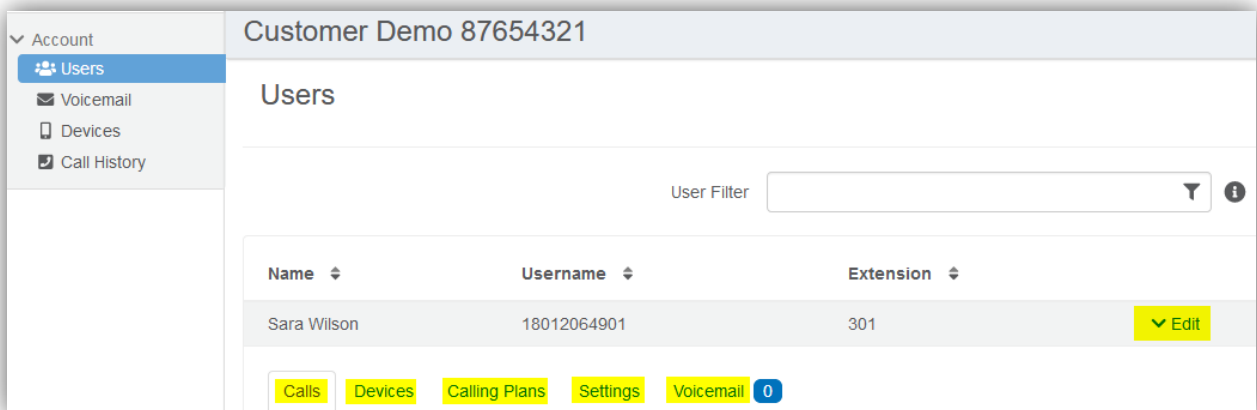


Users

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

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

1. [Calls](#)
2. [Devices](#)
3. [Calling Plans](#)
4. [Settings](#)
5. [Voicemail](#)



CALLS

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

The screenshot shows a user profile for Sara Wilson with phone number 18012064901 and extension 301. The 'Calls' tab is selected, showing a 'Phone Numbers' section with one number routed to the user: 1 (801) 206-4901. The 'Call Screening' section includes a 'Screening Forward Number' field, a note about its purpose, and three dropdown menus for 'Anonymous Caller', 'Toll-free Caller', and 'All Other Callers', all set to 'Allow'. The 'Call Handling' section is partially visible at the bottom.

Phone Numbers

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

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.

Note: To add custom callers (specific phone numbers) to screen, use the [+Add Caller] button. If there are more than 2 custom callers, 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
 - Call will be disconnected.
- Block with Message
 - Before the call is disconnected, the caller will hear a message play indicating the call is being rejected.
- 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.

Call Screening + Add Caller

Screening Forward Number

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

Anonymous Caller

Toll-free Caller

All Other Callers

Custom Caller(s)

<input type="text" value="12125551234"/>	<input type="text" value="Allow with Priority Ring"/>	✕
Priority Ring	<input type="text" value="Priority Ring 3"/>	
<input type="text" value="17175551324"/>	<input type="text" value="Forward"/>	✕
<input type="text" value="18015551234"/>	<input type="text" value="Voicemail"/>	✕

hide extra callers

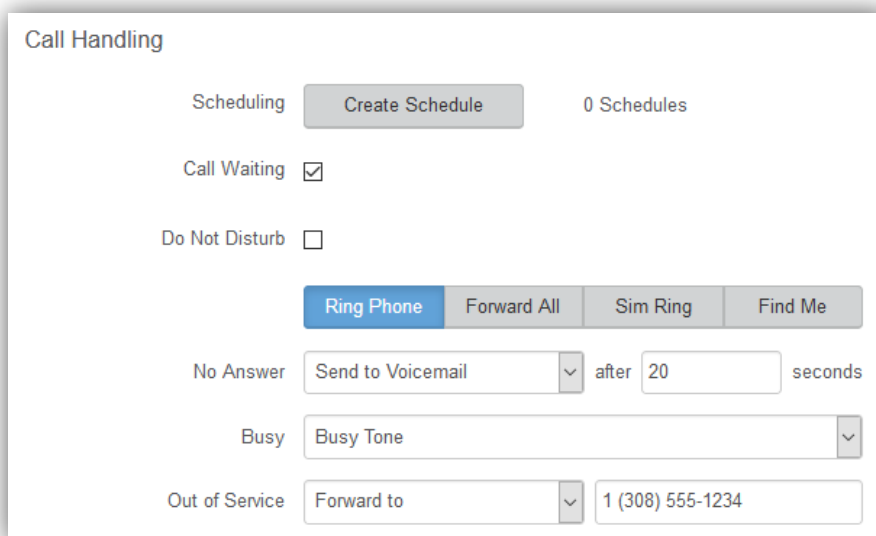
Call Handling

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 [Create 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).



Call Handling

Scheduling Create Schedule 0 Schedules

Call Waiting

Do Not Disturb

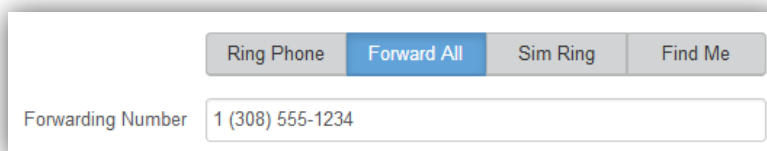
Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after seconds

Busy Busy Tone

Out of Service Forward to

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



Ring Phone Forward All Sim Ring Find Me

Forwarding Number

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

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

Phone Numbers 1 (308) 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

- Send to Voicemail
- Busy Tone
- Forward to
- Ring Forever
- 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).
 - Use the [+Add Destination] button to add more destinations (up to four total destinations).

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

+ Add Destination

Device ^ v 📞 # Ring Device for 20 seconds ✕

Phone Number ^ v 📞 # 1 (308) 555-1234 for 20 seconds ✕

Timeout Action Send to Voicemail

- Send to Voicemail
- Busy Tone
- Send to Voicemail

DEVICES

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

- All devices assigned to the user will appear in the **Device Lines** section.

The screenshot shows a user profile for Sara Wilson with phone number 18012064901 and extension 301. The 'Devices' tab is active, showing two sections:

- Device Lines:** A table with columns 'Device Type', 'MAC Address', and 'Line Number'. It contains one entry: Arris TM502G with MAC address bbcceedd1234 on line 1.
- Referenced Devices:** A table with columns 'Device Type', 'MAC Address', 'Line Number', and 'Device Owner'. It contains one entry: VVX400 with MAC address aabbccdde22 on line 2, owned by Tyler Wilson.

- If you click on Edit next to the device, you will be able to see additional technical details about the device.
- All device changes **not included** in the following list will need to be managed by our customer service team:
 - BLF/Presence
 - Call Park
 - Paging
 - Speed Dial
 - Shared Line

- Calls
- Devices**
- Calling Plans
- Settings
- Voicemail **0**

Device Lines

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

Device Info

Device Type Arris TM502G

MAC Address bbcceedd1234

Registration Status No ✘

Provisioning Logs **Logs**

Device Line Info

Line Number 1

Line Name

911 Callback Number 18012064901

Registration Status No ✘

[^ Advanced Line Settings](#)

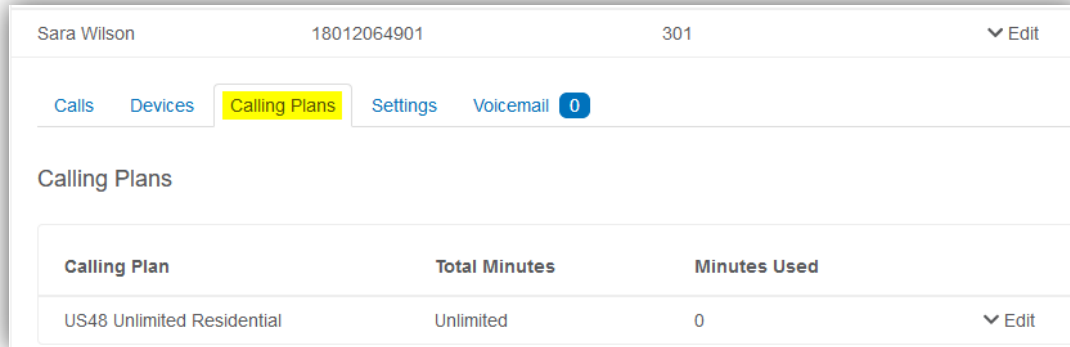
Fax Enabled This line is connected to a fax machine

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

CALLING PLANS

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

Note: For changes to permitted calling areas, please contact Customer Service.



The screenshot shows a user profile for Sara Wilson with phone number 18012064901 and extension 301. The 'Calling Plans' tab is selected. Below the navigation bar, the 'Calling Plans' section contains a table with one entry: 'US48 Unlimited Residential' with 'Unlimited' total minutes and '0' minutes used.

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

SETTINGS

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

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

The screenshot shows the user settings page for Sara Wilson. At the top, the user's name 'Sara Wilson', extension number '18012064901', and role '301' are displayed. Below this is a navigation bar with tabs for 'Calls', 'Devices', 'Calling Plans', 'Settings' (highlighted in yellow), and 'Voicemail' (with a '0' indicator). The 'User Information' section includes fields for 'Username' (18012064901), 'Name' (Sara Wilson), and 'Extension Number' (301). A 'Reset PIN' button with a key icon is highlighted in yellow. The 'Caller ID' section shows a dropdown for 'Caller ID Number' set to '1 (801) 206-4901', a 'Caller ID Name (CNAM)' field set to 'Company', and a 'Caller ID Enabled' checkbox that is checked and highlighted in yellow. The 'User Settings' section includes a 'Time Zone' dropdown set to 'US/Eastern', an 'End User Role' field set to 'ADMIN', and a 'Language' dropdown set to 'English (United States)'.

USER VOICEMAIL

A user's voicemail section shows you the voicemail box they have setup along with granting you access to the voicemail features: voicemail to email and visual voicemail.

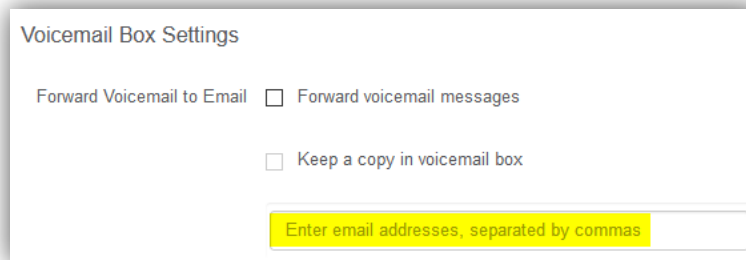
Voicemail Box Settings

Messages left on the user's 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.

Allows the user to choose to listen to the message on their phone or via an MP3 file.

If a copy is kept in the voicemail box, the message waiting indicator on the user's phone will stay on until the voicemail is listened to from the phone or saved/deleted from the visual voicemail box.

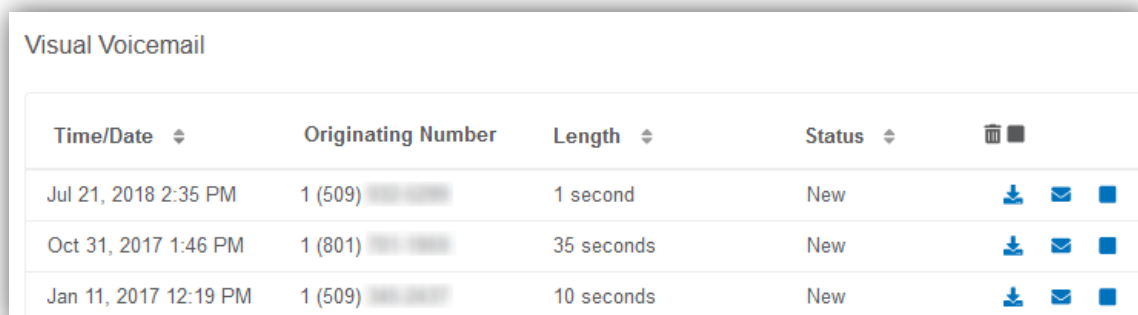


The screenshot shows a 'Voicemail Box Settings' form. It includes two checkboxes: 'Forward Voicemail to Email' and 'Keep a copy in voicemail box'. Below these is a text input field with a yellow highlight and the placeholder text 'Enter email addresses, separated by commas'.

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 using the download icon.
- All, multiple, or individual voicemails can be selected to delete at one time.
- To delete, check the box next to the voicemail message and click the trashcan icon.
- To save a message, click on the letter icon.
- When you hover your mouse over an icon, the icon's function will show.



The screenshot shows a 'Visual Voicemail' table with columns for Time/Date, Originating Number, Length, Status, and action icons (trash, download, email, save).

Time/Date	Originating Number	Length	Status	
Jul 21, 2018 2:35 PM	1 (509) [REDACTED]	1 second	New	[trash] [download] [email] [save]
Oct 31, 2017 1:46 PM	1 (801) [REDACTED]	35 seconds	New	[trash] [download] [email] [save]
Jan 11, 2017 12:19 PM	1 (509) [REDACTED]	10 seconds	New	[trash] [download] [email] [save]

VOICEMAIL

This section of the Cielo Online Voice Portal will enable you to manage the voicemail boxes and associated settings for all users on the account.

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

Customer Demo 87654321

Voicemail Boxes

Voicemail Filter

Name	Owners	Voicemails (New/Total)	
Tyler Wilson	Tyler Wilson	1/1	Edit
Sara Wilson	Sara Wilson	0/0	Edit
Peter Martinez	Peter Martinez	0/0	Edit

Customer Demo 87654321

Voicemail Boxes

Voicemail Filter

Name	Owners	Voicemails (New/Total)	
Tyler Wilson	Tyler Wilson	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	
Jun 6, 2017 10:47 AM	1 (801) 561-0187	12 seconds	New	Download Email Delete

DEVICES

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

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

Customer Demo 87654321

Devices + Add Device

Device Filter

MAC Address	Device Type	Owners	
aabbccdde22	Polycom VVX 400/410	Tyler Wilson	Edit
bbcceedd1234	Arris TM502G	Shared by 2	Edit

Customer Demo 87654321

Devices + Add Device

Device Filter

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

Device Info

MAC Address aabbccdde22

Device Type Polycom VVX 400/410

Configuration Status No Details

Swap Device Swap

[Bulk Line Configuration](#)

Line Configuration

Line Number	Type	Assignment	
1	Device Line		Edit
2	Shared Line	Sara Wilson	Edit

CALL HISTORY

The Call History menu will display all call records. View call records for the current month or search for a specific date range, type of call, and/or specific inbound call flags. This allows you to see the pattern of the calls. What calls are being missed, how many are sent to voicemail, etc. Once the parameters are set, results will be displayed below and can be downloaded into a CSV.

Note: The [Reset Filter] button will remove any parameters set and display ALL calls again.

- All calls will be presented in chronological order with the most recent call at the top of the list.

Customer Demo 87654321

Hide Filter Controls

Date: between 2018-11-14 and 2018-12-14

Call Types: Inbound, Outbound

Inbound Call Flags: Answered, Busy, Forwarded, Missed, Sent to VM

Reset Filter | Download CSV

Date	From	To
------	------	----

- 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.

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
11/26/2018 4:14 PM MST 8 seconds	1 (801) [REDACTED] PROVO-OREM, UT	1 (801) [REDACTED] PROVO-OREM, UT	Details
11/16/2018 10:56 AM MST 11 seconds	1 (385) [REDACTED] OGDEN-CLEARFIELD, UT	1 (801) [REDACTED] SALT LAKE CITY, UT	Details

- Use the [Block] button to quickly add a specific number to a user's blocked caller's list in the Screening Calls section.
 - After clicking the [Block] button, the user will need to be selected.

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

Select Screening Location

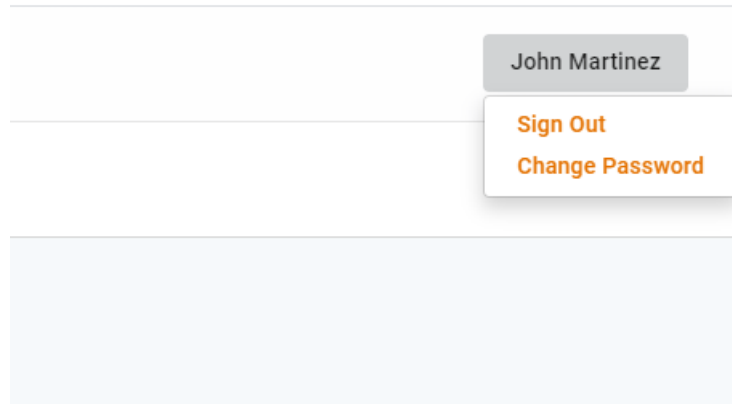
Location

[Dismiss](#) [Confirm](#)

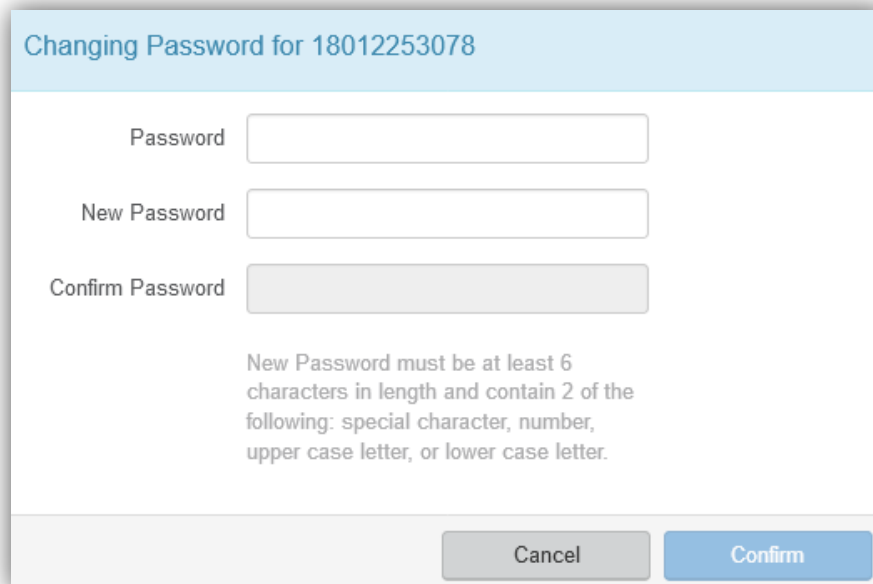
RESET YOUR CIELLO ONLINE VOICE PORTAL PASSWORD

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

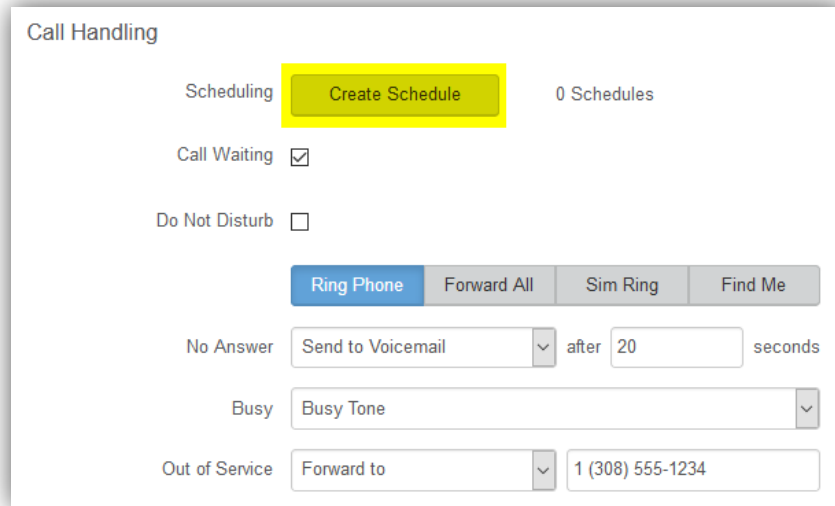
A screenshot of a "Changing Password" dialog box. The title bar reads "Changing Password for 18012253078". The dialog contains three input fields: "Password", "New Password", and "Confirm Password". Below the fields, a message states: "New Password must be at least 6 characters in length and contain 2 of the following: special character, number, upper case letter, or lower case letter." At the bottom right, there are two buttons: "Cancel" and "Confirm".

CREATE 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 the **[Create Schedule]** button.
 - If there are already schedules on the account, the button will read **[Manage Schedule]**.



Call Handling

Scheduling **Create Schedule** 0 Schedules

Call Waiting

Do Not Disturb

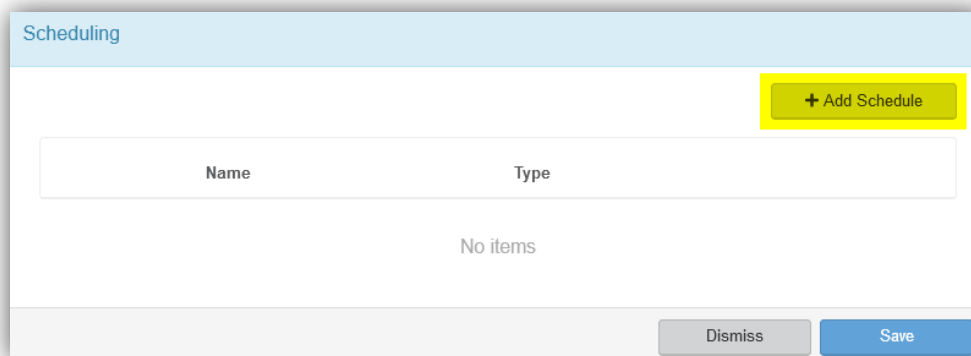
Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after 20 seconds

Busy Busy Tone

Out of Service Forward to 1 (308) 555-1234

3. Click the **[+Add Schedule]**.



Scheduling

+ Add Schedule

Name	Type
No items	

Dismiss Save

4. Enter a **Schedule Name** for the new schedule.
5. Enter the details to edit its settings, time blocks, and how incoming calls at that time will be handled.
 - See the Set Up Call Screening directions for more options.
6. Click the **[Confirm]** button.
7. Click the **[Save]** button.

Scheduling

+ Add Schedule

Name	Type
^ v	Weekly ^ Edit
Schedule Name	<input type="text"/>
	<input type="button" value="Custom"/> <input checked="" type="button" value="Weekly"/>
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"/>

Call Handling

Call Waiting

Do Not Disturb

No Answer after seconds

Busy

Out of Service

Delete

Cancel

Confirm

Custom Schedule Example

+ Add Schedule

Name	Type
^ v	Custom ^ Edit
Schedule Name	<input type="text"/>
	Custom Weekly + Add a Day
Date	<input type="text" value="2018-12-10"/>
Start Time	<input type="text"/> End Time <input type="text"/>
<hr/>	
Call Handling	
Call Waiting	<input checked="" type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>
	Ring Phone Forward All Sim Ring Find Me
Forwarding Number	<input type="text" value="1 (908) 555-1234"/>
Delete	Cancel Confirm