



VOICE PORTAL GUIDE

For Astrea Voice Customers

Updated August 2019

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GETTING STARTED

Welcome to the Astrea Voice Platform!

As part of our services we offer you access to your own online voice management portal (astrea.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 800-236-8434.

LOGGING INTO THE VOICE PORTAL

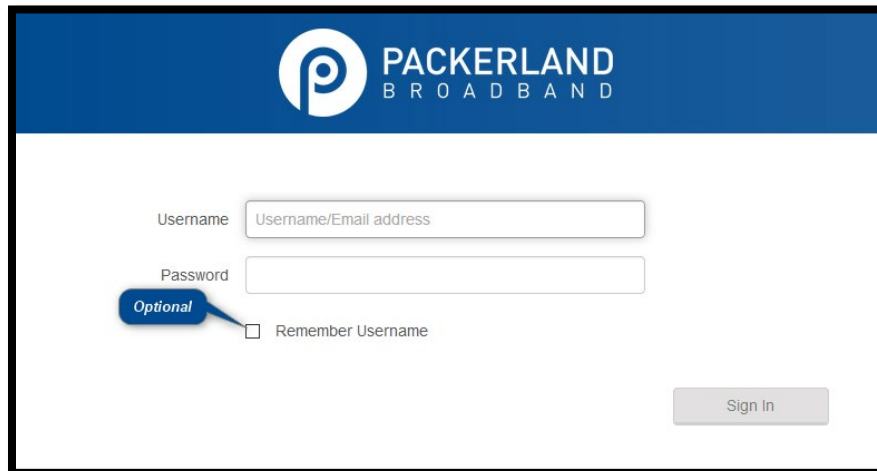
To log into the Astrea voice portal, you will need to have your username and password.

First-Time Login:

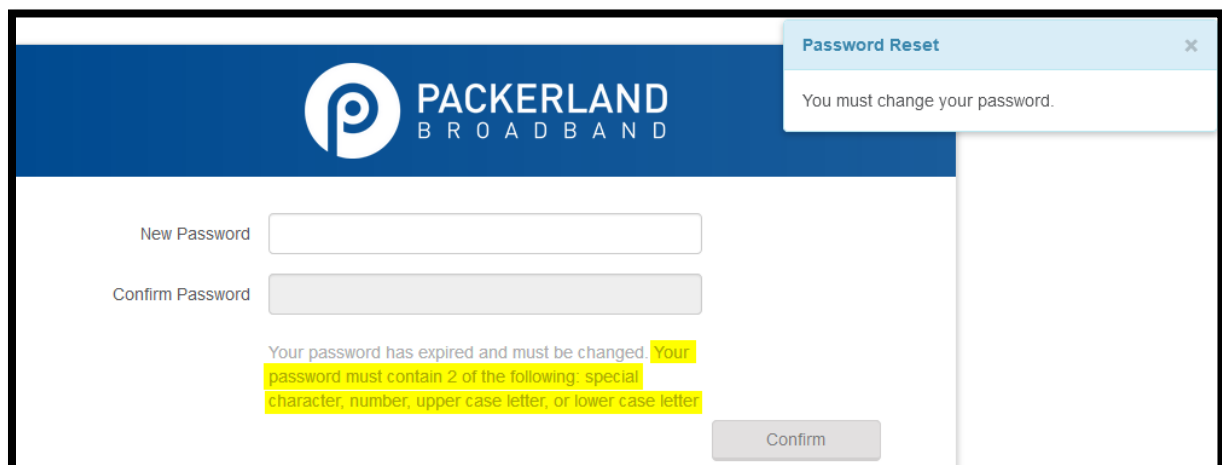
1. Go to astrea.user.alianza.com.
2. Enter your username (11-digit phone number).
3. Enter the temporary password.
4. Click the “Sign In” button.
 - a. There is the optional choice to have your username be remembered.
5. The system will prompt you to create a new password.
 - a. Your password must be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



The screenshot shows the login interface for Packerland Broadband. At the top, there is a blue header with the Packerland logo (a white 'p' in a circle) and the text 'PACKERLAND BROADBAND'. Below the header, there are two input fields: 'Username' with a placeholder 'Username/Email address' and 'Password'. To the left of the 'Remember Username' checkbox is a blue callout bubble with the word 'Optional' in white. The 'Remember Username' checkbox is currently unchecked. A 'Sign In' button is located at the bottom right of the form area.



The screenshot shows the password reset interface for Packerland Broadband. At the top, there is a blue header with the Packerland logo and the text 'PACKERLAND BROADBAND'. A light blue notification box at the top right contains the text 'Password Reset' and 'You must change your password.' Below the header, there are two input fields: 'New Password' and 'Confirm Password'. Below the input fields, there is a message: '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 'Confirm' button is located at the bottom right of the form area.

THE VOICE PORTAL

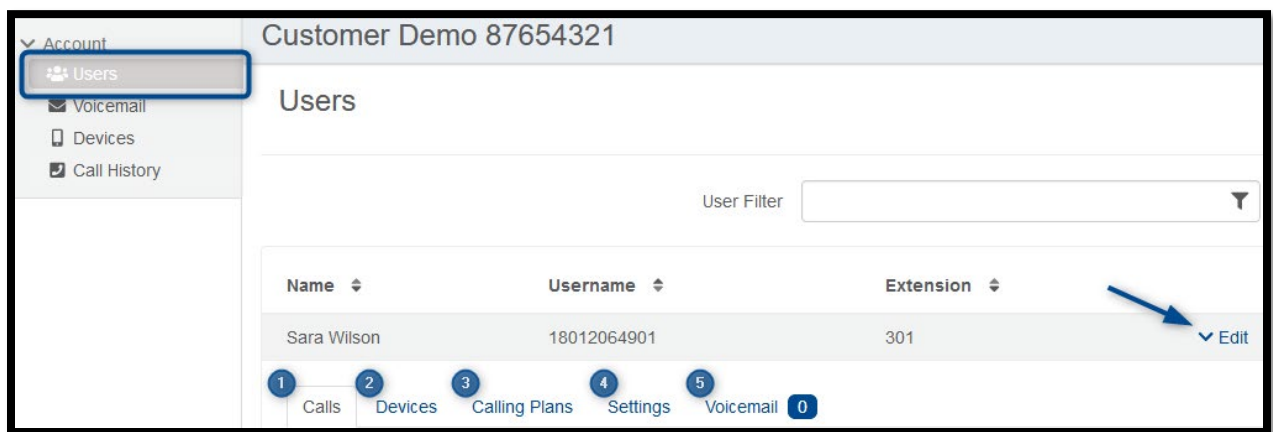
Within the portal, there are 4 sections: [Users](#), [Voicemail](#), [Devices](#), and [Call History](#).

USERS

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

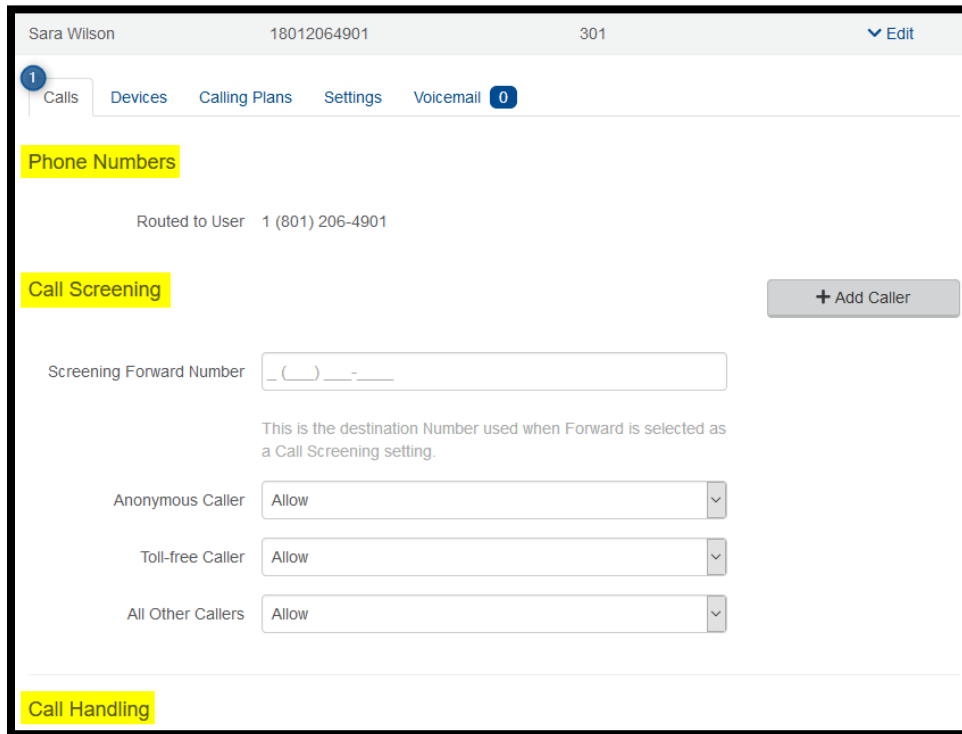
Under each user, there are 5 sub-sections to organize the permissions/features:

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



1. 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.



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.

** 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 (906) 555-1234

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

Anonymous Caller Block with Message

Toll-free Caller Block

All Other Callers Allow

Custom Caller(s)

12125551234 Allow with Priority Ring

Priority Ring Priority Ring 3

17175551234 Forward

18015551234 Voicemail

hide extra callers

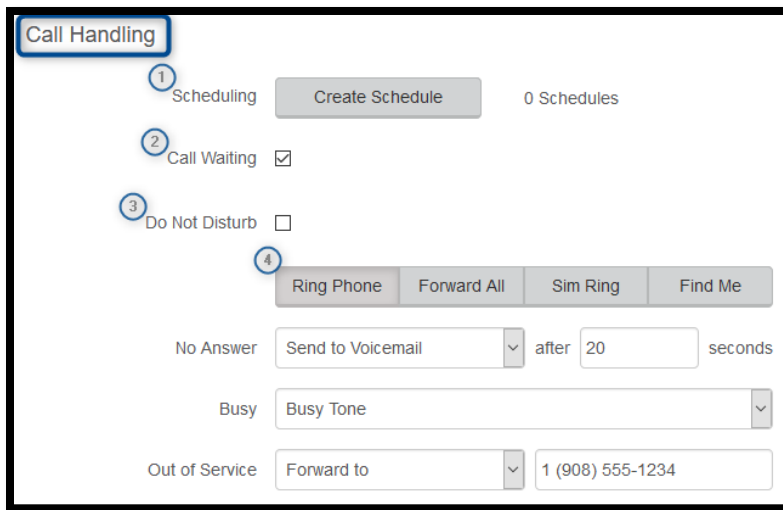
Call Handling

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

Actions Include:

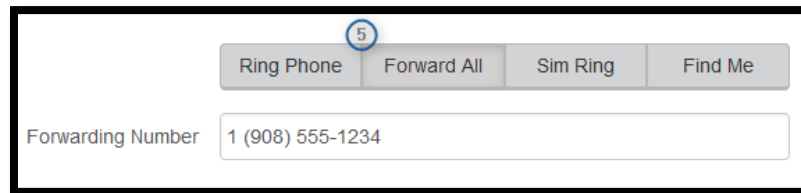
1. Scheduling
 - a. Create one or more schedules to dictate different behaviors based on the date/time the call comes in.
 - b. See below [“How to Set Up a Schedule”](#) for more information on creating these.
2. Call Waiting
 - a. Checking this box will allow a second call to ring through while you 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).



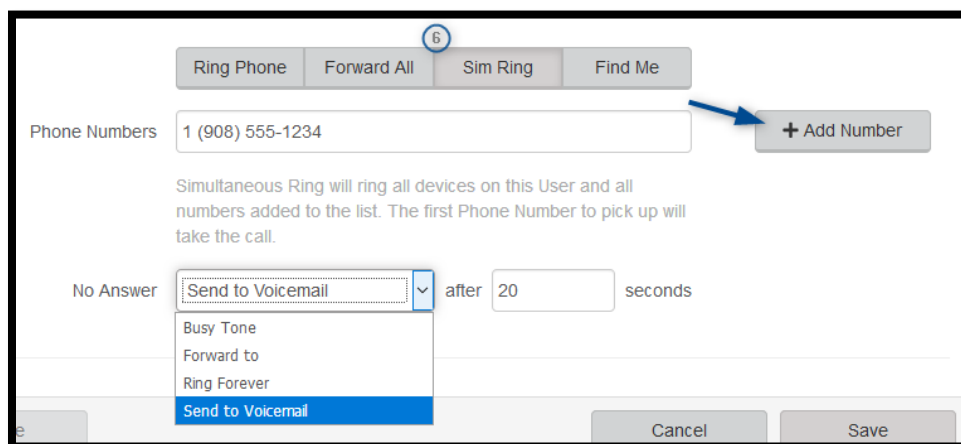
5. Forward All

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



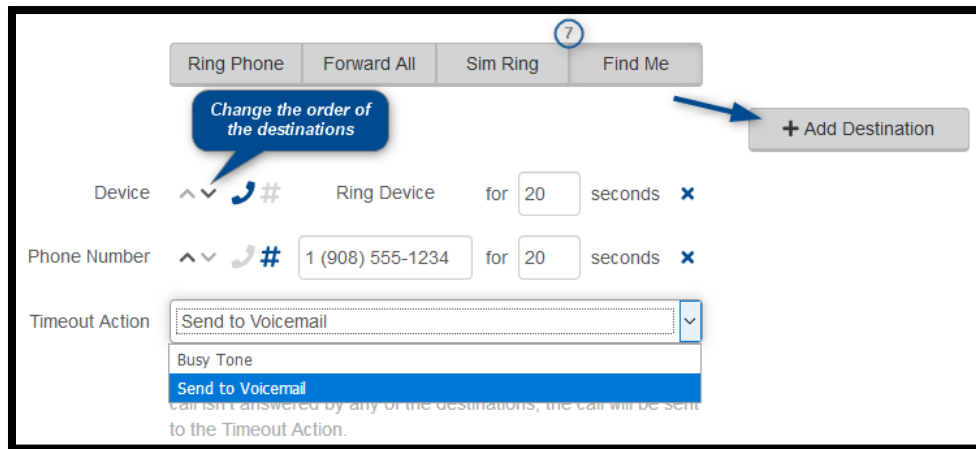
6. Sim Ring

- 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.



7. Find Me

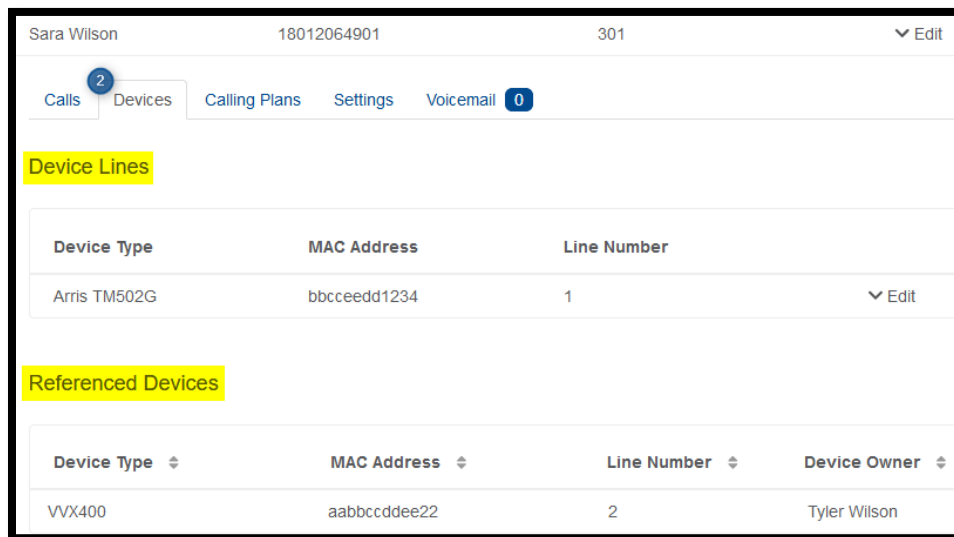
- Find Me Follow Me will ring each destination sequentially.
- If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).



2. DEVICES

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

- All devices assigned to the user will appear in the Device Lines section.
- If the device is an IP phone, there is an additional feature to share a line.
 - If the user's line is being shared with another user, it will show under the Referenced Devices area.



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

Sara Wilson 18012064901 301 [Edit](#)

[Calls](#) **2**
[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.

3. 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.

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

Sara Wilson 18012064901 301 [Edit](#)

[Calls](#)
[Devices](#) **3**
[Calling Plans](#)
[Settings](#)
[Voicemail](#) **0**

Calling Plans

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

4. SETTINGS

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

- When the pin is reset, it is reset to the default: 1234.
 - This will have to be changed on the phone before remote access to your voicemail will be permitted.
- If no caller ID number is chosen, the call will be sent out as Anonymous and could be blocked by the called party's phone system.
 - If no caller ID is wanted, choose an outbound caller ID number and uncheck the Caller ID Enabled box.
 - *The 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 '301', and phone number '18012064901' are displayed. Below this is a navigation bar with tabs for 'Calls', 'Devices', 'Calling Plans', 'Settings' (which is active and has a blue '4' notification), and 'Voicemail' (which has a blue '0' notification). The page is divided into three sections: 'User Information', 'Caller ID', and 'User Settings'. In the 'User Information' section, the 'Username' is '18012064901', the 'Name' is split into 'Sara' and 'Wilson', the 'Extension Number' is '301', and there is a yellow 'Reset PIN' button. In the 'Caller ID' section, the 'Caller ID Number' is '1 (801) 206-4901', the 'Caller ID Name (CNAM)' is 'Company', and the 'Caller ID Enabled' checkbox is checked. In the 'User Settings' section, the 'Time Zone' is 'US/Eastern', the 'End User Role' is 'ADMIN', and the 'Language' is 'English (United States)'.

5. 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.

The screenshot shows the user interface for Tyler Wilson (18014068300, 300). The 'Voicemail' tab is active, showing 5 messages and 1 voicemail. The 'Voicemail Box Settings' section includes:

- Forward Voicemail to Email Forward voicemail messages
- Keep a copy in voicemail box
- Enter email addresses, separated by commas

The 'Visual Voicemail' section displays a table with the following data:

Time/Date	Originating Number	Length	Status
Jun 6, 2017 10:47 AM	1 (801) 561-0187	12 seconds	New

Actions available for the message include: Delete, Select All, Download, Save, and Select.

VOICEMAIL

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

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

Customer Demo 87654321

Voicemail Boxes

Voicemail Filter

Name	Owners	Voicemails (New/Total)	
Tyler Wilson	Tyler Wilson	1/1	Edit
Sara Wilson	Sara Wilson	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.

* For information 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	
aabbccdee22	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	
aabbccdee22	Polycom VVX 400/410	Tyler Wilson	Edit

Device Info

MAC Address aabbccdee22

Device Type Polycom VVX 400/410

Configuration Status No ✖ [Details](#)

Swap Device Swap

[Bulk Line Configuration](#)

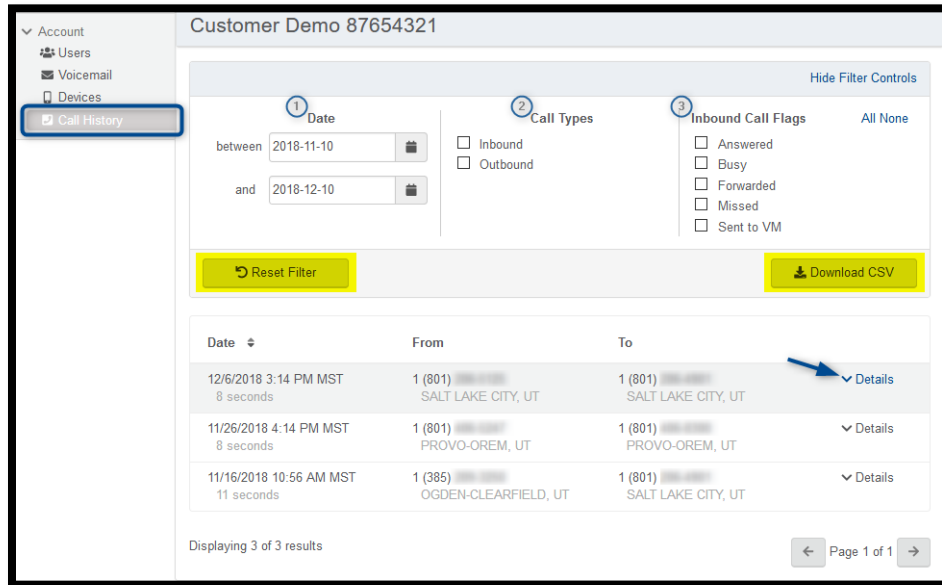
Line Configuration

Line Number	Type	Assignment	
1	Device Line		Edit
2	Shared Line	Sara Wilson	Edit
3	Presence/BLF	Sara Wilson	Edit
4	Speed Dial	18885554321	Edit

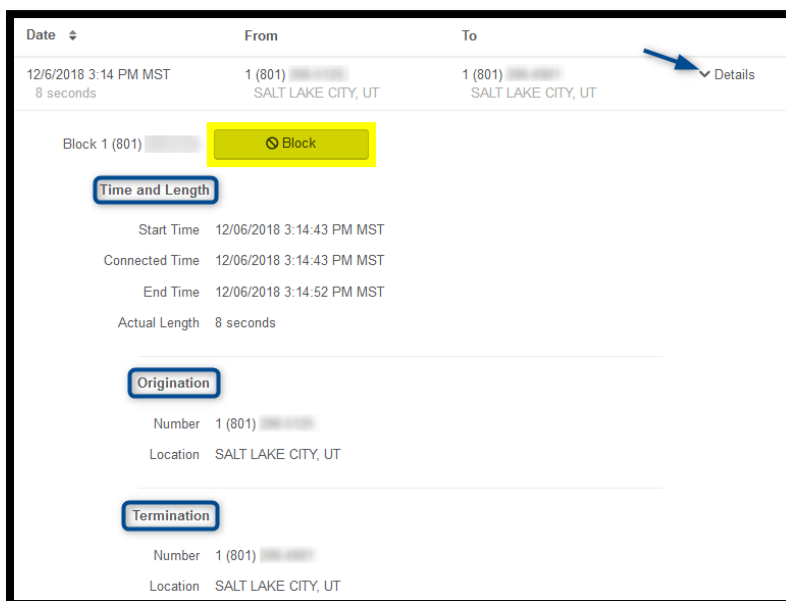
CALL HISTORY

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.

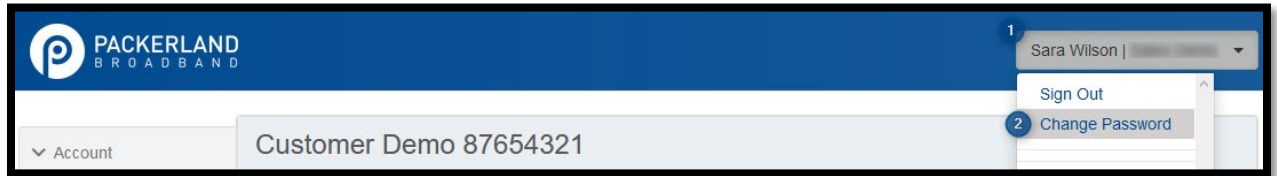


- Use the Details link next to the number to access the “Block” button and additional information about the call: Time and Length, the Originating number and its location, & the Terminating number and its location
- Use the “Block” button to quickly add a specific number to your blocked caller’s list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

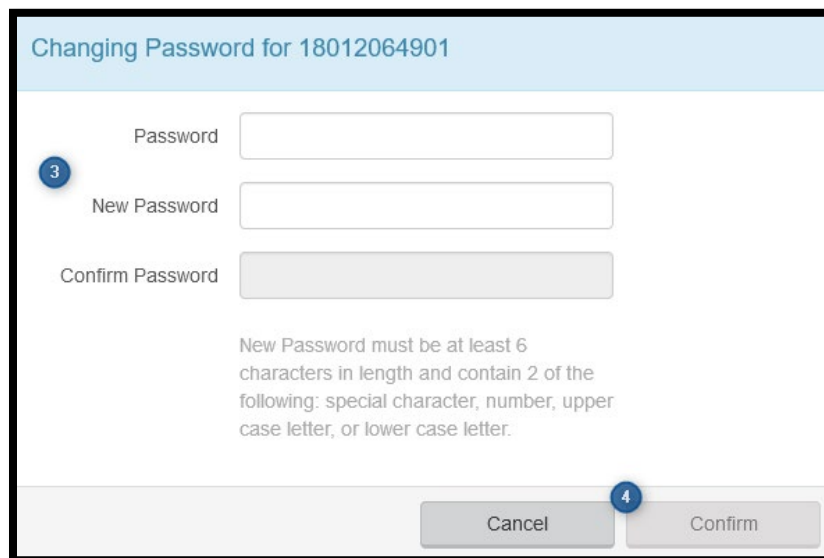


HOW TO RESET YOUR PORTAL PASSWORD

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".

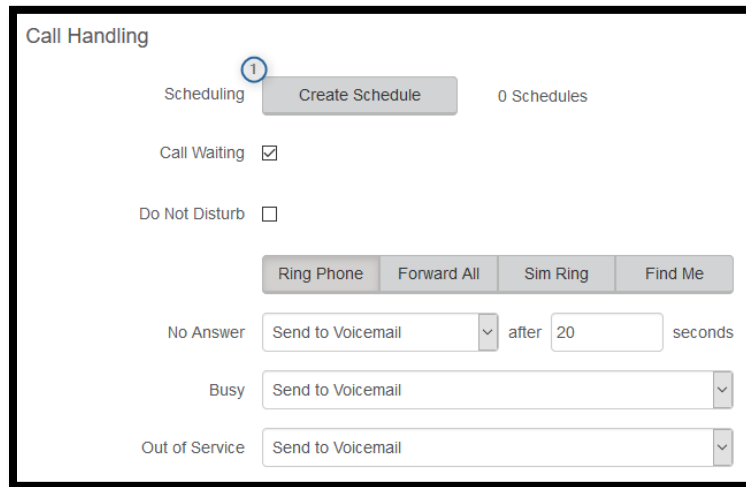
A screenshot of a web form titled "Changing Password for 18012064901". The form has a light blue header. Below the header, there are three input fields: "Password", "New Password", and "Confirm Password". A blue circle with the number 3 is next to the "New Password" label. Below the input fields, there is a text box with the following text: "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 of the form, there are two buttons: "Cancel" and "Confirm". A blue circle with the number 4 is next 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.



2. Within the new window that appears, click on the “+Add Schedule” button.
3. Give the schedule a name.
4. Choose whether this will be specific dates (“Custom”) or recurring (Weekly”).
5. Fill in the dates and times.
 - a. The start time cannot be later than the end time.
 - b. If not using 24-hr time, include “am” and “pm” after the time.
 - c. For weekly recurring schedules, you do NOT have to provide times for all days – just the days of the week you want this call handling to take effect.
6. Choose the call handling to happen DURING the specified times.
 - a. In the custom schedule example below, any call outside of the specific time being set 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
3 Schedule Name <input type="text"/>	
4 <input type="radio"/> Custom <input type="radio"/> Weekly	
Sun	Start Time <input type="text"/> End Time <input type="text"/>
Mon	Start Time <input type="text"/> End Time <input type="text"/>
5 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"/>
6 Call Handling	
Call Waiting	<input checked="" type="checkbox"/>
Do Not Disturb	<input type="checkbox"/>
<input type="radio"/> Ring Phone <input type="radio"/> Forward All <input type="radio"/> Sim Ring <input type="radio"/> Find Me	
No Answer	<input type="text" value="Send to Voicemail"/> after <input type="text" value="20"/> seconds
Busy	<input type="text" value="Send to Voicemail"/>
Out of Service	<input type="text" value="Send to Voicemail"/>
7 <input type="button" value="Delete"/> <input type="button" value="Cancel"/> <input type="button" value="Confirm"/>	

Custom Schedule Example

+ Add Schedule

Name	Type
^ v	Custom ^ Edit
Schedule Name <input type="text"/>	
<div style="display: flex; justify-content: space-between;">CustomWeekly+ Add a Day</div>	
Date	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"/>
<div style="display: flex; justify-content: center; gap: 10px;">Ring PhoneForward AllSim RingFind Me</div>	
Forwarding Number	<input type="text" value="1 (908) 555-1234"/>
<div style="display: flex; justify-content: space-between; margin-top: 20px;">DeleteCancelConfirm</div>	

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.