



Voice Portal User Guide

Updated November 2024

Table of Contents

Contents

User Voice Portal	3
Log In.....	3
User Info.....	4
Enable Caller ID.....	4
Phone Numbers.....	4
Devices	5
E911 Address.....	5
Edit E911 Address	5
Call Screening.....	6
Custom Screening.....	7
Call Screening Actions.....	7
Call Handling	8
Call Waiting	8
Do Not Disturb.....	9
Ring Phone.....	9
Forward All.....	10
Simultaneous Ring	10
Find Me/Follow Me.....	11
Schedules.....	12
Call Recording.....	16
Recording Type	16
Recording Features.....	16
Call Recording Star Codes.....	17
Manage Call Recordings	18
Voicemail	18
Voicemail Box Greetings.....	18
Messages.....	19
Message Settings	20

User Voice Portal

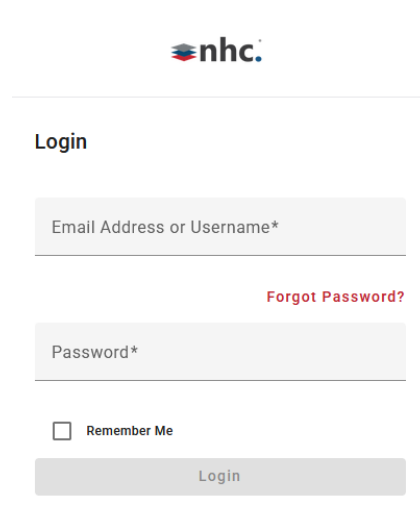
Log In

The Voice Portal is where you can control who can contact you, how they will reach you, and when they can reach you. Many features can also be managed by dialing star codes.

When your account was created, an email was sent to you containing your username, a link to create your password, and the portal URL. Keep that email safe so you can refer to it later.

If you haven't received it, contact Customer Support at 855-600-4NHC to get your login information.

1. Go to <https://nhcgrp.user.alianza.com/login>.
2. Enter your username or email address and password.
3. Check *Remember Me* to save your username and password.
4. Click [Login].





Login

Email Address or Username*

[Forgot Password?](#)

Password*

☐ Remember Me

Login

Forgot Password

If you can't log in, click *Forgot Password?* and an email will be sent to you with a link to reset it. Your new password must be at least eight characters long and include at least one number and one special character (^ \$ * . [] { } () ? " ! @ # % & / \ , > < ' ; | _ ~ ` = + -).

If you don't have an email address on your account, please contact Customer Support for assistance.

User Info

The User Info section displays your account name and number, the phone number (if any) used as your outbound caller ID, and whether caller ID is enabled for outgoing calls.

User Information

Account Name
nobledonna

Account Number
Doyut-BFSbGTbCCzfaT6Yw

Outbound Caller ID
13854553080

Enable Caller ID ☒

Enable Caller ID

Enable Caller ID determines if your caller ID is or is sent when placing an outbound call. Check this box if you want to send your name and phone number to the call recipient or uncheck it to display your caller ID as **BLOCKED**. Please note, even if the setting is disabled, the number listed in the *Outbound Caller ID* field will still be sent with 911 calls.

This setting can also be managed by [dialing star codes](#).

Phone Numbers

This is a list of the phone number(s) that are routed to you and your device(s). To add or remove a phone number, please contact Customer Support.

Phone Numbers

Phone number

1 (385) 455-3080

Devices

The device(s) assigned to you are listed here.

Devices	
Device	Line
CP-8851	Line 1

E911 Address

In the event a 911 call is placed from your phone number, emergency services will be dispatched to the address listed here.

E911 Address	
Phone number	Address
1 (385) 323-1426	425 N 835 E, Lindon, UT, 84042 

Edit E911 Address

If this is not the address of your physical location, click the pencil icon on the right to update it. Once saved, it may take several hours for the changes to take effect.

Important

If any of your account information is NOT correct, or if you cannot edit your E911 Record (either the button isn't there or you get an error), please contact Customer Service right away to get it updated.

Phone Number - 1 (385) 323-1426

Customer Service Record

Address Preview
 [Redacted]
 Lindon, UT 84042

E911 Record

☐ Same as customer service record

Postal code* [84042]

Enter address [[Redacted] Lindon, UT 84042] X

Address Preview
 [Redacted]
 Lindon, UT 84042

[Manual entry](#)

☐ Provide lat/long ⓘ

Cancel Save

Call Screening

Call Screening can help block unwanted calls from reaching you, and you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to your voicemail?

Choose how calls from anonymous numbers, toll-free numbers, and other callers — including Custom Callers (specific phone numbers) — will be handled. For each category, choose an [action \(behavior\)](#) from the menu.

Call Screening

Screening forward number
 Forwarded calls are routed to this number.

Anonymous callers
 Block with message

Toll-free callers
 Voicemail

All other callers
 Allow

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

Custom Screening

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

To add a custom rule, click [Add Rule], then enter the phone number and select an action, and click [Save] when you're done. To create a rule for a group of phone numbers with the same area code and/or prefix, enter the first few digits of the phone number instead.

Custom Screening

Add Rule

Number*

18015556789

Action

Forward

Items per page: 5

1 – 1 of 1

|<

<

>

>|

Save

Feature	Description
Number	Enter the phone number for which this custom rule will apply.
Action	Choose what happens to incoming calls from this number.

Call Screening Actions

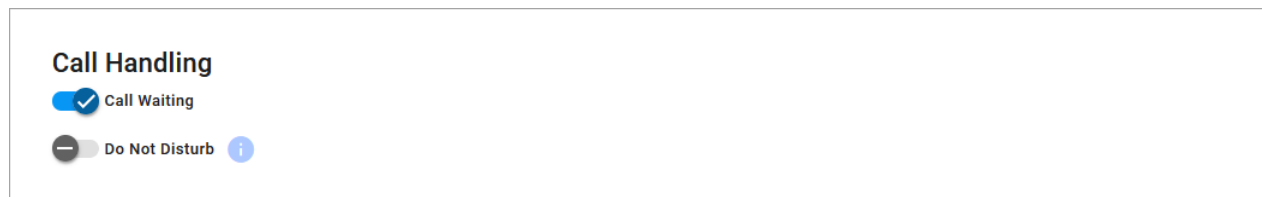
For each category, choose a screening action from the menu.

Feature	Description
Allow	Allow the caller to ring through.

Allow with priority ring	Allow the caller to ring through with a priority ringtone. Choose from 7 other ring patterns.
Block	Block the caller from ringing through. Callers will hear a busy signal.
Block with message	Block the call with a message: Custom Callers: "The number you have dialed is not accepting calls at this time." Toll-Free Callers: "The number you have dialed is not accepting calls from toll-free numbers at this time." Anonymous Callers: "The number you have dialed is not accepting calls from anonymous numbers."
Forward	If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the <i>Screening forward number</i> field.
Voicemail	Send the caller directly to voicemail.

Call Handling

Call Handling determines how incoming calls are routed under various circumstances. In the first section, create or manage your Call Waiting and Do Not Disturb settings. Just below that, select and configure a ring strategy: [Ring Phone](#), [Forward All](#), [Simultaneous Ring](#), and [Find Me/Follow Me](#).



Call Waiting

Call Waiting allows a second call will be allowed to ring through while you are already on the phone.

- **On:** While on an active call, you will hear a tone that indicates a second caller is trying to reach you.
- **Off:** While you're on an active call, incoming calls hear a busy tone.

IP PHONES

If Call Waiting is enabled and the IP phone has multiple instances of the same line assigned to it, the first line will ring even if the line is on a call. If Call Waiting is disabled, the second device line will ring.

Do Not Disturb

This feature allows you to mute all incoming alerts and notifications.

- **On:** Incoming calls are routed directly to your voicemail box.
- **Off:** Incoming calls follow your call handling settings.

VOICEMAIL BOX

If you don't have a voicemail box, callers will hear a busy tone. If you have a voicemail box but want callers to hear a busy tone, the voicemail box will need to be removed.

Ring Phone

This is the path incoming calls will follow when the call isn't answered, the line is busy, or the device is out of service. For each circumstance, callers can be sent to voicemail, hear a busy tone, be forwarded to another number, or ring forever.

For *Forward*, enter the phone number to which calls will be forwarded and an optional description.

Ring Phone	Forward All	SIM Ring	Find Me
No answer Send to voicemail ▼			
Timeout (seconds)* 20			
Busy Busy tone ▼			
Out of service Forward ▼			
Forwarding number		Description	

Feature	Description
No answer	Choose what happens to the call after it is unanswered after the number of seconds specified in the field below.

Timeout	The number of seconds a call will ring before it follows the <i>No answer</i> action.
Busy	Choose what happens to the call when the device is busy (already in use and Call Waiting is not enabled).
Out of service	Choose what happens to the call when the device is not registering on the server.

Forward All

Working on the go and need all the calls that come into your desk phone to reach you? Do all incoming calls need to be redirected elsewhere? Forward All can do this by sending your callers to an alternative phone number that you enter here.

Once a forwarding phone number is saved, this feature can be enabled or disabled from the device by dialing [star codes](#).

Ring Phone

Forward All

SIM Ring

Find Me

Forwarding number

Description

Simultaneous Ring

Simultaneous Ring, or SIM Ring, will ring all numbers added to the list at the same time until the call is answered or times out. The first phone number to pick up takes the call.

Ring Phone

Forward All

SIM Ring

Find Me

Simultaneous Ring will ring all of the user's registered devices and the phone numbers listed below at the same time. The first to answer will take the call. If the call is not answered, it will follow the timeout action.

Phone Numbers

Add Number

Number

Timeout action

Send to voicemail

Timeout (seconds)*

20

Feature	Description
Phone Numbers	Enter the phone number(s) that will ring. To add another number to the list, click [Add Number].
No Answer	Choose what happens when the call is unanswered: • Busy tone • Forward to (add a forwarding number) • Ring forever • Send to voicemail
Timeout (seconds)	Enter the number of seconds the call will ring before the action is triggered. Calls that ring longer than 120 seconds may be disconnected by the carrier.

Find Me/Follow Me

Life happens and often drags you away from the desk. What's a caller to do when they need to find you? Find Me/Follow Me routes your incoming calls to a customizable sequence of destinations to create a unique dial plan just for you and your line.

1. Click [Add Destination] to add a device or phone number destination.
2. Drag  to reorder a destination or click the trash icon to delete it.

Ring Phone
Forward All
SIM Ring
Find Me

Find Me Follow Me will ring each destination sequentially. If the call is not answered by any of the destinations, the call will be sent to the timeout action. Calls that ring for longer than 120 seconds are subject to carrier disconnection.

	Destination	Ring Duration (seconds)	
=	☒ Device ☐ Phone number	Ring Devices 20	Add Destination

Timeout action

Send to voicemail

Feature	DESCRIPTION
Destination	Indicate if calls should ring to all the user's devices or a specific phone number. To add another one, click [Add Destination].

Devices	Enter a timeout setting. Calls that ring longer than 120 seconds may be disconnected by the carrier.
Phone Number	Enter the phone number and number of seconds calls will ring on that number before progressing to the next destination.
Timeout Action	Choose what happens to the call after all destinations have timed out: • Busy tone • Send to voicemail

Schedules

Schedules provide custom call handling for your callers based on when they call in, down to the very minute. Start and end times follow the account's default time zone. The user's primary Call Handling settings will take effect *outside* of these scheduled hours.

The user's schedules are listed here. To add a new one, click [Add Schedule]. To edit an existing schedule, click the row.

Schedules		
Name	Type	
 Holidays	Weekly	
Items per page: 5 1 - 1 of 1    		
		Add Schedule
		Save

Add a Schedule

1. Click [Add Schedule]. The Scheduling window will open in a popup.
2. Enter the name of the schedule.
3. Choose whether this schedule is for specific dates (Custom) or recurring (Weekly).

- **Custom (per day).** Enter the date and time this schedule will be in effect. Click [Add Day] to add another one, or the trash icon to remove a day.

Scheduling

Schedule name*
Christmas

Custom Weekly

Add Day

Date* Start time* End time*

12/25/2023 08:00 AM 05:00 PM

- **Weekly (recurring).** Enter the start and end times for each day of the week this schedule will be in effect.

Scheduling

Schedule name*

Custom Weekly

Sun Start time End time

Mon Start time End time

Tue Start time End time

Wed Start time End time

Thu Start time End time

Fri Start time End time

Sat Start time End time

Cancel OK

4. **Call Handling:** Scroll down and select the call handling actions that will occur *during* the specified times.

Call Handling
☒ Call Waiting
☐ Do Not Disturb 

Ring PhoneForward AllSIM RingFind Me

No answer
Send to voicemail

Timeout (seconds)*
20

Busy
Busy tone

Out of service
Forward

Forwarding number

5. When you're done, click [Save].

Custom Schedule Example

In the custom schedule example below, calls received between 8:00 AM and 5:00 PM on December 25, 2023, will be forwarded to 1-208-555-1234. Any call outside of that specific time will follow the user's primary call handling settings.

Scheduling

Schedule name*

Christmas

Custom

Weekly

Add Day

Date*

12/25/2023

Start time*

08:00 AM

End time*

05:00 PM

Call Handling

☒ Call Waiting

☐ Do Not Disturb

Ring Phone

Forward All

SIM Ring

Find Me

Forwarding number

12085551234

Cancel

OK

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15



Call Recording

Call Recording is available only with Advanced and Professional feature plans.

The Call Recording section displays your settings in a view-only format. If this feature is not listed and you wish to use it, or if you want to modify your settings, please contact your service provider for assistance.

Call Recording [Manage Recordings](#)

☒ Enable call recording

Product*

BCC Call Recording

Recording Type

Automatic On Demand

☒ Announce when call is being recorded

Save

Recording Type

The recording type selected determines the level of input required to initiate a call recording. There are two recording types available:

- **Automatic.** All your inbound and outbound calls are recorded automatically.
- **On Demand.** You can start, stop, pause, or resume recording the call by dialing a star code.

Recording Features

For each call recording type, optional features can be enabled, including the ability to pause or resume a recording and automatically announce to the caller that the call is being recorded.

- **Allow user to pause recording.** When checked, you can pause or resume the recording by dialing a star code. This feature can be used while gathering sensitive information from the caller, like a credit card.

- This setting is only available for the Automatic recording type; On Demand includes this functionality by default.
- **Announce when call is being recorded.** Announces “Your call is being recorded” to the caller whenever you dial the Start or Resume star codes. If enabled for the Automatic recording type, the message will automatically play at the beginning of each call.
 - The message will play only once, even if the call is transferred or forwarded to another party.
 - While this setting is optional, it is strongly recommended if you might make calls to areas that require two-party consent.

Call Recording Star Codes

Each star code is designed to perform a specific recording function. However, the star codes available to you depend on which recording type and optional features are configured. If you dial a star code that is not compatible with your configuration, the star code will not register or function.

Automatic Star Codes

The Automatic recording type begins recording as soon as the call connects and stops recording when the call disconnects, so the Start and Stop star codes are unnecessary.

- If *Allow user to pause recording* is enabled, you can dial the Pause or Resume star codes at any time.
- If *Announce when call is being recorded* is enabled, callers will hear “Your call is being recorded” at the beginning of each call and again whenever you dial the Resume star code.

Star Code	Function
Pause Recording	Stops recording and keeps the recording file open. You will hear “Recording paused.”
Resume Recording	Resumes recording on the open file. You will hear “Recording resumed.” If <i>Announce when call is being recorded</i> is enabled, the caller will hear “Your call is being recorded.”

On Demand Star Codes

The On Demand recording type allows you to dial a star code mid-call to Start, Pause, Resume, or Stop a recording.

- If *Announce when call is being recorded* is enabled, the caller will hear "Your call is being recorded" whenever you dial the Start or Resume star code.

Star Code	Function
Start Recording	Opens a new recording file and starts recording. You will hear "Recording started." If <i>Announce when call is being recorded</i> is enabled, the caller will hear "Your call is being recorded."
Pause Recording	Stops recording and keeps the recording file open. You will hear "Recording paused."
Resume Recording	Resumes recording on the open file. You will hear "Recording resumed." If <i>Announce when call is being recorded</i> is enabled, the caller will hear "Your call is being recorded."
Stop Recording	Stops recording and closes the recording file. You will hear "Recording stopped."

Manage Call Recordings

All call recording files are stored and managed in the Dubber Portal. Once recordings are available, they can be accessed by clicking the Manage Recordings link and entering your credentials on the Dubber login page.

See [Call Recording Management](#) for details about managing your recordings.

Voicemail

A voicemail box was assigned to you with your Business Cloud Communication service. In the Voice Portal, you can upload your voicemail greetings and personal name recordings, view and manage any saved messages, and set up voicemail forwarding to email.

Voicemail messages and greetings can also be managed by calling the voicemail box. See [Voicemail Local Access](#) for more information.

Voicemail Box Greetings

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

Voicemail Greetings ?

Basic Greeting



Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

Personal Name



Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

Custom Greetings ?

Custom voicemail greetings override Basic and Personal Name greetings.

Busy Greeting



Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

No Answer Greeting



Drop file or [click to browse](#)

Accepted files: WAVE, MP3, and OGG files under 10MB

Messages

Voicemail messages saved to the box are listed here. Messages can be sorted by Time/Date, Length, and Status (New or Saved). Hover over an individual message to see the management tools on the right.

Messages				Delete All		
Date ↓	Caller	Length	Status			
Jun 16, 2024, 3:58 PM	8012017261	53 seconds	New	↓	✉	🗑
Jun 15, 2024, 3:58 PM	8015197075	1 minutes	New	↓	✉	🗑
Jun 14, 2024, 3:58 PM	8017248811	1 minutes	New	↓	✉	🗑
Jun 13, 2024, 3:58 PM	8012024934	33 seconds	New	↓	✉	🗑

Option	Description	
↓	Download	Save a copy of the message to your computer as an MP3 file.



Save

Change the status of the message to Saved.



Delete

Delete this message from the box. To delete all messages at once, click [Delete All] in the top right.

Message Waiting Indicator

The message waiting indicator (MWI) on your device notifies you when a new voicemail message waiting to be retrieved. When you've listened to, saved, or deleted the message, the MWI will turn off.

Message Settings

Forward Voicemail to Email

Messages left on your voicemail box can be forwarded as an MP3 file to one or more email addresses. Users also have the option to keep a copy of the message in their voicemail box when it's forwarded.

1. Check *Forward Voicemail to Email*.
2. Optionally, check *Keep a copy in voicemail box*.
3. Enter one or more email addresses, each separated by a comma.
4. Click [Save].

Message Settings

Forward Voicemail to Email

☒ Forward voicemail messages
 ☒ Keep a copy in voicemail box

Enable Transcription

☐ Enable Transcription of Messages

→ s.jane@demo.com ✕

Enable Voicemail Transcription

Sometimes reading a voicemail message is easier than listening to it. Voicemail transcription takes the audio from the voicemail message and converts it to text, which is then forwarded to one or more email addresses with or without the message attached as an MP3 file (depending on if you also have forwarding enabled).

Message Settings

Forward Voicemail to Email

☒

Forward voicemail messages

☒

Keep a copy in voicemail box

Enable Transcription

☒

Enable Transcription of Messages

1. Check the box for Enable Transcription.
2. In the field below, enter one or more email addresses in the field below separated by commas (required).
3. Click [Save].

Voicemail messages will be transcribed and sent to the email address(es) indicated here from *noreply@cymbus.com*. If "Forward Voicemail to Email" is also enabled, an MP3 of the message will be attached to the email. Here's an example of what that may look like:



Hi Mickey,

You got a new voicemail. Here are the details of your message:

From: Kevin O / 1000

Time: Tuesday, October 19, 2021 at 11:56 AM

Duration: 00:40

Transcription:

Mickey, this is a test of our voice transcription service on business cloud communications. All you have to do to test it is to call a number that's registered on the platform and leave a message and it will send you an email. I hope you're having a good day. Bye.

See attachment.

US English

Voicemails can only be transcribed from US English. If a message cannot be transcribed for any reason, such as poor audio quality, an email will still be sent with a message saying, "Message could not be transcribed."



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