

# TRANS-VIDEO PHONE SERVICE

## USER GUIDE



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telephone number

---

username

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password

**Manage your account online at:**

[www.trans-video.net/voice.html](http://www.trans-video.net/voice.html)



**485-3811** [www.trans-video.net](http://www.trans-video.net)

56 Depot Square, Northfield, VT 05663

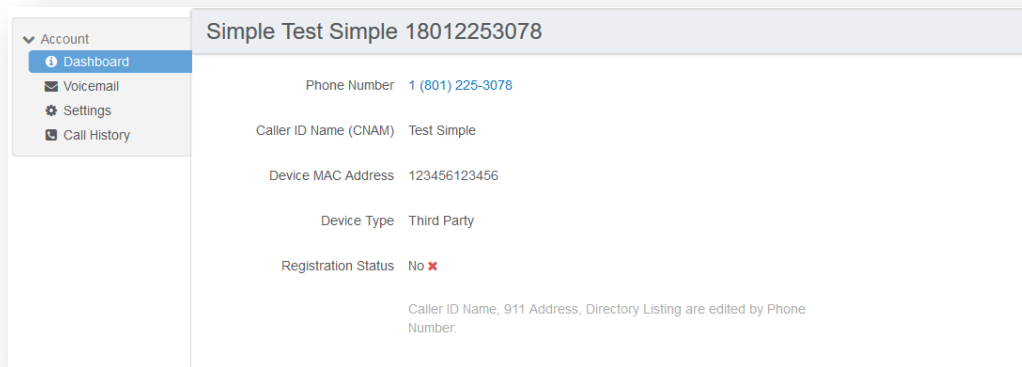
## Login

Access your account at: <http://trans-video.user.alianza.com>

Login using your Trans-Video username and password.

## Dashboard

From the Dashboard menu, you can view general user settings, telephone number, callerID name, device type, and device registration status.



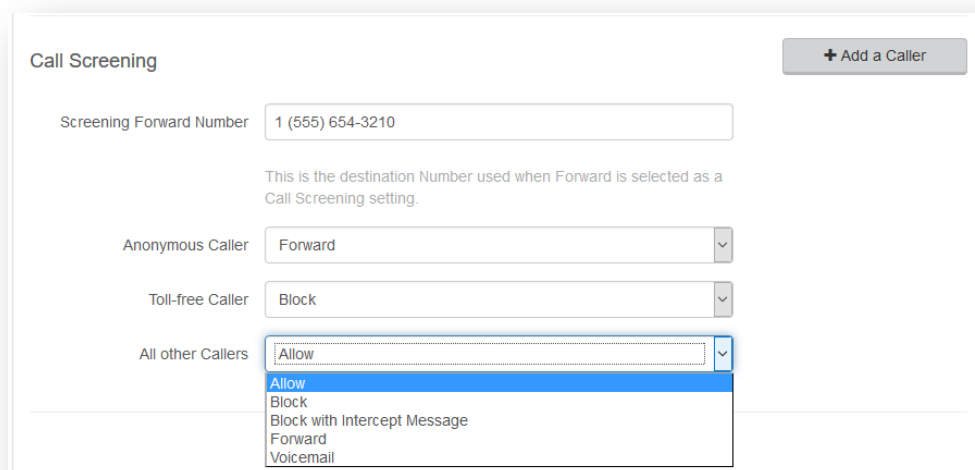
**Simple Test Simple 18012253078**

Phone Number	1 (801) 225-3078
Caller ID Name (CNAM)	Test Simple
Device MAC Address	123456123456
Device Type	Third Party
Registration Status	No ✖

Caller ID Name, 911 Address, Directory Listing are edited by Phone Number.

## Call Screening

Set the user's call screening preferences: Allow, Block, Block with Intercept Message, Forward, and Voicemail. If forwarding calls, the number that will receive the forwarded calls must be entered into the "Screening Forward Number" field. Specific telephone numbers can be added to the list by selecting the "Add a Caller" button.



**Call Screening** + Add a 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: 

- Allow
- Block
- Block with Intercept Message
- Forward
- Voicemail

## Call Handling

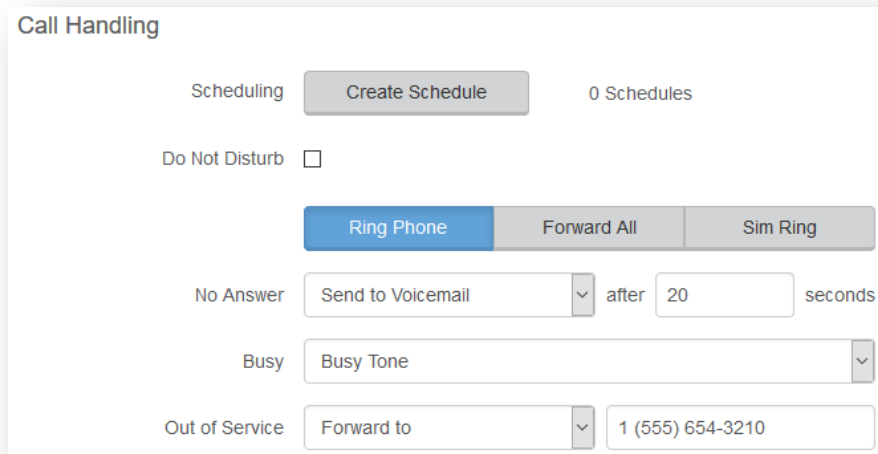
Adjust the user's call handling settings. A schedule can be created to adjust how calls are handled based on day and/or time of day. Calls can ring the phone (**Ring Phone**), be forwarded to a telephone number off-net or on-net b. (**Forward All**), or multiple numbers can be called at the same time (**Sim Ring**).

- For more information on the scheduling tool, see "[How to Create a Schedule](#)".

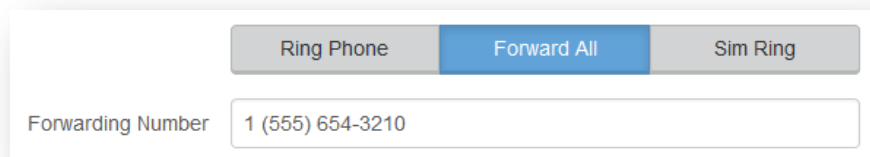
If **Ring Phone** is chosen, there are additional call handling options: how should calls be handled if unanswered, the line is busy, or the line is out of service.

### Options for No Answer/Busy/Out of Service:

- Send to Voicemail – Determine how long the phone should ring before sending to voicemail.
- Give a Busy Tone
- Forward to – Will need to provide a forwarding number.



If **Forward All** is chosen, a number must be given for the calls to be directed to.



If **Sim Ring** is chosen, additional numbers must be submitted that should ring at the same time the user's number is called and what should happen if a call is unanswered (Busy Tone, Forward To, Ring Forever, Send to Voicemail). Use the "Add Number" button to list additional numbers to be called at the same time as the number on the account.

Ring Phone

Forward All

Sim Ring

Phone Numbers

+ 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  seconds

Busy Tone
Forward to
Ring Forever
Send to Voicemail

## History

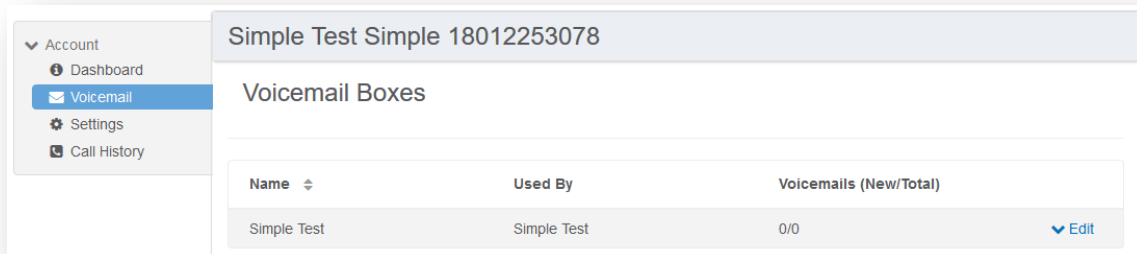
Will display the last call made on the account. For a list of calls made on the account, see "Call History".

History

Last Call The last call does not exist

## Voicemail

From the Voicemail menu, you can manage the voicemail box name, how voicemails will be handled and view existing voicemails.

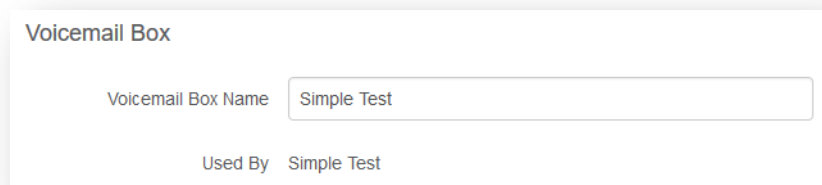


The screenshot shows the 'Voicemail Boxes' section of the user interface. On the left is a sidebar menu with options: Account, Dashboard, Voicemail (selected), Settings, and Call History. The main content area has a header 'Simple Test Simple 18012253078' and a title 'Voicemail Boxes'. Below this is a table with the following data:

Name	Used By	Voicemails (New/Total)	
Simple Test	Simple Test	0/0	<a href="#">Edit</a>

## Voicemail Box

Voicemail Box name will be auto filled to reflect the user's username.

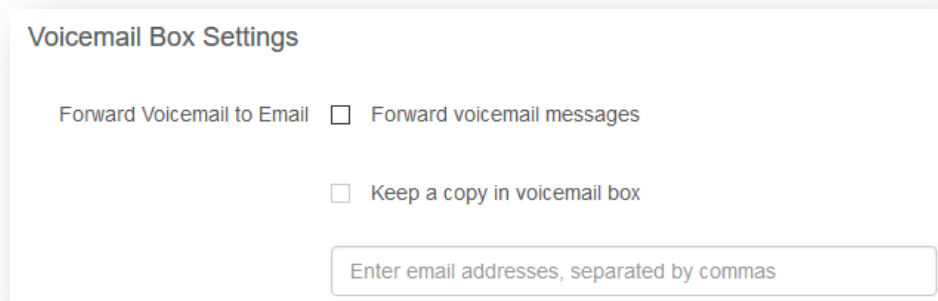


The screenshot shows the 'Voicemail Box' configuration form. It contains two fields: 'Voicemail Box Name' with the value 'Simple Test' and 'Used By' with the value 'Simple Test'.

## Voicemail Box Settings

Here you can manage your voicemail messages. The option is to either leave the messages on the phone and in the user portal, or send them all to an email address.

- If sending the voicemails to email, you have the additional option of keeping a copy in the voicemail box (i.e. on the phone and visible within the user portal).
  - If wanted, click the box "Keep a copy in voicemail box".



The screenshot shows the 'Voicemail Box Settings' form. It includes the following options:

- Forward Voicemail to Email ☐ Forward voicemail messages
- ☐ Keep a copy in voicemail box

Below these options is a text input field with the placeholder text: 'Enter email addresses, separated by commas'.

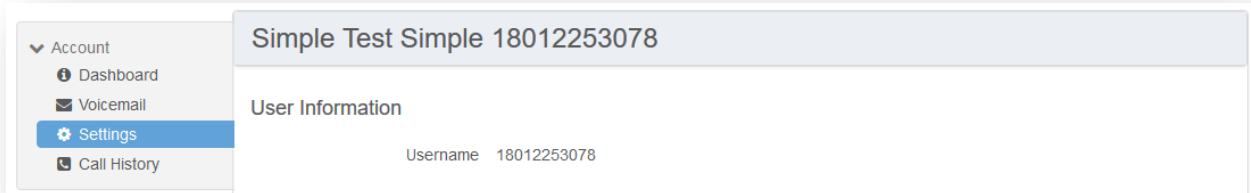
## Visual Voicemail

Any messages that were saved will be listed in this area. You will also have the ability to download the saved message here.

Visual Voicemail			
Time/Date ↕	Originating Number	Length ↕	Status ↕
No Voicemail Messages			

## **Settings**

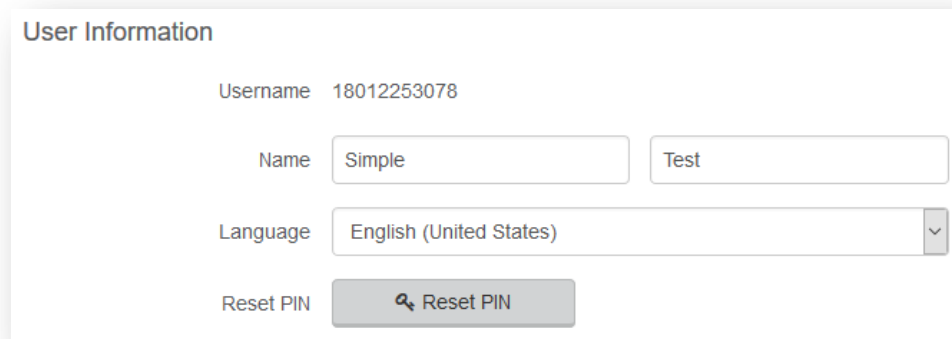
From the Settings menu, you can manage the user's voicemail pin, call waiting feature, caller ID, and device settings.



The screenshot shows a web interface with a sidebar menu on the left and a main content area. The sidebar menu includes 'Account', 'Dashboard', 'Voicemail', 'Settings' (highlighted with a blue bar), and 'Call History'. The main content area has a header 'Simple Test Simple 18012253078' and a section titled 'User Information' which displays 'Username 18012253078'.

### **User Information**

Here you can see your credentials and select between French and English (your telephone prompts will be in the language you select). You can will also go here to reset your pin number which is used to access your voicemail.



The screenshot shows a 'User Information' form. It includes a 'Username' field with the value '18012253078'. Below it is a 'Name' field with two input boxes: 'Simple' and 'Test'. The 'Language' field is a dropdown menu currently set to 'English (United States)'. At the bottom, there is a 'Reset PIN' button with a key icon.

## Calls

In this section, you can set up whether you want call waiting or not. You can also select the dialing behavior you'd prefer. So if you want to only have to enter in 7 digits when dialing a number, you can make that selection here. You would also select whether you want caller ID or not.

### Calls

Call Waiting ☒

Dialing Behavior ☐ 7-digit (555-0100) or 11-digit (1 (222) 555-0100)  
☒ 10-digit ((222) 555-0100) or 11-digit (1 (222) 555-0100)  
☐ Open Dialing - 7 digit, 10-digit, or 11-digit (delayed dialing may occur)

Caller ID Number

Caller ID Name (CNAM)

Caller ID Enabled ☒

## Device Info

Shows you some details about your device, but also allows you to enable fax if the device you are using has the ability to process faxes.

### Device Info

MAC Address 123456123456

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.



## 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 file.

Account

Dashboard

Voicemail

Settings

Call History

Simple Test Simple 18012253078

Hide Filter Controls

Date

Start Date

End Date

Call Types

☐ Inbound

☐ Outbound

Inbound Call Flags

☐ Answered

☐ Busy

☐ Forwarded

☐ Missed

☐ Sent to VM

Reset Filter

Download CSV

Date

From

To

MOS

No items

Displaying 0 of 0 results

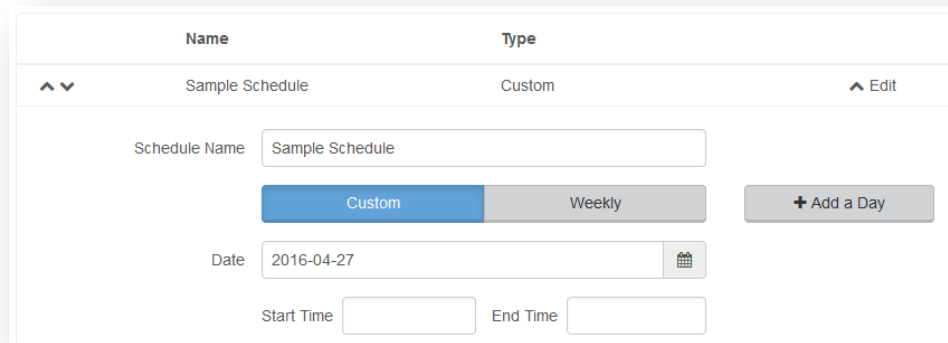
Page 0 of 0

## **How to Create a Schedule**

Within the Call Handling section, there is an option to choose specific times that calls should be sent directly to voicemail or allowed through. This is done by creating a schedule.

### **To set up a schedule:**

1. Click on the “Create Schedule” button.
2. In the new window that appears, click on the “Add a Schedule” button.
3. Fill in the information presented below.
  - a. Name the schedule
  - b. Choose the type of schedule: custom or weekly recurring.
    - i. For custom schedules, additional days can be added by clicking “Add a Day”.



Name	Type
Sample Schedule	Custom

Schedule Name:

Date:

Start Time:  End Time:

Custom (selected) | Weekly | + Add a Day

- ii. If you would like to set up a Weekly schedule, select the Weekly button.
      1. This will produce a drop down of the days of the week with time frames.
      2. Enter in times for the days in the week that you would like the schedule to be applied to.
  - c. Choose how calls are to be handled in the call handling section.
    - i. The features in this section match the ones provided in the main [Call Handling](#) section.
  - d. For example, you want all your calls to be forwarded to your cell phone after 6:00 pm and before 6:00 am on Mondays.
    - i. Enter in 6:00 am in the Start Time field and 6:00 pm on the end time field.
    - ii. Select Forward All.
    - iii. Enter the cell phone number into the Forwarding Number field.
    - iv. Select confirm.
4. When schedule created, Click “Confirm”.

## Scheduling

[+ Add Schedule](#)

Name	Type
Sample Schedule	Weekly

[^](#) [v](#) [Edit](#)

Schedule Name

Sun	Start Time	<input type="text"/>	End Time	<input type="text"/>
Mon	Start Time	<input type="text" value="6:00 am"/>	End Time	<input type="text" value="6:00 pm"/>
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**

Do Not Disturb ☐

Forwarding Number

## **Star Codes**

Star Codes allow you to use your phone to enable/disable some features. Below is a list of the star codes and the feature each controls.

Star Code	Feature
<b>*30</b>	Forward All Calls
<b>*36</b>	Enter Voicemail Menu
<b>*57</b>	Enable Call Waiting
<b>*58</b>	Disable Call Waiting
<b>*67</b>	Block Caller ID for Next Call
<b>*69</b>	Callback Last Number
<b>*70</b>	Enable Call Waiting for Next Call
<b>*82</b>	Unblock Caller ID for Next Call