



**MORE BYTE**



## ***VOICE SERVICE USER GUIDE***





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## BARC Connects Voice Service Quick Reference Guide

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## 1. Introduction

Welcome to BARC Connects voice services.

Please reference your voice account information provided to you by BARC Connects for your phone number and your BARC Customer Portal login. Your initial BARC Customer Portal password is the first four letters of your first name in caps followed by the first four letters of your last name in lower case letters e.g., "FIRSlast." You will be asked to change your BARC Customer Portal password the first time you login to the portal.

For the purposes of this quick reference, we will be using an account belonging to first name "BARC" and last name "Residential," with a login name of "barcres."

Your initial voicemail password is "1234", of which you will be asked to change the first time you access your voice mailbox.



2. Logging in to the BARC Customer Portal

- a. In your browser, go to <https://barc.user.alianza.com/login>.
- b. Enter your login and password into the BARC Connects login screen.

**BARC** **Connects**

Username

Password

Remember Username

- c. Click the “Sign In” button.
- d. If this is your first time accessing the BARC Connects Customer Portal or if your password has been reset, you will be prompted to change your password. Enter the new password twice using the guidelines presented, and click “Confirm.”



**BARC Connects**

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](#)

e. Your account information screen should now appear.

**BARC Connects** BARC Residential

Account

- [Dashboard](#)
- [Voicemail](#)
- [Settings](#)
- [Call History](#)

**BARC Residential 1234567890**

Phone Number 1 (540) 784-4702

E911 Address 1972 Big Spring Dr  
Lexington, VA 24450

Caller ID Name (CNAM) Residential BA

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

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**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



3. Using the Customer Dashboard

a. Information

The first block at the top of the dashboard provides information about your account, including the phone number (e.g. “1 (540) 784-4702,” the E911 address associated with this phone number, and the Caller ID Name (CID) seen by the 911 operator when you dial “911.” The “Caller ID Name,” “911 Address,” and “Directory Listing” are edited by clicking on the Phone Number at the top of the screen.

BARC Residential 1234567890

Phone Number	1 (540) 784-4702
E911 Address	1972 Big Spring Dr Lexington, VA 24450
Caller ID Name (CNAM)	Residential BA

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

b. The “Call Screening” block just below your account information lets you forward your calls to another number (e.g., 1-555-5555), and lets you set to “Allow,” “Block,” “Block with Message,” “Forward,” or send calls to “Voicemail” your “Anonymous Caller(s),” “Toll Free Caller(s), and/or “All Other Callers” from the pull-down menus.



**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

- c. The “Call Handling, Ring Phone” screen just under “Call Screening” lets you create separate schedules by date and time by clicking the “Create Schedule” button. “Call Handling” for all calls is otherwise set up on the initial screen. “No Answer” calls, “Busy” calls, and “Out of Service” calls can be set with the pull down menus to “Send to Voicemail,” provide a “Busy Tone,” or “Forward to” a particular phone number. Additionally under the “No Answer” pull-down menu is the “Ring Forever” option.

**Call Handling**

Scheduling  0 Schedules

Do Not Disturb

No Answer  after  seconds

Busy

Out of Service



- d. Clicking the “Forward All” button will allow you to create a schedule by date and time to “Forward All” calls or otherwise “Forward All” 24/7/365 by not creating a schedule. You may choose the “Do Not Disturb” option by clicking the box, or you may enter a Forwarding Number.

Call Handling

Scheduling  0 Schedules

Do Not Disturb

Forwarding Number

- e. Clicking the “Sim Ring” button will allow you to provide one or more phone numbers to ring simultaneously when you receive a call, and set from the pull-down menu what to do if there is no answer, and how long before the “No Answer” action will be performed.

Call Handling

Scheduling  0 Schedules

Do Not Disturb

Phone Numbers

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  after  seconds

- Send to Voicemail
- Busy Tone
- Forward to
- Ring Forever
- Send to Voicemail





- f. Clicking the “Find Me” button will allow you to add/delete, and list devices or phone numbers that will ring sequentially when your phone number is called. “Do Not Disturb” can be set by clicking the box, or one or more devices and/or phone numbers may be entered. “Timeout Action” lets you choose a “Busy Tone” or “Send to Voicemail” if the timeout value on the last device is reached. The up and down characters for each device and phone number allow you to reorder the sequence of the device(s) and/or phone number(s).

**Call Handling**

Scheduling Create Schedule 0 Schedules

Do Not Disturb

Ring Phone
Forward All
Sim Ring
Find Me

+ Add Destination

Device	^ v	#	Ring Device	for	20	seconds	x
Phone Number	^ v	☎	_( )_-__	for	20	seconds	x
Timeout Action	<div style="border: 1px solid #ccc; padding: 2px;"> <span style="background-color: #00a0e3; color: white; padding: 2px 5px;">Send to Voicemail</span> </div> <div style="border: 1px solid #ccc; padding: 2px;"> <span>Busy Tone</span> </div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #00a0e3; color: white;"> <span>Send to Voicemail</span> </div>						

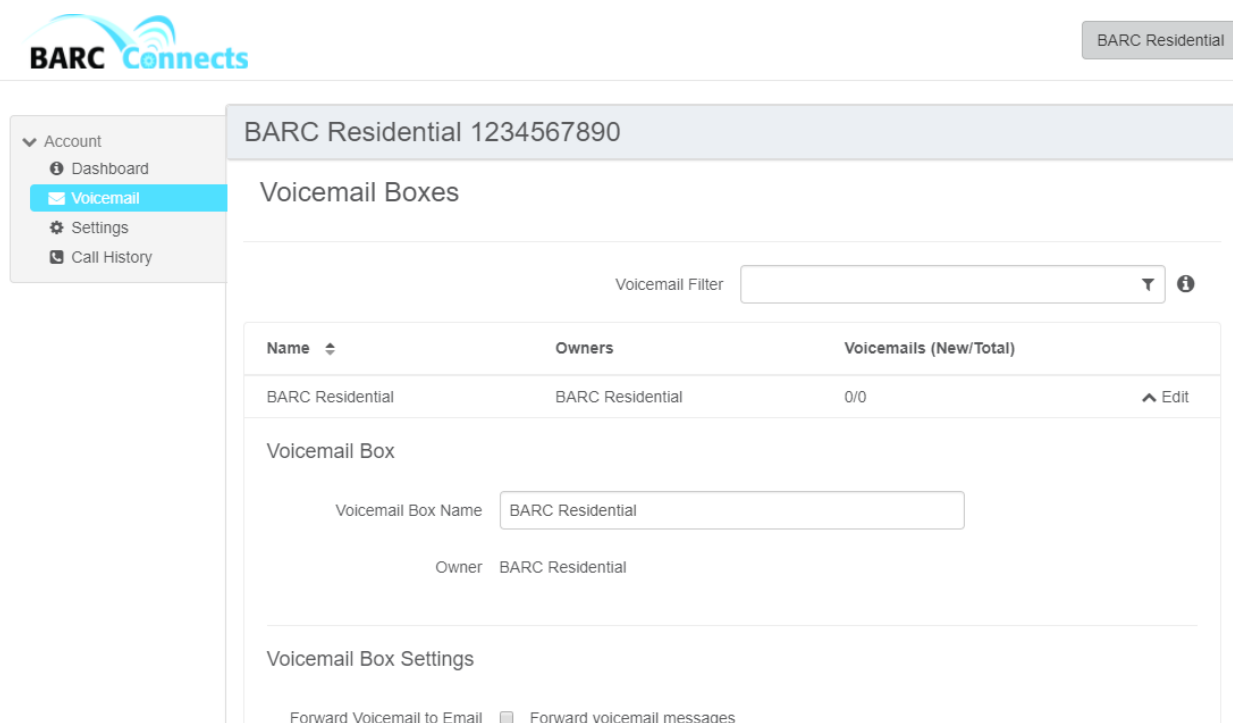
isn't answered by any of the destinations, the call will be sent to the Timeout Action.

- g. When your changes to all of these options are complete, at the very bottom of the Customer Dashboard screen, click the “Save” button.



#### 4. Modifying the Voicemail Options

- a. Click on “Voicemail” in the left column under “Account.”
- b. Click on your voicemail box “Name” in the “Voicemail Boxes” section. Details about your voicemail will appear. You can change the “Voicemail Box Name” in the “Voicemail Boxes section.



The screenshot shows the 'Voicemail Boxes' section for account 'BARC Residential 1234567890'. A sidebar on the left contains 'Account', 'Dashboard', 'Voicemail' (highlighted), 'Settings', and 'Call History'. The main content area has a 'Voicemail Filter' dropdown and a table with the following data:

Name	Owners	Voicemails (New/Total)
BARC Residential	BARC Residential	0/0

Below the table, the 'Voicemail Box' details for 'BARC Residential' are shown, including the 'Voicemail Box Name' field and the 'Owner' field. The 'Voicemail Box Settings' section at the bottom includes a checkbox for 'Forward Voicemail to Email' and a checkbox for 'Forward voicemail messages'.

- c. In the “Voicemail Box Settings” section below the “Voicemail Boxes” section, you can “Forward Voicemail to Email” by clicking the box and entering the desired email address. Optionally, you can keep a copy of the emailed voicemail messages in the voicemail system by clicking the “Keep a copy in voicemail box” square.
- d. Access your voicemail messages visually in the “Visual Voicemail” section under the “Voicemail Box Settings” section.



**Voicemail Box Settings**

Forward Voicemail to Email  Forward voicemail messages

Keep a copy in voicemail box

Enter email addresses, separated by commas

**Visual Voicemail**

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

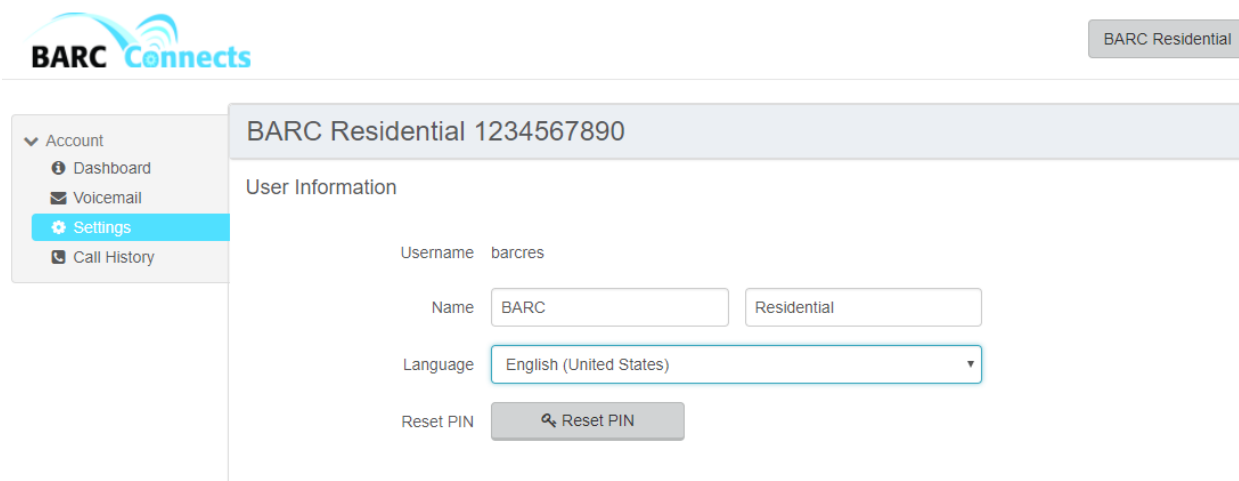
Cancel

Save



5. Modifying the “Settings” options

- a. Click on “Settings” in the left column under “Account.”
- b. In the “User Information” section, you can modify your account name, change your preferred language to/from English and French, and reset your voicemail password to the default “1234.”



- c. In the “Calls” section just below “User Information,” you can turn “Call “Waiting” on or off by clicking or un-clicking the box, set your “Dialing Behavior” by choosing the desired option and clicking the adjacent circle, turn on and off your “Caller ID Number” by choosing an option from the pull-down menu, and enable or disable “Caller ID” by clicking or unclicking the adjacent box.
- d. In the “Device Info” section under the “Calls” section, you can change the “Line Name” under “Device Line Info,” and under “Optional Device Settings” you can indicate whether or not you have a fax machine attached to your phone line.



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) Residential BA

Caller ID Enabled

Device Info

MAC Address ccbe591f9026

Device Line Info

Line Name

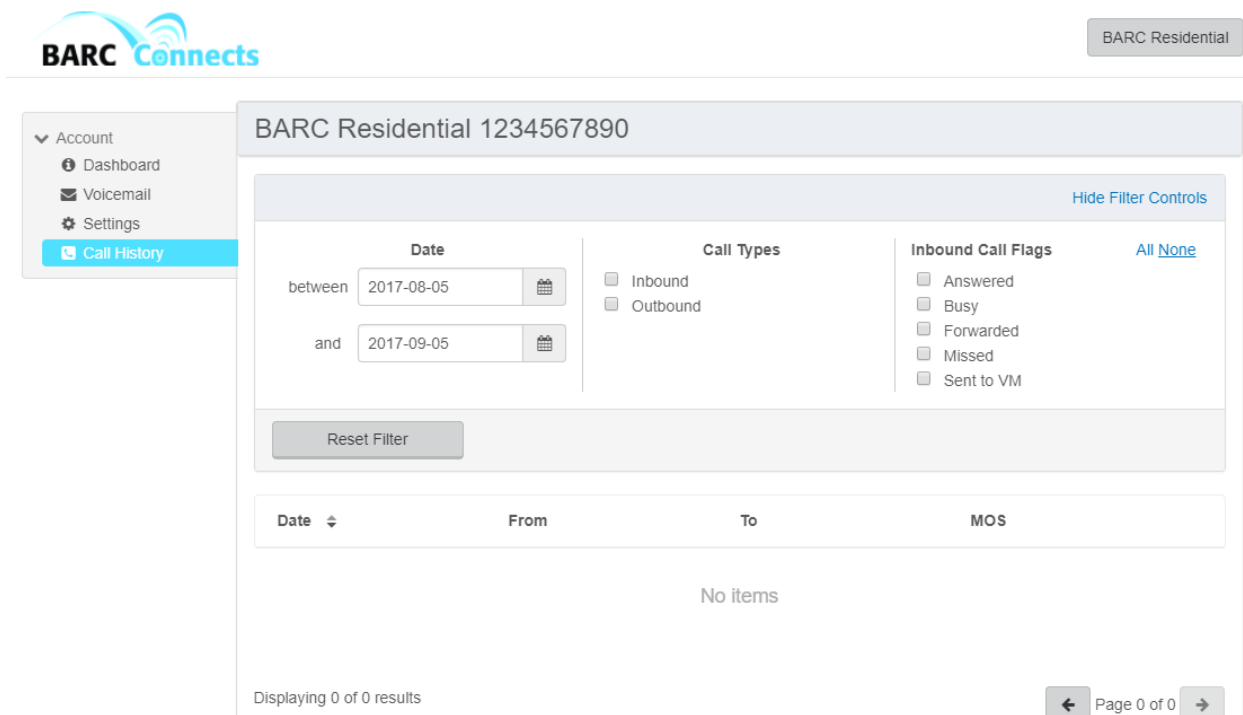
[Optional Device Settings](#)

- e. When your changes to all of these options are complete, at the very bottom of the "Settings" screen, click the "Save" button.



## 6. Accessing “Call History”

- a. Click on “Call History” in the left column under “Account.”
- b. A list of all calls inbound and outbound on your phone number is underneath the filter options. You can filter the list by “Date” range, by “Call” type (inbound or outbound), and/or “Inbound Call Flags” (“Answered,” “Busy,” “Forwarded,” “Missed,” and/or “Sent to VM (voicemail)”).
- c. Filter Controls can be displayed or not by clicking the “Show Filter Controls” and “Hide Filter Controls” text. Additionally, filter controls can all be turned on or off by clicking the “All” or “None” text.



The screenshot displays the BARC Connects web interface. At the top left is the BARC Connects logo, and at the top right is a button labeled "BARC Residential". On the left side, there is a navigation menu under "Account" with options: Dashboard, Voicemail, Settings, and Call History (which is highlighted in blue). The main content area is titled "BARC Residential 1234567890" and contains a "Hide Filter Controls" link. Below this, there are three filter sections: "Date" with a range from 2017-08-05 to 2017-09-05, "Call Types" with checkboxes for Inbound and Outbound, and "Inbound Call Flags" with checkboxes for Answered, Busy, Forwarded, Missed, and Sent to VM. A "Reset Filter" button is located below these sections. At the bottom of the filter area, there is a table header with columns: Date, From, To, and MOS. Below the header, the text "No items" is displayed. At the very bottom, it says "Displaying 0 of 0 results" and "Page 0 of 0".



7. Phone Star (\*) Codes

- a. \*36 Enter Voice Mail
- b. \*43 Enable Call Waiting
- c. \*44 Disable Call Waiting
- d. \*48 Reject Anonymous Calls
- e. \*49 Allow Anonymous Calls
- f. \*59 Allow a Specific Phone Number
- g. \*60 Block a Specific Phone Number
- h. \*63 Forward Calls from a Specific Number
- i. \*72 Forward All Calls
- j. \*78 Enable Do Not Disturb
- k. \*79 Disable Do Not Disturb
- l. \*90 Forward Calls When Busy
- m. \*92 Forward Calls When Not Answered