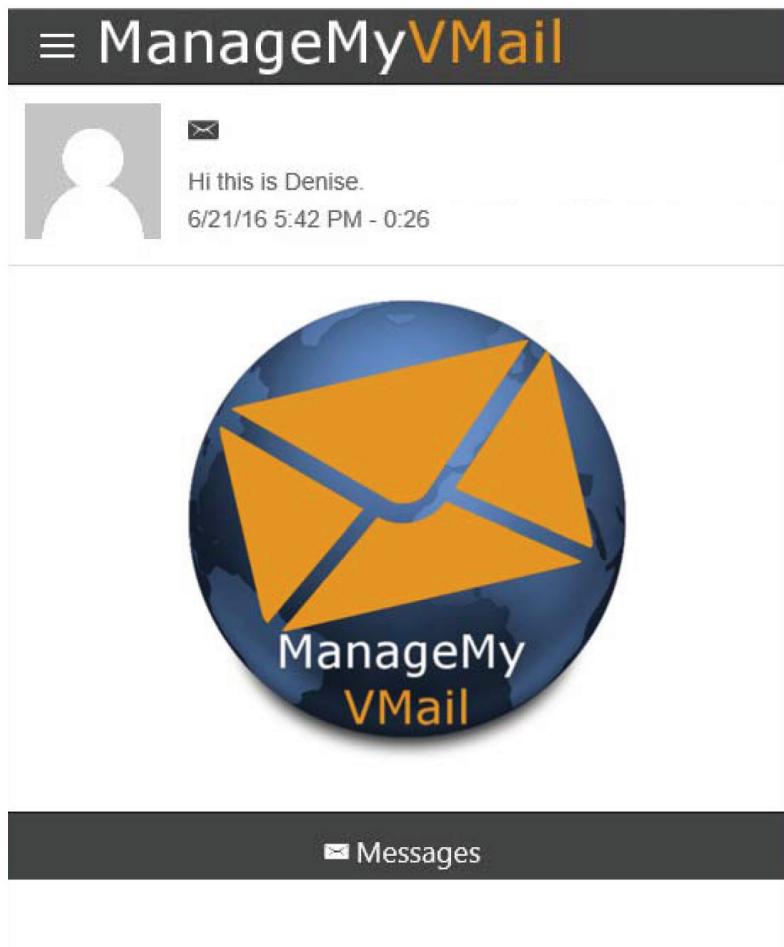


Voice Mail Management

From Your Web Browser

User Guide



ALLIANCE
COMMUNICATIONS™
wired differently

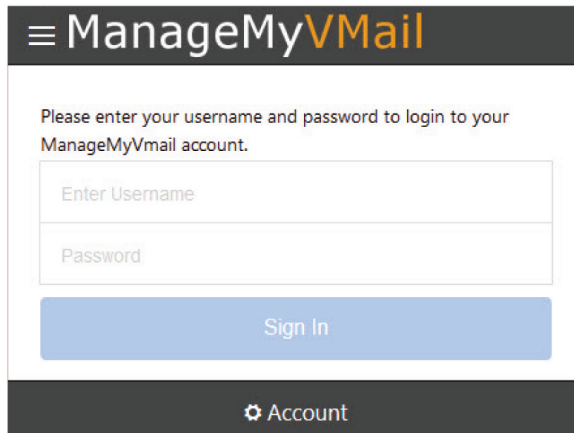
Dial 611 from any phone with Alliance service or call 605-582-6311 from your cell phone.

www.alliancecom.net

Enter the following web address into your PC's web browser bar:

https://customerportal.alliancecom.net/Voicemail

When it opens press the Save button. If prompted after pressing the Save button, press the Continue button.



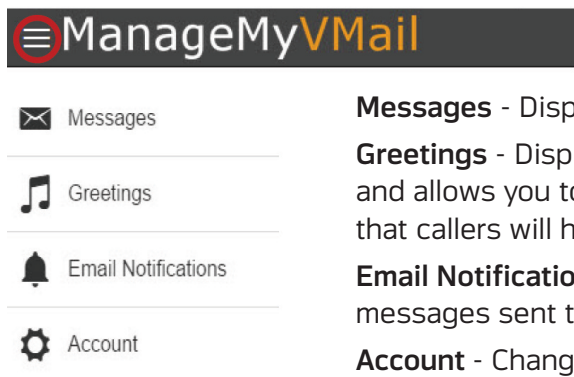
Enter your unique Username and Password to Sign In to your account. If you did not receive your Sign In information, please contact our office.

PIN Number

When you Sign In, you will be prompted for a PIN Number. The first time you Sign In you should use the default PIN of 0000. Click on the Menu icon circled in Red and click on Account. Select Change PIN if you would like to change your PIN.

Main Menu

Click on the Menu Icon circled in Red and select one of four options that you wish to manage in your ManageMyVMail service.



Messages - Displays new and saved messages.

Greetings - Displays greetings callers will hear and allows you to change your Active Greeting that callers will hear.

Email Notifications - Allows you to manage Vmail messages sent to your Email accounts.

Account - Change your Password, PIN or Log out.

Managing Your Voice Mail Settings

Messages

Clicking on Messages will display your voice messages. Calls that resulted in a new Voice Mail message will have a Blue Envelope icon . If the Voice Mail message has been previously marked as read, it will be displayed with a Black Envelope icon. Clicking on a specific message allows you to listen to the message by clicking the Play button. Clicking on the Envelope icon will allow you to mark a message as Read or Unread. Click on Delete to remove the message. Click Done when you have finished.

The screenshot shows the 'Manage My VMail' interface. On the left, there is a message card with a grey envelope icon, a profile picture placeholder, and the text 'Hi Scott it's Alison' and '11/18/16 2:56 PM - 0:46'. Below the card is a dark bar with a white envelope icon and the text 'Messages'. On the right, a 'Message Options' menu is open, showing three options: 'Mark as Unread' with a blue envelope icon, 'Delete' with a trash can icon, and 'Done' with a blue checkmark icon.

Greetings

You can add multiple greetings to your service by recording them with a built-in computer microphone, calling *xxx- 9000 or by uploading an audio file from your computer. You can also change your active greeting from your greeting list. A default greeting will play until you add your first greeting.

*The "xxx" represents your prefix. Follow the voice prompt instructions to record your greetings over the phone. Once you have recorded a greeting over the phone, it will be displayed in your web portal account with a time stamp. Please contact our office or visit our website to receive a copy of the Voice Mail Phone User Guide.

Changing Your Greeting

Click on the Greeting that you want to manage. Here you can listen to the Greeting through your computer speakers by clicking on the Play button. Click on the Blue Note icon to further manage your Greeting. Make Active causes this greeting to be the one callers will hear. Use Update to change the selected Greeting Description. Remove the greeting from your account by clicking on Delete. Click Done when you are finished making your changes.

The screenshot shows the 'Manage My VMail' interface. On the left, there is a greeting card with a blue checkmark icon, the text 'Away from desk greeting', and a green plus icon. Below the card is a dark bar with a white music note icon and the text 'Greetings'. On the right, a 'Greeting Options' menu is open, showing four options: 'Make Active' with a blue checkmark icon, 'Update' with a blue music note icon, 'Delete' with a trash can icon, and 'Done' with a blue checkmark icon.

Recording a New Greeting +

From the Main Menu choose Greetings and click on the Green+ button to open the New Greeting box. If you do not want this to be your Active greeting, click the drop down menu and select Default to keep your current greeting Active. Enter a Description for your greeting and click on Record to record your greeting using your computer microphone. *If your Web Browser does not display the Record option, try a different browser.*

Choose Upload to retrieve a file from your computer to use as your greeting. Once you have finished recording or adding your new greeting click on the Add button.

Email Notifications

From the Main Menu, choose Email Notifications and click on the Green+ to open the Add Email Notification window. Enter your Notification Email address and a description for the Email address. Click on the Add button to add the Email address to your Voice Mail Notification. You can add multiple Email addresses to this feature. To temporarily deactivate an Email or to Delete an Email, click on the Email to open an Edit Email Notification window. To Disable click the Notification Enabled dropdown and click on Notification Disabled. To Delete an Email address, click on the Blue Bell button and choose Delete. Click Update to save your change and then click Done to close the window.

Account

To change your Access Password to the Web Portal , your Voice Mail PIN or to Log Out of the service, click on Account from the Main Menu. There are additional settings for delivery of your Voice Mails to your Cell phone. Please contact our office for assistance.

