

Single Number Service Mobile App and Web Browser

User Guide



Enable Service:	Yes	▼
Forward to Voicemail:	Yes	▼
Announcement Delay:	18 seconds	▼
Admin Access PIN:	
Call Sequence		



Order: 1

Call Attempt Time: 30



Order: 1

Call Attempt Time: 30



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


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For tablets and smart phones, go to your devices app store and load the ManageMyCalls app. Enter in the following web address: <https://customerportal.alliancecom.net/CallManagement> and press the save button.

For PCs, enter <https://customerportal.alliancecom.net/CallManagement> in your PC's browser bar. When it opens, press the Save button. If prompted after pressing the Save button, press the Continue button.

Login To Your Manage My Calls Account

Please contact our office to receive your Username and Password.

To open the Main Menu, Select the icon circled here in Red and choose Find Me. 

From the Settings screen, you can choose Yes to enable the service or No to disable it. Choose Forward to Voicemail if you want calls to go to your Voicemailbox if you are unable to answer calls.

You can change your Admin Access PIN if you are using your phone to enable or disable the feature.

Select Call Sequence to add New Forward Numbers to your service.

Setting Up Your Calling Sequence



The Call Sequence section is used to manage the list of Forward phone numbers the Service will use in trying to locate you. Select the Green Search Icon and choose Add Number, which will open a Setup Forward Number window as shown below. From the Number to Dial field, enter the Address (10-digit number including area code) of a number you want the service to attempt to reach you at. You can select up to 9 forward phone numbers that you want to contact. From the dropdown, choose Yes to Enable the Forward number or No to Disable the Forward number. You can use wireless numbers!

The Order field allows you to select the calling order for a specific Forward number in your calling sequence.

In this example, the Forward number will be set as the first number (1) the service will call in the search sequence.

Forward numbers that share the same Order value will be dialed simultaneously.

If you want the Service to Verify that the subscriber is at a specific number, selecting Yes in the Verify field will trigger an Announcement that says, “Attempting to locate (your Recorded Name). If that person is available, press “1”, otherwise hang up.”

Select the Green Check box to complete the addition of a new Forward number. When you signed up for this service, we created certain defaults to meet your needs so you would not need to make adjustments in Schedule, Call Attempt Time, Call Delay Time or Transfer Digit settings. A glossary of these Advanced Features can be found on page 4.

Advanced Feature Glossary

Call Attempt Time - The maximum number of seconds the service should wait for a number to answer before moving on to the next number in the Call sequence. The valid range for this field is 1 to 120 seconds.

Call Delay Time - The number of seconds the service should wait before dialing the next number in the Call Sequence. The valid range for this field is 0 to 30 seconds.

Transfer Digit - If you would like to transfer calls between various numbers in your Single Number calling sequence, you can select a Transfer Digit number from the drop down menu. From you phone keypad, pressing * followed by the corresponding Transfer Digit Number, you can transfer a call to another number in the Calling Sequence.

Schedule - Allows you to restrict incoming calls to any of the numbers you have entered into your Calling Sequence. By clicking on Schedule, you will see a weekly calendar that you can use to choose the time and days when the selected phone entry is available to accept incoming calls. By default, the Schedule calendar is set for the number to be available for calls 24 hours a day, 7 days a week, and will remain so unless this schedule is changed.

Give us a call if you want help using one of these advanced features.

