AspenUC Single Number Service

Executive Statement

LS Network's AspenUC single number service is available with Business or Professional seats. AspenUC's single number service allows users to make and receive calls from any number, while still presenting their business number as a single contact point. Single number service consists of two different features that are provisioned independently giving the user complete control over how they make and receive calls. The first feature is for outgoing calls from the AspenUC mobile App and is referred to as the "Request Callback" feature. The second feature is used to control how or where incoming calls are delivered and is referred to as the "Find-Me Follow-Me" feature.

Background

The AspenUC App operates using Voice Over Internet Protocol (VoIP) technology and requires a stable internet connection to function properly. The quality and availability of the internet connection, whether through Wi-Fi or cellular data, directly affects the app's performance. This can be more pronounced in areas with limited cellular data throughput, compared to metropolitan areas where cellular data is more robust. There are a lot of factors that affect the amount of data you can use, such as the cellular backhaul capability, number of active calls on the antenna, and all of the other data services on the antenna. The cell providers are going to prioritize cellular voice calls over everything else, so the cellular provider can make the most of the available backhaul. While this puts the issue into context (the issue is, in most cases, the network and not the App), this does not really help solve the issue. This is where the AspenUC single number service comes in. By using the AspenUC single number service, a user's calls can be moved over to the cellular providers voice network, thereby prioritizing the customer's calls.

Use Case

The configuration examples below are from the perspective of moving calls from an internet-based connection to a mobile device's native cell phone dialer. This same configuration can be used to move the call to any number on the Public Switched Telephone Network (PSTN).

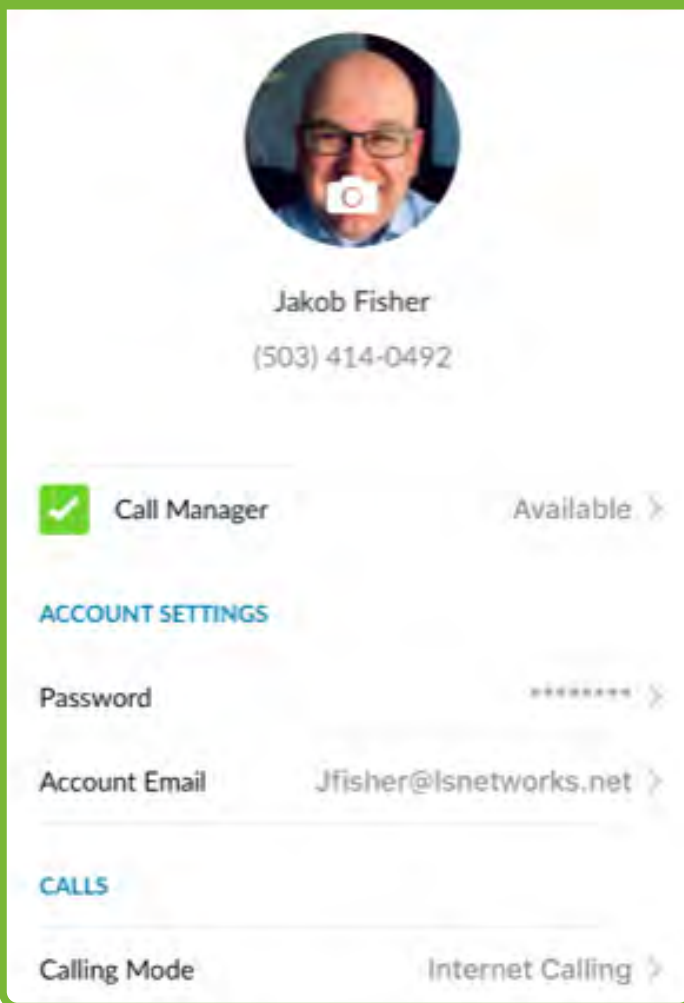# Request Callback

How Request Callback Works

When configured this option will use the AspenUC App to launch a call from the LS Networks voice switch to your cellular number, ringing your cell phone with an incoming call. Once you answer this call, the switch will then immediately dial the destination number. This allows you to bypass the cellular data network to use your cellular voice network. To use this feature, follow the setup instructions below and use the AspenUC Mobile App to dial a call or contact as you normally would.
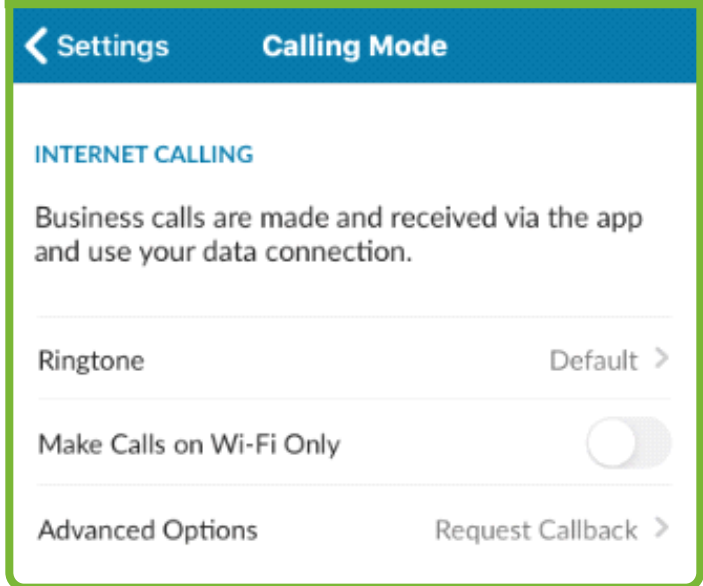
Setup

To setup the Request Callback feature using your cellular number as the default primary method of making calls use the following steps.

1 Open your mobile app and go to Profile and Settings (click your picture in the top right).

2 Click on Calling Mode.

Jakob Fisher

(503) 414-0492

✅ Call Manager   Available >

ACCOUNT SETTINGS

Password   ******** >

Account Email   Jfisher@lsnetworks.net >

CALLS

Calling Mode   Internet Calling >

3 Click Advanced Options.

< Settings   **Calling Mode**

INTERNET CALLING

Business calls are made and received via the app and use your data connection.

Ringtone   Default >

Make Calls on Wi-Fi Only   ⬤

Advanced Options   Request Callback >

4 Select Request Callback and ensure that the default callback number is your cellular number.

Choose how to make outgoing calls.

Use Default Behavior

Call from iPhone Dialer

Request Callback   ✓
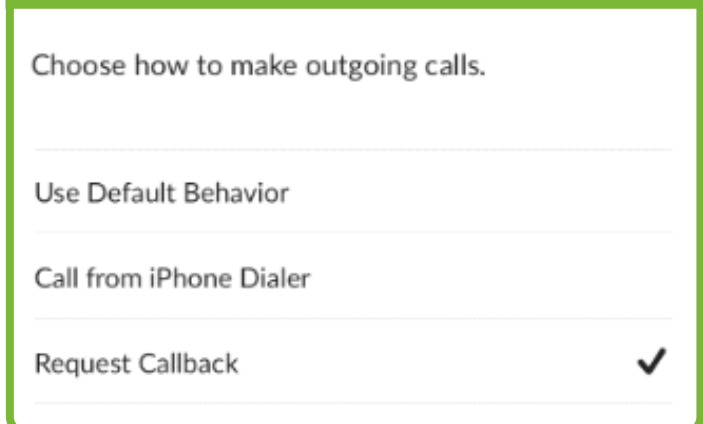
Setup

5 Select callback numbers and add your cellular or landline number.

Callback triggers a call back from the AspenUC service, to any phone number you have access to.

This can be useful when your network connection is poor or while roaming. **Learn more...**

CALLBACK OPTIONS

Callback Numbers	2 Numbers >
Default Callback Number	Cellular Number >

6 Select default callback number and set this to be your cellular number.

Default callback number

- ○ Account phone
- ◉ Cellular
- ○ Always ask

CANCEL

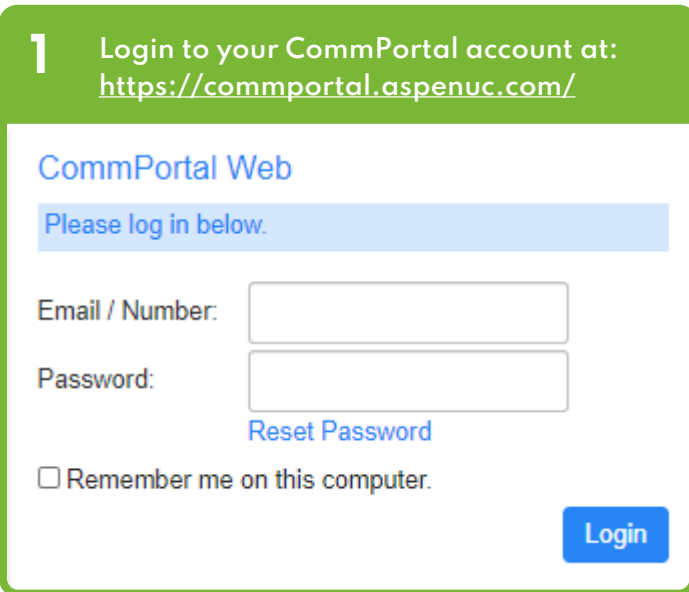**7** Setup is complete, use the back arrow to exit out of this setup.

Find-Me Follow-Me
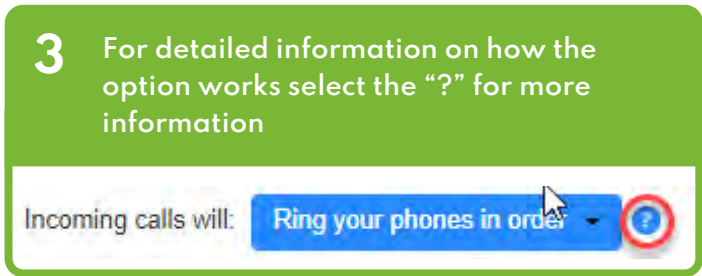
How Find-Me Follow-Me Works

When configured this option will allow the user to specify where incoming calls are delivered. Call delivery options include ringing only the account phone, ringing various phone numbers in order, ringing several phones at the same time (sometimes called sim-ring), or simply forwarding all calls to a specific number. This allows you to bypass the cellular data network to use your cellular voice network. vvTo use this feature, follow the setup instructions below and incoming calls will be processed according to the options that you choose.
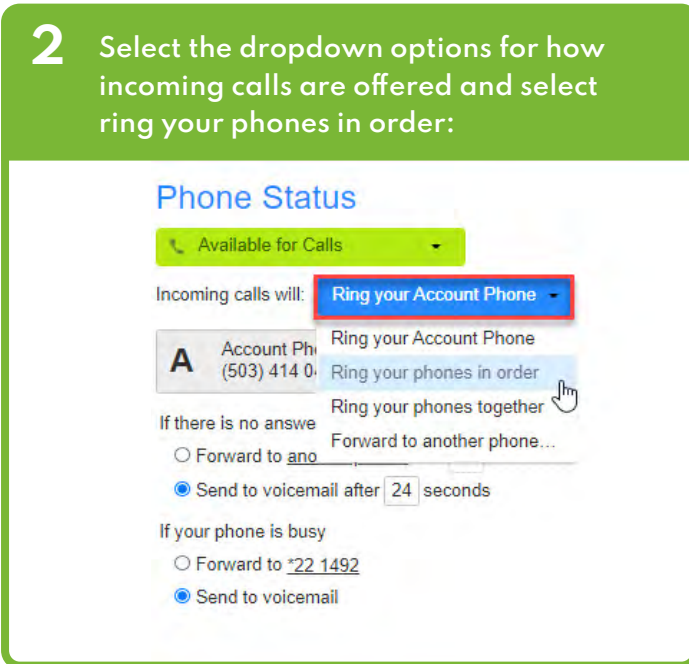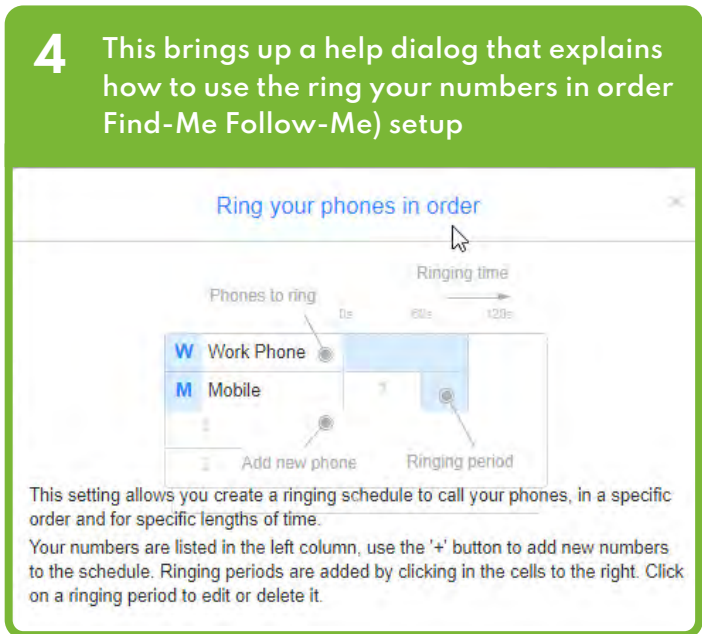
Setup

1 Login to your CommPortal account at: https://commportal.aspenuc.com/

CommPortal Web

Please log in below.

Email / Number: [   ]

Password: [   ]

Reset Password

☐ Remember me on this computer.

Login

2 Select the dropdown options for how incoming calls are offered and select ring your phones in order:

Phone Status

📞 Available for Calls ⌄

Incoming calls will: **Ring your Account Phone** ⌄

A Account Ph... (503) 414 0...

Ring your Account Phone
Ring your phones in order
Ring your phones together
Forward to another phone...

If there is no answe...
○ Forward to ano...
◉ Send to voicemail after [24] seconds

If your phone is busy
○ Forward to *22 1492
◉ Send to voicemail

3 For detailed information on how the option works select the "?" for more information

Incoming calls will: **Ring your phones in order** ⌄ ⓘ

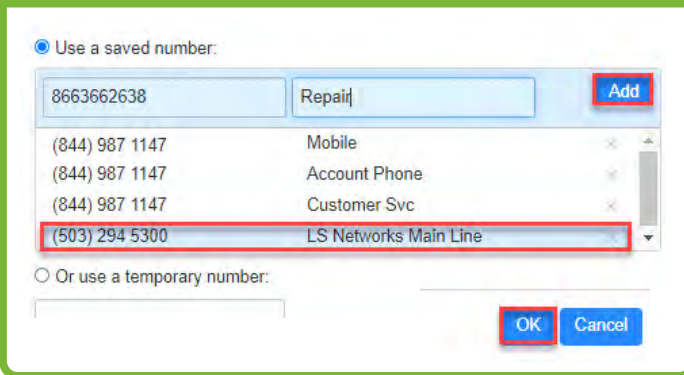**4** This brings up a help dialog that explains how to use the ring your numbers in order Find-Me Follow-Me) setup

Ring your phones in order ✕

Ringing time
Phones to ring   0s   60s   120s

W Work Phone
M Mobile

Add new phone   Ringing period

This setting allows you create a ringing schedule to call your phones, in a specific order and for specific lengths of time.
Your numbers are listed in the left column, use the '+' button to add new numbers to the schedule. Ringing periods are added by clicking in the cells to the right. Click on a ringing period to edit or delete it.

5 Use the Plus to configure your forwarding numbers

A Account Phone   3
M Mobile   3
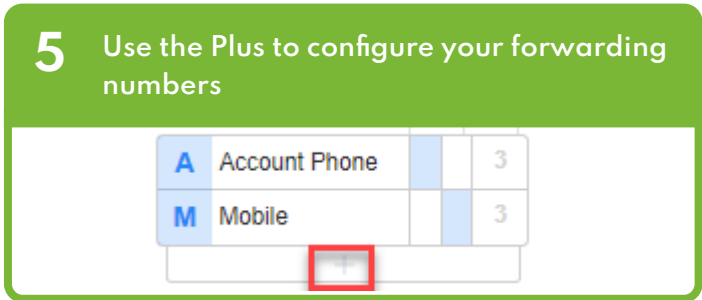
Find-Me Follow-Me

6 Configure the numbers you want to forward to:
- Be sure to select "Add once a number has been configured"
- Click on the number to be added
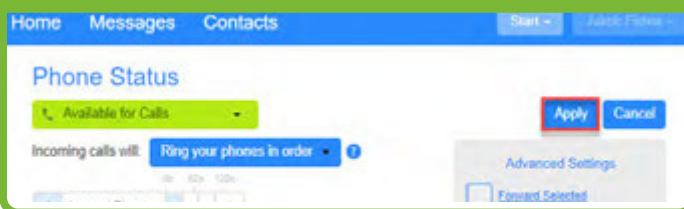- Select ok to save your selection

7 Add the new number to one of the existing ringing periods, or to a new ringing period, by default a ringing period is 32 seconds.

8 In this example the new number will ring for all three ring periods

9 The length of the ring period can be changed by selecting the blue highlighted square:

- To remove this number from a ringing period, select the trashcan in the upper right corner.
  This affects only this number
- The period ring length is set in seconds and affects the ring time for all numbers
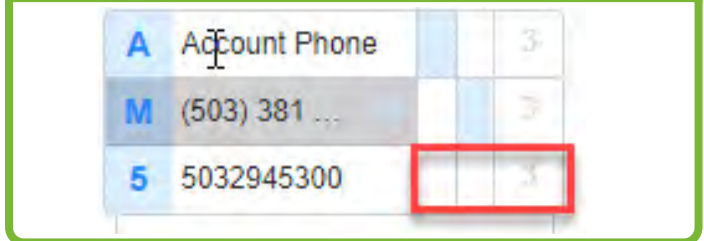- To allow voicemail at the remote end select the "Allow remote call forwarding

10 Always be sure to click "Apply" to save your configuration changes

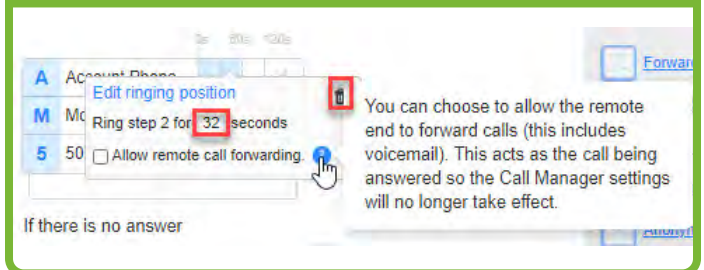**11** To remove a number from the list highlight it and click on the pale blue circle

12 Always be sure to click "Apply" to save your configuration changes

Setup is complete!