

There are two ways to access your voicemail: (continued)

Listen To Your Messages

When you call into your voicemail box, the system will announce the number of new and saved messages. To listen to your messages, press 1. When you press 1, the system will begin auto-playing the first saved message.

Once you have listened to a message, you can choose the following options:

- # - To save the message
 - 7 - To erase the message
 - 2 - To repeat the message
 - 4 - To go back to the previous message
 - 5 - To play back the message envelope
 - 6 - To go to the next message
 - 8 - To call back the caller
 - * - To go to previous menu
2. Picking up your phone and dialing *62 will put you into the main voice portal menu. The main voice portal menu gives you access to additional features, where option 1 will also put you into your voicemail box.

Voice Portal Main Menu (*62)

At the main menu, the following options are available:

- 1 - To access your voicemail box
- 3 - Go to the greetings menu
- 8 - change your pass code
- 9 - Exit the voice portal
- # - Repeat the menu

Recording Greetings

Options 3 provides a menu to let you record or re-record your name. The name is used when you don't record a custom greeting. With just the name recorded, callers will hear, "John Doe", "is not available to take your call. Please leave a message after the tone". To record new voicemail greetings, see *Using Your Voicemail Box*.

Changing Your Pass Code

Option 8 provides options to change your pass code.



Calling Features

Your new home phone service includes a number of calling features at no extra cost.

These features include:

- Caller ID and Caller Name Delivery
- Call Waiting
- Call Hold
- 3-Way Calling
- Call Return
- Last Number Redial
- Anonymous Call Rejection
- Calling Line ID Delivery Blocking
- Call Forward Always
- Call Forward No Answer
- Call Forward Not Reachable
- Do Not Disturb
- Speed Dial

Caller ID and Caller Name Delivery

For phones that support this feature, incoming calls will include the incoming caller ID and caller name if provided by the network.

Call Waiting

Call waiting allows you to receive a new call while you are still on an existing call. The service will deliver caller ID and caller name during callwaiting if your phone supports this feature.

To answer the call waiting call, either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

Call Hold

To temporarily place a caller on hold, either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second. You will hear a dial tone from your phone, but it's not necessary to dial anything. To pull the call back from hold, either press the Flash key again on your phone if it has one, or press the hookswitch and release it after a half second.

3-Way Calling

To place a 3-way call, either answer an incoming call or place an outgoing call. Once answered, put the first call on hold by either pressing the Flash key on your phone if it has one, or pressing the hookswitch and release it after a half second. You will hear a dial tone from your phone. Enter the destination number for the next caller. Wait until the other person answers. Either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second to join everyone together. To end the 3-Way call, simply hang up. If any of the called users hang up first, you will remain joined to the other user. Hang up at any point to end the 3-Way call.

Call Return

To return a call to the last person that called you, simply dial *69. The last person that called you will be called back.

Last Number Redial

For phones that don't have a redial key, you can redial the last call you placed by dialing *66.

Anonymous Call Rejection

To reject calls that come across as Anonymous, dial *77. To re-enable receiving Anonymous calls, dial *87.

Calling Line ID Delivery Blocking

To block sending your caller ID call-by-call, dial *67 followed by the number you are calling. The other party will receive an Anonymous call. Dial *31 to enable this for all calls. Dial #31 to restore sending caller ID.

Call Forward Always

If you will be traveling and want to forward your phone, dial *72 followed by the number to forward calls to. To disable the call forward, dial *73.

Call Forward No Answer

To forward only **No Answer** calls instead of letting them go to your voicemail, dial *92 followed by the number to forward calls to. To disable the call forward, dial *93.

Call Forward Not Reachable

In the event that you lose your Internet service, you can set a number to forward calls to when your home phone is offline. Dial *94 followed by the number to forward calls to in the event you lose Internet service. Dial *95 to disable this service.

Do Not Disturb

Placing your home phone service in Do Not Disturb will cause all calls to go to your voicemail box. To enable the Do Not Disturb service, dial *78. To disable the service, dial *79.

Speed Dial

If your home phone does not have a built-in directory or speed dial capability, you can create and use speed dials with the service. Speed dials are referenced using a two digit number. To set a speed dial with the service, dial *75 + a two digit code number + the number you want for this speed dial. For example, to set up a speed dial to call the White House as your first speed dial with code 00, dial *75002024561111. To use this speed dial, simply dial #00. Up to 100 speed dials can be created using 00-99.

Voicemail and Unified Messaging

Your service comes with a voicemail box as well as Unified Messaging. Unanswered calls will automatically be sent to voicemail.

Using Your Voicemail Box

When callers leave you a voicemail, the Phone LED on the device will blink when all phones are on-hook. Also, when you pick up the phone to place a call, you will hear a stutter dial tone indicating you have a new message.

When you signed up for service and provided your email address, the Unified Messaging featured was enabled. With this feature, voicemail messages will also be sent to your email address as a .wav file attachment, allowing for easy playback on your home computer or mobile phone no matter where you are. Simply download the message, or many email clients supporting playback of the audio file within the client.

Initial Setup (*62)

The first time you call your voicemail box or dial *62, you will be prompted to set a pass code to access your voicemail and to record your personalized name.

Pass codes should be 4-to-8 digits. Pass codes must be unique—they cannot be the last 4 digits of your phone number, be sequential numbers (ex. 1234, 5678, 8756), or have repeating numbers (ex. 1221, 6557). When calling from your own phone number, it's not necessary to enter your pass code to access your voicemail.

Your recorded name will be played to callers as part of the default greeting callers will hear. You'll later have the option to record a longer greeting, though you don't have to. The default greeting users will hear is, "Your recorded name" is not available to take your call. Please leave a message after the tone.' Once you have completed the set up, you can record greetings and access your voicemails.

There are two ways to access your voicemail:

1. Calling your own phone number will put you directly into your voicemail box allowing you to listen to, delete, and manage saved voicemails.

The Main Menu for your voicemail box options are:

- 1** - Listen to messages
- 2** - Change your mailbox busy greeting
- 3** - Change your mailbox no answer greeting
- 4** - Change your mailbox extended away greeting
- 7** - Delete all messages
- 8** - To modify message deposit settings
- 9** - To exit the voice portal management
- *** - Return to Voice Portal menu
- #** - To repeat the menu