



Telephone Quick User Guide

Call Waiting

When you are on a call and receive another call, you will hear a call waiting tone. You can choose to place your current call on hold and take the second call, or you can simply continue talking and ignore the second call.

Caller ID for Call Waiting

You can see who is calling, even if you are already on another call. Caller ID and Caller ID name is available if your phone displays Caller ID.

Call Return

With Call Return you can reconnect with the caller you last talked to without dialing the number. To Use Call Return

- Lift the receiver and listen for dial tone.
- Press *69.
- Your call will be placed to the last inbound or outbound party.

Three-way Calling

Three-way calling lets you bring two parties into the same call to all participate

in the same conversation.

- Call the first party.
- Press and release the switch hook or Flash button on your phone.

This will put the first party on hold.

- Listen for a second dial tone and call the second party.
- After the second party answers, press and release the switch hook or Flash button to join both parties into the call.

Call Screening

Your privacy and personal time are important. Calls from anonymous callers ringing your phone can be annoying and inconvenient, several call screening features allow you to limit the calls you receive before they ring your phone.

Anonymous Call Block

Lift the receiver and listen for dial tone.

- Press *77.
- Callers without a Caller ID will be blocked.
- To remove this block press *87.

Caller ID

When using a compatible phone, you can see the name and number of the party calling your phone. When you place a call, your name and phone number is available to people you dial. You can control when your caller ID information is sent.

Call Forwarding

You can forward incoming calls from your home phone to another phone number.

Call Forward

If you would like to forward all calls.

- Lift the receiver and listen for dial tone.
- Press *72.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and have calls ring to your line, dial *72, enter PIN and choose option 2.

*This service will continue to function even in the event of a power outage, Internet outage, or device failure.

Voicemail and Unified Messaging

You can have your voicemail messages delivered to an email address, or listen to your voicemail messages by dialing into the voicemail system.

Listening to Voicemail Messages

- Lift the receiver and listen for dial tone.
- Press *78
- When prompted, enter your PIN.
- Press 1 to listen to messages.

Controls while listening to a message:

- Press 1 to skip message – *Marks the voicemail as unread.*
- Press 2 to save message – *Marks the voicemail as read.*
- Press 3 to delete message – *Removes the message from the voicemail box.*

- Press 9 to repeat the message.

Voicemail to Email

Voicemail messages can be converted to an mp3 file and sent to an email address, or list of email addresses. Voicemail to email can be setup using the online voice portal.

- Browse to the Voicemail menu.
- Select the voicemail box from the list by clicking on the row.
- Check the “Forward Voicemail to Email” box.
- Enter your email address (or multiple email addresses) in the box.
- Click Save.

Selecting the “Keep a copy in voicemail box” allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone, and use your email to listen to voicemail messages.

Access on Power/Connectivity Failure

In the event of a power outage, Internet outage, or device failure; people that attempt to call you will go to your voicemail. Call forwarding, sim ring, or find-me/follow-me will continue to function.

Remote Access to Voicemail

You can call into your voicemail box to check voicemail messages from any phone.

- From another phone, dial your phone number.
- Listen for your voicemail greeting and press #.
- When prompted, enter your PIN.
- To listen to messages, Press 1.

Note: You must have set up a PIN from your phone to be able to access your voicemail remotely.