



# Residential Voice

QUICK REFERENCE GUIDE



## Online Features

### Log In

Open your web browser and type the following in the browser's address bar:

After pressing the **ENTER** key, you will be taken to a login screen similar to the one shown to image 1.1.

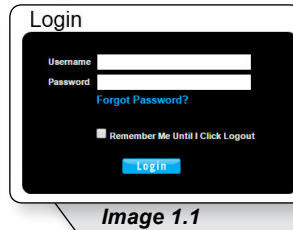


Image 1.1

Enter your username and password in the fields provided and click **Login**. This will load a page similar to image 1.2.

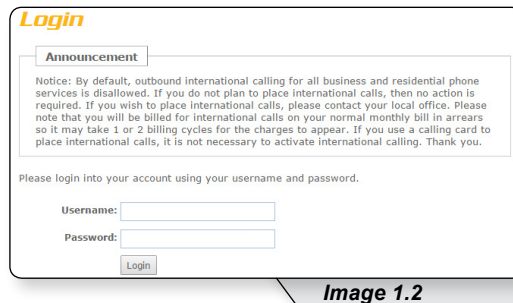


Image 1.2

Re-enter your username and password in the field provided and click **Login**.

### Check Call History

To check your call history click **Call History** (see 1 in image 2.1) on the navigation bar.



Image 2.1

This will load a page similar to image 2.2. On this page you can:

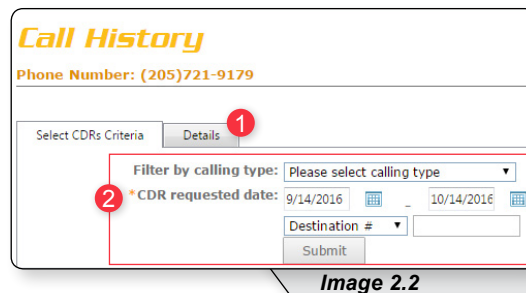


Image 2.2

- 1 – Click **Details** to see every type of call **OR**
- 2 – Use any of this selective criteria to narrow down results and then click **Submit**.

## Block a Call

Refer to Image 3.1 for instructions on managing this feature:

**1** – Click the **Selective Call Rejection** link to open the feature page.

The following page will load:

Image 3.1

- 2** – Enter a name for the rule in the **Description** text box.
- 3** – Specify whether you want the rule to reject or not reject the call when all criteria are met.
- 4** – Select Time Schedule. Residential subscribers are automatically set to **Every Day All Day**.

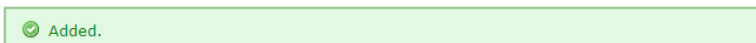
Choose the criteria the feature will use when active. Your choices are:

- 5** – Any phone number. All incoming calls will be subject to this feature.
- 6** – Following phone numbers. With this selection you will also need to identify the intended numbers in the **Specific Phone Numbers** section (see **7** in image 3.1). Also select if you would like the rule to apply to:
  - **Any private number** (see **8** in image 3.1)
  - **Any unavailable number** (see **9** in image 3.1)

**10** – Click **Add** when you have entered all data.

Note: You can add multiple entries in this section. Simply repeat the steps above and make sure to click the **Add** button each time.

Each time you finish an entry, you will receive a similar confirmation message:



## Change Password

- 1 – Hover over the **Account Info** tab in the navigation bar and in the dropdown menu click **Change Password**. This will load a page like image 4.1.

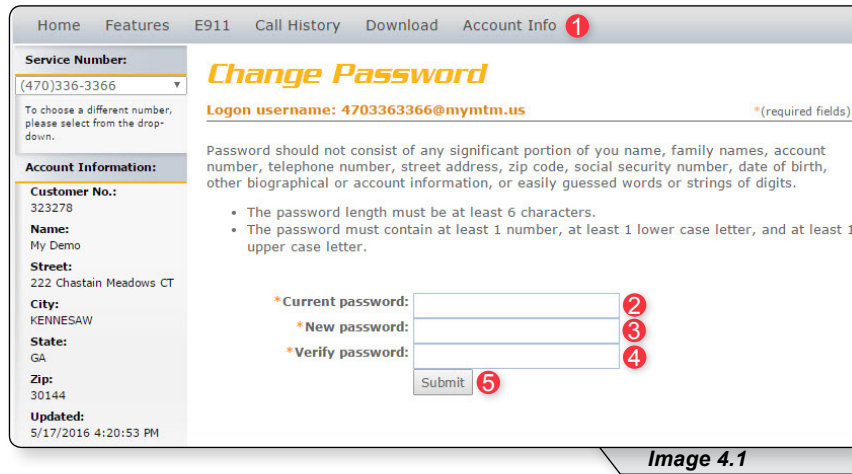


Image 4.1

- 2 – Enter the current password (the one you used to log into the portal).
- 3 – Enter a new password in the **New password** text box.
- 4 – Reenter the new password in the **Verify password** text box.
- 5 – Click **Submit** when finished to save your change.

## Check Voicemail

Voicemail allows you to retrieve and manage your voicemail messages. Refer to Image 5.1 for instructions on managing this feature:

- 1 – Click the **Voice Messages** link to open the feature page. This will load a page like image 5.1.

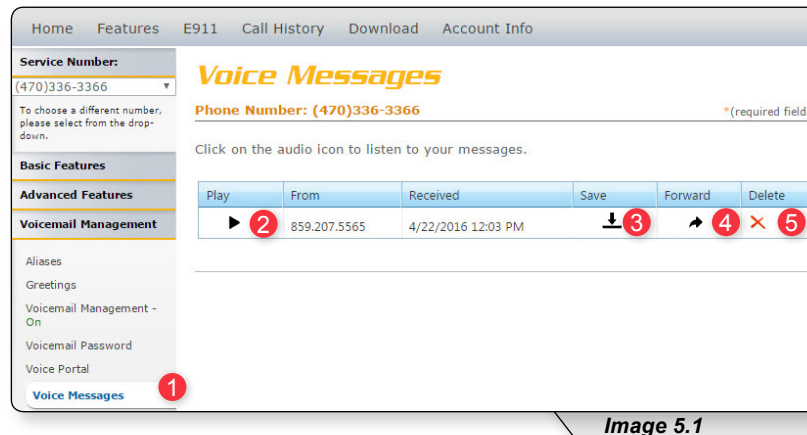


Image 5.1

- 2 – Click to **Play** a voicemail.
- 3 – Click to **Save** voicemail as a WAV file to your computer.
- 4 – Click to **Forward** a voicemail.
- 5 – Click to **Delete** a voicemail

# Phone Features

Various features are able to be accessed, modified and enabled through telephone shortcuts. Each of those features will be covered in the following sections.

## Feature Access Codes

While the following sections will go into greater detail about how to use each feature from a phone, the table below serves as compilation of all of the various feature access codes.

If you have any questions regarding a particular feature or corresponding code, refer to the feature's section after this table.

FEATURE	ON	OFF
Anonymous Call Rejection	*77	*87
Call Forwarding - Always	*72	*73
Call Forwarding - Busy	*90	*91
Call Forwarding - No Answer	*92	*93
Call Forwarding - Not Reachable	*94	*95
Call Return	*69	
Call Waiting (per call *70)	*56	*57
Call Waiting - Disable for One Call	*70	
Caller ID Block - Outbound	*68	*81
Caller ID - Block Outbound (per call)	*67	
Clear Voice Message Indicator	*99	
Do Not Disturb	*78	*79
Flash Call Hold	*22	
Last Number Redial	*66	
Speed Dial 8	*74	
Speed Dial 100	*75	
Voicemail	*98 or *62	

## Anonymous Call Rejection

Reject incoming calls that have blocked their directory or identification information. Anonymous callers will hear an intercept message when they call.

1. Dial \*77 to enable.  
Dial \*87 to disable.
2. Listen for a confirmation message.

## Call Forwarding

Forward incoming calls to another number.

1. Dial \*72 to enable call forwarding always.  
Dial \*73 to disable call forwarding always.  
  
Dial \*90 to enable call forwarding - busy.  
Dial \*91 to disable call forwarding - busy.  
  
Dial \*92 to enable call forwarding - no answer.  
Dial \*93 to disable call forwarding - no answer.  
  
Dial \*94 to enable call forward not reachable.  
Dial \*95 to disable call forward not reachable.
2. Enter the 10-digit phone number for the call forwarding destination and press #.
3. Listen for a confirmation message.

## Call Return

Quickly dial the number of the last incoming call.

1. Dial \*69.
2. Your phone will dial the number that was your last incoming call.

## Call Waiting

Switch to new incoming calls while already on another call.

### To enable or disable the feature:

1. Dial \*56 to enable.  
Dial \*57 to disable.
2. Listen for a confirmation message.

### To Answer:

1. Sound will alert when there is another call.
2. Press flash to put the existing caller on hold and accept the other call.

### To Disable for a Single Call:

1. Dial \*70
2. Enter the desired 10-digit phone number you're wanting to call.

## Caller ID

Identify callers before answering the call. Block Caller ID information from being delivered with Outbound Caller ID Block.

1. Dial \*68 to permanently enable outbound caller ID block.  
Dial \*81 to permanently disable outbound caller ID block.
2. Dial \*67 and the 10-digit phone number to enable outbound caller ID block for one call.  
Dial \*82 and the 10-digit phone number to disable outbound caller ID block for one call.
3. Listen for a confirmation message.

## Clear Voice Message Indicator

Clear the indicator on your phone that shows voice messages.

1. Dial \*99.
2. Listen to the confirmation message.

## Do Not Disturb

Halt calls, pages or intercom messages. Callers will receive a busy message and be sent to voicemail or receive a busy signal.

1. Dial \*78 to enable.  
Dial \*79 to disable.
2. Listen for a confirmation message.

## Flash Call Hold

Place a call on hold.

### To place a call on hold:

1. Dial the other number
2. During the call, press flash.
3. Dial \*22 to place the call on hold.

### To take a call off hold:

1. Dial \*22 or press flash.

## Last Number Redial

Quickly dial the number of the last outgoing call.

1. Dial \*66.

## Speed Dial

Add frequently dialed numbers for quick and simple access.

### To Create a Speed Dial Code:

1. For a one digit code, Dial \*74 and wait for the tone.  
For a two digit code, dial \*75 and wait for the tone.
2. Dial appropriate speed dial code followed by the user's 10-digit phone number.  
(Example: 03+800-555-1212)
3. Listen for a confirmation message.

### To Use Speed Dial:

1. Listen for a dial tone.
2. Dial # followed by appropriate 2-digit speed dial code..



## Three-Way Calling

Create a call that includes three parties with each on a separate device.

1. Call the first phone number or extension.
2. Once they answer and you are on an active call, place the call on hold by pressing Flash / Conference.
3. Enter the third party's complete phone number or extension and press #.
4. Once the third party answers and you are on an active call, connect all three parties and begin a three-way call by pressing Flash / Conference.

Note: If either the second or third party leaves the call, the first party and the remaining party will remain connected.

## Voicemail

Send calls to a personal Voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by phone, online account or email

### To Access Voicemail:

1. From on-network extension: dial \*98.  
From off-network extension: dial your 10-digit phone number and press \* when greeting starts.
2. Enter passcode and press #.

### Main Voicemail Menu Options:

- [1] To access voicemail.
- [3] Record name.
- [8] To change passcode.
- [9] To exit the voice portal.
- [#] To repeat this menu.

### First Time Setup or Reset Voicemail Passcode

1. Dial \*98.
2. Enter default passcode 8642 and press # (first time setup).
3. Following passcode has expired prompt, enter a permanent passcode and press #.
4. Re-enter permanent passcode and press #.
5. Follow the rest of the prompts to record name and greetings.