

Priority Alert

Priority alert allows you to assign distinctive ring tones based on your pre-defined criteria. Use this service if you want to distinguish a specific person when they call, such as a spouse, child or friend.

Priority Alert rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Continued on following page.

PRIORITY ALERT

Refer to Image 27.1 for instructions on managing this feature:

- 1 – Click the Priority link to open the feature page.

Home Features E911 Call History Download Account Info

Service Number: (470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

BroadWorks Anywhere

CommPilot Express

Priority Alert 1

Selective Call Acceptance

Selective Call Rejection

Sequential Ring

Simultaneous Ring

Personal

Voicemail Management 6

Logoff

Priority Alert

Phone Number: (470)336-3366

*(required fields)

Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns and specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number and day of week and time of day).

Active	Description	Time Schedule	Calls From	Edit
No Entries Present				

Apply

Description: 2

3 Accept call
Do not accept call 4

Selected Time Schedule: Every Day All Day 4

Calls From:

Any phone number 5

Following phone numbers: 6

Any private number 8

Any unavailable number 9

Specific phone numbers: 7

Add

Image 27.1

- 2 – Enter a name for the priority alert rule in the “Description” text box.
- 3 – Specify whether you want the rule to use or to not use priority alert rings when the criteria are met.
- 4 – Select the time schedule. For residential subscribers is 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 27.1). Also, select if you would like the rule to apply to:
 - Any private number (see 8 in image 27.1)
 - Any unavailable number (see 9 in image 27.1)

- 10 – Click “Add” to save.

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:

✓ Added.

PRIORITY ALERT

Image 27.2 is an example of what will be displayed when there are multiple rules. The following instructions correspond with image 27.2.

Priority Alert

Phone Number: (470)336-3366 *(required fields)

Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns and specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number and day of week and time of day).

Active	Description	Time Schedule	Calls from	Edit
2 <input checked="" type="checkbox"/>	My Alert	Every Day All Day	All External Calls	1 Edit

3

Image 27.2

- 1 – Select “Edit” to make changes to an existing rule.
- 2 – Make a rule active by putting a check in the corresponding or inactive by clicking to remove a check. New alert rules are set to active by default.
- 3 – Click “Apply” when finished.

Selective Call Acceptance

Selective Call Acceptance allows you to limit the calls you receive based on your own pre-defined criteria.

Selective acceptance rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Refer to Image 28.1 for instructions on managing this feature:

Continued on following page.

SELECTIVE CALL ACCEPTANCE

Refer to Image 28.1 for instructions on managing this feature:

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

The following screen will open:

Home Features E911 Call History Download Account Info

Service Number: (470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

BroadWorks Anywhere
CommPilot Express - On
Priority Alert - On

Selective Call Acceptance - Off **1**

Selective Call Rejection - Off

Sequential Ring - Off

Simultaneous Ring
Personal - Off

Two-Stage Dialing - On

Voicemail Management

Logout

Selective Call Acceptance

Phone Number: (470)336-3366 *(required field)

Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true for you to receive the call.

Active	Description	Time Schedule	Calls From	Edit
No Entries Present				

Apply

Description: **2**

☒ Accept call **3**
☐ Do not accept call

Selected Time Schedule: Every Day All Day **4**

Calls From:

☒ Any phone number **5**
☐ Following phone numbers: **6**

☐ Any private number **8**
☐ Any unavailable number **9**

Specific phone numbers: **7**

10 Add

Image 28.1

2 – Enter a name in the text box for the rule you want to configure.

3 – Specify whether you want the rule to accept (deliver) or reject (send to voicemail) when the criteria is met.

4 – Select a 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 28.1). Also select if you would like the rule to apply to:

- Any private number (see **8** in image 28.1)
- Any unavailable number (see **9** in image 28.1)

10 – Click “Add” when finished.

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:

✓ Added.

SELECTIVE CALL ACCEPTANCE

Image 28.2 is an example of what will be displayed when there are multiple rules. The following instructions correspond with image 28.2.

Home Features E911 Call History Download Account Info

Service Number: (470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

BroadWorks Anywhere

CommPilot Express - On

Priority Alert - On

Selective Call Acceptance - Off

Selective Call Acceptance

Phone Number: (470)336-3366 *(required fields)

Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true for you to receive the call.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Accepted Calls	Every Day All Day	All calls	Edit
<input type="checkbox"/>	Do Not Accept	Every Day All Day	All calls	Edit

[Apply](#)

Image 28.2

- 1 – Select “Edit” to make changes to an existing rule.
- 2 – Make a rule active by putting a check in the corresponding or inactive by clicking to remove a check. New alert rules are set to active by default.
- 3 – Click “Apply” when finished.

Selective Call Rejection

Selective call rejection allows you to reject calls that meet your pre-defined criteria. Callers meeting these criteria will hear an announcement notifying them that you cannot be reached. Use this feature to prevent nuisance calls from people you don't want to receive calls from.

Selective call rejection rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). You can configure up to 10 rules, so you can specify a total of up to 120 phone numbers to be automatically rejected. Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Continued on the following page.

SELECTIVE CALL REJECTION

Refer to Image 29.1 for instructions on managing this feature:

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

The following page will load:

Home Features E911 Call History Download Account Info

Service Number: (470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

BroadWorks Anywhere

CommPilot Express

Priority Alert

Selective Call Acceptance

Selective Call Rejection **1**

Sequential Ring

Simultaneous Ring

Personal

Voicemail Management

Logoff

Selective Call Rejection

Phone Number: (470)336-3366 *(required fields)

Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns and specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number and day of week and time of day).

Active	Description	Time Schedule	Calls From	Edit
No Entries Present				

Apply

*Description: **2**

☒ Accept call **3**
☐ Do not accept call

Selected Time Schedule: Every Day All Day **4**

Calls From:

☒ Any phone number **5**
☐ Following phone numbers: **6**
☐ Any private number **8**
☐ Any unavailable number **9**

Specific phone numbers: **7**

10 Add

Image 29.1

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 29.1). Also select if you would like the rule to apply to:

- Any private number (see **8** in image 29.1)
- Any unavailable number (see **9** in image 29.1)

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:

✓ Added.

SELECTIVE CALL REJECTION

Image 29.2 is an example of what will be displayed when there are multiple rules. The following instructions correspond with image 29.2.

Home Features E911 Call History Download Account Info

Service Number:
(470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

BroadWorks Anywhere
CommPilot Express - On
Priority Alert - On
Selective Call Acceptance - On

Selective Call Rejection

Phone Number: (470)336-3366 *(required fields)

Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true to reject the call.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	My Non-Rejected Calls	Every Day All Day	5553331212,5554443344	Edit
<input checked="" type="checkbox"/>	My Reject Calls Rule	Every Day All Day	All calls	Edit

Apply

Image 29.2

- 1 – Select this to make changes to an existing rule.
- 2 – Make a rule active by putting a check in the corresponding or inactive by clicking to remove a check. New alert rules are set to active by default.
- 3 – Click “Apply” when finished.

Sequential Ring

Sequential Ring allows you to configure your calls to ring up to five additional locations sequentially when there is no answer from the primary phone. Use this feature when it is important for every call to be answered personally by you or by someone who can take the call when you are unavailable.

Sequential ring rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Continued on following page.

SEQUENTIAL RING

Refer to Image 30.1 for instructions on managing this feature:

- 1 – Click the Sequential Ring link to open the feature page.

The following page will load:

Note: Image 30.1 is only the top half of the page.

The screenshot shows the 'Sequential Ring' configuration page. On the left is a sidebar with navigation links: Home, Features, E911, Call History, Download, and Account Info. Below these are sections for 'Service Number' (showing (470)336-3366), 'Basic Features' (with options like BroadWorks Anywhere, CommPilot Express, Priority Alert, Selective Call Acceptance, and Selective Call Rejection), 'Advanced Features' (where 'Sequential Ring' is currently 'Off'), 'Voicemail Management', and a 'Logoff' button. The main content area is titled 'Sequential Ring' and shows the 'Phone Number: (470)336-3366'. It includes a descriptive paragraph about the feature. Below the text are several checkboxes: 'Use Base Location first' (checked), 'Continue the search process if the base location is busy' (checked), and 'Enable caller to skip search process' (checked). A table with 4 columns (Location, Phone Number, Number of rings, Answer confirmation required) and 5 rows (1-5) is present. At the bottom of the main area is an 'Apply' button. Red numbered callouts (1-9) point to specific elements: 1 points to the 'Sequential Ring' status, 2 to the 'Use Base Location first' checkbox, 3 to the 'Number of rings for Base Location' dropdown, 4 to the 'Continue the search process' checkbox, 5 to the 'Enable caller to skip search process' checkbox, 6 to the first row of the table, 7 to the 'Number of rings' dropdown in the first row, 8 to the 'Answer confirmation required' checkbox in the first row, and 9 to the 'Apply' button.

Location	Phone Number	Number of rings	Answer confirmation required
1	() -	3	<input checked="" type="checkbox"/>
2	() -	3	<input type="checkbox"/>
3	() -	3	<input type="checkbox"/>
4	() -	3	<input type="checkbox"/>
5	() -	3	<input type="checkbox"/>

Active	Description	Time Schedule	Calls From	Edit
No Entries Present				

Image 30.1

- 2 – Check “Use Base Location First” to ring your phone number’s primary location before being forwarded to other numbers.
- 3 – Set the number of times (between 2 and 20) you want the base (primary) location to ring before the call is forwarded.
- 4 – Check “Continue the search process if the base location is busy” to specify how calls should be handled when the primary phone is in use.
- 5 – Check “Enable caller to skip search process” to allow callers to bypass sequential ring and go directly to voicemail. In order for this feature to work, voicemail needs to have been previously configured.
- 6 – Specify up to five phone numbers to be called in the sequential ring pattern.

Complete the following for each number:

- 7 – Select the number of rings (between 2 and 20) at each number.
- 8 – Check “Answer confirmation required” to require an answer confirmation for each sequential recipient. Answer confirmation is used to differentiate between calls made directly to the recipient’s phone from calls forwarded using sequential ring.
- 9 – Click “Apply” when finished with the first half to save your settings.

Continued on following page.

SEQUENTIAL RING

While the top of the “Sequential Ring” page is used to enter and set the options for the numbers that will be used in the dialing sequence, the lower half (see image 30.2) stipulates the rules for triggering the feature and is required to make sequential ring active.

The following instructions correspond with image 30.2.

The screenshot shows a web interface for configuring a Sequential Ring rule. At the top, there is a table with columns: Active, Description, Time Schedule, Calls From, and Edit. Below the table, it says "No Entries Present" and an "Apply" button. The main configuration area includes: a "Description:" text box (1); radio buttons for "Use sequential ring" (2) and "Do not use sequential ring"; a "Selected Time Schedule:" dropdown menu set to "Every Day All Day" (3); a "Calls From:" section with radio buttons for "Any phone number" (4) and "Following phone numbers:" (5). Under "Following phone numbers:", there are checkboxes for "Any private number" (7) and "Any unavailable number" (8). Below this is a "Specific phone numbers:" section (6) with a list of input boxes. At the bottom right, there is an "Add" button (9).

Image 30.2

- 1 – Enter a name for the sequential ring rule in the “Description” text box.
- 2 – Specify whether you want the rule to use or not use sequential ring.
- 3 – 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:

- 4 – Any phone number. All incoming calls will be subject to this feature.
- 5 – Following phone numbers. With this selection you will also need to identify the intended numbers in the “Specific Phone Numbers” section (see 6 in image 29.1). Also select if you would like the rule to apply to:
 - Any private number (see 7 in image 29.1)
 - Any unavailable number (see 8 in image 29.1)
- 9 – Click “Add” to save rule settings.

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:

✓ The record has been added.

SEQUENTIAL RING

Image 30.3 is an example of what will be displayed when there are multiple rules. The following instructions correspond with image 30.3.

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Don't Forward Spammers	Every Day All Day	All calls	Edit
<input checked="" type="checkbox"/>	Priority Calls	Every Day All Day	2345678910,5252525252	Edit
				<input type="button" value="Apply"/>

Image 30.3

- 1 – Select "Edit" to make changes to an existing rule
- 2 – Make a rule active by putting a check in the corresponding or inactive by clicking to remove a check. New alert rules are set to active by default.
- 3 – Click "Apply" when finished.

Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list up to 10 phone numbers you would like to have ring simultaneously, in addition to your primary phone, when you receive a call. This feature is helpful when you are not at your desk phone, but have your cell phone with you.

Simultaneous ring rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Continued on following page.

SIMULTANEOUS RING PERSONAL

Refer to Image 31.1 for instructions on managing this feature:

- 1 – Click the Simultaneous Ring Personal link to open the feature page.

The following page will load:

Home Features E911 Call History Download Account Info

Service Number: (470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

BroadWorks Anywhere

CommPilot Express - On

Priority Alert - On

Selective Call Acceptance - On

Selective Call Rejection - On

Sequential Ring - On

Simultaneous Ring Personal - OFF 1

Two-Stage Dialing - On

Voicemail Management

Logoff

Simultaneous Ring Personal

Phone Number: (470)336-3366 *(required fields)

Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!

Simultaneous Ring Personal: ☐ On ☒ Off 2

☒ Do not ring my Simultaneous Ring Numbers if I'm already on a call 3

Phone Number 4	Answer confirmation required 5
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Active	Description	Ring Simultaneously	Calls From	Edit
No Entries Present				

6 Apply

Image 31.1

- 2 – Turn Simultaneous Ring Personal on or off using the appropriate radio button.
- 3 – Check “Do not ring my Simultaneous Ring Numbers if I’m already on a call” checkbox to indicate how calls are handled when you are already on a call.
- 4 – Enter up to ten numbers to ring simultaneously.

Warning: Whichever line has the fewest number of rings before a call goes to voicemail will be where the voicemail is delivered.

- 5 – Indicate whether or not answer confirmation required should be active for each sequential recipient. Answer confirmation is used to differentiate between calls sent directly to the recipient’s phone from calls forwarded using sequential ring.
- 6 – Click “Apply” to save your settings for the first half of Simultaneous Ring Personal.

Continued on following page.

SIMULTANEOUS RING PERSONAL

While the top of the “Simultaneous Ring Personal” page is used to enter and set the options for the each number that will be used in the dialing sequence, the lower half (see image 31.2) stipulates the rules for triggering the feature and is required to make sequential ring active.

The following instructions correspond with image 31.2.

The screenshot shows a web form for configuring the 'Simultaneous Ring Personal' feature. The form includes the following elements with numbered callouts:

- 1**: A text input field for the 'Description'.
- 2**: Two radio buttons for 'Use simultaneous ring personal' (selected) and 'Do not use simultaneous ring personal'.
- 3**: A dropdown menu for 'Selected Time Schedule' with 'Every Day All Day' selected.
- 4**: A radio button for 'Any phone number' under the 'Calls From:' section.
- 5**: A radio button for 'Following phone numbers:' under the 'Calls From:' section.
- 6**: A section titled 'Specific phone numbers:' containing a table with three columns and four rows of input fields.
- 7**: A checkbox for 'Any private number' under the 'Following phone numbers:' section.
- 8**: A checkbox for 'Any unavailable number' under the 'Following phone numbers:' section.
- 9**: An 'Add' button at the bottom right of the form.

Image 31.2

- 1** – Enter a name for the sequential ring rule in the “Description” text box.
- 2** – Specify whether you want the rule to use or not use sequential ring.
- 3** – 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:

- 4** – Any phone number. All incoming calls will be subject to this feature.
- 5** – Following phone numbers. With this selection you will also need to identify the intended numbers in the “Specific Phone Numbers” section (see **6** in image 29.1). Also select if you would like the rule to apply to:
 - Any private number (see **7** in image 29.1)
 - Any unavailable number (see **8** in image 29.1)
- 9** – Click “Add” to save rule settings.

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:



Two-Stage Dialing

Two-stage dialing allows you to make calls from a second device while showing you are calling from your primary number. This feature will only work if you check “Allow activation with any user address” (see **3** in image 32.1). When placing a call you must use this phone and first dial your primary number. You will then enter the number you wish to call.

Note: There are no prompts after calling your primary number that inform you to dial the phone number you are trying to reach. Again, your primary number (not the phone number of the device you are calling from) is what will be displayed for the recipient.

Refer to Image 32.1 for instructions on managing this feature:

1 – Click the Two-Stage Dialing link to open the feature page.

The following page will load:

Image 32.1

2 – Enable or disable feature by selecting the “On” or “Off” radio button.

3 – Check “Allow activation with any user address” to enable feature.

4 – Enter the 10-digit phone number where you will be calling from.

5 – Click “Apply” to save when finished.

The following confirmation message will be displayed:

✔ Two-Stage Dialing has been successfully updated.

Voicemail Management

The final section in Feature Management is Voicemail Management.

To expand the contents of this section, click the “Voicemail Management” menu link (see **1** in image 33.1). Once expanded, select each subsection to manage the corresponding feature.

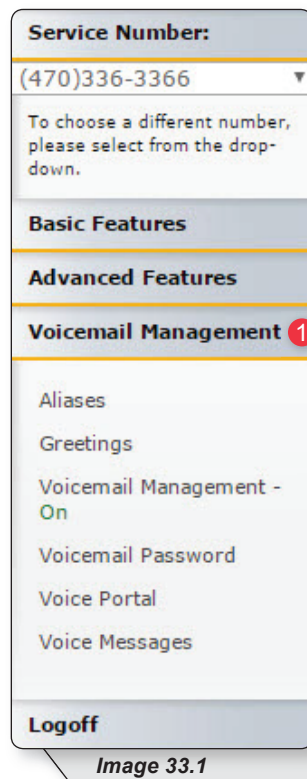


Image 33.1

Note: this feature contains telephone instructions in the appendix of this document. Refer to the table of contents for an exact page reference.

Aliases

Messaging Aliases allows you to specify additional phone numbers that will be treated like your primary number when you call in to check messages.

This saves time when retrieving voicemail messages from remote telephones because the system views the alias phone number as the actual mailbox owner.

Refer to Image 34.1 for instructions on managing this feature:

1 – Click the Aliases link to open the feature page.

The following page will load:

The screenshot shows a web portal interface for managing aliases. The sidebar on the left contains links for Home, Features, E911, Call History, Download, and Account Info. Below these are sections for Service Number, Basic Features, Advanced Features, and Voicemail Management. The 'Aliases' link is highlighted with a red circle 1. The main content area has a title 'Aliases' and a subtitle 'Phone Number: (470)336-3366'. A message explains that aliases allow users to enter numbers that act as if they called from their office phone. Below this is a form to add a new alias, with a red circle 2 on the 'Phone Number' input field and a red circle 3 on the 'Add' button. A table lists existing aliases with a 'Delete' column containing checkboxes, with a red circle 5 on the first checkbox. At the bottom right is an 'Apply' button with a red circle 6. A green confirmation message at the bottom states 'Aliases has been successfully updated.' with a red circle 4.

Delete	Phone Number
<input type="checkbox"/>	2344322345
<input type="checkbox"/>	2345678444
<input type="checkbox"/>	4445553333

Image 34.1

To add a number:

2 – Entering the 10-digit alias telephone you'd like to add as an alias

3 – Click "Add."

4 – View the confirmation message each time after adding an entry

Repeat those steps until all phone numbers have been added.

To delete a number:

5 – Select the corresponding number's checkbox in the "Delete" column.

6 – Click "Apply."

Greetings

The greetings section allows you to set and change parameters that affect your voicemail greetings. Refer to Image 35.1 for instructions on managing this feature:

1 – Click the Greetings link to open the feature page.

The following page will load:

Image 35.1

There are three greeting types that can be configured:

- **Busy Greeting** (see **2** in image 35.1) is played when you are on the other line and choose not to answer the second incoming call. Choose the appropriate radio button to select either the system greeting or a personal greeting.
- **No Answer Greeting** (see **3** in image 35.1) is played when you receive a call, but do not answer it. Choose the appropriate radio button to select either the system greeting or an unavailable greeting.
- **Alternate No Answer Greetings** (see **4** in image 35.1) allows you to create customized no answer greetings for special purposes (i.e. weekends, vacation, lunch). Name your alternate no answer greetings appropriately to easily remember their purpose (see **5** in image 35.1).

For all of these options, click the “Choose File” button (see **6** in image 35.1) to upload customized greetings from your computer.

Note: At one times there can only be one active greeting for no answer greetings (either “No Answer” or “Alternate No Answer Greetings”).

Finally, use the dropdown list (see **7** in image 35.1) to select the number of times you want calls to ring before a greeting is played for the caller and click “Apply” (see **8** in image 35.1) to save your settings.

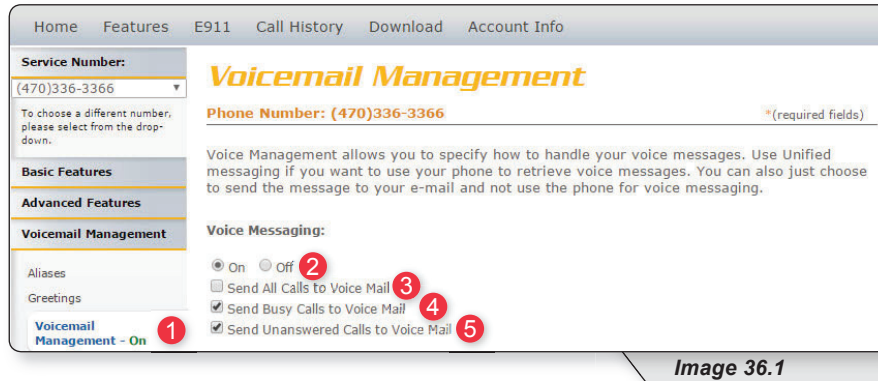
Voice Management

Voice Management allows you to specify how voice messages will be handled and provides with you options to retrieve voice messages using your phone or your email.

Refer to Image 36.1 for instructions on managing this feature:

- 1 – Click the Voice Management link to open the feature page.

The following page will load:



The voice messaging section (see image above) allows you to control if and when calls are delivered to voicemail.

- 2 – Enable or disable voicemail by selecting the “On” or “Off” radio button.

Specify which calls you want to be sent to voicemail by selecting one or more of the following:

- 3 – Send all calls directly to voice mail.
- 4 – Send incoming calls directly to voice mail when your line is in use.
- 5 – Send all unanswered calls to voicemail.

Continued on the following page.

VOICE MANAGEMENT

The bottom section (see image 36.2) allows you to control the delivery of your voice messages.

The screenshot shows a web interface for voice management. On the left is a sidebar with links: 'Voicemail Password', 'Voice Portal', 'Voice Messages', and 'Logoff'. The main area is titled 'When a Voice Message Arrives...:'. It contains two radio buttons: 'Use unified messaging' (labeled 1) and 'Use Phone Message Waiting Indicator' (labeled 2). Below these is a radio button 'Forward it to this e-mail address:' (labeled 3) with an adjacent text input field. A section titled 'Additionally...:' follows, containing three checked checkboxes: 'Notify me by e-mail of the new voice message at this address:' (labeled 4) with input 'myemail@email.com', 'E-mail a carbon copy of the voice message to:' (labeled 5) with input 'myspouceemail@email.com', and 'Transfer on "0" to Phone Number:' (labeled 6) with input '5551234567'. At the bottom right is an 'Apply' button (labeled 7). The caption 'Image 36.2' is at the bottom right of the form.

Choose one of the two options (1 or 2 in image 36.2) for accessing email using the corresponding radio buttons:

(You can only have one of these two options active at a time)

- 1 – Select to enable your phone to access your messages.
- 2 – Check this if you selected “Use unified messaging” previously and would like to enable your phone’s message waiting indicator
- 3 – Select this option to send emails to an email address and enter the email address in the text box provided.

The following are delivery options that can be selected in addition to your previous selection:

- 4 – Send an email notification when a new voice message is received. Enter the email address in the text box provided.
- 5 – Send a copy of the voicemail sent to an email as a WAV file attachment. Enter the email address in the text box provided.
- 6 – Enable callers to be forwarded to a number specified by you when they select “0” on their keypad. Enter the phone number where calls should be forwarded in the text box provided. Be aware: Incoming callers are not prompted to press “0” so they will have to know that this option is available in advance.
- 7 – Click “Apply” when finished.

Once your changes have been made, you will receive a similar confirmation:

✔ Voice Management has been updated successfully.

Voicemail Password

Voicemail Password allows you update the password used to access your voicemails.

Refer to Image 37.1 for instructions on managing this feature:

- 1 – Click the Voicemail Password link to open the feature page.

The following page will load:

Home Features E911 Call History Download Account Info

Service Number:
(470)336-3366
To choose a different number, please select from the drop-down.

Basic Features

Advanced Features

Voicemail Management

Aliases
Greetings
Voicemail Management - On
Voicemail Password 1

Voicemail Password

Phone Number: (470)336-3366 * (required fields)

Reset your 4-digits voicemail password.

2 *Type new password:

3 *Confirm new password:

4 Apply

Image 37.1

- 2 – Type in your new 4-digit password in the text box provided.
- 3 – Confirm your new 4-digit password by retyping it in the second text box.
- 4 – Click “Apply” when finished to save your settings.

Once your changes have been made, you will receive the following confirmation:

✔ Voicemail Password has been updated successfully.

Voice Portal

Voice Portal allows you to upload a recording (as a .WAV file) of your name that will play in your voicemail greeting.

Refer to Image 38.1 for instructions on managing this feature:

1 – Click the Voice Portal link to open the feature page.

The following page will load:

The screenshot shows a web interface for managing a voice portal. On the left is a sidebar menu with options: Home, Features, E911, Call History, Download, Account Info, Service Number (with a dropdown menu), Basic Features, Advanced Features, Voicemail Management, Aliases, Greetings, Voicemail Management - On, Voicemail Password, and Voice Portal (highlighted with a red circle 1). The main content area is titled 'Voice Portal' and contains the following elements: a 'Phone Number' field with the value '(470)336-3366' and a '(required fields)' label; a paragraph explaining the feature; a checkbox labeled 'Use Personalized Name for Auto Attendant and Voice Messaging' with a red circle 2 next to it; a 'Load name:' section with a 'Choose File' button (circled with a red circle 3) and the text 'No file chosen'; another checkbox labeled 'Auto-login to Voice Portal when calling from my phone' with a red circle 4 next to it; and an 'Apply' button at the bottom right with a red circle 5 next to it.

Image 38.1

Note: before enabling the personalized name feature from this portal you will need to have a .WAV file recording of the name you want to use.

2 – Check this box to enable the feature.

3 – Click the “Choose File” button and find desired .WAV file on your computer. Once the file has been selected, the file name will appear next to the “Choose File” button.

4 - Check this button if you want to automatically log in to your voicemail whenever you dial your phone number from your own phone.

5 – Click “Apply” when finished to save your settings.

Once your changes have been made, you will receive the following confirmation:

✔ Voice Portal has been successfully updated.

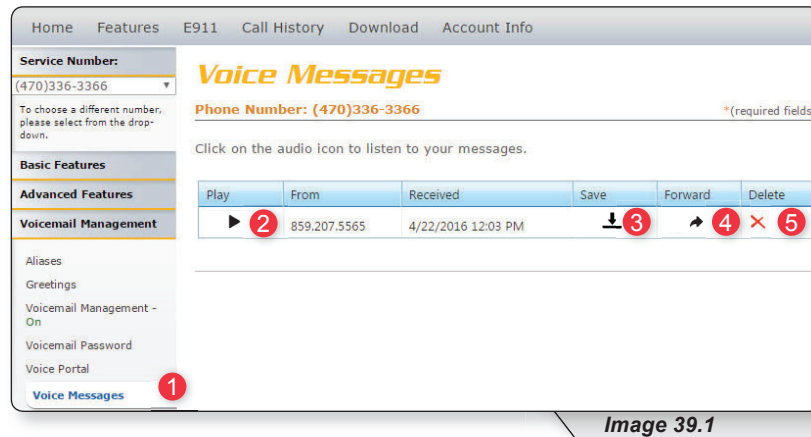
Voice Messages

Voice Messages allows you to retrieve and manage your voicemail messages from within the voice portal.

Refer to Image 39.1 for instructions on managing this feature:

1 – Click the Voice Messages link to open the feature page.

The following page will load:



2 – Click to play a voicemail.

3 – Click to save voicemail as a WAV file to your computer.

4 – Click to delete a voicemail.

E911

E911 is the third tab on the navigation bar. This tool allows you to update your E911 address information when necessary.

It is very important that you are aware of your responsibility to update your E911 information to your current physical location and address.

Click the E911 link (see **1** in image 40.1) on the navigation bar at the top of the page.

The following page will load:

Home Features **E911** Call History Download Account Info

Service Number:
(470)336-3366
To choose a different number, please select from the drop-down.

Account Information:
Customer No.: 323278
Name: My Demo
Street: 222 Chastain Meadows CT
City: KENNESAW
State: GA
Zip: 30144
Updated: 5/17/2016 4:20:53 PM

E911
Phone Number: (470)336-3366 *

Your Digital Voice requires you to provide the physical address where you will be using our service for 911 purposes. When you initially provide your physical address, it can take up to 120 minutes to verify your address and activate 911 service at this address.

If you move this device to another location, you must update your address. You may register only one location at time. If you do not update your location, your 911 calls may be sent to an emergency center near your old address. When you update your location, it can take several hours to activate 911 service at the updated address.

Status	Address	TN	City	ST	Zip	Last updated date
Active	2000 BAKER CT NW	4703363366	KENNESAW	GA	30144	4/22/2016 1:20:39 PM

*Note: 911 Dialing service will not function in the event of a broadband or power outage or if the broadband, Internet Service Provider (ISP), or Digital voice phone service is terminated.

*911 Service was acknowledged at time of initial activation of your account. If your 911 information is incorrect above you will need to change the 911 information on your account. You can do so by clicking "Add New Record" or "Pencil" icon above and make the appropriate changes. If you need assistance regarding your account please contact Customer Support.

Image 40.1

After you have read and understood the information on this page, click the pencil edit icon (see **2** in image 40.1) to update your physical address.

Continued on following page.

E911

Clicking edit on the E911 page will load the following page (Image 40.2):

E911

Phone Number: (470)336-3366 *(required fields)

Your Digital Voice requires you to provide the physical address where you will be using our service for 911 purposes. When you initially provide your physical address, it can take up to 120 minutes to verify your address and activate 911 service at this address.

If you move this device to another location, you must update your address. You may register only one location at time. If you do not update your location, your 911 calls may be sent to an emergency center near your old address. When you update your location, it can take several hours to activate 911 service at the updated address.

Status	Address	TN	City	ST	Zip	Last updated date
Active	2000 BAKER CT NW	4703363366	KENNESAW	GA	30144	4/22/2016 1:20:39 PM

Title: First name: Last name: Name suffix:

Street #: Street suffix: Direction prefix:

Street name: Street type: Direction suffix:

Unit type / No.: Elevation type / No.: Structure type / No.:

Zip/Postal code: City: County: State/Province:

Set To Active: ☒ Yes ☐ No

E911 disclaimer:

The documentation that accompanies each Device that END USER purchase should include a sticker concerning the potential non-availability of traditional 911 or E911 Service (the "911 Sticker"). It is your responsibility, in accordance with the instructions that accompany each Device, to place the 911 Sticker on each Device that END USER use with the Service. If END USER did not receive a 911 Sticker with your Device, or END USER require additional 911 Stickers, please contact our customer care department.

1 Validate Cancel

*Note: 911 Dialing service will not function in the event of a broadband or power outage or if the broadband, Internet Service Provider (ISP), or Digital voice phone service is terminated.

*911 Service was acknowledged at time of initial activation of your account. If your 911 information is incorrect above you will need to change the 911 information on your account. You can do so by clicking "Add New Record" or "Pencil" icon above and make the appropriate changes. If you need assistance regarding your account please contact Customer Support.

Image 40.2

Update the fields with your new address and click "Validate" (see 1 in image 40.2) to validate against known addresses.

You will receive a message asking you to confirm your E911 address.

Please confirm your address below. If none of the below address(es) match with your address, please contact support@momentumtelecom.com

Street 1	Street 2	City	State	Zip
<input checked="" type="radio"/>	2000 BAKER CT NW	KENNESAW	GA	30144

1 Validate

Image 40.3

Multiple rows may be displayed. Select the radio button to the left of the correct address (see 1 in image 40.3) and click "Update" to save your changes.

Successfully updated.

Status	Address	TN	City	ST	Zip	Last updated date
Pending	2000 BAKER CT NW	4703363366	KENNESAW	GA	30144	4/22/2016 1:16:12 PM

Image 40.4

Note: E911 normally takes approximately 15 minutes to complete. When complete, the status will change from "Pending" (like in image 40.4) to "Active."

Call History

To view your call history, refer to Image 41.1 and the following corresponding instructions:

- 1 – Click on the tab in the navigation bar labeled “Call History.”

The following page will load:

The screenshot shows the 'Call History' page. At the top is a navigation bar with tabs: Home, Features, E911, Call History (highlighted with a red circle 1), Download, and Account Info. Below the navigation bar is a sidebar with 'Service Number' (470)336-3366 and 'Account Information' including Customer No. 323278, Name My Demo, Street 222 Chastain Meadows CT, City KENNESAW, State GA, Zip 30144, and Updated 5/17/2016 4:20:53 PM. The main content area has a 'Call History' title and a 'Phone Number: (470)336-3366' field. Below this are tabs for 'Select CDRs Criteria' and 'Details'. The 'Select CDRs Criteria' tab is active, showing a 'Filter by calling type' dropdown (circle 3), a 'CDR requested date' range from 3/22/2016 to 4/22/2016 (circle 4), a 'Destination #' field (circle 5), and a 'Submit' button (circle 6). A note at the bottom states: 'Please Note: All CDR's are recorded in GMT' with time offsets for Eastern, Central, Mountain, and Pacific time zones.

Image 41.1

This page allows you to query both your inbound and outbound calls based on the criteria you choose.

- 2 – Select or see which number's call history you would like to view.
- 3 – Select the call type you want to see from the dropdown list.
- 4 – Choose the date range for the calls you want to see.
- 5 – If you are looking for calls to or from a specific number, select either “Destination #” (to display calls made from your phone) or “Origination #” (to display calls made to your phone) and enter the specific number you want displayed.
- 6 – Click “Submit” when finished entering your search criteria.

The call history data will then be displayed in an image similar to image 41.2

The screenshot shows the 'Call History' page with a table of call data. The table has columns: Call Type, Call From #, Call From Location, Call To #, Call To Location, Start Time, End Time, and Minutes. The data is filtered by 'Inbound Local' calls. The table shows 20 items in 2 pages. At the bottom, there is a 'Page size' dropdown set to 15 and an 'Export to CSV' button.

Call Type	Call From #	Call From Location	Call To #	Call To Location	Start Time	End Time	Minutes
Inbound Local	8592075565	LEXINGTON, KY	4703363366	Atlanta Ne, GA	4/22/2016 4:09:30 PM	4/22/2016 4:09:35 PM	0.1
Inbound Local	6789999468	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/22/2016 2:10:52 PM	4/22/2016 2:11:18 PM	0.5
Inbound Local	4703363366	Atlanta Ne, GA	6782312606	ATLANTA NE, GA	4/22/2016 2:07:58 PM	4/22/2016 2:08:15 PM	0.3
Inbound Local	6789999468	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/22/2016 2:07:42 PM	4/22/2016 2:08:15 PM	0.6
Inbound Local	6789999468	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/22/2016 2:06:42 PM	4/22/2016 2:06:59 PM	0.3
Inbound Local	6789999468	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/22/2016 1:57:51 PM	4/22/2016 1:58:16 PM	0.5
Inbound Local	6789999468	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/22/2016 1:53:29 PM	4/22/2016 1:53:57 PM	0.5
Inbound Local	6789868960	ADAIRSVL, GA	4703363366	Atlanta Ne, GA	4/21/2016 4:01:36 PM	4/21/2016 4:01:45 PM	0.2
Inbound Local	6789999468	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/21/2016 3:59:19 PM	4/21/2016 3:59:27 PM	0.2
Inbound Local	4703363366	Atlanta Ne, GA	6789868960	ADAIRSVL, GA	4/21/2016 3:59:19 PM	4/21/2016 3:59:27 PM	0.2
Inbound Local	6789999531	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/21/2016 2:48:13 PM	4/21/2016 2:48:14 PM	0.1
Inbound Local	4703363366	Atlanta Ne, GA	6789868960	ADAIRSVL, GA	4/21/2016 2:48:13 PM	4/21/2016 2:48:14 PM	0.1
Inbound Local	6789999468	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/21/2016 12:26:13 PM	4/21/2016 12:26:31 PM	0.3
Inbound Local	4703363366	Atlanta Ne, GA	6789868960	ADAIRSVL, GA	4/21/2016 12:26:13 PM	4/21/2016 12:26:31 PM	0.3
Inbound Local	6789999468	ATLANTA, GA	4703363366	Atlanta Ne, GA	4/21/2016 12:24:56 PM	4/21/2016 12:25:06 PM	0.2

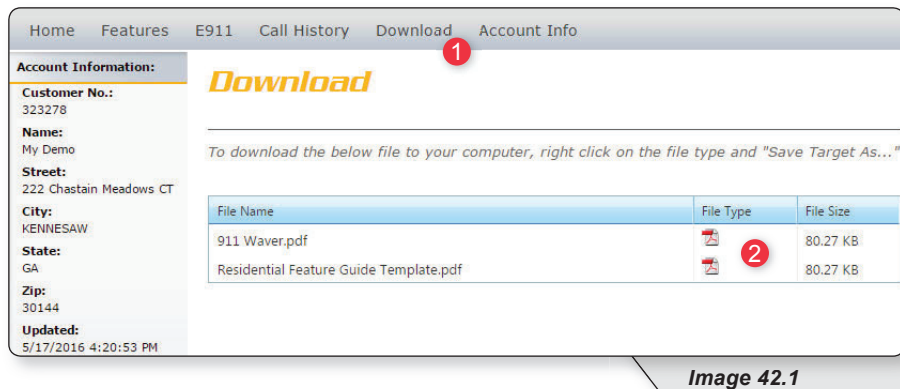
Image 41.2

Download

All users are provided with several user documents. The download tab is where you can access these documents in addition to other important resources such as the feature guide, terms of service and any other documents.

To access these documents, refer to Image 42.1 and the following corresponding instructions:

- 1** – Click the “Download” tab on the navigation bar at the top of the page. The following page will load:

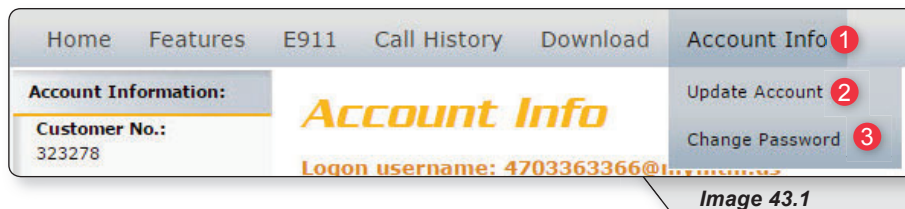


- 2** – Click the icon in the “File Type” in the corresponding column to download any documents that appear in this section.

Account Info

To update personal information, service address, billing address, or password, hover over the “Account Info” tab (see **1** in image 43.1) on the navigation bar and select either:

- “Update Account” (see **2** in image 43.1). This will give you access to update your personal information, service address and billing address.
- “Change Password” (see **3** in image 43.1). This will give you access to change your password.



Personal Info

To access this page, hover over the Account Info tab in the top navigation bar and in the dropdown menu select “Update Account.” Refer to the Account Info section for more detailed instructions.

Refer to Image 44.1 for instructions on updating personal information:

1 – Click the Personal Info tab.

The following page will load:

The screenshot shows a web interface for 'Account Info'. On the left is a sidebar with 'Account Information' details: Customer No. 323278, Name: My Demo, Street: 222 Chastain Meadows CT, City: KENNESAW, State: GA, Zip: 30144, and Updated: 5/17/2016 4:20:53 PM. The main content area has a title 'Account Info' and a login username '4703363366@mymtm.us'. Below this are three tabs: 'Personal Info' (selected), 'Service Address', and 'Billing Address'. The 'Personal Info' tab contains a form with fields for 'Customer name' (My Demo), 'CPNI' (1234), 'Contact Phone' ((555) 111-4545), and 'E-mail Address' (myemail@email.com). At the bottom of the form are 'Update' and 'Cancel' buttons. Red numbered callouts 1 through 7 are overlaid on the image to indicate the steps for updating the information.

Image 44.1

2 – Displays the un-editable Customer Name

Change the other fields as needed by replacing the content in the text boxes:

3 – CPNI (Customer Proprietary Network Information is the passcode used to protect the privacy of your account details)

4 – Contact Phone

5 – E-mail Address

When finished:

6 – Click “Update” to save

OR

7 – Click “Cancel” to restore to your original settings.

Service Address

To access this page, hover over the Account Info tab in the top navigation bar and in the dropdown menu select “Update Account.” Refer to the Account Info section for more detailed instructions.

Refer to Image 45.1 for instructions on updating your service address:

1 – Click the Service Address tab to open the correct page.

The following page will load:

Home Features E911 Call History Download Account Info

Account Information:

Customer No.: 323278

Name: My Demo

Street: 222 Chastain Meadows CT

City: KENNESAW

State: GA

Zip: 30144

Updated: 5/17/2016 4:20:53 PM

Account Info

Login username: 4703363366@mymtm.us *(required fields)

Personal Info **Service Address** Billing Address

Customer name: My Demo

First name: My Last name: Demo

Street #: 222 Street suffix: Street name: Chastain Meadows Street type: COURT Direction prefix: Direction suffix: Unit type / No.: Elevation type / No.: Structure type / No.: Zip/Postal code: 30144 City: KENNESAW County: COBB State/Province: GA

Update Cancel

Image 45.1

Make the necessary changes and when finished:

2 – Click “Update” to save your changes

OR

3 – Click “Cancel” to restore your original settings.

Billing Address

To access this page, hover over the Account Info tab in the top navigation bar and in the dropdown menu select “Update Account.” Refer to the Account Info section for more detailed instructions.

Refer to Image 46.1 for instructions on managing this feature:

1 – Click the Billing Address tab to open the correct page.

The following page will load:

Home Features E911 Call History Download Account Info

Account Information:

Customer No.: 323278

Name: My Demo

Street: 222 Chastain Meadows CT

City: KENNESAW

State: GA

Zip: 30144

Updated: 5/17/2016 4:20:53 PM

Account Info

Logon username: 4703363366@mymtm.us *(required fields)

Personal Info Service Address **Billing Address** 1

Customer name: My Demo First name: My Last name: Demo

Street 1: 222 Chastain Meadows C Street 2:

Zip/Postal code: 30144 City: KENNESAW State/Province: GA

2 Update Cancel 3

Image 46.1

Make the necessary changes and when finished:

2 – Click “Update” to save your changes

OR

3 – Click “Cancel” to restore your original settings.

Change Password

Refer to Image 47.1 for instructions on managing this feature:

1 – Hover over the Account Info tab in the top navigation bar and in the dropdown menu click “Change Password.”

The following page will load:

Home Features E911 Call History Download Account Info

Service Number:
(470)336-3366
To choose a different number, please select from the drop-down.

Account Information:
Customer No.: 323278
Name: My Demo
Street: 222 Chastain Meadows CT
City: KENNESAW
State: GA
Zip: 30144
Updated: 5/17/2016 4:20:53 PM

Change Password

Logon username: 4703363366@mymtm.us *(required fields)

Password should not consist of any significant portion of you name, family names, account number, telephone number, street address, zip code, social security number, date of birth, other biographical or account information, or easily guessed words or strings of digits.

- The password length must be at least 6 characters.
- The password must contain at least 1 number, at least 1 lower case letter, and at least 1 upper case letter.

*Current password:

*New password:

*Verify password:

Submit

Image 47.1

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.

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.