

CALLING FEATURE GUIDE

Voice offers a wide variety of convenient calling features. These timesaving features can make your phone service easy to use and more flexible than ever.

This guide provides instruction on how to use your optional calling features from Voice. If you need additional instruction or would like to add more calling features, please call to speak with a Customer Service Representative.



VOICEMAIL

Voicemail will enhance the way you communicate by making it easy to play, send, answer, and forward voice messages from any touch-tone phone.

Accessing Your Voicemail

All voicemail messages will reside in your personal voice mailbox, which is protected by your PIN. You can access your mailbox with a phone call.

From Your Phone Line:

1. Select *15.
2. Enter your PIN when prompted.

From Another Phone:

1. Select (Provided number by iGo Technology, Inc.) for Voicemail.
2. Enter your 10-digit phone number.
3. Enter your Voicemail PIN number.

Changing Your Mailbox Settings

You can always change your mailbox settings, such as your PIN, greeting and other options. This will help save you time while using your Voicemail. *While in the voicemail menu, select 4 to go to the Mailbox Settings Menu.*

SETTING UP YOUR MAILBOX

To set up your mailbox by phone, you must use a phone associated with the phone number subscribed to the Voicemail service. *This involves three steps:*

Step #1: Changing your Voicemail PIN

Step #2: Recording your greeting

Step #3: Recording your name

Changing Your Voicemail PIN

Enter your temporary PIN. You will be prompted to enter a new PIN. Next, you will be asked to confirm the new PIN number by re-entering it.

1. Select 4 to enter the Mailbox Settings Menu.
2. Listen until you hear the title "Security."
3. Select 3.
4. Select 1 to change your Voicemail PIN.
5. Enter a new 6-digit PIN and listen. (PIN must not be or contain your phone number)
6. Re-enter your new PIN and listen.

Skipping Your PIN

Usually when entering your mailbox, you will need to enter your PIN. However, you can set up your mailbox so that you can enter it without using a PIN when calling from your own phone. *To skip your PIN:*

1. Select 4 to enter the Mailbox Settings Menu.
2. Listen until you hear the title "Security."
3. Select 3.
4. Select 1.

Recording a Greeting

The first time you enter your mailbox, you will be asked to record a greeting. Your personal greeting must be longer than two seconds and shorter than 30 seconds. The following is a list of greetings you can record:

- Your personal recorded greeting
- Your name (accompanied by a system generated notice)

Record Your Greeting:

1. Select 3 to change your greeting.
2. Follow the prompts.

Recording Your Name

You must take less than 10 seconds to record your name. Once you have recorded your name, it is played back to you.

1. Select 3 to record your name.
2. Follow the prompts.

Voicemail Main Menu

The Main Menu allows you to access mailbox functions. When you enter the Main Menu, you will hear a welcome message, as well as a summary of your voicemail messages.

The following options are available to you:

1. Select 1 to listen to your message.
2. Select 2 to create a new message.
3. Select 3 to work with greetings.
4. Select 4 to change mailbox settings.
5. Select 5 to forward a message.
6. Select 6 to manage erased messages.
7. Select 7 to login again with a different phone number.
8. Select 0 to listen to helpful hints.
9. Select * or hang up to end the call.

Listening to Your Messages

At the Main Menu, you may listen to each of the messages in your mailbox. You may also save, delete, reply to, or forward your messages. *Your messages are arranged in the following order:*

1. Urgent
2. Other or new
3. Saved

By default, you will hear information about each message when it is first played for you, including the time it was received and the phone number of the person who left the message. To listen to only the brief details of each message, disable the *Time and Date Stamp* feature.

Listening Options

While the message plays, you can choose one of the following options:

- Select 2 to save.
- Select 3 to delete.
- Select 8 to pause.
- Select 7 to return to the beginning of the playing message.

VOICEMAIL HANDS FREE & TIMESAVERS MENU

AutoPlay

When you enter your mailbox, your system is originally set to play all available options. AutoPlay is a feature that allows you to go directly to your messages as soon as you enter your mailbox.

Turning AutoPlay On

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 2.
3. Select 1.
4. Select 1 to turn AutoPlay on.

Turning AutoPlay Off

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 2.
3. Select 1.
4. Select 1 to turn AutoPlay off.

Fast Login

When entering your mailbox, you will need to enter your phone number. You can also set up your mailbox so that you do not need to enter your number when calling from your own phone.

Turning Fast Login On

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 3.
3. Select 2.
4. Select 1.

Turning Fast Login Off

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 3.
3. Select 2.
4. Select 1.

Time and Date Stamp (Header)

The time and date of each message is always recorded when someone leaves a message for you. You can choose whether to hear the time and date of every message before the message plays.

Turning Time and Date Stamp On

1. Select 4 to enter the Mailbox Settings Menu.

2. Select 2.
3. Select 3.
4. Select 1.
5. Select 1.

Turning Time and Date Stamp Off

You might wish to turn *Time and Date Stamp* off in order to save time. If you turn *Time and Date Stamp* off, the time and date information does not play unless you select “88” during the message.

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 2.
3. Select 3.
4. Select 1.
5. Select 1.

Helpful Hints

1. Select 0 to enter the Helpful Hints Menu.
2. Listen or select # to move forward one hint at a time.
3. Select 1 to start over.
4. Select * to return to the Main Menu.

The hints that you can listen to are:

- Using #
- Using *
- Using timesavers while listening to messages
- Changing voicemail volume
- Changing voicemail playback speed
- Replying, forwarding, and sending messages

CALLER ID

With Caller ID, the name and/or phone number of the caller is displayed on a special display unit attached to your phone or on a specially equipped display phone. If the caller has blocked the delivery information of the call or if Caller ID is not available in the caller's phone network, the display screen shows "Private" or "Anonymous."

CALL WAITING

Call Waiting allows you to have a private conversation with one caller while keeping another caller on hold. With Call Waiting, a beep tone tells you that a second call is waiting. Another reminder is heard 10 seconds later if the waiting call remains unanswered. (Only you hear this tone. The third caller hears only the normal ringing tone).

Answer the Second Call

Depress the switch hook (flash button / answer button) for about one second to place your first call on hold. You will automatically connect with the second caller.

Alternate Between Calls

1. Depress the switch hook or flash button for about one second to alternate to the other caller.
2. Each conversation is private and cannot be heard by the other caller.

End Either Call

Hang up. If you haven't answered the waiting call, your phone will ring.

Deactivate Call Waiting While You Place A Call

1. Select *70 from a touch tone phone.
2. You will hear a second select tone.
3. Enter the number you want to call. Call Waiting will be deactivated for the duration of this call only. When you hang up, Call Waiting is again operational.

Distinctive Call Waiting / Priority Call

A Distinctive Ring or Distinctive Call Waiting Tone will alert you to a call from your own “Priority Call List” of up to 10 numbers. You’ll hear two short rings or two short Call Waiting tones on calls originating from those numbers. All other calls will ring with a standard ring or Call Waiting tone.

- Entrance code is *61
- Select 3 to turn function on or off.
- Select # to add numbers to Priority Call List.

CALL FORWARDING

Call Forwarding (with remote access) will allow you to forward calls to an alternate number when you are unable to answer.

Forward All Your Calls

1. Lift the handset and listen for the dial tone.
2. Select *72 and listen for the dial tone.
3. Enter the number you wish to forward calls to.
4. You will hear three tones indicating Call Forward is enabled.

Once you have activated *Call Forward*, if someone tries to call you, the call will be forwarded to the alternate number you selected. If you wish to change the number to which your calls are being transferred, deactivate *Call Forward*, and repeat the steps above.

Deactivate Call Forwarding

1. Lift the handset and listen for a dial tone.
2. Select *73 and listen for three beeps.
3. *Call Forward* is now deactivated, and incoming calls will not be forwarded.

Call Forward No Answer

Call Forward No Answer forwards your calls to an alternate number when you are unable to answer. It forwards all calls after a specific number of rings.

1. Lift the handset and listen for the dial tone.
2. Select *92.
3. Listen for stuttered dial tone followed by a dial tone.
4. Enter the number you wish calls to be forwarded.
5. You will hear three beeps meaning *Call Forward No Answer* has been set.

**Note:* Be sure to deactivate basic Call Forwarding before activating Call Forward No Answer or Call Forward Busy. Call Forward No Answer and Call Forward Busy can be activated at the same time. Calls will be forwarded if the line is in use or if the call is not answered by the preset number of rings.

Deactivate *Call Forward No Answer*

1. Lift the handset and listen for the dial tone.
2. Select *93 and listen for stuttered dial tone.
3. *Call Forward No Answer* is now deactivated, and your calls will not be forwarded.

Call Forwarding Busy

This feature forwards your calls to an alternate number when the caller would receive a busy.

1. Lift the handset and listen for a dial tone.
2. Select *90 and wait for stuttered dial tone.
3. Enter the number where calls should be forwarded.
4. *Call Forward Busy* is now in effect.

You will hear three beeps meaning *Call Forward Busy* activated, and calls will be forwarded to the phone number you entered. Your caller will not hear a “busy” signal but will hear ringing. If you wish to change the number calls are transferred to, deactivate *Call Forward Busy* (see below), then follow the previous steps for *Call Forward Busy*.

Deactivate Call Forward Busy

1. Lift the handset and listen for a dial tone.
2. Select *91 and listen for stuttered dial tone.
3. *Call Forward Busy* is now deactivated, and calls will not be forwarded when your line is in use.

Call Forwarding Selective

Use this feature to forward selected calls to another number and have all other calls ring at your phone as usual. Calls originating from numbers on your “Preferred List” of up to 10 numbers are forwarded. All other calls ring at your phone. When *Call Forward*, *Call Forward Busy*, and *Call Forward No Answer* are active, *Selective Call Forwarding* is on, and all your calls will be forwarded. Select *63 to manage (start/stop).

Remote Call Forwarding

Remote Call Forwarding allows you to activate or deactivate your *Call Forwarding* option from a remote location. To access *Call Forwarding* features from a remote location, complete the following:

1. Dial (Provided Number by iGo Technology, Inc.) for *Remote Access Call Forwarding*.
2. Enter your 10-digit phone number.
3. Enter your Features PIN.
4. Select *72.
5. Enter phone number you wish to forward your calls to.
6. Calls are now forwarded to the number you entered.

THREE-WAY CALLING

Adding a Third Person to Your Call

1. To place the first call on hold, press the switch hook or flash button.
2. Listen for a dial tone, then dial the third person.
3. When the third person answers, you may talk privately with this person before you make the call three-way.
4. To make the call three-way, press the switch hook or flash button to add the person on hold to the call. If the call to the third person is not completed, or you decide not to add the third person to the call, press the switch hook or flash button twice to resume your conversation with the person on hold.

Disconnecting Three-Way Calling

- Press the switch hook or flash button to disconnect the third person, but stay connected to the original party.
- If either of the other two people hangs up, you can continue talking to the one remaining.

Three-Way Calling with Dropout

This feature is used with Three-Way Calling. It allows the user to drop out of the call, leaving the remaining parties connected to each other.

CALL REJECTION ANONYMOUS

Anonymous Call Rejection prevents intentionally blocked calls from reaching you. Callers who have blocked their calls with Per Call Blocking or Line Blocking will hear a message stating this number is not accepting calls from blocked lines. Anonymous Call Rejection does not block unknown callers.

- Select *77 to enable.
- Select *87 to disable.

TEEN LINE

Teen Line assigns an additional number to your phone line. The distinctive ring on this additional number allows you to identify which number is being called. To add this service, please call to speak with a Customer Service Representative. **Additional costs per number will apply.*

BLOCK OUTBOUND CALLER ID

This feature prevents your caller ID information from being displayed to the called party on a per call basis. *Select *67 before placing your call.*

SEND OUTBOUND CALLER ID

This feature allows you to send caller ID information on a per-call basis so your number will be displayed to called parties. *To activate this feature, select *82 before placing your call.* After the call, Line Blocking will again be in effect.

SIMRING

SimRing allows your calls to simultaneously ring up to four other numbers when callers dial your main number. You may choose to have calls ring at your home, office, mobile, or other devices. In order to use this feature, it must be configured using the CommPortal web user interface.

**Additional charges may apply, depending on the SimRing destination.*

ADD-ON FEATURES

For the following add-on features, please contact Customer Service.

- Voicemail Speech-to-Text
- Hunt Group *(Business Only)*

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