



# DIGITAL VOICE SERVICES

Residential User Guide

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# Telephone Features Guide

Welcome to Digital Voice, the telephone service for Colorado's first Gig City!

As a NextLight customer, you've experienced the quality and reliability of our community-owned fiber-optic internet service, a network that has been the envy of the nation. With Digital Voice, we bring those expectations to your telephone service, empowering your phone with our fiber.

This user guide will help you take advantage of the many useful features Digital Voice offers. If you need further assistance, please call 303-651-8386 to reach our technical support team. We are YOUR service, here to meet YOUR needs with locally-based customer support.

Thank you for making Digital Voice a part of your NextLight experience.

## **Telephone Portal**

Our Digital Voice service includes your own online voice management portal at [longmont.user.alianza.com](http://longmont.user.alianza.com). Login to see your call history and access controls for many features. (Many features may also be set directly from your phone, using the star codes found on pg. 28.) To get your login information, please call NextLight technical support at 303-651-8386.

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## 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 \*62.
- 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 “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.

### **Busy and No Answer Voicemail Greetings**

You can let callers know a little more about why you did not answer the phone. You can have callers hear different greetings when you are on the phone (busy) and not able to answer (no answer).

- Lift the receiver and listen for dial tone.
- Press \*62.
- When prompted, enter your PIN.
- Press 8 for Personal Options.
- Press 2 to Personalize Greeting.
- Press 2 for Busy Greeting/Press 3 for No Answer Greeting.
- Record Greeting – you can review (3) or erase (4) the greeting before continuing.
- Press 1 to Save.

### **Voicemail Message Waiting Indicator (MWI)**

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

## **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.

### ***To Use Call Waiting***

- When you hear the Call Waiting tone, press and release the switch hook or flash button on your phone.
- Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the switch hook or flash button.

### ***To Temporarily Disable Call Waiting – One Call***

- Lift the receiver and listen for dial tone.
- Press \*70 and wait for a second dial tone.
- Dial the number – Call Waiting is disabled for the current call.
- After you hang up, Call Waiting will be active once more.

### ***Web Portal***

Call Waiting can be changed from the Settings page in the Calls section.

### ***Caller ID for Call Waiting***

You can see who is calling, even if you are already on another call. If you have a phone that can display caller ID, the caller's name and phone number will be shown.

## **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, so 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.

### ***National Do Not Call Register***

You can reduce the number of unwanted sales calls you get by signing up for the National Do Not Call Registry. It's free. Visit [www.donotcall.gov](http://www.donotcall.gov) to register your number.

### ***Nomorobo – Robocall Blocking***

Nomorobo identifies recorded phone calls, spam calls, or other annoyances or scams, and actively blocks the calls.

To configure Nomorobo you need to create an account with the Nomorobo service at: <https://www.nomorobo.com/signup> - You will need to create a free account on the Nomorobo website and use the voice web portal to finish the setup.

## **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.

### ***Caller ID Block per Call***

To prevent your caller ID (name and number), from being displayed to the person you dial:

- Lift the receiver and listen for dial tone.
- Press \*67 and wait for a second dial tone.
- Dial the number – caller ID is not available to the party you called.
  - o Your caller ID will be displayed on future calls.

### ***Caller ID Unblock per Call***

To allow your caller ID to be sent to the person you dial:

- Lift the receiver and listen for dial tone.
- Press \*65
- Your calls will no longer send caller ID.
- If you need to enable caller ID for a single call, you can use \*65 and the number, to enable caller ID for that call only.

## **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.

### ***Call Forwarding - Remote Access***

Unconditional call forwarding or forwarding of all calls is available remotely using the voicemail system. This feature can be accessed remotely by dialing your phone number, and while listening to the voicemail greeting pressing the # key. This will allow you to enter your PIN and access the voicemail system. In the Personal options menu (8), you can enable call forwarding.

### ***Other Call Forwarding Options***

Other forwarding options, like Find-me/Follow-me, Simultaneous Ring, forwarding select numbers to voicemail, and many additional options are available in the online voice portal.

## **Social and Public Services**

The following services are available using a short code through your phone service.

### ***211 – Community Services Assistance***

Access to information about health and human services by dialing 211 (United States).

### ***411 – Directory Assistance***

Nationwide U.S. Directory Assistance can be reached by dialing 411.

### ***711 – Telecommunications Relay Service***

Telecommunications Relay Service (TRS) can be accessed by dialing 711 (United States and Canada).

### ***811 – Local Utilities “Call Before You Dig”***

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

### ***911 - Emergency Services***

When you dial 911, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address. The 911 operator is given a callback number and address.

**NOTE:** It is important that if you move your phone service, you keep your address up to date. If there is loss of power or internet access, your phone may be unavailable to place a 911 call.

# Setting Up Your Digital Voice Online Portal

## *Logging into the Online Portal*

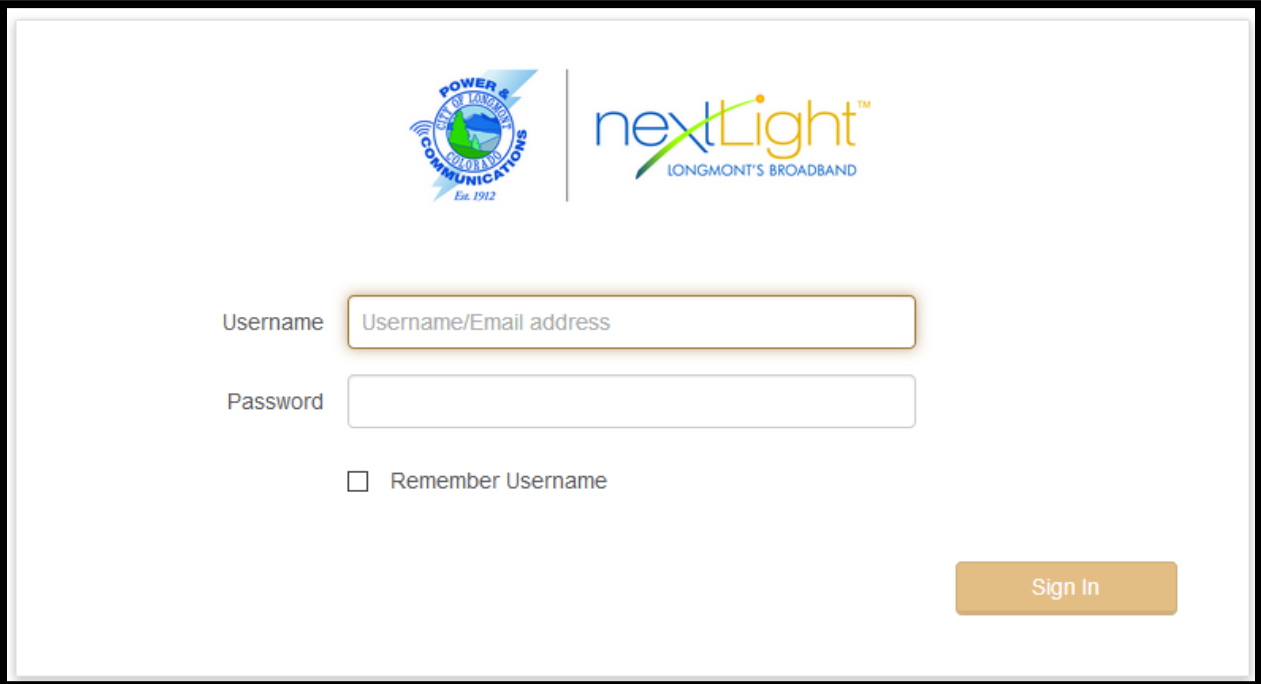
To log into the NextLight Digital Voice online portal, you will need to have your username and password.

First-Time Login:

1. Go to [longmont.user.alianza.com](http://longmont.user.alianza.com).
2. Enter your username (6 digit NextLight account followed by an underscore and then their 11-digit phone number. **Ex: 123456\_13031234567**).
3. Enter the temporary password.
4. Click the "Sign In" button.
  - a. There is the optional choice to have your username be remembered.
5. The system will prompt you to create a new password.
  - a. Your password must be at least 6 characters in length and contain 2 of the following: special character, number, upper case letter, or lower-case letter.

Future Logins:

1. Got to [longmont.user.alianza.com](http://longmont.user.alianza.com).
2. Enter your username (6 digit NextLight account followed by an underscore and then their 11-digit phone number. **Ex: 123456\_13031234567**).
3. Enter the password you created.



The screenshot shows the login interface for the NextLight portal. At the top, there are two logos: the 'POWER & COMMUNICATIONS' logo on the left and the 'nextLight™ LONGMONT'S BROADBAND' logo on the right. Below the logos, there are two input fields: 'Username' with a placeholder 'Username/Email address' and 'Password'. Below the password field is a checkbox labeled 'Remember Username'. In the bottom right corner, there is a 'Sign In' button.

## *How to Reset Your Portal Password*

1. Click on the button labelled with your name in the top-right part area of the screen.

2. Click on “Change Password”.



3. In the new window, enter in the current password and then the new password twice.
  - a. Your password must be at least 6 characters in length and contain 2 of the following: special character, number, upper-case letter, or lower-case letter.
4. Click “Confirm”.

A screenshot of a web form titled 'Changing Password for 18014068300'. It has three input fields: 'Password', 'New Password', and 'Confirm Password'. A yellow circle with the number '3' is next to the 'New Password' field. Below the fields, a message states: 'New Password must be at least 6 characters in length and contain 2 of the following: special character, number, upper case letter, or lower case letter.' At the bottom right, there are 'Cancel' and 'Confirm' buttons. A yellow circle with the number '4' is next to the 'Confirm' button.

## Using Your Digital Voice Online Portal

Within the portal, there are 4 sections: [Users](#), [Voicemail](#), [Devices](#), and [Call History](#).

### Users

All users on your account will be listed here and this is where you will control how calls are received by you. To edit these settings for a specific user, you will need to select Edit next to the user in your list of users.

Under each user, there are 5 sub-sections to organize the permissions/features:

1. Calls
2. Devices
3. Calling Plans
4. Settings
5. Voicemail

Account

Users

Voicemail

Devices

Call History

Customer Demo 87654321

Users

User Filter

Name	Username	Extension	
Sara Wilson	18012064901	301	<div>▼ Edit</div>

1

Calls

2

Devices

3

Calling Plans

4

Settings

5

Voicemail

0

## Calls

This is the sub-section to see which phone numbers are directed to this user and to control how incoming calls to this user will be handled via call screening and call handling.

Sara Wilson 18012064901 301 Edit

1 Calls Devices Calling Plans Settings Voicemail 0

Phone Numbers

Routed to User 1 (801) 206-4901

Call Screening + Add a Caller

Screening Forward Number \_ ( ) \_ - \_

This is the destination Number used when Forward is selected as a Call Screening setting.

Anonymous Caller Allow

Toll-free Caller Allow

All Other Callers Allow

Call Handling

### Phone Numbers

All phone numbers pointing to this user will appear here. When these numbers are called, they will follow the call handling/screening options that you have set up.

### Call Screening

You can control how calls from anonymous numbers, toll-free numbers, and other callers (including specific phone numbers) are handled by our system.

\* If there are more than 2 custom callers (specific phone numbers), they can be hidden.

Permission Options:

1. Allow
2. Allow with Priority Ring
  - a. There is the standard ring and then 7 other ring patterns to choose from.
3. Block
4. Block with Message
  - a. Before the call is disconnected, the caller will hear a message play indicating the call is being rejected.
5. Forward
  - a. If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the "Screening Forward Number" field.
6. Voicemail

**Call Screening**

To Add a Custom Caller [+ Add a Caller](#)

**Screening Forward Number** 1 (212) 555-7896

This is the destination Number used when Forward is selected as a Call Screening setting.

Anonymous Caller **4** Block with Message

Toll-free Caller **3** Block

All Other Callers **1** Allow

Custom Caller(s)

12085553214 **2** Allow with Priority Ring **X**

Priority Ring Distinctive Ring 3

17175559741 **5** Forward **X**

18015553004 **6** Voicemail **X**

[hide extra callers](#)

### Call Handling

Within this feature a schedule can be created and other actions setup for when you get a call. If the call is not answered, the call can be sent to voicemail, forwarded to another number, or given a busy tone.

Actions Include:

1. Scheduling
  - a. Create one or more schedules to dictate different behaviors based on the date/time the call comes in.
  - b. See below [“How to Set Up a Schedule”](#) for more information on creating these.
2. Call Waiting
  - a. Checking this box will allow a second call to ring through while the called party is already on the phone.
3. Do Not Disturb
  - a. Checking this box will stop the phone from ringing and follow the call flow set for when a call is not answered (usually directing it to voicemail).
4. Ring Phone
  - a. This will ring the phone associated with the account.
  - b. There are 3 ways the call could not be answered:
    - i. The call is unanswered after a set number of seconds.
    - ii. The device is busy (already in use with no call waiting) so couldn't take the call.
    - iii. The device is out of service (device lost power and is not showing as an active device).

**Call Handling**

1 Scheduling Create Schedule 0 Schedules

2 Call Waiting ☒

3 Do Not Disturb ☐

4 Ring Phone Forward All Sim Ring Find Me

No Answer Send to Voicemail after 20 seconds

Busy Forward to 1 (385) 555-6987

Out of Service Busy Tone

## 5. Forward All

- Allows you to choose an alternate phone number to which all calls will be sent.

Ring Phone Forward All Sim Ring Find Me

Forwarding Number 1 (212) 555-7896

## 6. Sim Ring

- Simultaneous Ring will ring all numbers added to the list. The first phone number to pick up will take the call.
- A time limit can be given for how long the numbers receive the call or the call can ring forever.
  - If a time limit is given, the no answer options to choose from are Busy Tone, Forward to, and Send to Voicemail.

Ring Phone Forward All Sim Ring Find Me

Phone Numbers 1 (212) 555-7896 + Add Number

Simultaneous Ring will ring all devices on this User and all numbers added to the list. The first Phone Number to pick up will take the call.

No Answer Send to Voicemail after 20 seconds

Send to Voicemail  
Busy Tone  
Forward to  
Ring Forever  
Send to Voicemail

+ Add a Caller

## 7. Find Me

- Find Me Follow Me will ring each destination sequentially. If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).

### *Devices*

Within this section you will see the devices that have been assigned to this user.

- All devices assigned to the user will appear in the Device Lines section.
- If you click on Edit next to the device you will be able to see additional technical details about the device.
  - All device changes outside of the IP phone line assignment features (BLF, Speed Dial, and Shared Line) will need to be managed by our customer service team.



Sara Wilson18012064901301Edit

2

Calls

Devices

Calling Plans

Settings

Voicemail0

Device Lines

Device Type	MAC Address	Line Number	
Arris TM502G	bbcceedd1234	1	▼ Edit

Device Info

Device Type

Arris TM502G

MAC Address

bbcceedd1234

Provisioning Logs

Logs

Device Line Info

Line Number

1

Line Name

Line 1

911 Callback Number

18012064901

Registration Status

No ✖

Optional Device Settings

Fax Enabled

☐ This line is connected to a fax machine
 Incoming faxes answered by the voicemail box are always allowed. Enabling fax here changes the device configuration to enable fax settings. These settings will negatively affect voice call quality.

Deactivate

Cancel

Save

## Calling Plans

This section will show you the calling plan(s) that have been assigned to the user. The calling plan(s) will dictate where you are allowed to call.

*\*For changes to permitted calling areas, please contact Customer Service.*

Sara Wilson	18012064901	301	▼ Edit
Calls	Devices	3 Calling Plans	Settings
			Voicemail 0
Calling Plans			
Calling Plan	Total Minutes	Minutes Used	
US48 Unlimited Residential	Unlimited	0	▼ Edit

## Settings

The Settings section under a user grants access to the user's information & settings including the outbound caller ID number for that user, the time zone used by the system, and the language used in the voicemail menu.

- When the PIN is reset, it is reset to the default: 1234.
  - This will have to be changed on the phone before remote access to your voicemail will be permitted.
- If no caller ID number is chosen, the call will be sent out as anonymous and could be blocked by the called party's phone system.
  - If no caller ID is wanted, choose an outbound caller ID number and uncheck the Caller ID Enabled box.
- The two roles are Standard and Admin and cannot be changed.
- English and French are the two language options for the voicemail menu.

Tyler Wilson 18014068300 300

4 Calls Devices Calling Plans Settings Voicemail 1

### User Information

Username 18014068300

Name Tyler Wilson

Extension Number 300

Reset PIN [Reset PIN](#)

### Caller ID

Caller ID Number 1 (801) 406-8300

Caller ID Name (CNAM) Wilson Tyler

Caller ID Enabled ☒

### User Settings

Time Zone US/Mountain

End User Role Standard

Language English (United States)

## Voicemail

The Voicemail Section under a user shows you the voicemail box they have setup along with granting you access to the voicemail features: voicemail to email and visual voicemail.

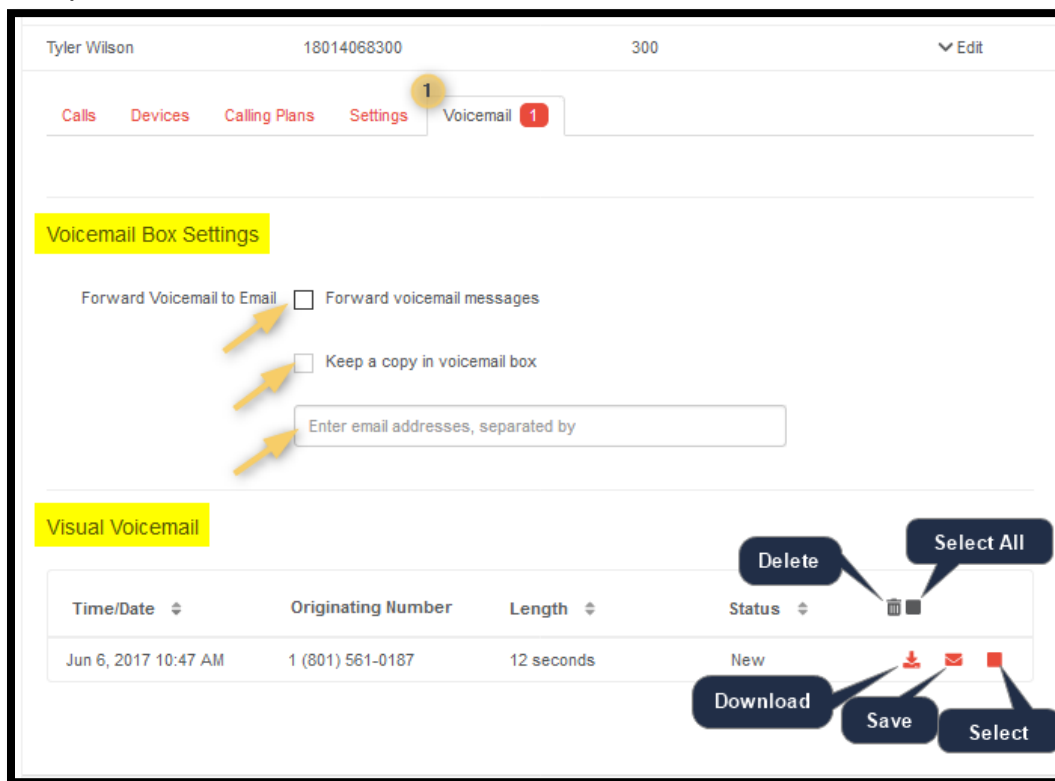
### Voicemail Box Settings

- Forward Voicemail to Email – Messages left on the user's voicemail box can be sent as an MP3 file to the user's email or multiple email addresses.
  - You have the option to keep the voicemail in the voicemail box. This allows you to choose to listen to the message on your phone or via the MP3 file.
  - If a copy is kept in the voicemail box, the message waiting indicator on your phone will stay on until the voicemail is listed to from the phone or saved/deleted from the visual voicemail box.

### Visual Voicemail

Shows a timestamp for messages left within the voicemail box, what number left the message, how long the call was, and the status of the message (New or Saved).

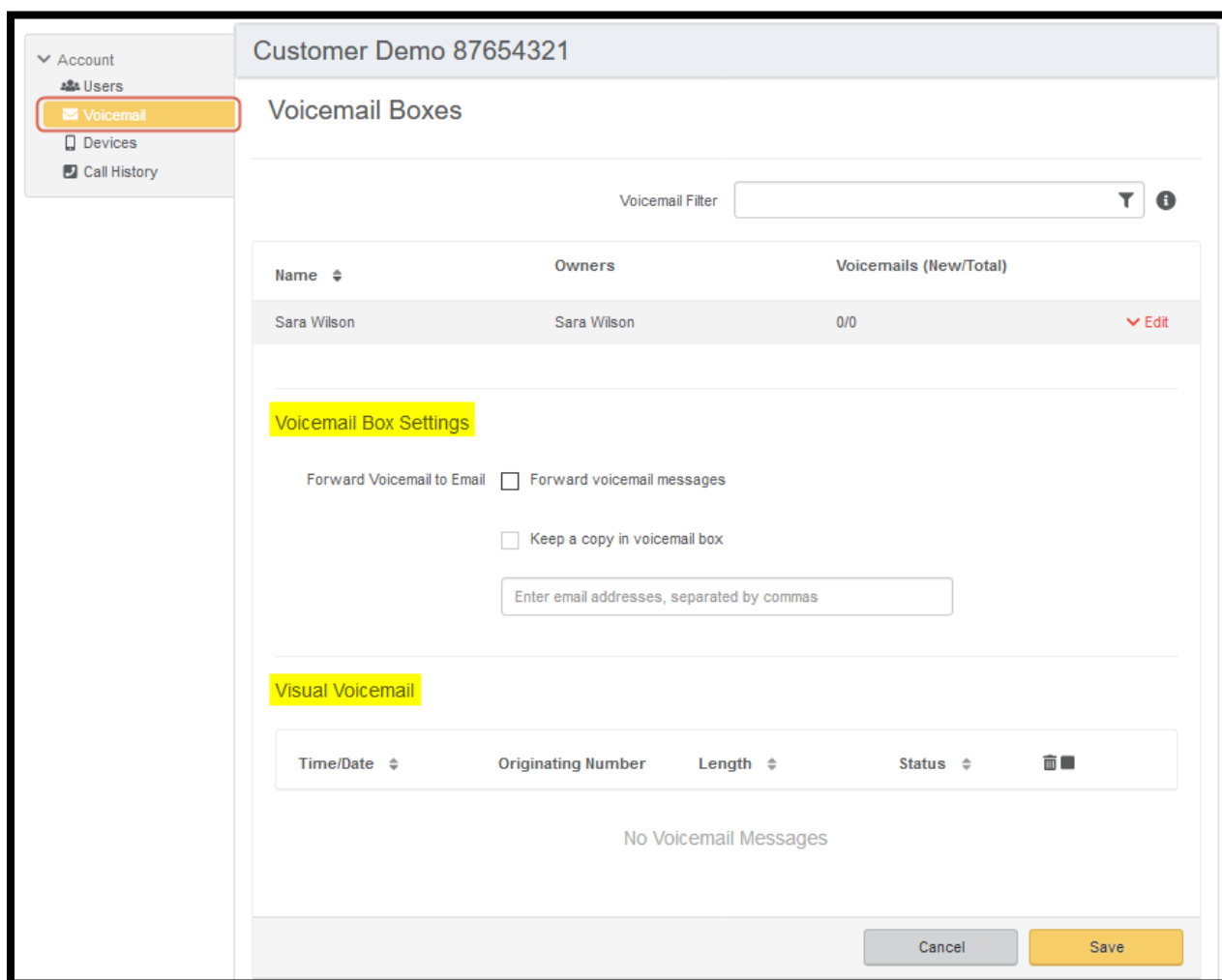
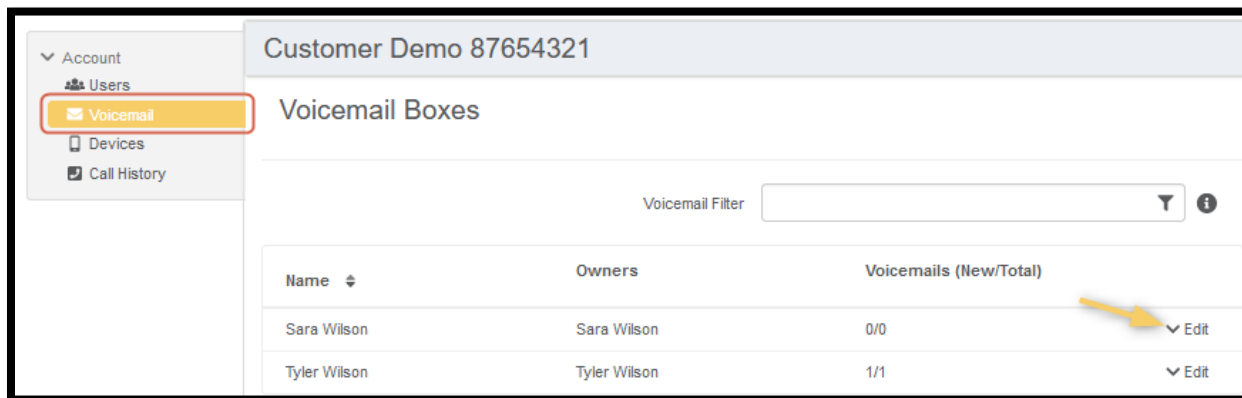
- Messages can be sorted by Time/Date, Length, and Status.
- To listen to the message from here you must download it.
- All, multiple, or individual voicemails can be selected to delete at one time.



## Voicemail

This section will enable you to manage the voicemail boxes and their settings for all users on the account.

- Select the voicemail box to manage and then edit the same features presented above.



## Devices

This section allows you to manage all the devices on the account without having to go to the specific user.

\*For more information on devices, see the [Devices](#) sub-section under the Users section.

Customer Demo 87654321

Devices

Device Filter

MAC Address	Device Type	Owners
aabbccdde22	Polycom VVX 400/410	Tyler Wilson <a href="#">Edit</a>

Customer Demo 87654321

Devices

Device Filter

MAC Address	Device Type	Owners
aabbccdde22	Polycom VVX 400/410	Tyler Wilson <a href="#">Edit</a>

**Device Info**

MAC Address aabbccdde22

Device Type Polycom VVX 400/410

Configuration Status No [Details](#)

Swap Device [Swap](#)

[Import / Export](#)

**Line Assignment**

Line Number	Type	Assignment
1	Device Line	<a href="#">Edit</a>
2	Shared Line	Sara Wilson <a href="#">Edit</a>

## ***Call History***

All calls made and received will appear within this list and can be filtered by the following 3 features: Date, Call Type, and Inbound Call Flags

- Use the “Reset Filter” button to remove any filters you’ve set up and to see all the calls again.
- Use the “Block” button to quickly add a specific number to your blocked caller’s list in the Screening Calls section.
- Use the Details link next to the number to access the “Block” button and additional information about the call:
  - Time and Length
  - Originating number and its location
  - Terminating number and its location

Users

Voicemail

Devices

Call History

Hide Filter Controls

1

Date

between 2018-04-15

and 2018-05-15

2

Call Types

☐ Inbound  
☐ Outbound

3

Inbound Call Flags

☐ Answered  
☐ Busy  
☐ Forwarded  
☐ Missed  
☐ Sent to VM

All None

Reset Filter

Date	From	To	MOS	
5/15/2018 3:27 PM MDT 19 seconds	1 PROVO-OREM, UT	1 PROVO-OREM, UT	0	Details

Block 1 (801) 224-1740

Block

Time and Length

Start Time

05/15/2018 3:27:16 PM MDT

Connected Time

05/15/2018 3:27:16 PM MDT

End Time

05/15/2018 3:27:35 PM MDT

Actual Length

19 seconds

Origination

Number

1

Location

PROVO-OREM, UT

Termination

Number

1

Location

PROVO-OREM, UT

## How to Set Up a Schedule

\*Within the scheduler, the call handling options will be the same: Ring Phone, Forward All, Sim Ring, and Find Me (see [Call Handling](#) for information on those features).

\*The main call handling section will take effect OUTSIDE of the scheduled hours.

1. Within the Call Handling section, click the “Create Schedule” button.



**Call Handling**

Scheduling 1 Create Schedule 0 Schedules

Call Waiting ☒

Do Not Disturb ☐

Ring Phone Forward All Sim Ring Find Me

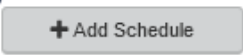
No Answer Send to Voicemail ▼ after 20 seconds

Busy Forward to ▼ 1 (385) 555-6987

Out of Service Busy Tone ▼

2. Within the new window that appears, click on the “+Add Schedule” button.
3. Give the schedule a name.
4. Choose whether this will be specific dates (“Custom”) or recurring (Weekly”).
5. Fill in the dates and times.
  - a. The start time cannot be later than the end time.
  - b. If not using 24-hr time, include “am” and “pm” after the time.
  - c. For weekly recurring schedules, you do NOT have to provide times for all days – just the days of the week you want this call handling to take effect.
6. Choose the call handling to happen DURING the specified times.
  - a. In the custom schedule example below, any call received between 5:00 am and 5:00 pm on April 12<sup>th</sup> of 2018 will be forwarded to 1-208-582-1676. Any call outside of that specific time will follow the call handling set up in the main call handling section.
7. Click the “Confirm” button.

## Scheduling

 + Add Schedule

Name	Type
^ v	Weekly <span>^ Edit</span>
<div><div><div>3</div><div>Schedule Name</div><div></div></div><div><div>4</div><div>Custom</div><div>Weekly</div></div><div><div>5</div><div>Tue</div><div>Start Time</div><div></div><div>End Time</div><div></div></div><div>Wed</div><div>Start Time</div><div></div><div>End Time</div><div></div><div>Thu</div><div>Start Time</div><div></div><div>End Time</div><div></div><div>Fri</div><div>Start Time</div><div></div><div>End Time</div><div></div><div>Sat</div><div>Start Time</div><div></div><div>End Time</div><div></div></div>	
<div><div>6</div><div>Call Handling</div><div><div>Call Waiting</div><div><input type="checkbox"/></div></div><div><div>Do Not Disturb</div><div><input type="checkbox"/></div></div><div><div>Ring Phone</div><div>Forward All</div><div>Sim Ring</div><div>Find Me</div></div><div><div>No Answer</div><div>Send to Voicemail</div><div></div><div>after</div><div>20</div><div>seconds</div></div><div><div>Busy</div><div>Send to Voicemail</div><div></div></div><div><div>Out of Service</div><div>Send to Voicemail</div><div></div></div></div>	
<div><div>Delete</div><div>Cancel</div><div><div>7</div><div>Confirm</div></div></div>	

## Custom Schedule Example

[+ Add Schedule](#)

Name	Type
^ v	Custom ^ Edit
<div>Schedule Name <input type="text"/></div> <div><div>Custom</div><div>Weekly</div><div>+ Add a Day</div></div> <div>Date <input type="text" value="2018-05-15"/> </div> <div>Start Time <input type="text"/> End Time <input type="text"/></div> <div>Call Handling</div> <div><div>Call Waiting <input type="checkbox"/></div><div>Do Not Disturb <input type="checkbox"/></div><div><div>Ring Phone</div><div>Forward All</div><div>Sim Ring</div><div>Find Me</div></div><div>Forwarding Number <input type="text" value="1 (212) 555-7896"/></div></div> <div><div>Delete</div><div>Cancel</div><div>Confirm</div></div>	

# How 911 Works

When you call 911, the address associated with your phone number is used to direct the call to the correct local emergency response units, known as Public Safety Access Points (PSAPs). The PSAP, in turn, uses that address to direct the emergency response units to your location.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for the emergency response units.

The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

When activating a number, we require an address to be associated with that number. Sometimes the address initially provided is not in a standard format: referring to a street by a nickname versus the official name, omitting the directional, the street name has changed, etc. This can cause confusion with where you are located and can delay response times for emergency services or worse.

To best serve you, we validate every address back to the MSAG.

If the address cannot be validated, we will contact you to correct it.

\*Please note that if an address is not validated, calls to 911 will not only be charged a fee, but those calls will add a delay to the routing process while the national call center agents ask the caller for their address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in death and legal action. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.

# CALLING FEATURES

CODE	DESCRIPTION	INSTRUCTIONS
*62	Enter Voicemail	See below for supported voicemail features
*65	Enable User Caller ID Next Call	If Caller ID is disabled, use this to turn on the Caller ID on the next call made.
*67	Block User Caller ID Next Call	If caller ID is enabled, use this to turn off the Caller ID on the next call made.
*68	Call Park	Place a call in a parking slot to be retrieved by another user.
*69	Call Return	Calls the last inbound caller.
*70	Disable User Call Waiting Next Call	Turns off Call Waiting during the next call made.
*72	Call Forwarding Always	Allows you to forward all future calls to the desired number or to turn that off.
*77	Anonymous Call Reject Enable	Reject all calls from anonymous numbers.
*78	Do Not Disturb Enable	Sends all incoming calls to the unanswered failover (voicemail, forward to another number, busy signal).
*79	Do Not Disturb Disable	Turns off Do Not Disturb.
*87	Anonymous Call Reject Disable	Allow calls from anonymous numbers.
*90	Call Forwarding Busy	Calls will be forwarded to the specified number when the line is busy.
*92	Call Forwarding No Answer	Calls will be forwarded if not answered within the specified timeframe.
*94	Call Forwarding Not Reachable	Calls will be forwarded if the phone connected to the service loses contact.
*98	Parked Call Pickup	Pickup a call that has been placed in a parking slot.

# VOICEMAIL GUIDE

## Access Your Voicemail

1. Dial \*62 from the phone that is connected to your account.
2. Enter your 4-digit PIN, followed by the # (pound) sign.
  - \* Your default PIN is 1234
3. To listen to messages
  - Press 1
  - \* Skip message
    - Press 1
  - \* Save message
    - Press 2
  - \* Erase message
    - Press 3
  - \* Repeat message
    - Press 9
  - \* Exit menu
    - Press 0

## Personalize Your Voicemail

1. Dial \*62 from the phone that is connected to your account.
2. Enter your 4-digit PIN, followed by #.
3. Press 8 to access your personal options, including the following:
  - \* Change your PIN
    - Press 1
  - \* Personalize your greeting
    - Press 2
  - \* Record your personal name
    - Press 3
  - \* Call Forwarding
    - Press 5
  - \* Set call screening forwarding number
    - Press 6
  - \* Repeat personal options
    - Press 9
  - \* Exit the menu
    - Press 0

## Remote Access to Voicemail

1. Dial your 10-digit phone number.
2. When you hear your voicemail greeting, press the # (pound) sign.
3. Enter your 4-digit PIN followed by #.