

VoiceLine®

Residential Voice over IP Telephone Service

User's Guide



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1. Welcome to Net2Phone VoiceLine

Congratulations on purchasing the VoiceLine service! VoiceLine is a new service that allows residential or small business customers to use their broadband Internet connections with a variety of devices or software programs to make and receive phone calls, all for significant savings over PSTN (Public Switched Telephone Network) calls with traditional carriers. With VoiceLine, you can choose a single plan that meets all of your calling needs – local, long distance, and international.

VoiceLine allows customers outside of the United States to establish a U.S. presence by setting up a US-based local or toll-free phone number that can be used by customers, co-workers, friends, and family within the U.S. to call them. As a VoiceLine customer, you can also use the service to place outbound calls to the U.S. and other international destinations on the same billing account, providing a flexible, powerful, and cost-effective telecommunications tool.

In this chapter, you will learn the benefits of the VoiceLine service, as well as the service requirements. The sections are:

- Features and Benefits
- Service Requirements



NOTE: The term “VoiceLine-enabled phone” can refer to a variety of telephone adapters, WiFi phones, or software programs that are designed for use with the VoiceLine service.

Features and Benefits

All Customers

The VoiceLine service offers you the following features:

LOW RATES

VoiceLine transmits calls securely over the Internet, which costs less than routing calls through the traditional telephone network. We pass these savings on to you.

SHARE THE SAVINGS

VoiceLine is more than just great low rates. By using VoiceLine, you can help friends and family lower their phone bills. As a VoiceLine subscriber, you can choose a toll-free or local number in the U.S. or a toll-free or local number in the U.K. – wherever you reside. So if you choose a U.S. phone number but reside in India, a caller will have the same experience as calling any other U.S. phone number – even though the phone rings in your home!

SAVE WHEREVER YOU TRAVEL

Your VoiceLine service can travel with you. When someone calls your VoiceLine phone number, your phone rings wherever your VoiceLine-enabled phone can access a broadband Internet connection -- whether you are at home or traveling somewhere else in the world.



IMPORTANT: If you move your VoiceLine device to a location other than your primary service address, you may not be able to place emergency calls, or your calls could be misrouted to the incorrect emergency service personnel. It is not recommend that you dial emergency access services if you move your device.

NO CONTRACT AND NO END-OF-THE-MONTH BILL

VoiceLine is a pre-paid service. You choose a calling plan, put money into your account, and then use those funds to make calls. There is no annual contract to sign and no bill to pay at the end of the month.

AFFORDABLE CALLING PLANS

You can choose from a variety of monthly calling plans. The most popular plan is the **Unlimited U.S. & Canada Monthly Plan**. Monthly plans include VoiceMail, call waiting, 3-way calling, call forwarding, and more. There are also monthly plans for calling specific parts of the world, such as North America, Europe, Asia, Israel, and India.

If a monthly calling plan is more than you need, you can sign up for our Pay-As-You-Go option, which charges a per-minute rate for calls. You can get started for as little as \$10.

CONVENIENT ONLINE ACCOUNT MANAGEMENT

You can log into the VoiceLine account center and manage your account. This includes viewing a summary of your account, looking up your recent calls and transactions, listening to your VoiceMail messages through your PC, updating your account information, and managing your feature settings.

MULTIPLE LANGUAGES

My Account Center is available fully in three different languages – English, Spanish, and Portuguese.

Small Business Customers

If you own a small business, the VoiceLine service can do much more than just lower your communication costs. It also offers the following benefits:

U.S. PRESENCE FOR SMALL BUSINESSES

For a small business, having a phone number in the U.S. or U.K. can be very advantageous. For example, small business owners outside of the U.S. can establish a U.S. presence by offering a U.S. phone number or, even better, a U.S. toll-free number that rings wherever there is a broadband connection -- whether it's Mexico, Brazil, or anywhere in the world.

RECEIVE CALLS ANYWHERE YOU HAVE A BROADBAND CONNECTION

With VoiceLine, small business owners don't need to worry about missing an important call. For example, a business trip may take your customers from India to England and then to France, but because their VoiceLine phone numbers are linked to a portable VoiceLine-enabled phone (and not to a specific location, such as their offices), the VoiceLine service can travel with them.

When someone calls a VoiceLine number, the subscriber's VoiceLine-enabled phone will simply ring (or otherwise indicate an incoming call) anywhere in the world whenever connected to a broadband Internet connection.

GREAT SERVICE FEATURES

Monthly calling plans include VoiceMail, 3-Way Calling, Caller ID, Call Waiting, Call Hold, Call Forwarding, Anonymous Call Blocking, Redial, and Call Return.



NOTE: This feature may not be available for every type of VoiceLine-enabled phone.

Service Requirements

- A VoiceLine account
- A broadband Internet connection (such as DSL, cable, T1, LAN, or WAN)



NOTE: Most broadband service providers use DHCP (Dynamic Host Configuration Protocol) addressing, but if you have a static IP address, you will need to know the IP address, net mask, and gateway address. Your Internet Service Provider (ISP) can provide this information.

For step-by-step instructions, please refer to the User's Guide for your specific VoiceLine-enabled telephone adapter, WiFi phone, or software program.

A VoiceLine device designed to:

- make and receive voice-over-IP (VoIP) phone calls, or
- connect to a standard telephone to make and receive VoIP phone calls
- A standard analog (cordless or wired) telephone (only if you are using a telephone adapter to connect a standard phone to your Internet connection)
- A PC with Microsoft Internet Explorer Web browser version 5.0 or higher (used for account management only; not used for calling)

Customer Support

If you purchased the VoiceLine service through a local distributor, please contact your distributor for all billing or account questions. For technical support questions, refer to **VoiceLine Customer Support Contact Information**, below.

If you purchased the VoiceLine service with your credit card from the Web site, direct all questions to VoiceLine Customer Support. Refer to the contact information below.

VoiceLine Customer Support Contact Information

- ★ **VoiceLine Phone:** Dial **611** from your VoiceLine-enabled phone.
- ★ **Regular Touch-Tone Phone (within the U.S.):** Call toll-free within the U.S. at (800) 455-4185.
- ★ **Regular Touch-Tone Phone (outside the U.S.):** Call (801) 656-2061 from anywhere in the world.

2. Setting Up the VoiceLine Service

Each VoiceLine-enabled phone requires different set-up steps, so please refer to the User's Guide for your specific VoiceLine-enabled telephone adapter, WiFi phone, or software program for step-by-step instructions.

Once you have successfully completed the set up instructions and have confirmed that the VoiceLine-enabled phone is connected correctly, you are ready to begin making calls! Continue to Chapter 3, **Placing Calls**, for more information.

3. Placing Calls

Placing a VoiceLine call is as simple as placing a call on your regular telephone. With the VoiceLine service, not only can you place calls to and receive calls from any telephone in the world, you can also communicate with other VoiceLine subscribers.

When your VoiceLine account was created, a dial plan country was assigned to it. This setting determines how you dial phone numbers with the VoiceLine service. For example, if your account uses the USA as its dial plan country, you should dial as if you are in the United States.

Calling within Your Area Code

To place a call within your area code:

Using the VoiceLine-enabled phone, place a call to:
the local 7-digit phone number.

For example, if the local phone number is 555-9999, dial:
5559999.

Calling within North America

To place a call within North America:



NOTE: Before you make or receive any calls or utilize any VoiceLine features, your VoiceLine-enabled phone must be properly configured and connected to the Internet.

Using the VoiceLine-enabled phone, place a call to:
1 + the area code + the local phone number.

For example, if the area code is 212 and the local number is 555-6789, dial:
1 212 5556789.

When you have finished your call, hang up the VoiceLine-enabled phone.

Calling International Destinations

If you obtained your VoiceLine device from a local distributor, it should already be set up with your local dialing plan. This plan allows you to dial as you normally do from your regular PSTN (Public Switched Telephone Network) telephone.

If you need to change the local dialing plan configuration, contact your local distributor.

If you obtained your VoiceLine device directly from Net2Phone and you need to change the local dialing plan configuration, go to www.net2phonevoiceline.com.

To place an international call:

1. Using the VoiceLine-enabled phone, place a call to the international phone number, as you would on a regular PSTN telephone line in your country, including all country and city codes.
2. When you have finished your call, simply hang up the VoiceLine-enabled phone.

4. Using VoiceLine Calling Features

In this chapter, you will learn about each feature and how to use it with the VoiceLine service.

The following calling features are available to subscribers of the VoiceLine service:

- ★ 3-Way Calling
- ★ Account Balance Announcement
- ★ Call Blocking
- ★ Call Forwarding
- ★ Call Hold
- ★ Call Return
- ★ Call Waiting
- ★ Caller ID/Caller ID Delivery
- ★ Click2Call
- ★ Do Not Disturb
- ★ Fax
- ★ Language Selection
- ★ Reach Me
- ★ Redial
- ★ Remote Account Center
- ★ Service Interruption Forwarding
- ★ Speed Dial
- ★ VoiceMail

The calling features can be managed via the VoiceLine-enabled device, the Remote Account Center, or through the My Account Center Web site. The following table provides information on which management options can be used with the calling features.

FEATURE MANAGEMENT OPTIONS			
Feature	VoiceLine-enabled phone/device	Remote Account Center	My Account Center Web site
3-Way Calling	✓	✗	✗
Account Balance Announcement*	✓	✓	✓
Call Blocking	✓	✓	✓
Call Forwarding	✓	✓	✓
Call Hold	✓	✗	✗
Call Return	✓	✓	✗
Call Waiting	✓	✗	✓

FEATURE MANAGEMENT OPTIONS			
Feature	VoiceLine-enabled phone/device	Remote Account Center	My Account Center Web site
Calling Card*	✓	✓	✗
Caller ID/Caller ID Delivery	✓	✓	✓
Click2Call	✗	✗	✓
Change PIN	✗	✗	✓
Dial Plan Country	✗	✗	✓
Do Not Disturb	✓	✓	✓
611 (Customer Service) Calling	✓	✓	✗
Language Selection	✓	✓	✓
Manage Device – Optimize Call Quality	✗	✗	✓
Manage Device – Update MAC Address	✗	✗	✓
Reach Me	✓	✓	✓
Redial	✓	✓	✗
Service Interruption Forwarding	✓	✓	✓
Speed Dial	✓	✓	✓
Time Zone	✗	✗	✓
Listen to VoiceMail	✓	✓	✓

* Feature available only if offered by Partner or Service Provider



NOTE: One or more of these features may not be available for every type of VoiceLine-enabled phone.



IMPORTANT: Many of the calling features described in this chapter are activated and deactivated with dialing codes. A dialing code consists of an asterisk followed by two numbers (e.g., *69, *92, etc.) and differs from country to country.

The dialing codes used in this Guide are United States codes. For availability of International dialing codes, please check with your Reseller.

3-Way Calling

The 3-Way Calling feature allows you to speak with two people simultaneously. All you have to do is add a third party to an existing phone call.



NOTE: This feature may not be available for every type of VoiceLine-enabled phone.



NOTE: This feature is only available for outbound calls. It will not work if you receive a call from one person and then try to add a third person to the call.

Placing a 3-Way Call

To make a 3-Way Call:

1. During an existing phone call, press the **Flash** button.
2. Place a call to the person you would like to add to the conversation.



TIP: If your telephone does not have a Flash button, press the hook (the button that is pressed when you hang up your telephone handset or the button used to place a call on a wireless device) to activate 3-Way Calling.

3. When the call connects, press the **Flash** button again to conference in the first caller.



TIP: After you have dialed the third person's phone number, you can press Flash while the telephone is ringing (before the called party picks up the telephone).

Disconnecting a 3-Way Call

To disconnect a 3-Way Call:

1. To disconnect the first party, have the party hang up.
2. To disconnect the second party, press the **Flash** button, or ask the party to hang up.
3. To disconnect both parties, hang up the VoiceLine-enabled phone.



NOTE: When using 3-Way Calling, you will be charged for two separate calls until each of them ends. For example, let's say that you call Person A and speak for 2 minutes before adding Person B to the call. You speak to both parties together for 5 minutes and then all parties hang up. Your call to Person A will use 7 minutes and your call to Person B will use 5 minutes, for a total of 12 minutes used.

Account Balance Announcement

With the Account Balance Announcement feature, you can set the service to play your account balance for a single call or for all calls. The balance, which will be announced in the language specified in your language selection settings, includes both the cash balance and the minute plan balance information, if applicable. There is no charge for obtaining the account balance.

You can play the Account Balance Announcement in one of three ways:

- ★ Play the account balance announcement one time only, without placing a call.
- ★ Play the account balance announcement before placing a single call.
- ★ Play the account balance announcement before all calls.

If you do not want to hear the announcement before a call, you can disable it for one call only or all calls. This feature may be set from your VoiceLine-enabled phone, any touch-tone phone (via the Remote Account Center), or from the My Account Center site.

Activating/Deactivating from the VoiceLine-enabled Phone

ACCOUNT BALANCE ANNOUNCEMENT DIAL CODES SUMMARY

The following table displays the summary of dial codes for the Account Balance Announcement feature:

ACCOUNT BALANCE ANNOUNCEMENT DIAL CODES	
Action	Dial Code
Play the Account Balance Announcement before all calls.	*02
Block the Account Balance Announcement for all calls.	*03
Play the Account Balance Announcement one time only.	*04
Play the Announcement before placing a single call.	*04 [phone number]
Block the Account Balance Announcement for a single call.	*05 [phone number]

ACTIVATING AND DEACTIVATING THE ACCOUNT BALANCE ANNOUNCEMENT FEATURE

To activate the Account Balance Announcement feature for a single call or all calls, use your VoiceLine-enabled phone to place a call to the appropriate activation code in the table above.

To deactivate the Account Balance Announcement feature for a single call or all calls, dial the appropriate deactivation code.



NOTE: Playing/blocking the announcement before placing a single call will work even if the Account Balance Announcement feature is disabled/enabled for all calls.



NOTE: If your minute plan balance drops to one minute remaining, you will receive a one-minute warning announcement, regardless of the Account Balance Announcement being enabled or disabled.

Activating/Deactivating from the Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To activate/deactivate the Account Balance Announcement feature:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."

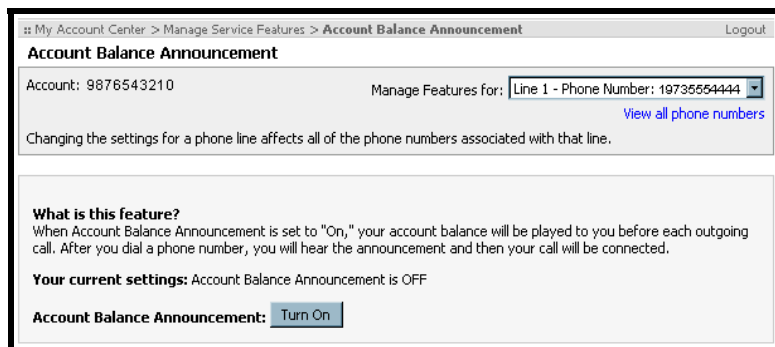
3. Dial the appropriate dial code (see the dial codes table above) to activate or deactivate the Account Balance Announcement feature.

Activating/Deactivating from the My Account Center Web Site

ACTIVATING AND DEACTIVATING THE ACCOUNT BALANCE ANNOUNCEMENT FEATURE

To enable or disable the announcement of your account balance before all calls:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Account Balance Announcement** link.
The Account Balance Announcement page displays. See the screen on the following page.
4. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set Account Balance Announcement options. If it does not, click the drop-down menu and select the appropriate line.
5. The **Your current settings** line displays whether or not you currently have the Account Balance Announcement feature enabled or disabled.



Account Balance Announcement Page

6. The button that displays depends on whether or not Account Balance Announcement is enabled.
 - If this feature is currently enabled (Account Balance Announcement is On), the **Turn Off** button displays. If you would like to disable it, click the **Turn Off** button.
 - If this feature is currently disabled (Account Balance Announcement is Off), the **Turn On** button displays. If you would like to enable it, click the **Turn On** button.

The Account Balance Announcement page refreshes and displays the new setting in the Your current settings line.

Call Blocking

The Call Blocking feature determines which incoming calls you receive by designating certain phone numbers to an "accept" or "reject" list. These lists can be edited from the My Account Center Web site. (For details on accessing the My Account Center Web site,

refer to the **Logging into the My Account Center Web Site** section on page 72 of this Guide.)

The Call Blocking feature has three (3) components:

- ★ **Selective Call Acceptance**—This Call Blocking feature allows you to set up a list of phone numbers from which you would like to accept calls. When you enable the Selective Call Acceptance feature, it blocks calls from phone numbers that are NOT in the list.
- ★ **Selective Call Rejection**—This Call Blocking feature allows you to set up a list of phone numbers from which you DO NOT want to accept calls. When you enable the Selective Call Rejection feature, it blocks calls from phone numbers that are INCLUDED in the list.
- ★ **Anonymous Call Rejection**—The Anonymous Call Rejection feature allows you to block all calls whose phone numbers are hidden due to the caller purposely blocking that information. When you enable the Anonymous Call Rejection feature, it blocks ALL calls from callers who are listed as “anonymous” or “unavailable.”

For example, if the caller presses *67 before dialing your phone number, the caller's number is not transmitted, and the caller is considered anonymous. If you enabled the Anonymous Call Rejection feature, this call would be blocked. The feature only allows calls whose phone numbers are public and are displayed on Caller ID.

You can add phone numbers to the appropriate list and activate it to control which calls you receive. The table on the following page describes the types of calls received or blocked by each list and when to use each feature.

CALL BLOCKING OPTIONS		
Call Block List/Option	Receives...	Blocks...
Selective Call Acceptance – Use this list if you want to accept only certain calls and reject all other calls.	Calls from phone numbers that are INCLUDED in the list.	Calls from phone numbers that are NOT in the list.
Selective Call Rejection – Use this list if you want to block only certain calls and accept all other calls.	Calls from phone numbers that are NOT in the list.	Calls from phone numbers that are INCLUDED in the list.
Anonymous Call Rejection – Use this option if you want to block all private calls and accept all other calls.	Calls whose phone numbers are public and are displayed on Caller ID.	Calls whose phone numbers are hidden due to a privacy feature that prevents their numbers from displaying to the called party; these numbers usually appear on Caller ID as “anonymous” or “unavailable.”

Before you can activate the Selective Call Acceptance list or the Selective Call Rejection List, you must first define the phone numbers that you would like to include in the list(s). You can set up the list(s) on the My Account Center Web site.



NOTE: Since the Anonymous Call Rejection feature does not require you to indicate specific phone numbers to block (it blocks ALL anonymous calls), that feature needs no setup. Refer to the Call Blocking Dial Codes Summary table on the following page for the dial codes used to activate the Anonymous Call Rejection feature.

You can access this setting from your VoiceLine-enabled phone, any touch-tone phone (via the Remote Account Center), or from the My Account Center Web site.

CALL BLOCKING RULES

The following rules apply to the Call Blocking features:

- ★ The **Anonymous Call Rejection** feature supersedes the **Selective Call Acceptance** feature. If an anonymous caller's phone number appears on the **Selective Call Acceptance** list and the **Anonymous Call Rejection** feature is enabled, the call will be blocked.
- ★ **Anonymous Call Rejection** can be activated alone or together with one of the other two call blocking features (**Selective Call Acceptance** or **Selective Call Rejection**).
- ★ **Selective Call Acceptance** and **Selective Call Rejection** are mutually exclusive features; you can enable only ONE of these features at a time.
- ★ The **Anonymous Call Rejection** feature supersedes the **Selective Call Acceptance** feature. If an anonymous caller's phone number appears on the **Selective Call Acceptance** list and the **Anonymous Call Rejection** feature is enabled, the call will be blocked.

Activating/Deactivating from the VoiceLine-enabled Phone

CALL BLOCKING DIAL CODES SUMMARY

The following table displays the summary of dial codes for the Call Blocking features:

CALL BLOCKING DIAL CODES		
Call Blocking Feature	Activation Code	Deactivation Code
Selective Call Acceptance	*64	*84
Selective Call Rejection	*60	*80
Anonymous Call Rejection	*77	*87

Before you can activate the Selective Call Acceptance or Selective Call Rejection features, you must set up the acceptance or rejection lists on the My Account Center Web site. Refer to the **Logging into the My Account Center Web Site** section on page 72 for instructions on logging into the site; for instructions on defining the lists, refer to the **From the Account Center Web Site** section below.

ACTIVATING AND DEACTIVATING CALL BLOCKING

To activate a Call Blocking feature, use your VoiceLine-enabled phone to place a call to the appropriate activation code in the table above.

To deactivate the feature, dial the appropriate deactivation code.

Activating/Deactivating from the Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To activate/deactivate the Call Blocking feature:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Dial the appropriate code (see the dial codes table above) to activate or deactivate the Call Blocking feature.

Activating/Deactivating from the My Account Center Web Site

The My Account Center Web site allows you to activate and deactivate Call Blocking features, as well as define and edit the Selective Call Acceptance and Selective Call Rejection lists.

ACTIVATING SELECTIVE CALL ACCEPTANCE AND DEFINING THE ACCEPTANCE LIST

The selective call acceptance list allows you to accept calls only from phone numbers that you define. You can include up to ten (10) phone numbers in the selective acceptance list. The Account Center Web site allows you to activate, define, and edit the acceptance list.

To accept only those calls from a defined list of phone numbers:

1. Using a Web browser, access the Account Center Web site, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Call Blocking** link.
The Call Blocking page displays. See the screen on the following page.
4. Check the **Manage Features for** drop-down field at the top of the page to confirm that it displays the line for which you would like to set Call Blocking options. If it does not, click the drop-down menu and select the appropriate line.
5. Click the radio button next to the option titled, **I would like to accept calls only from certain phone numbers**, and then click the **Save Settings** button.
The Phone Numbers Currently Accepted section displays.

Call Blocking Page

6. Under the **Add a new phone number to your Accepted list** heading, click in the **Name** field, enter a name associated with the phone number you are adding to the Selective Call Acceptance list.
7. In the **Phone Number** field, enter the phone number you would like to accept.
 - To accept phone numbers **within the U.S.**, please include a "1" in addition to the area code and phone number.
For example, to accept (201) 555-1234, you would enter **12015551234**.
 - To accept phone numbers **outside the U.S.**, please include 011, the country code, and the city code. You do not need to include "+" before the phone number.

For example, to accept 33 (1) 49 52 52 70, you would enter **01133149525270**.

Add a new phone number to your Accepted list

Name: Enter a name that you would like to use as a reminder for this number.

Phone Number: Be sure to include the entire phone number, including the country and city codes. (For U.S. and Canada phone numbers, use this format: 1-xxx-xxx-xxxx)

Phone Numbers Currently Accepted

You may have up to 10 phone numbers in your Accepted list.

#	Name	Phone Number	Action
1	Greg	19735559999	Edit Delete
2	Marcia	19735553333	Edit Delete
3	Peter	19735554444	Edit Delete
4	Jan	19735557777	Edit Delete

Call Blocking – Selective Call Acceptance Page

8. Click the **Add** button.
A success message indicates that the number has been added to the selective acceptance list, which is displayed at the bottom of the page.
9. To add another phone number to the selective acceptance list, repeat steps 6 through 8.
10. Once you are finished creating your selective acceptance list, click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.
11. To edit a selective acceptance list entry, click the **Edit** link in the list table, make the desired changes, and then click the **Save** button.
12. To delete a selective acceptance list entry, click the **Delete** link in the list table and then click the **Delete** button.

ACTIVATING SELECTIVE CALL REJECTION AND DEFINING THE REJECTION LIST

The selective call rejection list allows you to block calls only from phone numbers that you define. You can include up to ten (10) phone numbers in the selective call rejection list. The Account Center Web site allows you to activate, define, and edit the rejection list.

To block calls from a defined list of phone numbers:

1. Using a Web browser, access the Account Center Web site, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Call Blocking** link.
The Call Blocking page displays.
4. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set Call Blocking options. If it does not, click the drop-down menu and select the appropriate line.

- Click the radio button next to the option titled, **I would like to block calls from certain phone numbers**, and then click the **Save Settings** button. *The Phone Numbers Currently Blocked section displays.*

Add a new phone number to your Blocked list

Name: Enter a name that you would like to use as a reminder for this number.

Phone Number: Be sure to include the entire phone number, including the country and city codes. (For U.S. and Canada phone numbers, use this format: 1-xxx-xxx-xxxx)

Phone Numbers Currently Blocked

You may have up to 10 phone numbers in your Blocked list.

#	Name	Phone Number	Action
1	Charlie	19735559999	Edit Delete
2	Sally	19735553333	Edit Delete
3	Lucy	19735554444	Edit Delete
4	Linus	19735557777	Edit Delete

Call Blocking – Selective Call Rejection Page

- In the **Name** field, enter a name associated with the phone number you are adding to the Selective Call Rejection list.
- In the **Phone Number** field, enter the phone number you would like to block.
 - To block phone numbers **within the U.S.**, please include a "1" in addition to the area code and phone number. **For example**, to block (201) 555-1234, you would enter **12015551234**.
 - To block phone numbers **outside the U.S.**, please include 011, the country code, and the city code. You do not need to include "+" before the phone number. **For example**, to block 33 (1) 49 52 52 70, you would enter **01133149525270**.
- Click the **Add** button. *A success message indicates that the number has been added to the selective rejection list, which is displayed at the bottom of the page.*
- To add another phone number to the selective rejection list, repeat steps 6 through 8.
- Once you are finished creating your selective rejection list, click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.

To edit a selective rejection list entry, click the **Edit** link in the list table, make the desired changes, and then click the **Save** button.

To delete a selective rejection list entry, click the **Delete** link in the list table and then click the **Delete** button.

DEACTIVATING ALL CALL BLOCKING FEATURES

To deactivate all Call Blocking features, click the **"I would like to accept all calls"** radio button.

Call Forwarding

The Call Forwarding feature helps you stay in touch, even when you know you won't be available to answer your VoiceLine-enabled phone. You can have the device forward all or only certain incoming calls to a phone number of your choice, such as your home phone, cell phone, office, VoiceMail, or to another VoiceLine phone number.

The forwarding number you set must be included in your dial plan and/or rate table in order to be valid. By default, all call forwarding features, when activated, will forward calls to your VoiceMail until you specify a different destination.

There are three (3) Call Forwarding options:

- ★ **All Calls (Unconditional)**—Forwards ALL calls to VoiceMail or to a specified phone number; you also have the option of hearing a short ring (splash tone) to notify you each time a call is forwarded.
- ★ **Unconditional Call Forwarding Splash Tone Notification (Call Alert)**—When you choose to forward all calls, you can elect to hear a short ring, or a splash tone, to alert you each time a call is forwarded. Because the call will be forwarded automatically, you will not be able to answer the forwarded calls, but you can make outgoing calls, including calling the person who called you last. See the **Call Return** feature description on page 22 in this Guide.



NOTE: The Call Alert feature may not be available for every type of VoiceLine-enabled phone.

- ★ **No Answer**—Forwards calls only when you do not answer within a pre-set number of rings; the default is six (6) rings, but you can modify the number of rings from one (1) to six (6) on the **Manage Service Features: Call Forwarding** page in the My Account Center Web site. You can choose to forward unanswered calls to VoiceMail or another phone number.
- ★ **Busy Signal**—Forwards calls when callers receive a busy signal when dialing your phone number; this includes calls that are rejected because you already have two parties on the line through Call Waiting or 3-Way Calling. You can choose to forward busy calls to VoiceMail or to another phone number.

You can access this setting from your VoiceLine-enabled phone, any touch-tone phone (via the Remote Account Center), or from the My Account Center Web site.

Feature Conflicts

Review the following scenario(s) to familiarize yourself with how **Call Forwarding** may conflict with other calling features.

When the **Reach Me** feature is active and Call Forwarding – **All Calls** is **off** the Call Forwarding settings for **No Answer** and **Busy Signal** will not be applied.

To review your Reach Me settings, [click here](#).

When the **Reach Me** feature is active and **Call Forwarding – All Calls** is **ON** your **Reach Me** settings will not be applied.

To enable **Reach Me**, turn off **Call Forwarding - All Calls** using the table below.

Activating/Deactivating from the Phone

CALL FORWARDING DIAL CODES SUMMARY

The following table contains a summary of the dial codes for each type of Call Forwarding.

CALL FORWARDING DIAL CODES SUMMARY				
Call Forwarding Feature	Activate	Activate & Set the Destination Phone Number	Activate to VoiceMail	Deactivate
All Calls (Unconditional)	*72	*72 [phone number]	*72123	*73
All Calls Splash Tone (Alert)	*08	-	*08123	*09
No Answer	*92	*92[phone number]	*92123	*93
Busy Signal	*68	*68[phone number]	*68123	*88
ALL FEATURES	-	-	-	*91

You can activate the Call Forwarding feature that best suits your needs at any given time. For example, if you only want to forward calls when you are not available to answer after a certain number of rings, you would use the **No Answer** option. Later in the day, if you are going to be unavailable to answer any calls, you may want to activate the **All Calls** option.

You can configure these features and set the destination phone numbers directly on the VoiceLine-enabled phone, from any touch-tone phone (via the Remote Account Center), or on the My Account Center Web site (via the Manage Service Features: Call Forwarding page). When you activate or deactivate a Call Forwarding feature via the VoiceLine-enabled phone, the new feature status will be reflected in the My Account Center Web site.

ACTIVATING AND DEACTIVATING CALL FORWARDING

To activate a Call Forwarding feature, use your VoiceLine-enabled phone to place a call to the appropriate activation code in the table above.



IMPORTANT: Calls cannot be forwarded to 911, 611, or any other n11 number.

When you activate a Call Forwarding Feature, such as All Calls (Unconditional) Call Forwarding, you may want to confirm that it has been set up properly by calling your VoiceLine number to confirm that the call is forwarded to the correct number. If it is not forwarding to the correct number, go to the My Account Center Web site and check the number you entered.

To deactivate the feature, dial the appropriate deactivation code above. The ***91** code will deactivate ALL enabled Call Forwarding features.



IMPORTANT: Forwarded calls will be billed as two calls: one for the incoming call and one for the outgoing call (to the forwarding destination number).



NOTE: When the All Calls Call Forwarding feature is active, it takes precedence over the Call Forward on No Answer feature. All calls will be automatically forwarded according to the All Calls Call Forwarding settings until it is deactivated.

Activating/Deactivating from the Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To activate/deactivate the Call Forwarding feature:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Dial the appropriate dial code (see the dial codes table on page 19) to activate or deactivate Call Forwarding.

Activating/Deactivating from the My Account Center Web Site

ACTIVATING AND DEACTIVATING CALL FORWARDING

To activate or deactivate a Call Forwarding feature:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net/>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Call Forwarding** link.
The Call Forwarding page displays. See the screen on the following page.
4. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set Call Forwarding options. If it does not, click the drop-down menu and select the appropriate line.
5. Find the section pertaining to the Call Forwarding feature you would like to activate or deactivate: All Calls, No Answer, Busy Signal, or Network Interruption.
6. In the appropriate section, click the **Call Forwarding is** drop-down menu and select the status you would like.
 - To activate the feature, select **On** from the list.
 - To deactivate the feature, select **Off**, then proceed to step 9.
7. In the **Calls will be forwarded to** field, click the radio button for the destination to which you would like your calls forwarded: **VoiceMail** or a **Phone Number**.



IMPORTANT: Calls cannot be forwarded to 911, 611, or any other n11 number.

8. If you selected **Phone Number**, you must indicate the destination phone number in the text box.
 - To forward calls to a phone number **within the U.S.**, please include a "1" in addition to the area code and phone number.
For example, to forward calls to (201) 555-1234, you would enter **12015551234**.
 - To forward calls to a phone number **outside the U.S.**, please include 011, the country code, and the city code. You do not need to include "+" before the phone

number.

For example, to forward calls to 33 (1) 49 52 52 70, you would enter **01133149525270**.

My Account Center > Manage Service Features > Call Forwarding Settings Logout

Call Forwarding

Account: 9876543210 Manage Features for: Line 1 - Phone Number: 19735554444 [View all phone numbers](#)

Changing the settings for a phone line affects all of the phone numbers associated with that line.

What is this feature?
 Call Forwarding allows you to forward an incoming call to another phone number or to your VoiceMail. Please note that you can have different Call Forwarding settings for each forwarding situation.

Please follow these instructions when entering Call Forwarding phone numbers:

* To forward calls to a phone number **within the U.S.**, please include a "1" in addition to the area code and phone number. For example, to forward calls to (201) 555-1234, enter 12015551234.

* To forward calls to a phone number **outside the U.S.**, please include 011, the country code, and the city code. You do not need to include "+" before the phone number. For example, to forward calls to 33 (1) 49 52 52 70, enter 01133149525270.

NOTE: If you forward your calls to a location that is not an in-plan destination, you will be charged for both the incoming and outgoing call.

Your current settings:

All Calls Call Forwarding is

Calls will be forwarded to VoiceMail
 Phone Number [View Instructions](#)

Call Forwarding Alert When you have selected Call Forwarding for All Calls and this alert is on, you will hear a short ring from your phone whenever an incoming call has been forwarded.

No Answer Call Forwarding is

Calls will be forwarded to VoiceMail
 Phone Number [View Instructions](#)

Number of rings before call is forwarded

Busy Signal Call Forwarding is

Calls will be forwarded to VoiceMail
 Phone Number [View Instructions](#)

Network Interruption Call Forwarding is

Calls will be forwarded to VoiceMail
 Phone Number [View Instructions](#)

Call Forwarding Page

9. If you are activating the All Calls Call Forwarding feature, click the **Call Forwarding Alert** drop-down menu to select whether you would like to receive an alert when a call has been forwarded. If you select **On**, you will hear a short ring whenever an incoming call has been forwarded. If you select **Off**, you will not hear an alert when a call is forwarded.
10. If you are activating the No Answer Call Forwarding feature, click the **Number of rings before call is forwarded** drop-down menu to select a number between one (1) and six (6). After an incoming call rings this number of times, it will be forwarded according to your No Answer Call Forwarding settings.



IMPORTANT: If you forward your calls to a phone number that is not in your calling plan, you will be charged according to the per-minute rates for that country.

11. Click the **Save Settings** button at the bottom of the page to save the changes.
12. Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.

Call Hold

With the Call Hold feature, you can place a caller on hold and pick it up again at a later time.



NOTE: This feature may not be available for every type of VoiceLine-enabled phone.



NOTE: Your VoiceLine-enabled phone must be equipped with a Hold button in order for this feature to work.

To activate the Call Hold feature during an existing phone call, simply press the **Hold** button on your telephone. While the call is on hold, the person on the other end of the line will not be able to hear anything you say and you will not hear anything said by the other person. Press **Hold** again to pick up the call.

Call Return

The Call Return feature allows you to call the phone number of your last incoming call without having to dial the number. This feature will dial the most recent incoming call, regardless of how the call ended. It will work if you answered the call, if you did not answer the call, or even if it was a Call Waiting call.

If the called party's line is busy, the Call Return feature will attempt to dial the phone number every two (2) minutes for up to 30 minutes. When the phone number you are trying to reach is no longer busy, your phone will ring to alert you. In the meantime, you can continue to make outgoing phone calls.



NOTE: If you use the Call Return feature to call someone who does not use the VoiceLine service, it may not be possible to determine that the line is busy. If this happens and the called party does not answer, the Call Return feature will continue to make attempts to dial the phone number.

For example, if the phone rings and you are unable to answer it in time, you can use the Call Return feature to connect to the person who called you. When you activate the Call Return feature, VoiceLine will attempt to connect to that phone number immediately. If the line is busy, a new attempt will be made every two minutes for up to 30 minutes. Your request ends when one of the following conditions is met:

- The called party answers the call.
- The called party's line rings, and you answer the notification call.
- 30 minutes expires (the clock starts at the first attempt).
- You deactivate the feature.

When one of the above events occurs, no further attempts are made.

You can activate the Call Return feature for up to ten (10) phone numbers. For example, if you have activated the feature for the last incoming call and, in the meantime, you

receive another incoming call that you missed, you can activate it for that phone number, as well. If you no longer want those calls to be connected, you can cancel the feature.

You can access this setting from your VoiceLine-enabled phone, or any touch-tone phone (via the Remote Account Center).

Call Return Dial Codes Summary

The following table displays the summary of dial codes for the Call Return feature:

CALL RETURN DIAL CODES	
Action	Dial Code
Dial the phone number of the most recent incoming call.	*69
Deactivate the Call Return feature (once you have activated it for at least one phone number).	*89

Activating Call Return from the VoiceLine-enabled Phone

To call the phone number of the last person who called you:

- Using the VoiceLine-enabled phone, place a call to ***69**.
You will hear the connection announcement, "You received a call from <phone number> on <day of week>, <month> <date> at <time>. Press 1 to call this party. Otherwise, hang up."
- Press **1** to activate the Call Return feature.
You will hear the message, "Please hang up, and I will redial your party for 30 minutes and call you back. Thank you."

The VoiceLine service attempts to contact that phone number. If the line rings, you will hear a notification ring on your phone.

If the called party's line is busy, VoiceLine will attempt to contact that phone number every two minutes until the phone number rings or until 30 minutes elapses. When the called party's line rings, you will hear a notification ring on your phone.



NOTE: On certain VoiceLine-enabled phones, the Call Return notification ring may be the same as your standard ring tone.

- If your phone rings in a distinctive tone, it means the Call Return phone number is ringing or the called party has answered. Answer the VoiceLine-enabled phone. *The called party may already be on the line when you answer the notification ring, so if you hear silence, speak to alert the called party of your presence.*



NOTE: If the called party answers but your line is busy or you are unable to answer the notification call, the Call Return is considered complete, and no more attempts will be made to reach the phone number.



NOTE: If the last incoming phone number is "Anonymous" or "Unavailable," the Call Return feature will not be able to dial the number.

Canceling Call Return

To cancel the Call Return feature:

1. Using the VoiceLine-enabled phone, place a call to ***89**.
You will hear the message, "You have successfully deactivated your active call return requests."
2. Hang up the VoiceLine-enabled phone.
All active Call Return requests are cancelled.

Activating/Canceling Call Return from the Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To activate/deactivate the Call Return feature:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Follow the steps to login to the Account Center in the **Accessing the Remote Account Center** section on page 47 in this Guide.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Dial the appropriate dial code (see the dial codes table on the previous page) to activate or deactivate Call Return.

Call Waiting

When you are already on a call, the Call Waiting feature alerts you when a second call comes in and displays the incoming phone number on the Caller ID display. You can then put the first call on hold to speak with the second caller. You can alternate between calls as often as you like, and you can end a conversation with one of the callers and continue speaking to the other caller.

If you elect to ignore a Call Waiting call while your current call is in progress, it will be forwarded according to the settings for the Call Forwarding – No Answer feature. You can have the call forwarded to VoiceMail or to another phone number. Refer to the **Call Forwarding** section on page 18 for more information.

There are two types of Call Waiting features: permanent and per-call. By default, all VoiceLine accounts are enabled with permanent Call Waiting, which means that you will be alerted if you are already on a call and another caller tries to reach you. You can choose to disable Call Waiting permanently (for all calls) or on a per-call basis.



NOTE: This feature may not be available for every type of VoiceLine-enabled phone.



NOTE: If you answer a call using the Call Waiting feature (so that two calls are active) and another call comes in, that call will get forwarded according to the Call Forward on Busy settings.

You can access this setting from your VoiceLine-enabled phone only.

Disabling Permanent Call Waiting

FROM THE VOICELINE-ENABLED PHONE

All VoiceLine accounts have the permanent Call Waiting feature enabled by default, meaning that you will hear a tone to alert you that another call is coming in during all calls. You can disable permanent Call Waiting to prevent all of your calls from being interrupted when another caller tries to reach you. If you disable the feature, you can also enable it by following the same steps.

To disable the permanent Call Waiting feature from the phone:

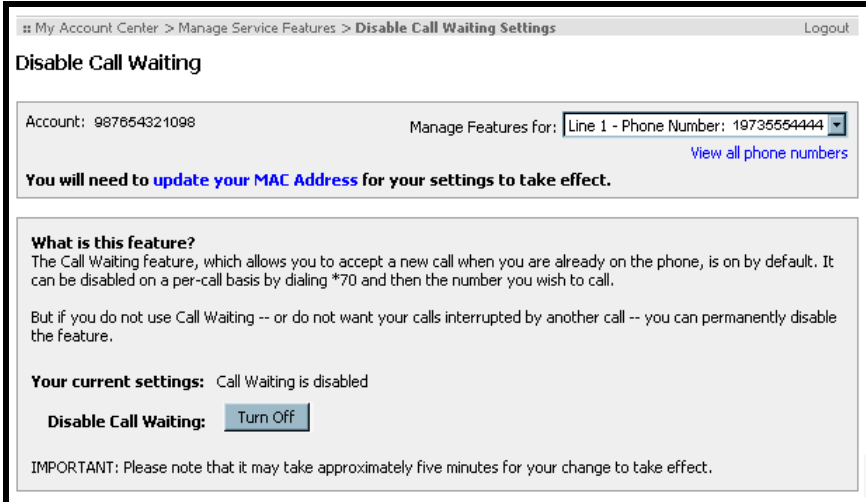
- Using the VoiceLine-enabled phone, place a call to *00.
- Depending on the features enabled for your account, you may hear different menus:
 - If you hear the menu, "Press 1 for outbound calling. Press 2 for call waiting. Press 3 for Reach Me," press **2** to access the Call Waiting menu, and then press the appropriate number to either enable or disable the feature.
 - If you hear the menu, "Press 1 to enable Call Waiting for all calls. Press 2 to disable Call Waiting for all calls. Press 9 to return to the previous menu," press the appropriate number to either enable or disable the feature.
 - If you press **1**, you will hear the prompt, "Call waiting has been enabled for all calls. Please note that this change may take a few minutes to take effect. Thank you."
 - If you press **2**, you will hear the prompt, "Call waiting has been disabled for all calls. Please note that this change may take a few minutes to take effect. Thank you."

FROM THE ACCOUNT CENTER WEB SITE

The My Account Center Web site provides another method in which you can disable the permanent Call Waiting feature. If you disable the feature, you can also enable it by following the same steps.

To disable the permanent Call Waiting feature from the Web:

- Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
- From the My Information page, click the **Manage Features** button. *The Manage Service Features page displays.*
- Click the **Disable Call Waiting** link. *The Disable Call Waiting page displays.*



My Account Center > Manage Service Features > Disable Call Waiting Settings Logout

Disable Call Waiting

Account: 987864321098 Manage Features for: Line 1 - Phone Number: 1973554444 [View all phone numbers](#)

You will need to update your MAC Address for your settings to take effect.

What is this feature?
 The Call Waiting feature, which allows you to accept a new call when you are already on the phone, is on by default. It can be disabled on a per-call basis by dialing *70 and then the number you wish to call.
 But if you do not use Call Waiting -- or do not want your calls interrupted by another call -- you can permanently disable the feature.

Your current settings: Call Waiting is disabled

Disable Call Waiting:

IMPORTANT: Please note that it may take approximately five minutes for your change to take effect.

Disable Call Waiting Page

The **Your current settings** section displays whether permanent Call Waiting is on or off. To change the setting, click the button to the right of the **Disable Call Waiting** field label. (The button's label toggles between **Turn Off** and **Turn On**,

depending on whether the feature is on or off.)
 The page refreshes and displays the new setting in the Your current settings section.

Disabling Call Waiting for a Single Outbound Call

There may be instances where you do not want a specific call to be interrupted by inbound calls. For example, you may need to make an important call and do not want the call waiting tone to interrupt your conversation.

You can deactivate the Call Waiting feature for any single outbound call. If someone dials your phone number while you are on a call for which you have deactivated Call Waiting, the caller will be forwarded to VoiceMail.

To disable Call Waiting when placing an outbound call:

- Using the VoiceLine-enabled phone, place a call to ***70**, followed by the phone number you would like to dial.
Any incoming calls while you are on this call will be forwarded to VoiceMail.

For example, if you would like to ensure that your conversation with phone number 1-212-555-6789 is uninterrupted by Call Waiting calls, you would dial:
***701212 5556789**

- When you have finished your call, simply hang up the VoiceLine-enabled phone.



TIP: If you would like to disable Call Waiting and use another calling feature at the same time, you must dial the Call Waiting disable code first.

For example, if you would like to disable Call Waiting while also disabling Caller ID delivery for a single call, you would dial *70*67.

Answering a Call Waiting Call

To answer a call during an existing call:

- When a call is in progress and you hear a tone indicating that another call is on the line, press the telephone's **Flash** button.
The first call is placed on hold and you are connected to the second caller.



NOTE: If the phone has no Flash button, use the hook button (this button is usually used to hang up) or the Send button on a wireless phone.

- To switch back to the first call, press the telephone's **Flash** button or, if the phone has no **Flash** button, the hook button.



NOTE: While both calls are connected, you can switch between both callers as many times as you like by pressing the Flash button.

- When one party hangs up, press the telephone's **Flash** button or, if the phone has no **Flash** button, press the hook button to switch to the other caller.

Caller ID/Caller ID Delivery

With Caller ID, you can find out who is calling before you pick up the telephone, even if you are already on the line. This feature is enabled automatically, so you will see the phone number of the person calling you.

The Caller ID feature also transmits your name and phone number to identify you when you make outgoing calls. The Caller ID delivery feature is enabled by default, so anyone you call can see your phone number on his or her Caller ID display (provided that the called party's

phone service provider transmits the information to their Caller ID display). You can disable this feature (and hide your phone number to those you call) on a call-by-call basis or for all calls.

You can disable Caller ID delivery so that your phone number will not display to the called party. This setting may be accessed from your VoiceLine-enabled phone, any touch-tone phone via the Remote Account Center, or from the My Account Center site.



NOTE: In order for the Caller ID feature to display the phone number of those who call you, your VoiceLine-enabled phone must be equipped with a Caller ID display OR you must have a separate Caller ID display unit connected to the VoiceLine-enabled phone.

You can access this setting from your VoiceLine-enabled phone, any touch-tone phone (via the Remote Account Center), or from the My Account Center Web site.

Enabling/Disabling from the VoiceLine-enabled Phone

CALLER ID DELIVER DIAL CODES SUMMARY

CALLER ID DELIVERY DIAL CODES SUMMARY		
If you want to...	Dial	Result
FOR ALL CALLS		
Hide your phone number from your called parties' Caller ID displays for ALL CALLS.	*95	The called party's Caller ID display will be anonymous for this call and all following calls until the feature is enabled again.
Allow all called parties to view your phone number on their Caller ID displays for ALL CALLS.	*96	The system will transmit your phone number to the called party's Caller ID display for every call.
Hide your phone number from your called party's Caller ID display for a SINGLE CALL.	*67 [phone number]	The called party's Caller ID display for the party will be anonymous for this call only. Your phone number will display on the called party's Caller ID display for all following calls.
Allow a called party to view your phone number on his/her Caller ID display for a SINGLE CALL.	*82 [phone number]	The system will transmit your phone number to the called party's Caller ID display for this call only. Your phone number will NOT be transmitted for all following calls.

ENABLING AND DISABLING CALLER ID DELIVERY

The Caller ID feature is automatically enabled for both incoming and outgoing calls. When Caller ID delivery is enabled, the people you call can see your phone number on their Caller ID displays. If you disable Caller ID delivery, the caller ID display of the people you call will read, "Anonymous."

To enable Caller ID delivery, use your VoiceLine-enabled phone to place a call to the appropriate activation code above.

To disable Caller ID delivery, dial the appropriate deactivation code above.

Enabling/Disabling from the Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To activate/deactivate the Caller ID feature:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Dial the appropriate dial code (see the dial codes table on the previous page) to activate or deactivate Caller ID.

Enabling/Disabling from the My Account Center Web Site

To enable or disable Caller ID delivery:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Caller ID** link.
The Caller ID page displays.

Caller ID Page

4. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set Caller ID options. If it does not, click the drop-down menu and select the appropriate line.

The **Your current settings** line displays whether or not you currently display your phone number on all outgoing calls.

The button that displays depends on whether or not Caller ID delivery is enabled.

- If this feature is currently enabled (you are displaying your phone number), the **Turn Off** button displays. If you would like to disable the Caller ID delivery feature, click the **Turn Off** button.
- If this feature is currently disabled (you are not displaying your phone number), the **Turn On** button displays. If you would like to enable the Caller ID delivery feature, click the **Turn On** button.

The Caller ID (for outgoing calls) page refreshes and displays the new setting in the Your current settings line.

If the Caller ID delivery feature is enabled and you have two VoiceLine phone numbers, you can choose which number you would like displayed on your call recipient's Caller ID display.

- Click the **Please choose the phone number...** drop-down menu (beneath the **Turn Off** button) and select the number you would like to display for your outgoing calls.
- Click the **Save Settings** button to save the change.

Click the **My Account Center link** at the upper left-hand corner of the page to return to the My Information page.

Click2Call

With Click2Call you can place phone calls directly from the online account center by clicking on the telephone icon next to a phone number. To access the Click2Call page from the My Account page, click on the Manage Features button, then click on the Click2Call link on the Manage Service Features page.

You can also place Click2Call calls from the Speed Dial page, the Call History page, and the VoiceMail page.

Placing Click2Call calls from the Click2Call Page

To place a call using Click2Call:

1. From the **My Account** home page, click on the **Manage Features** button.
The Manage Service Features page is displayed.

Manage Service Features

Manage your VoiceLine service features by clicking the links below:

<p>Caller ID With VoiceLine, you have the ability to display -- or not display -- your own telephone number to others when making outgoing calls.</p>	<p>Disable Call Waiting If you do not use Call Waiting, you can permanently turn off the feature.</p>
<p>VoiceMail VoiceLine VoiceMail can answer your calls when you are not available and take a message.</p>	<p>Speed Dial You can store up to 99 phone numbers with VoiceLine Speed Dial.</p>
<p>Service Language Select the language you will hear for the telephone prompts played to you and for the service messages heard by callers.</p>	<p>Service Interruption Forwarding If your VoiceLine service is ever interrupted, your incoming calls will be transferred automatically to a phone number that you specify.</p>
<p>Dial Plan & Time Zone Select the dial plan and time zone for your VoiceLine service.</p>	<p>Reach Me Reach Me can direct your incoming calls to as many as 5 different phone numbers. Calls can be directed to Reach Me numbers all at once or in the order you choose.</p>
<p>Change PIN Change the four-digit PIN (Personal Identification Number) you use to access this web site.</p>	<p>Do Not Disturb VoiceLine Do Not Disturb feature blocks all incoming calls and provides callers with the option to leave a VoiceMail message.</p>
<p>Call Forwarding VoiceLine Call Forwarding allows you to stay in touch even when you are away from your VoiceLine phone.</p>	
<p>Call Blocking VoiceLine Call Blocking gives you control over your incoming calls. You can decide who can call you or who cannot call you.</p>	
<p>Click2Call The Click2Call feature allows you to initiate a call directly from the account center.</p>	

These are the VoiceLine features that you can manage online. There are additional features that are included with your service.

- Click the **Click2Call** link.
*The **Click2Call** page is displayed.*

My Account Center > Manage Service Features > Click2Call Logout

Click2Call

Account: 280475879349 Manage Features for: Line 1 - Phone Number: 17325553429 [View all phone numbers](#)


Changing the settings for a phone line affects all of the phone numbers associated with that line.


What is this feature?
The Click2Call feature allows you to initiate a call directly from the account center.


On the Call History, Speed Dial, and VoiceMail pages, a Click2Call icon will appear beside each phone number. Clicking the icon places a call to that number immediately or up to 30 minutes later. (You can choose when the call will be made.)

When you use Click2Call, your phone will ring and the call will be placed as soon as you pick up the handset.

Place a phone call using Click2Call

To use Click2Call with Speed Dial:
Click the  icon in your list.

To use Click2Call with your Call History:
Click the  icon in your Call History.

To use Click2Call to reply to a VoiceMail message:
Click the  icon on the Check VoiceMail page.

- From the Click2Call page locate and click on the **Place a phone call using Click2Call** link.
*The **Call History** page is displayed.*

My Account Center > Call History


ALEX BRYDEN
Account Number: 314487624669
 Select Phone Line(s) to display:
 Line 1 - Phone Number: 19732414187

View all phone numbers

Plan Name: **US/CA 500**
 Period: **4/30/2007 to 5/31/2007**
 Calling Plan Usage: Local & National(500) -- 500 minutes remaining
 Reserve Funds: **US\$63.94** remaining

CALL HISTORY
 From: **13-May-2007** To: **15-May-2007**

ENTER NEW TIME PERIOD
 Please enter a time range of **31 days** or less.
 Starts on: 05/13/07
 Ends on: 05/15/07

#	Call Type	Date/Time	Phone Number	Location	Call Duration	Minutes Deducted	Amount Charged
1	In	15 May 10:54 AM	 (973) 438-4090	Voicemail	1:00	0	US\$0.00

Total charges for 13-May-2007 to 15-May-2007 **US\$0.00**

Call Duration is displayed in minutes/seconds and is rounded up where appropriate.
 Click phone number link for reverse lookup; click amount charged for rate and surcharge information.
 Click column headers to re-sort calls.

- Click the telephone icon next to the desired phone number as illustrated in the picture above.
The Click2Call window is displayed.

Click2Call

Enter a **Phone Number** as you would dial it on your VoiceLine phone:

19734384090

Call: Now

Click2Call Cancel

- When the window opens the phone number is pre-populated. From the **Call** pull-down menu, select the time to place the call.
The options are Now, 5 minutes from now, 10 minutes from now, 20 minutes from now, or 30 minutes from now.
- Click the **Click2Call** button to place the call.

Depending on the time delay you have chosen, your VoiceLine-enabled phone will ring to indicate that the call is being placed. Pick up the receiver and listen to complete the call.

Placing Click2Call Calls from Other Account Center Locations

The Click2Call telephone icons are also located on the **Speed Dial** page, **VoiceMail** page, and **Call History** page. Click2Call phone calls can be made from any of these locations by accessing that page and following steps 4-6 above.

Do Not Disturb

The Do Not Disturb feature allows you to block all incoming calls and play a preset announcement to callers. You can define a special pass code, which is a 4-digit number that callers can use to bypass the Do Not Disturb announcement and complete the call. You can distribute the code to only those callers whose calls you would like to receive while Do Not Disturb is enabled.

When you enable the Do Not Disturb feature, callers will hear the announcement, "The party you have reached at <your VoiceLine number> is not available. Please hold to leave a VoiceMail message." Callers will then be forwarded to VoiceMail.



NOTE: When the Do Not Disturb feature is enabled, calls will be forwarded to VoiceMail even if you have disabled the Call Forwarding feature.

You can access this setting from your VoiceLine-enabled phone, any touch-tone phone (via the Remote Account Center), or from the My Account Center Web site.

Enabling/Disabling from the VoiceLine-enabled Phone

ENABLING THE DO NOT DISTURB FEATURE

To enable the Do Not Disturb feature:

1. Using the VoiceLine-enabled phone, place a call to ***98**.
You will hear the connection announcement, "Press 1 to enable Do Not Disturb. Press 2 to disable Do Not Disturb. Press 3 for Do Not Disturb options."
2. Press **1** to enable the Do Not Disturb feature.
You will hear the message, "Do not disturb has been enabled. Press 9 to return to the previous menu."
3. Hang up the VoiceLine-enabled phone.
All calls will now be blocked and your preset announcement will be played to all incoming callers.

DISABLING THE DO NOT DISTURB FEATURE

To disable the Do Not Disturb feature:

1. Using the VoiceLine-enabled phone, place a call to ***98**.
You will hear the connection announcement, "Press 1 to enable Do Not Disturb. Press 2 to disable Do Not Disturb. Press 3 for Do Not Disturb options."
2. Press **2** to disable the Do Not Disturb feature.
You will hear the message, "Do Not Disturb has been disabled. Thank you."
3. Hang up the VoiceLine-enabled phone.
All calls are unblocked and will now connect normally to your phone.

Enabling/Disabling from the Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To activate/deactivate the Do Not Disturb feature:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Dial ***98**.
You will hear the connection announcement, "Press 1 to enable Do Not Disturb. Press 2 to disable Do Not Disturb. Press 3 for Do Not Disturb options."
4. Dial the appropriate number to enable or disable Do Not Disturb.

Enabling/Disabling from the My Account Center Web Site

To enable or disable the Do Not Disturb feature:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Do Not Disturb** link.
The Do Not Disturb page displays.

Do Not Disturb

Account: 9876543210 Manage Features for: Line 1 - Phone Number: 1973554444

[View all phone numbers](#)

Changing the settings for a phone line affects all of the phone numbers associated with that line.

What is this feature?
The Do Not Disturb feature blocks **all** incoming calls. Anyone who calls you will hear an announcement stating that you are unavailable. A timer feature allows you to enable Do Not Disturb for the time period that you set.
You can also set a 4-digit Special Pass Code that can be used by callers to bypass Do Not Disturb and reach you.

Your current settings: Do Not Disturb is OFF

Do Not Disturb:

Do Not Disturb Page

4. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set Do Not Disturb options. If it does not, click the drop-down menu and select the appropriate line.
5. The button that displays depends on whether or not Do Not Disturb is enabled.
 - If this feature is currently enabled (incoming calls are blocked), the **Turn Off** button displays. If you would like to disable it, click the **Turn Off** button.
 - If this feature is currently disabled (incoming calls are allowed), the **Turn On** button displays. If you would like to enable it, click the **Turn On** button.

The page refreshes and displays the new setting in the Your current settings field.

Do Not Disturb

TEST ACCOUNT
Account: 213672358478

Manage Features for: Line 1 - Phone Number: 13158494673 [View all phone numbers](#)

Changing the settings for a phone line affects all of the phone numbers associated with that line.

What is this feature?
The Do Not Disturb feature blocks **all** incoming calls. Anyone who calls you will hear an announcement stating that you are unavailable. You can choose how long the Do Not Disturb feature will be on by using the Timer feature. (Do Not Disturb will be enabled until the next occurrence of the time you select.)
In addition, you can set a 4-digit Special Pass Code that can be used by callers to bypass Do Not Disturb and reach you. [More info](#)

Your current settings: Do Not Disturb is ON
Calls will be forwarded to VoiceMail
Special Pass Code is OFF
Timer is OFF

Do Not Disturb:

VoiceMail:

Special Pass Code:
Enter your Special Pass Code:

Timer:
Do not Disturb will be enabled until: 5 : 10 PM

Do Not Disturb Page – Feature Enabled

Enabling/Disabling Do Not Disturb to VoiceMail

To enable or disable the Do Not Disturb Voicemail feature:

1. With Do Not Disturb turned on, click the Voicemail **Turn On** button.
If the Voicemail button reads "Turn Off," the feature is already active.

Do Not Disturb

TEST ACCOUNT
Account: 213672358478

Manage Features for: Line 1 - Phone Number: 13158494673 [View all phone numbers](#)

Changing the settings for a phone line affects all of the phone numbers associated with that line.

What is this feature?
The Do Not Disturb feature blocks **all** incoming calls. Anyone who calls you will hear an announcement stating that you are unavailable. You can choose how long the Do Not Disturb feature will be on by using the Timer feature. (Do Not Disturb will be enabled until the next occurrence of the time you select.)
In addition, you can set a 4-digit Special Pass Code that can be used by callers to bypass Do Not Disturb and reach you. [More info](#)

Your current settings: Do Not Disturb is ON
Calls will not be forwarded to VoiceMail
Special Pass Code is OFF
Do Not Disturb will be enabled until 5:10 PM

Do Not Disturb:

VoiceMail:

Special Pass Code:
Enter your Special Pass Code:

Timer:
Do not Disturb will be enabled until: 5 : 10 PM

Do Not Disturb – Turn Voicemail On

2. To disable the feature, click the Voicemail **Turn Off** button.
When the Voicemail feature is off, the caller will hear the default Do Not Disturb message.

Enabling/Disabling from the VoiceMail Timer Feature

To enable or disable the Do Not Disturb Timer feature:

1. To set a time limit for the Do Not Disturb feature, click the Timer **Turn On** button, and enter the **Do not Disturb will be enabled until** time. *The Save Timer Settings button displays.*

Do Not Disturb

TEST ACCOUNT
Account: 213672358478

Manage Features for: Line 1 - Phone Number: 13158494673 [View all phone numbers](#)

Changing the settings for a phone line affects all of the phone numbers associated with that line.

What is this feature?
The Do Not Disturb feature blocks **all** incoming calls. Anyone who calls you will hear an announcement stating that you are unavailable. You can choose how long the Do Not Disturb feature will be on by using the Timer feature. (Do Not Disturb will be enabled until the next occurrence of the time you select.)

In addition, you can set a 4-digit Special Pass Code that can be used by callers to bypass Do Not Disturb and reach you. [More info](#)

Your current settings: Do Not Disturb is ON
Calls will be forwarded to VoiceMail
Special Pass Code is OFF
Do Not Disturb will be enabled until 5:10 PM

Do Not Disturb:

VoiceMail:

Special Pass Code:
Enter your Special Pass Code:

Timer:
Do not Disturb will be enabled until: 5 : 10 PM

Do Not Disturb – Timer Enabled

2. Click the **Save Timer Settings** button to set the timer.
3. To disable the Timer feature, click the Timer **Turn Off** button.

Using the Special Pass Code

The special pass code allows certain callers to enter a 4-digit number to bypass the Do Not Disturb announcement. You can distribute the code to only those callers whose calls you would like to receive while Do Not Disturb is enabled.

When a caller hears the Do Not Disturb announcement, he can enter the 4-digit code you defined to bypass the Do Not Disturb announcement. Although there is no specific prompt for users to enter the special pass code, the user can enter the special pass code at any time during the announcement. The call is then placed as usual. If you choose to not set the special pass code, callers will be directed to your VoiceMail at the end of the announcement.

FROM THE VOICELINE-ENABLED PHONE OR REMOTE ACCOUNT CENTER

DEFINING THE SPECIAL PASS CODE

To define the special pass code:

1. If using the VoiceLine-enabled phone, place a call to ***98**, or if using the Remote Account Center, press **3** from the Main Menu, and then dial ***98**
You will hear the connection announcement, "Press 1 to enable Do Not Disturb. Press 2 to disable Do Not Disturb. Press 3 for Do Not Disturb options."
2. Press **3** for Do Not Disturb options.
3. Press **1** to set the special pass code.
You will hear the announcement, "Please enter a 4-digit special pass code."
4. Choose a 4-digit code you would like to give callers to bypass the Do Not Disturb feature. Enter the code using your VoiceLine-enabled phone keypad.
You will hear the announcement, "Your special pass code has been set to "xxxx." Thank you."

ENABLING THE SPECIAL PASS CODE

To enable the special pass code:

1. If using the VoiceLine-enabled phone, place a call to ***98**, or if using the Remote Account Center, press **3** from the Main Menu, and then dial ***98**.
You will hear the announcement, "The special pass code used by callers to bypass Do Not Disturb is "xxxx." Press 1 to change this code. Press 2 to enable it."
2. Press **2** to enable the special pass code.
You will hear the message, "Special pass code has been enabled. Thank you."

DISABLING THE SPECIAL PASS CODE

To disable the special pass code:

1. If using the VoiceLine-enabled phone, place a call to ***98**, or if using the Remote Account Center, press **3** from the Main Menu, and then dial ***98**.
You will hear the announcement, "Press 1 to enable Do Not Disturb. Press 2 to disable Do Not Disturb. Press 3 for Do Not Disturb options."
2. Press **3** for Do Not Disturb options.
3. Press **1** for Special Code options.
You will hear the message, "The special pass code used by callers to bypass Do Not Disturb is "xxxx." Press 1 to change this code. Press 2 to disable special pass code."
4. Press **2** to disable the special pass code.
You will hear the message, "Special pass code has been disabled. Callers will no longer be able to bypass Do Not Disturb using a special pass code. Thank you."

CHANGING THE SPECIAL PASS CODE

To change the special pass code:

1. If using the VoiceLine-enabled phone, place a call to ***98**, or if using the Remote Account Center, press **3** from the Main Menu, and then dial ***98**.
You will hear the announcement, "Press 1 to enable Do Not Disturb. Press 2 to disable Do Not Disturb. Press 3 for Do Not Disturb options."
2. Press **3** for Do Not Disturb options.
You will hear the message, "Press 1 for special pass code. Press 9 to return to the previous menu."
3. Press **1** for Special Code options.
You will hear the message, "The special pass code used by callers to bypass Do Not Disturb is "xxxx." Press 1 to change this code. Press 2 to disable special pass code."
4. Press **1** to change the special pass code.
You will hear the message, "Please enter a 4-digit special pass code."
5. Choose a new 4-digit code you would like to give callers to bypass the Do Not Disturb feature. Enter the code using your VoiceLine-enabled phone keypad.
You will hear the message, "Your special code has been set to "xxxx." Thank you."

FROM THE MY ACCOUNT CENTER WEB SITE

ENABLING AND DEFINING THE SPECIAL PASS CODE

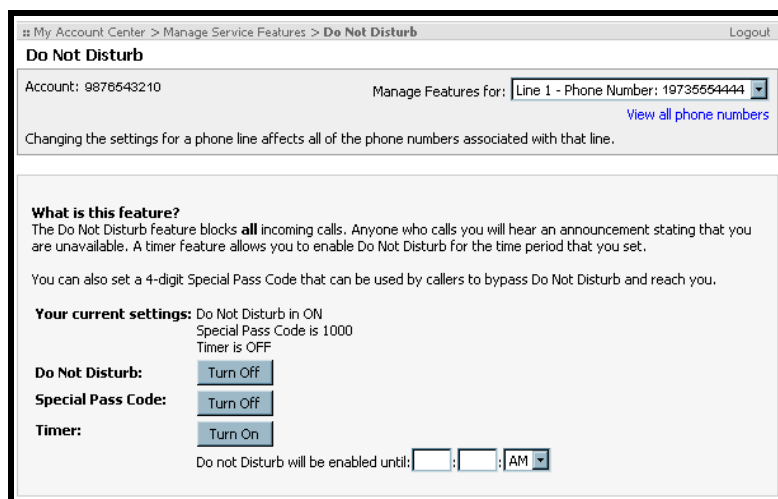
To enable and define the special pass code:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.

2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Do Not Disturb** link.
The Do Not Disturb page displays.
4. The button that displays depends on whether or not the special pass code is enabled.
 - If this feature is currently enabled (callers may enter the code to override the Do Not Disturb feature), the **Turn Off** button displays. If you would like to disable it, click the **Turn Off** button.
 - If this feature is currently disabled (there is no code set for callers to override the Do Not Disturb feature), the **Turn On** button displays. If you would like to enable it, click the **Turn On** button.

The page refreshes and displays, "Do Not Disturb is ON" in the Your current settings field.

5. In the **Enter your Special Pass Code** field, enter a 4-digit code, consisting of numbers only. You can give this code to certain callers to allow their calls to reach you even when you have Do Not Disturb enabled.
6. Click the **Turn On** button next to the **Special Pass Code** label.
The page refreshes and displays the special pass code in the Your current settings field.



Do Not Disturb Page – Feature Enabled and Code Assigned

DISABLING THE SPECIAL PASS CODE

To disable the special pass code:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Do Not Disturb** link.
The Do Not Disturb page displays.
4. Click the **Turn Off** button next to the **Special Pass Code** label.
The page refreshes and displays "Special Pass Code is not set" in the Your current settings field.



NOTE: When you disable the special pass code, the previously set code is not saved. You must re-define the code each time you enable this feature.

Fax

The fax feature allows you to send and receive faxes using your VoiceLine-enabled device. Simply connect a fax machine to any port on your device.

Bandwidth Requirements

Faxing requires 70k bandwidth for sending and up to 90k bandwidth for receiving.

When fax and voice are used simultaneously on both the ports of the InnoMedia MTA device, the bandwidth requirement increases to between 100k and 170k.



IMPORTANT: Fax is only available through the InnoMedia MTA 3328-2R telephone adapter with built-in router. The InnoMedia MTA 3328-2 telephone adapter without router and the XJ100 Wireless Handset do not support fax.



TIP: If you send and receive faxes frequently, we suggest you add a calling plan to the second line (if you haven't already done so). You can connect a fax machine permanently to the 2nd line so that you can talk on the phone simultaneously when you are sending and/or receiving faxes.

Language Selection

The languages in which your telephone prompts are announced is initially defined when the account is set up. If you would like to change the language in which prompts are played for inbound or outbound callers, you can do so from your phone or from the Web.

You can access this setting from your VoiceLine-enabled phone, any touch-tone phone (via the Remote Account Center), or from the Account Center Web site.

Selecting the Prompt Language from the VoiceLine-enabled Phone

To change the language in which announcements are played for inbound and/or outbound callers via the VoiceLine-enabled phone:

1. Using the VoiceLine-enabled phone, place a call to ***94**.
You will hear the announcement, "Press 1 to select a language for prompts heard by inbound callers. Press 2 to select a language for prompts you hear when making outbound calls. Press 3 to hear an example of your inbound language. Otherwise, hang up to end this call."
2. Press **1** to select the language heard by inbound callers. Press **2** to select the language heard when making outbound calls.
You will hear the announcement, "Choose from the following languages for <inbound/outbound> calls." A list of available languages is played. The prompt for each language is spoken in that language.
3. Press the number that corresponds with the desired language.
You will hear the announcement, "You have successfully changed the language used for <inbound/outbound> calls. Thank you."

To hear an example of the language played for inbound callers:

1. Using the VoiceLine-enabled phone, place a call to ***94**.
You will hear the announcement, "Press 1 to select a language for prompts heard by inbound callers. Press 2 to select a language for prompts you hear when making outbound calls. Press 3 to hear an example of your inbound language. Otherwise, hang up to end this call."
2. Press **3** to listen to an example of the selected inbound language.
You will hear the announcement, "You will now hear a prompt played in your current inbound language." The prompt plays in the inbound language. You are then returned to the main language selection menu.

Selecting the Prompt Language from the Remote Account Center

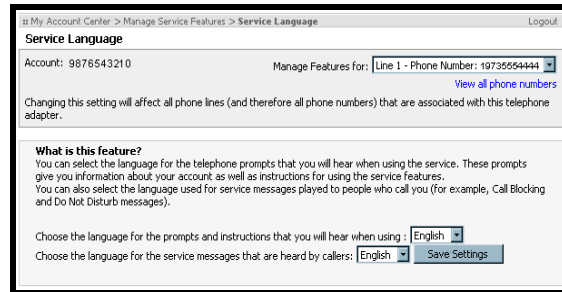
You can manage this feature from any touch-tone telephone using the Remote Account Center.

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Dial ***94**.
You will hear the announcement, "Press 1 to select a language for prompts heard by inbound callers. Press 2 to select a language for prompts you hear when making outbound calls. Press 3 to hear an example of your inbound language. Otherwise, hang up to end this call."
4. Press **1** to select the language heard by inbound callers. Press **2** to select the language heard when making outbound calls.
You will hear the announcement, "Choose from the following languages for <inbound/outbound> calls." A list of available languages is played. The prompt for each language is spoken in that language.
5. Press the number that corresponds with the desired language.
You will hear the announcement, "You have successfully changed the language used for <inbound/outbound> calls. Thank you."

Selecting the Prompt Language from the My Account Center Web Site

To change the language in which announcements are played for inbound and/or outbound callers via the My Account Center site:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Service Language** link.
The Service Language page displays.



Service Language Page

4. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set Caller ID options. If it does not, click the drop-down menu and select the appropriate line.
5. The current language is displayed in the drop-down menu. Click the drop-down menu and select another language.
6. Click the **Save Settings** button to save the change.
7. Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.

Reach Me

The Reach Me feature allows you to specify a list of up to five (5) phone numbers where you can be reached. Incoming calls to your VoiceLine phone number will be forwarded to each Reach Me phone number, either sequentially or simultaneously, until you answer the call.



IMPORTANT: When Reach Me is enabled, the following Call Forwarding settings will be ignored: Busy, No Answer and Network Interrupt. The only Call Forwarding that overrides Reach Me is: All Call Forwarded Unconditional. If that is enabled, Reach Me is ignored.

- **Call Reach Me Numbers All At Once**—Incoming calls will be routed to the account's primary phone number and all other phone numbers listed at the same time. If the line is busy or if there is no answer after a certain number of rings, the call will be routed to VoiceMail.
- **Call Reach Me Numbers In Order**—Incoming calls will be routed to the account's primary phone number. If the line is busy or if there is no answer after a certain number of rings, the call will then be routed to the next phone number on the list and so forth until the call is answered.



IMPORTANT: When entering Reach Me phone numbers, either via the phone or the Web, enter the phone number according to the Dial Plan associated with your account. For example, if you have an Italy Dial Plan, you must enter the phone number as a local number for Italy.

When Reach Me is enabled, it will be active for all calls to any phone number associated with the account.

You can access this setting from your VoiceLine-enabled phone or from the My Account Center Web site.

Feature Conflicts

To use **Reach Me**, you must first turn off the **Call Forwarding - All Calls** feature. To review your **Call Forwarding** settings, [click here](#).



IMPORTANT: While Reach Me is on, the settings for Call Forwarding on No Answer and Busy Signal, and Service Interruption Forwarding will not be applied.

Enabling/Disabling Reach Me from the VoiceLine-Connected Phone

To enable/disable the Reach Me feature via the VoiceLine-enabled phone:

1. Using the VoiceLine-enabled phone, place a call to *00.
You will hear the message, "Press 1 for outbound calling. Press 2 for call waiting. Press 3 for Reach Me."
2. Press **3** to access the Reach Me menu.
You will hear the message, "Press 1 to enable Reach Me. Press 2 to disable Reach Me. Press 3 to manage the Reach Me list. Press 4 for Reach Me options. Press 9 to return to the previous menu."
3. Press the number that corresponds with the option you would like to select:
 - To enable the Reach Me feature, press **1**.
The Reach Me feature is now enabled using the settings you have defined (if any). To define the settings now, press 9 after the enable confirmation message to return to the main menu and refer to the next section for configuration options.
 - To disable the Reach Me feature, press **2**.
The Reach Me feature is now disabled.

CONFIGURING THE REACH ME OPTIONS

The following table outlines the configuration options in the Reach Me menu of the Remote Account Center.

REACH ME CONFIGURATION OPTIONS		
From the Reach Me Menu	Sub-Menu Options	Feature
Option 3: Manage the Reach Me List	<ul style="list-style-type: none"> • Press 1 to change the Reach Me list. 	Allows you to edit the phone numbers in your Reach Me list. NOTE: Phone numbers must be entered according to the Dial Plan assigned to the account.
	<ul style="list-style-type: none"> • Press 2 to clear the Reach Me list. 	Erases the phone numbers in your Reach Me list.
	<ul style="list-style-type: none"> • Press 3 to include or exclude your device phone number. 	Allows you to direct Reach Me calls to your device's phone number.
	<ul style="list-style-type: none"> • Press 4 to browse the Reach Me list. 	Allows you to review the list of Reach Me phone numbers you have defined.

REACH ME CONFIGURATION OPTIONS		
From the Reach Me Menu	Sub-Menu Options	Feature
Option 4: Reach Me Options	<ul style="list-style-type: none"> Press 1 for call sequence. 	Allows you to choose whether incoming calls should be routed to the Reach Me phone numbers in sequence or all at once.
	<ul style="list-style-type: none"> Press 2 for the number of rings. 	Allows you to designate the number of rings before an incoming call is routed to the next phone number in the sequence.
	<ul style="list-style-type: none"> Press 3 for call acceptance. 	Allows you to enable or disable positive call acceptance. When enabled and a call is received, this feature prompts you to accept the call, decline the call, or send the call to VoiceMail.
	<ul style="list-style-type: none"> Press 4 for caller interrupt. 	Allows you to give the caller the option of interrupting the Reach Me message and going directly to VoiceMail.
	<ul style="list-style-type: none"> Press 5 to browse Reach Me options. 	Announces all current Reach Me settings, including the call sequence, number of rings, positive call acceptance, and caller interrupt settings.

Enabling/Disabling Reach Me from the Remote Account Center

To enable/disable the Reach Me feature via the Remote Account Center:

- Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
- From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
- Dial *00.
You will hear the message, "Press 1 for outbound calling. Press 2 for call waiting. Press 3 for Reach Me."
- Press **3** to access the Reach Me menu.
You will hear the message, "Press 1 to enable Reach Me. Press 2 to disable Reach Me. Press 3 to manage the Reach Me list. Press 4 for Reach Me options. Press 9 to return to the previous menu."
- Press the number that corresponds with the option you would like to select:
 - To enable the Reach Me feature, press **1**.
The Reach Me feature is now enabled using the settings you have defined (if any). To define the settings now, press 9 after the enable confirmation message to return to the main menu and refer to the next section for configuration options.

- To disable the Reach Me feature, press 2.
The Reach Me feature is now disabled.

Enabling/Disabling Reach Me from the My Account Center Web Site

To enable/disable the Reach Me feature from the My Account Center Web site:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Reach Me** link.
The Reach Me page displays.

My Account Center > Manage Service Features > Reach Me Logout

Reach Me

Account: 987654321098 Manage Features for: Line 1 - Phone Number: 1973554444 [View all phone numbers](#)

Changing this setting will affect all phone lines (and therefore all phone numbers) that are associated with this telephone adapter.

What is this feature?
Expecting an important call, but not sure where you will be to receive it? With Reach Me, you can direct incoming calls to as many as 5 different phone numbers. Calls can be directed to Reach Me numbers all at once or in sequence. You may also set the number of rings before a call is transferred to the next Reach Me phone number.

There are two Call Acceptance options for the Reach Me feature: Automatic Call Acceptance connects a call to the first Reach Me phone that answers; Positive Call Acceptance plays a prompt that gives you the option to accept, decline, or send the call to VoiceMail.

Your current settings: Reach Me is OFF
 Call Reach Me numbers all at once
 Call Reach Me numbers in order

Your Reach Me numbers:
Enter phone numbers as you would dial them from your phone. Include area codes and international country and city codes if necessary. If you would like calls to ring on your phone before trying your Reach Me numbers, check the box below.

Send calls to your phone before calling Reach Me numbers

Number of rings before calling the next Reach Me number:

Position	Description	Phone Number	Disable	Delete
<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="2"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="3"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="4"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="5"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

To change the order in which Reach Me numbers are called, use the Position menu, then click the Save Settings button.

To temporarily remove a phone number from your Reach Me list, check the Disable box next to the number, then click the Save Settings button.

Call Acceptance settings:

Automatic Call Acceptance (call automatically connected to the first Reach Me phone that answers)
 Positive Call Acceptance (option to accept, decline, or send call to VoiceMail)
 Ask caller to record name to be played in the Call Acceptance prompt

Provide option for caller to go directly to VoiceMail

Reach Me Page

4. In the **Your current settings** section, select the **Call Reach Me numbers all at once** or **Call Reach Me numbers in order** radio button.
5. If you would like all calls sent to your VoiceLine phone number first, click the **Send calls to your phone...** checkbox.
6. Click the **Number of rings** drop-down menu, and select the number of rings before the next phone number is called (for the Call Reach Me numbers in order option).
7. In the table, select the following values:
 - **Position**—Select the number corresponding with the order in which this number should be contacted.
 - **Description**—Enter a label to identify the phone number (e.g., home, work, cell, etc.).
 - **Phone Number**—Enter the phone number to which calls should be forwarded. Enter it exactly as you would when dialing from the VoiceLine-enabled phone (i.e., as a local number using your specific dial plan).
8. Select the desired call acceptance setting:
 - **Automatic Call Acceptance**—The call is automatically connected to the first Reach Me phone number that answers.
 - **Positive Call Acceptance**—You will be prompted to accept, decline, or send the call to VoiceMail. If you choose the Positive Call Acceptance option, you can also choose to allow the caller to record his or her name to be played in the prompt.

You can also have the caller prompted to record his or her name so you can hear it in the call acceptance prompt. Click the **Ask caller to record name...** checkbox to enable this feature.
9. Click the **Provide option...** checkbox to allow the caller the option of going directly to VoiceMail.
10. Once you have entered all the information, click the **Save Settings** button.

Redial

The Redial feature allows you to call the last phone number you dialed without having to re-enter the number. This feature will dial the phone number of your most recent outgoing call, regardless of how the call ended. It will work if the call was answered or unanswered.

If the called party's line is busy, the Redial feature will attempt to dial the phone number every two (2) minutes for up to 30 minutes. When the phone number you are trying to reach is no longer busy, your phone will ring to alert you. In the meantime, you can continue to make outgoing phone calls.



NOTE: If you use the Redial feature to call someone who does not use the VoiceLine service, it may not be possible to determine that the line is busy. If this happens and the called party does not answer, the Redial feature will continue to make attempts to dial the phone number.

For example, when you dial a number and hear a busy signal, you can use the Redial feature to attempt to connect to that number, as long as it was the last number that you dialed. When you activate the Redial feature, VoiceLine will attempt to connect to that phone number immediately. If the line is busy, a new attempt will be made every two minutes for up to 30 minutes. Your request ends when one of the following conditions is met:

- The called party answers the call.
- The called party's line rings, and you answer the notification call.
- 30 minutes expires (the clock starts at the first attempt).
- You deactivate the feature.

When one of the above conditions is met, no further attempts are made.

You can activate the Redial feature for up to ten (10) phone numbers. For example, if you have activated the feature for the last outbound call and, in the meantime, you place another outbound call that was also busy or unanswered, you can activate it for that phone number, as well. If you no longer want those calls to be connected, you can cancel the feature.

You can access this setting from your VoiceLine-enabled phone, or any touch-tone phone (via the Remote Account Center).



NOTE: Redial cannot be activated for the following numbers:

- ▶ Numbers outside your regional calling area
- ▶ 411
- ▶ 611
- ▶ 911
- ▶ 900 numbers
- ▶ Toll-free numbers
- ▶ Operator-assisted numbers

Redial Dial Codes Summary

The following table displays the summary of dial codes for the Redial feature:

REDIAL DIAL CODES	
Action	Dial Code
Dial the phone number of the most recent outbound call.	*66
Deactivate the automatic Redial feature (once you have activated it for at least one phone number).	*86

Activating Redial

To redial the last number you called:

1. Using the VoiceLine-enabled phone, place a call to ***66**.
You will hear the connection announcement, "Press 1 to redial. Otherwise, hang up."
2. Press **1** to activate the Redial feature.
You will hear the message, "Please hang up, and I will redial your party for 30 minutes and call you back. Thank you."

The VoiceLine service attempts to contact that phone number. If the line rings, you will hear a notification ring on your phone.

If the called party's line is busy, VoiceLine will attempt to contact that phone number every two minutes until the phone number rings or until 30 minutes elapses. When the called party's line rings, you will hear a notification ring on your phone.



NOTE: On certain VoiceLine-enabled phones, the Redial notification ring may be the same as your standard ring tone.

3. If your phone rings in a distinctive tone, it means the Redial phone number is ringing or the called party has answered. Answer the VoiceLine-enabled phone. *The called party may already be on the line when you answer the notification ring, so if you hear dead air, speak to alert the called party of your presence.*



NOTE: If the called party answers but your line is busy or you are unable to answer the notification call, the Redial is considered complete, and no more attempts will be made to reach the phone number.

Canceling Redial

To cancel the Redial feature:

1. Using the VoiceLine-enabled phone, place a call to ***86**.
You will hear the message, "You have successfully deactivated your active redial requests."
2. Hang up the VoiceLine-enabled phone.
All active Redial requests are cancelled.

Activating/Canceling Redial from the Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To activate/deactivate the Redial feature:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Dial the appropriate dial code (refer to the **Redial Dial Codes Summary** section on page 46) to activate or deactivate Redial.

Remote Account Center

The Remote Account Center allows you to manage your VoiceLine service details and features while you are away from your device using any touch-tone telephone. You can access the Remote Account Center by dialing your VoiceLine phone number or an access number (given to you by your reseller).

Accessing the Remote Account Center

VIA YOUR VOICELINE PHONE NUMBER

To access the Remote Account Center via your VoiceLine phone number:

1. Using any touch-tone phone, pick up the telephone handset and dial your VoiceLine phone number.
The phone will ring until VoiceMail picks up.

2. During the VoiceMail greeting, press the star (*) key.
You will hear the message, "Welcome to the Remote Center. Please enter your personal identification number."
3. Using the telephone keypad, enter your PIN number.
You will hear the prompt, "Main Menu. Press 1 for VoiceMail. For account information, press 2. To manage calling features, press 3. To speak to a customer service representative, press 0."

VIA AN ACCESS NUMBER

To access the Remote Account Center via an access number:

1. Using any touch-tone telephone, pick up the telephone handset and dial the access number given to you by your reseller.
You will hear the message, "Welcome to the Remote Center. Please enter your telephone number."
2. Using the telephone keypad, enter your VoiceLine phone number including the area code.
You will hear the prompt, "Please enter your PIN."
3. Using the telephone keypad, enter the PIN you were assigned to access the Remote Account Center.
You will hear the prompt, "Main Menu. Press 1 for VoiceMail. For account information, press 2. To manage calling features, press 3. To speak to a customer service representative, press 0."

Accessing VoiceMail

From the Remote Account Center, you can listen to your messages or change your mailbox options.

To access your VoiceMail account:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section above.
2. From the Main Menu, press **1** to access VoiceMail.
You will hear the message, "Welcome to the VoiceMail service. Press 1 to hear your messages. Press 2 to administer your mailbox. Press 9 to return to the Main Menu."
3. Follow the usual prompts to listen to your VoiceMail messages or administer your mailbox.

Accessing Account Balance

The Remote Account Center allows you to hear your account balance anytime from any touch-tone telephone.

To access your account balance:

1. Follow the steps to login to the Account Center in the **Accessing the Remote Account Center** section on the previous page.
2. From the Main Menu, press **2** to access your account information.
The system announces your account balance information.

Managing Calling Features

You can manage all of your calling features from any touch-tone telephone using the Remote Account Center.

To manage your calling features:

1. Follow the steps to login to the Account Center in the **Accessing the Remote Account Center** section on the previous page.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Access the desired calling feature by dialing that feature's dial code(s), as you normally would from the VoiceLine-enabled phone. For instructions on using each feature, refer to Chapter 4, **Using VoiceLine Calling Features**, on page 7 in this Guide.



TIP: You can press 9 to return to the Main Menu at any point.

Placing a Call

The Remote Account Center's Calling Card feature allows you to make outbound calls from any phone. All of the calls you make will be billed to your VoiceLine account. Before you can use this feature, however, you must enable it.

ENABLING CALLING CARD CALLING



NOTE: Calling Card calling can only be enabled from the VoiceLine-enabled phone.

To enable calling card calling:

1. Using the VoiceLine-enabled phone, place a call to ***00**.
You will hear the announcement, "Press 1 to allow outbound calling from the Account Center. Press 2 to block outbound calling from the Account Center."
2. Press **1** to enable outbound calling.
You will hear the announcement, "Outbound calling can now be made from the Account Center. Thank you."

PLACING A CALLING CARD CALL

You can make outbound calls from any phone using the Remote Account Center. All of the calls you make will be billed to your VoiceLine account.

To place a calling card call:

1. To log into the Account Center, follow the steps in the **Accessing the Remote Account Center** section on page 47 in this Guide.
2. From the Main Menu, press the number corresponding to the Outbound calling option to make a call.
You will hear the prompt, "Please enter the number you wish to dial."
3. Using the telephone keypad, enter the phone number you would like to call, and then press the **#** key.
4. When the call is completed, you will be returned to the Main Menu.



TIP: If you would like to place another call while connected to the Remote Account Center, remain on the line after the called party hangs up. Once you hear the Main Menu options, you can then choose to make another call.

Service Interruption Forwarding

If your VoiceLine device is not logged into or fails to respond to the VoiceLine server, all incoming calls will be forwarded according to the Service Interruption Forwarding settings.

You can activate Service Interruption Forwarding from the VoiceLine-enabled phone, any touch-tone phone via the Remote Account Center, or from the My Account Center site.

Feature Conflicts

Review the following scenario(s) to familiarize yourself with how **Service Interruption Forwarding** may conflict with other calling features.

When the **Reach Me** feature is active the **Service Interruption Forwarding** settings will not be applied.

To review your **Reach Me** settings, [click here](#).

Activating/Deactivating from the Phone

SERVICE INTERRUPTION FORWARDING DIAL CODES SUMMARY

The following table contains a summary of the dial codes for the Service Interruption Forwarding feature.

SERVICE INTERRUPTION FORWARDING DIAL CODES SUMMARY				
Feature	Activate	Activate & Set the Destination Phone Number	Activate to VoiceMail	Deactivate
Service Interruption Forwarding	*74	*74[phone number]	*74123	*75

ACTIVATING AND DEACTIVATING THE SERVICE INTERRUPTION FORWARDING FEATURE

To activate the **Service Interruption Forwarding** feature, use your VoiceLine-enabled phone to place a call to the appropriate activation code in the table above.

Activating/Deactivating from the Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To activate/deactivate the **Service Interruption Forwarding** feature:

1. Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Dial the appropriate dial code to activate or deactivate the Service Interruption Forwarding feature. Refer to the **Service Interruption Forwarding Dial Codes Summary** table above for details.

Activating/Deactivating from the My Account Center Web Site

ACTIVATING AND DEACTIVATING THE SERVICE INTERRUPTION FORWARDING FEATURE

To activate or deactivate the Service Interruption Forwarding feature:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button. *The Manage Service Features page displays.*
3. Click the **Service Interruption Forwarding** link. *The Service Interruption Forwarding page displays.*

Service Interruption Forwarding

4. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set Call Forwarding options. If it does not, click the drop-down menu and select the appropriate line.
5. Click the **Call Forwarding is** drop-down menu and select the status you would like.
 - To activate the feature, select **On** from the list.
 - To deactivate the feature, select **Off**, then proceed to step 8.
6. In the **Calls will be forwarded to** field, click the radio button for the destination to which you would like your calls forwarded: **VoiceMail** or a **Phone Number**.
7. If you selected **Phone Number**, you must indicate the destination phone number in the text box.
 - To forward calls to a phone number **within the U.S.**, please include a "1" in addition to the area code and phone number. **For example**, to forward calls to (201) 555-1234, you would enter **12015551234**.
 - To forward calls to a phone number **outside the U.S.**, please include 011, the country code, and the city code. You do not need to include "+" before the phone number.

For example, to forward calls to 33 (1) 49 52 52 70, you would enter 01133149525270.



IMPORTANT: Calls cannot be forwarded to 911, 611, or any other n11 number.

8. Click the **Save Settings** button at the bottom of the page to save the changes.
9. Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.



NOTE: When the All Calls Call Forwarding feature is active, it takes precedence over the Service Interruption Forwarding feature. All calls will be automatically forwarded according to the All Calls Call Forwarding settings until it is deactivated.



NOTE: If a destination phone number was set for the Service Interruption Forwarding feature, it will be saved when you deactivate the feature. If you re-activate the feature later, the same destination number will apply, unless you set a new one.

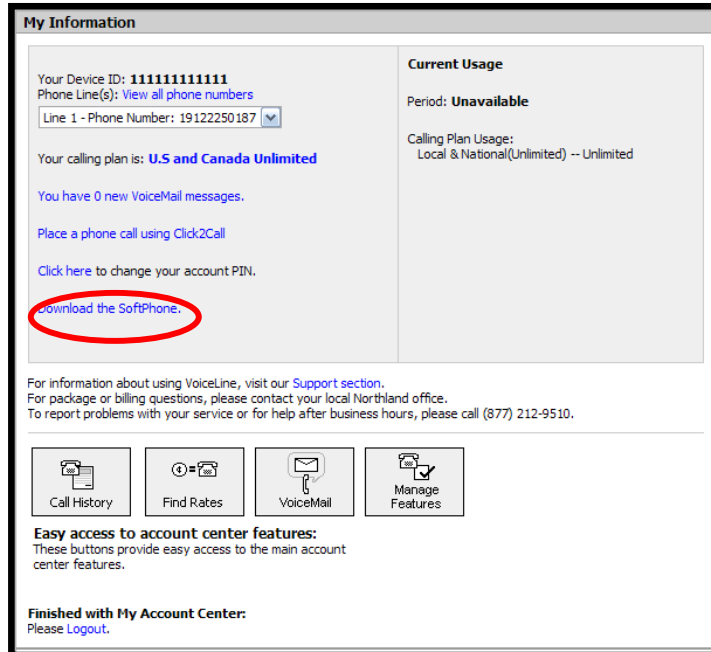
SoftPhone Dialer

Eligible VoiceLine customers are now able to download the new SoftPhone dialer from the online account center as part of their new service. Along with the SoftPhone dialer you will receive a 16 alphanumeric SoftPhone Key via email. The SoftPhone Key along with the account number must be entered into SoftPhone to begin making and receiving calls from your PC.

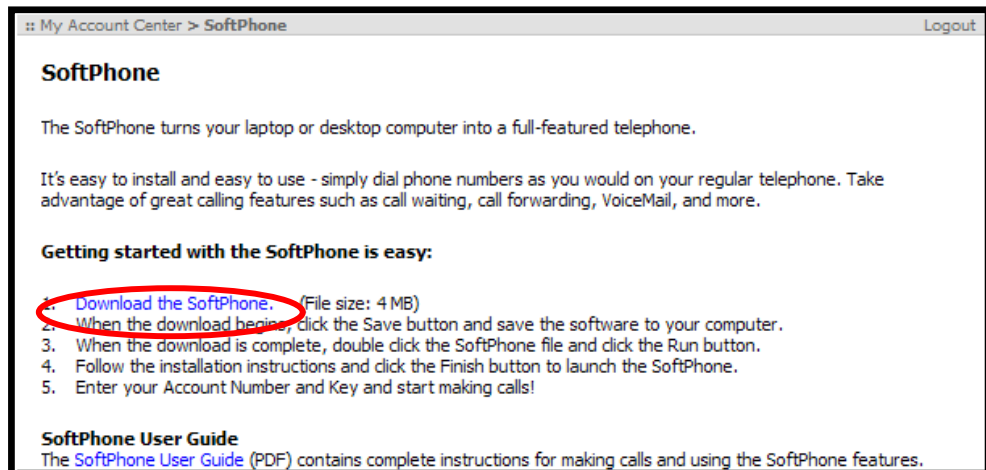
Downloading VoiceLine SoftPhone

To Download the SoftPhone Dialer:

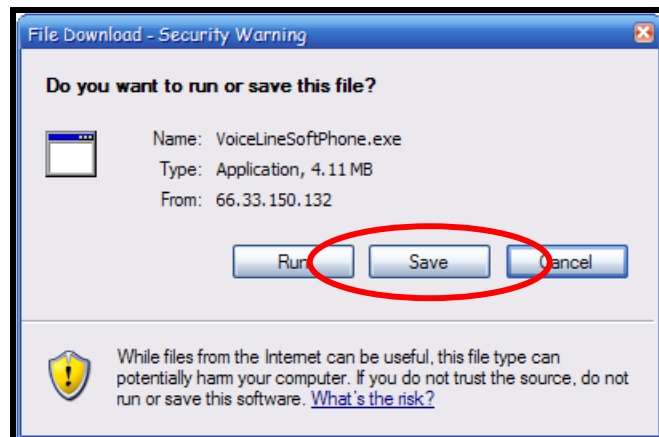
1. Login to the online account center and click the **Download the SoftPhone** link on the My Account page.



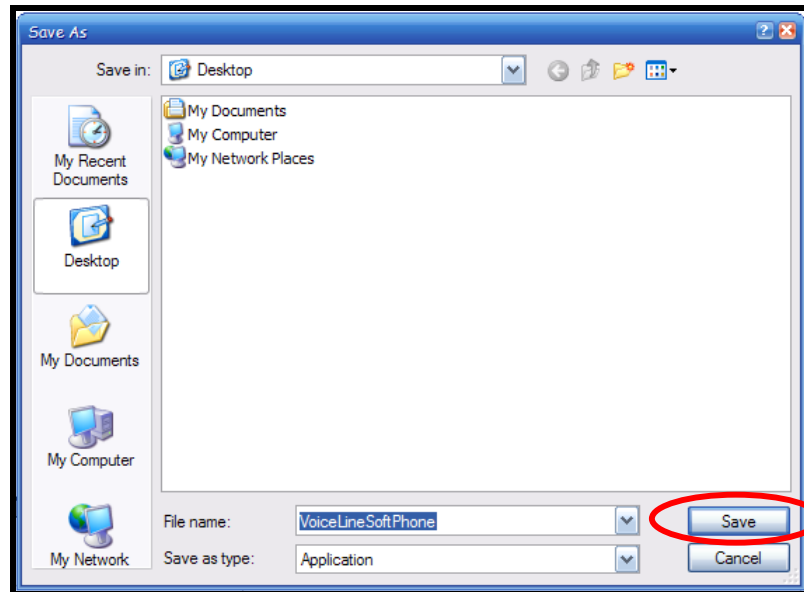
The SoftPhone page is displayed.



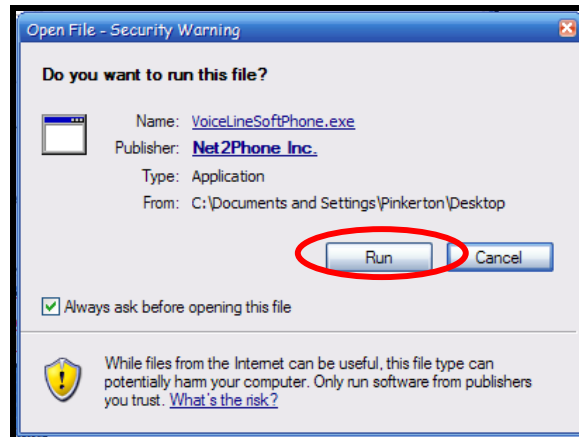
- Click the **Download the SoftPhone** link.
 The file download begins.



3. Click the **Save** button.
Save the application file to the location of your choice.



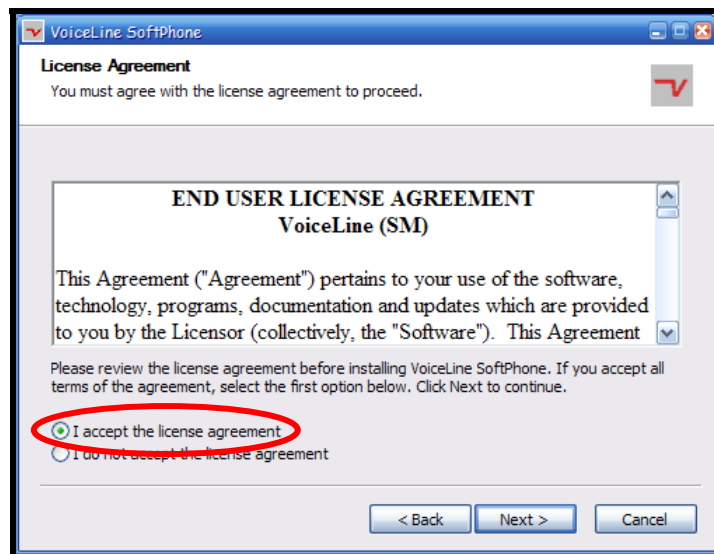
4. Locate the SoftPhone application icon and double-click to begin the installation process.



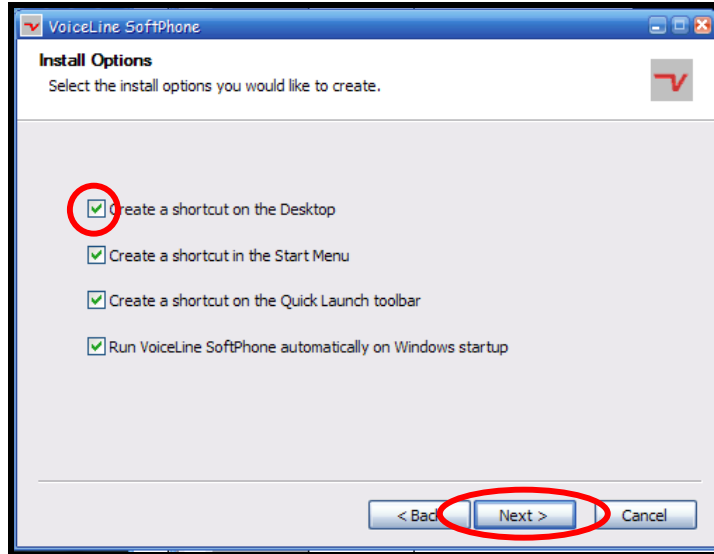
5. Click the **Run** button.
The Welcome to VoiceLine SoftPhone installation window displays.



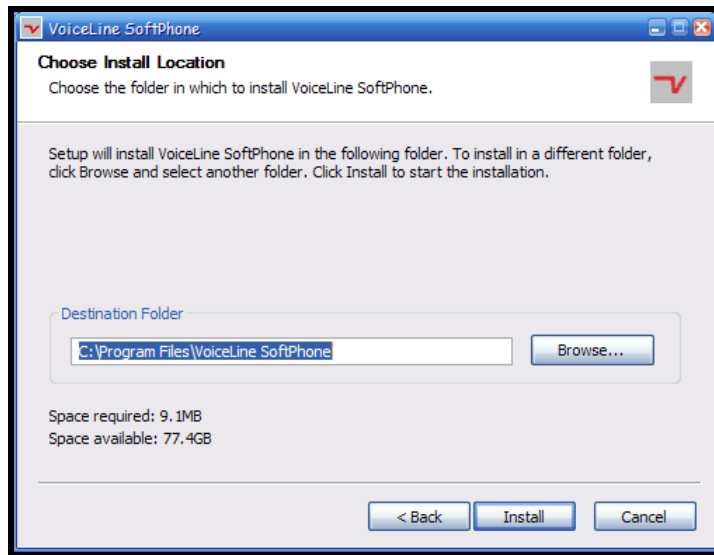
6. Click the **Next** button to continue.
The License Agreement window is displayed.



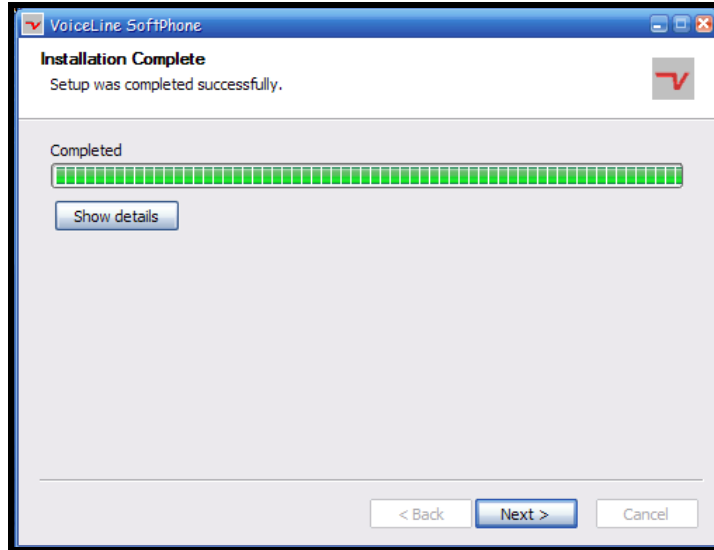
7. Select the radio button for **I accept the license agreement**, and click the **Next** button to continue.
The Install Options window is displayed.



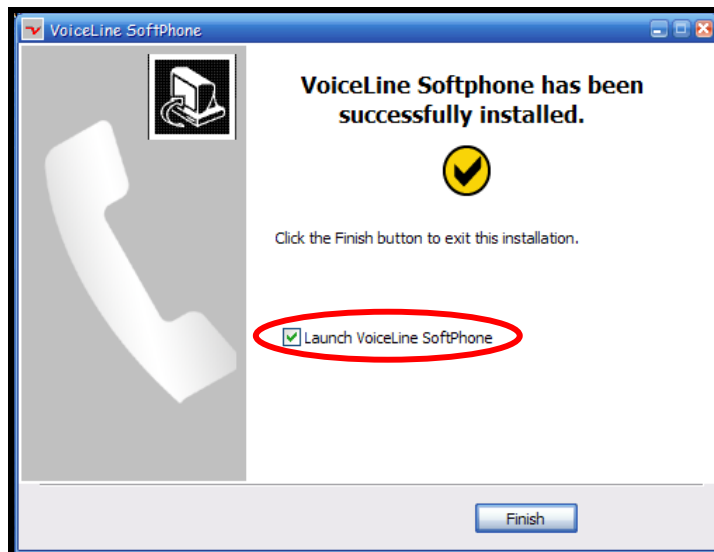
8. Check the boxes for the desired options and click the **Next** button to continue.
The Choose Install Location window is displayed.



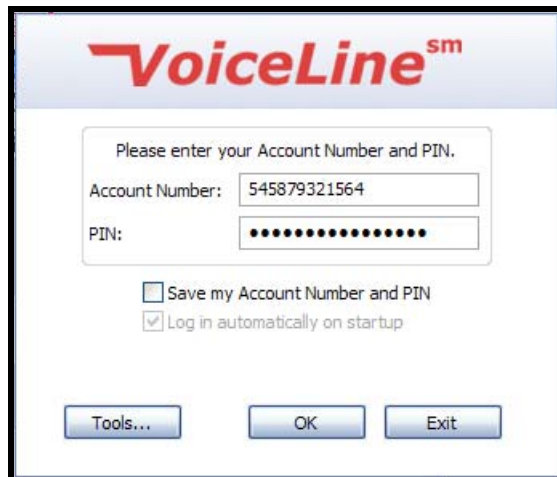
9. After choosing an installation location, click the **Install** button.
 The installation process runs, and indicates when it is complete.



10. Click the **Next** button to continue.
VoiceLine SoftPhone has now been successfully installed.



11. To launch the SoftPhone dialer, check the **Launch VoiceLine Softphone** checkbox, and click the **Finish** button.



12. To login into the SoftPhone dialer, enter your **Account Number** and 16 alphanumeric **PIN**, and click the **OK** button.

Speed Dial

The Speed Dial feature allows you to define a list of up to 99 telephone numbers with assigned speed dial codes. Instead of dialing the entire phone number, all you need to do is dial the star key twice (**), followed by the assigned code.

In this section, you will learn how to:

- Define Speed Dial codes from the VoiceLine-enabled phone (via the menu and the keypad) and from the My Account Center Web site.
- Set the phone number playback feature.
- Edit or delete Speed Dial entries from both the VoiceLine-enabled phone and from the My Account Center Web site.
- Make a call using Speed Dial.
- Browse through your list of Speed Dial codes.

Assigning Speed Dial Codes from the Phone

You can assign phone numbers to Speed Dial codes via the service's interactive voice response (IVR) interface, or for a quicker method, you can use the phone's keypad. The online account center will validate the Speed Dial phone numbers against the dial plan to ensure that they are handled properly and the call will be successful.

VIA THE MENU

To define Speed Dial numbers via the menu:

1. Using the VoiceLine-enabled phone, place a call to ***97**.
You will hear the message, "Press 1 to enter a Speed Dial code. Press 2 to browse all Speed Dial codes."
2. Press **1** to define the speed dial code.
You will hear the message, "Please enter a number from 1 to 99."
3. Enter the Speed Dial code you would like to set.
You will hear the message, "Speed Dial code <code> is not set. Press 1 to enter a phone number. Press 9 to return to the previous menu."

4. Press **1** to enter the phone number.
You will hear the message, "Please enter a telephone number for Speed Dial code <code>."
5. Enter the telephone number you would like to have associated with the given Speed Dial code.
You will hear the message, "Speed Dial code <code> has been set to <telephone number>. Thank you."

VIA THE KEYPAD

To define Speed Dial via the keypad:

1. Using the VoiceLine-enabled phone, place a call to:
**** + speed dial code + * + the phone number**
You will hear the message, "Speed dial code <code> has been set to <telephone number>. Thank you."

For example, if you want to assign the telephone number 1-732-555-3232 to speed dial code 22, you would enter:
****22*17325553232.**

Assigning Speed Dial Codes from the My Account Center Web Site

The My Account Center Web site provides another method in which you can assign phone numbers to Speed Dial codes for quick and easy dialing.

To define Speed Dial numbers via the Web:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Speed Dial** link.
The Speed Dial page displays. See the screen on the following page.
4. In the **Speed Dial Code** field, enter the code you would like to define. For example, if you would like to assign a phone number to Speed Dial Code 1, you would enter **1**.
5. In the **Name/Description** field, enter a name or description for the phone number.
6. In the **Phone Number** field, enter the telephone number you would like to assign to the Speed Dial code. Be sure to enter the phone number exactly as you would dial it on your telephone.

My Account Center > Manage Service Features > Speed Dial Settings Logout

Speed Dial

Account: 987654321098 Manage Features for: Line 2 - Phone Number: 1972554444 [View all phone numbers](#)

Changing the settings for a phone line affects all of the phone numbers associated with that line.

What is this feature?
 With Speed Dial, you can store the phone numbers you dial most, then place a call with the touch of a few buttons. You can have up to 99 phone numbers on your Speed Dial list. [More info](#)

The Phone Number Playback option allows you to have the phone number that corresponds to a Speed Dial Code played to you before the call is made.

Your current settings: Your Speed Dial Codes are listed below.
 Playback is off

Phone Number Playback:

Add a Speed Dial Code

Speed Dial Code: Enter an available Speed Dial Code.

Name/Description: Enter a name or description to associate with this phone number.

Phone Number: Enter the phone number exactly as you would dial it on your telephone handset.

Speed Dial Page

- Click the **Add Code** button.
The Speed Dial Code list displays all saved codes and their corresponding names and phone numbers at the bottom of the page.

Your Speed Dial Codes

Code #	Name or Description	Phone Number	
1	Andrea Smith	17325559999	Delete
2			
3			
4			
5			
6			
7			
8			

Speed Dial Code List

Setting the Phone Number Playback Feature

The phone number playback option allows you to decide whether or not you would like the system to announce the phone number associated with the Speed Dial code upon dialing it. You can turn this feature on and off from the My Account Center Web site only.

To set the phone number playback option via the Web:

- Access the Speed Dial page on the My Account Center Web site as directed in steps 1 through 3 in the **Assigning Speed Dial Codes from the My Account Center Web Site** section on page 59 in this Guide.

2. The **Your current settings** section displays if the phone number playback is on or off. To change the setting, click the button to the right of the **Phone Number Playback** field label. (The button's label changes depending on whether the feature is on or off.)
The page refreshes and displays the new setting in the Your current settings section.

Editing or Deleting a Speed Dial Entry from the VoiceLine-enabled Phone

To edit or delete a Speed Dial entry from the VoiceLine-enabled phone:

1. Using the VoiceLine-enabled phone, place a call to ***97**.
You will hear the message, "Press 1 to enter a Speed Dial code. Press 2 to browse all Speed Dial codes."
2. Press **1**, and then enter the Speed Dial code you would like to edit.
You will hear the message, "Speed Dial code <code> dials <telephone number>. Press 1 to change this telephone number. Press 2 to clear it. Press 3 to dial it. Press 9 to return to the previous menu."
3. Press **1** to change the phone number, or press **2** to delete the number.
*If you press 1 to change the phone number, you will hear the message, "Please enter a telephone number for Speed Dial code <code>."
If you press 2 to delete the phone number, you will hear the message, "Speed Dial code <code> has been cleared. Thank you."*

Editing and Deleting a Speed Dial Entry from the My Account Center Web Site

EDITING A SPEED DIAL ENTRY FROM THE MY ACCOUNT CENTER WEB SITE

To edit a Speed Dial entry from the My Account Center Web site:

1. Access the Speed Dial page on the My Account Center Web site as directed in steps 1 through 3 in the **Assigning Speed Dial Codes from the My Account Center Web Site** section on page 59 in this Guide.
The list of saved Speed Dial codes is displayed in the Your Speed Dial Codes section.
2. Click the **Edit** button under the **Your Speed Dial Codes** section.
All entries in the list display in text fields and are now editable.
3. Edit the name/description and/or phone number for the Speed Dial entry you would like to edit.
4. Once you are finished making changes, click the **Save** button.
The corrected entries display.

DELETING A SPEED DIAL ENTRY FROM THE MY ACCOUNT CENTER WEB SITE

To delete a Speed Dial entry from the My Account Center Web site:

1. Access the Speed Dial page on the My Account Center Web site as directed in steps 1 through 3 in the **Assigning Speed Dial Codes from the My Account Center Web Site** section on page 59 in this Guide.
The list of saved Speed Dial codes is displayed in the Your Speed Dial Codes section.
2. Find the Speed dial entry you would like to delete and click the corresponding **Delete** link in the rightmost column.
A pop-up message displays, "Are you sure you want to delete Speed Dial <code>?"

3. Click the **OK** button to confirm the deletion.
The page refreshes and the entry no longer appears on the Speed Dial list.

Placing a Call Using a Speed Dial Code

To make a Speed Dial call:

1. Using the VoiceLine-enabled phone, dial:
**** + speed dial code**
You will hear the message, "Dialing <telephone number>," and then your call will be placed.

Browsing through the List of Speed Dial Codes

To browse through your list of Speed Dial Codes:

1. Using the VoiceLine-enabled phone, dial ***97**.
You will hear the message, "Press 1 to enter a Speed Dial code. Press 2 to browse all Speed Dial codes."
2. Press **2** to browse speed dial codes.
3. Press **#** to move forward through the list, or press ***** to move backward through the list.

Using Speed Dial with Remote Account Center

You can manage this feature from any touch-tone telephone using the Remote Account Center.

To use the Speed Dial feature from any touch-tone phone:

1. Follow the steps to login to the Account Center in the **Accessing the Remote Account Center** section on page 47 in this Guide.
2. From the Main Menu, press **3** to manage your calling features.
You will hear the prompt, "Please enter a calling feature dial code exactly as you would from your device."
3. Access the desired calling feature by dialing that feature's dial code(s), as you normally would from the VoiceLine-enabled phone. Refer to the **Speed Dial** section on page 58 for details.

VoiceMail

When you are unavailable to answer incoming calls, the VoiceMail feature allows callers to record messages, which you can then retrieve anytime from any telephone.

Each message can be up to 5 minutes in length, and you have a total of 30 minutes available for all VoiceMail in your mailbox. If your mailbox is full, a caller who is transferred to your VoiceMail will hear a message stating that your mailbox is full and will be unable to leave a message.

In this section, you will learn how to:

- Set up your mailbox by recording your personal greeting or setting the number or rings before unanswered calls are forwarded to VoiceMail or a pre-set destination number.
- Listen to your VoiceMail messages via a VoiceLine-enabled phone, any touch-tone telephone, or the My Account Center Web site.
- Set up VoiceMail notification to one or more (up to 10) email addresses.
- Save your VoiceMail messages.
- Delete your VoiceMail messages.

Setting Up Your Mailbox

Your VoiceLine service gives you the option of recording a personal greeting for all calls that go into your VoiceMail account. You can also adjust the number of rings in which your unanswered calls will go to VoiceMail.

RECORDING/CHANGING YOUR PERSONAL GREETING

To record a personal greeting:

- Using the VoiceLine-enabled phone, place a call to **123#**.
You will be connected to the VoiceMail system, which will prompt you to enter your PIN.



TIP: To bypass the VoiceMail greeting, press 1.

- Using the telephone keypad, enter the PIN you were assigned to access the Account Center Web site.



NOTE: If you enter a PIN that is not valid, you will be prompted to enter both your VoiceLine phone number and PIN.

- Press **2** on the keypad to administer your mailbox.
- Press **1** to administer your personal greeting.
- Press **2** to change your greeting.
You will be prompted to record your greeting.
- Press **1** to listen to your personal greeting.

Key	Action
1	Listen to your greeting.
2	Change your greeting.
3	Accept and activate your greeting.
4	Delete your greeting and activate the default greeting.
*	Return to main menu.
#	Return to previous menu.

- When you are satisfied with your greeting, press **3** to accept and activate your greeting.
You will hear the message, "Your personal greeting has been activated."



IMPORTANT: You must accept and activate your personal greeting in order for it to be saved. If you record a greeting and hang up the VoiceLine-enabled phone before accepting and activating it, it will be deleted and the previous greeting will be used.

CHANGING THE NUMBER OF RINGS

You can change the number of rings in which a call is forwarded according to the Call Forwarding on No Answer settings. The default is six (6) rings, but you can change the number of rings to any number between one (1) and six (6).

To change the number of rings:

- Using the VoiceLine-enabled phone, place a call to **123#**.
You will be connected to the VoiceMail system, which will prompt you to enter your PIN.



NOTE: To bypass the VoiceMail greeting, press 1.

- Using the telephone keypad, enter the PIN you were assigned to access the Account Center Web site.



NOTE: If you enter a PIN that is not valid, you will be prompted to enter both your VoiceLine phone number and PIN.

- Press **2** on the keypad to administer your mailbox.
- Press **2** to administer the number of rings.
- Press **2** to change the number of rings.
You will hear the message, "Please enter the number of rings after the beep."
- Using your keypad, press the key representing the number of rings you would like, from 1 to 6.
- Press **1** to confirm the number of rings.



IMPORTANT: You must direct the VoiceMail system to keep the number of rings you indicated in order for it to be saved. If you do not choose to keep the number of rings, the setting will not be changed.

For information about setting VoiceMail options via the My Account Center Web site, please refer to the **Setting VoiceMail Options** section of Chapter 5, on page 79 in this Guide.

Listening to Your VoiceMail Messages

There are three (3) ways to access your VoiceLine VoiceMail messages:

- From the VoiceLine-enabled phone.
- From any touch-tone telephone.
- From the My Account Center Web site.

LISTENING TO VOICEMAIL MESSAGES WITH THE VOICELINE-ENABLED PHONE

To listen to your VoiceMail messages from the VoiceLine-enabled phone:

- Using the VoiceLine-enabled phone, place a call to **123**.
You will be connected to the VoiceMail system.



NOTE: To bypass the VoiceMail greeting, press 1.

- Press **1** on the keypad to hear your messages.
The system will announce how many new and saved messages you have in your mailbox. If you have messages, you will hear the date and time each message was left.
- Press **1** to listen to the message.
- Press **2** to save the message or press **3** to delete the message.
The system announces the date and time of any other new or saved messages.

Key	Action
1	Listen to your greeting.
2	Save the message.
3	Delete the message.
*	Return to main menu.

- Follow the voice prompts to continue listening to, saving, and/or deleting your messages.
- When you are done listening to your messages, hang up the VoiceLine-enabled phone.

LISTENING TO VOICEMAIL MESSAGES FROM THE REMOTE ACCOUNT CENTER

If you do not have access to the telephone connected to your telephone adapter, you can check for and access VoiceMail messages from a regular touch-tone telephone by dialing your VoiceLine phone number or a local access number.

The following table displays the VoiceMail access numbers you can use to listen to your messages and administer your mailbox from regular touch-tone telephones. Find the appropriate number for your state and city, and follow the instructions below. Please check with your Reseller for a list of the latest VoiceMail access phone numbers.

Find the appropriate number for your state and city, and follow the instructions below.

VOICEMAIL ACCESS NUMBERS

VOICEMAIL ACCESS NUMBERS		
State	City/Area	Number
California	Los Angeles	213-233-3535
	San Diego	619-819-2828
Florida	Miami	786-866-6464
	Orlando	407-209-3131
Illinois	Chicago	312-924-0900
New Jersey	Jersey City	201-716-2121
	Newark	973-854-2828
New York	New York	646-432-4444
Pennsylvania	Philadelphia	215-825-7575
	Pittsburgh	412-894-8080

To check for and listen to your VoiceMail messages from a regular touch tone telephone:

- Access the Remote Account Center by calling your VoiceLine phone number and pressing star (*) during your outgoing message or by calling an access number. Refer to the **Accessing the Remote Account Center** section on page 47 in this Guide for instructions.
- Press **1** on the telephone keypad to hear your messages.
The system will announce how many new and saved messages you have in your mailbox. If you have messages, you will hear the date and time each message was left.
- Press **1** to listen to the message.

4. Press **2** to save the message or press **3** to delete the message.
The system announces the date and time of any other new or saved messages.
5. Follow the voice prompts to continue listening to, saving, and/or deleting your messages.
6. When you are done listening to your messages, hang up the telephone.



NOTE: All calls to access your VoiceMail will be billed according to the account's call rates.

LISTENING TO VOICEMAIL MESSAGES ON THE MY ACCOUNT CENTER WEB SITE

The VoiceMail page on the My Account Center Web site displays details about each of your VoiceMail messages, including the phone number from which the message was received, the date and time it was received, and the duration of the message. You can select the specific VoiceMail messages you would like to hear.

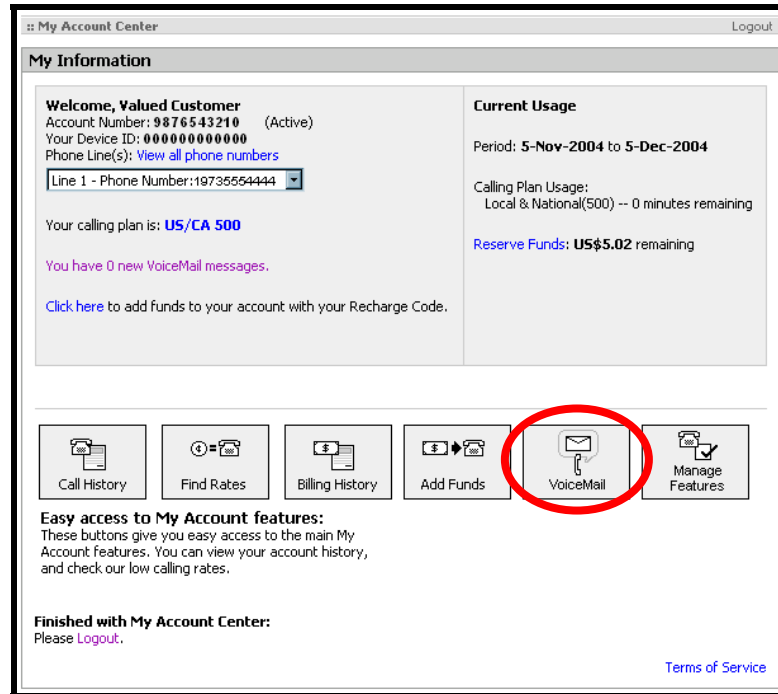
For more information on using the My Account Center Web site to manage your VoiceLine service, refer to Chapter 5, **Using the My Account Center Web Site**, on page 72 in this Guide.

To listen to your voice mail messages from the My Account Center Web site:

1. Open an Internet Explorer Web browser window.
2. Enter the following URL in the **Address** text box:
<http://www.myaccountcenter.net>.
3. Click the **Go** button or press the **Enter** key on your keyboard.
The My Account Center Web site login page displays.

The My Account Center Web Site Login Page

4. Enter your account number and PIN and click the **Login** button.
The My Information page displays.



My Information Page

5. Click the **VoiceMail** button.
The VoiceMail page displays. See the screen on the following page.
6. Make sure you are viewing the correct line by checking the **Manage Features for:** drop-down field on the upper right-hand corner of the page.
7. Click the **Play** link for the messages you would like to hear.
The media player displays and plays the message. That message's Play link changes colors to indicate that it has been played.



TIP: To save a message to your PC, right-click the Play link, and select Save As from the shortcut menu. Once the message is saved, you can then attach it to emails.

8. When you are finished listening to messages, close the media player.
9. Click the **My Account Center** link in the upper left-hand corner of the page to return to the My Information page.

Check VoiceMail

THOMAS SWEET Manage Features for: Line 1 - Phone Number: 17325551111
 Account: 123456789012 [View all phone numbers](#)

Changing the settings for a phone line affects all of the phone numbers associated with that line.

To listen to a message, click the phone number link. The message will be downloaded to your computer and will be played through your speakers or headphones.

To check VoiceMail for a different phone line, select the other line from the dropdown menu above.

[Manage E-mail Notification](#) | [Manage Call Forwarding Settings](#)

Caller Name	Phone Number	Date/Time Received	Length	Delete
Smith_John	(732) 560-1590	10/23/2007 4:35:17 PM	00:00:22	Delete
Bryden* Candice	Unknown	10/23/2007 11:20:01 AM	00:01:37	Delete

VoiceMail Page

Saving VoiceMail Messages

To save your VoiceMail messages:

1. Access the VoiceMail system from the VoiceLine-enabled phone or a touch-tone telephone. For instructions, refer to page 64.
You will be connected to the VoiceMail system.
2. Press **1** on the telephone keypad to hear your messages.
The system will announce how many new and saved messages you have in your mailbox. If you have messages, you will hear the date and time each message was left.
3. Press **1** to listen to the message.
4. Press **2** to save the message.
You will hear the message, "Message saved." The system announces any remaining messages in the order they were saved.

Key	Action
1	Listen to your greeting.
2	Save the message.
3	Delete the message.
*	Return to main menu.

- Follow the voice prompts to continue listening to, saving, and/or deleting your messages.
- When you are done listening to your messages, hang up the telephone or wireless handset.

Deleting VoiceMail Messages

Since there is a 30-minute cumulative limit for all Voicemails, it is a good idea to delete messages once you have listened to them and no longer need them.

This section explains how to delete messages from the VoiceLine-enabled phone, a regular touch-tone telephone, or the My Account Center Web site.

FROM THE VOICELINE-ENABLED PHONE OR ANY TOUCH-TONE TELEPHONE

To delete your VoiceMail messages:

- Access the VoiceMail system from the VoiceLine-enabled phone or a touch-tone telephone. For instructions, refer to page 64.
You will be connected to the VoiceMail system.
- Press **1** on the telephone keypad to hear your messages.
The system will announce how many new and saved messages you have in your mailbox. If you have messages, you will hear the date and time each message was left.
- Press **1** to listen to the message.
- Press **3** to delete the message.
You will hear the message, "Message deleted." The system announces any remaining messages in the order they were saved.

Key	Action
1	Listen to your greeting.
2	Save the message.
3	Delete the message.
*	Return to main menu.

- Follow the voice prompts to continue listening to, saving, and/or deleting your messages.
- When you are done listening to your messages, hang up the VoiceLine-enabled phone.

FROM THE MY ACCOUNT CENTER WEB SITE

To delete VoiceMail messages from the My Account Center Web site:

1. Using a Web browser, access the My Account Center site at <http://www.myaccountcenter.net>, and log in with your VoiceLine phone number and PIN. For detailed instructions, refer to the **Logging into the My Account Center Web Site** section on page 72 in this Guide.
2. From the My Information page, click the **VoiceMail** button.
The VoiceMail page displays.
3. Check the **Manage Features for** field to make sure it displays the line for which you would like to delete Voicemails. If it does not, click the drop-down menu and select the appropriate line.
4. Click the checkbox to the left of each message you would like to delete.
A checkmark appears in each checkbox.
5. Once you have marked all the messages you would like to delete, click the **Delete Selected** button above the list of VoiceMail messages.
The selected messages will be removed from your mailbox.
6. Click the **My Account Center** link in the upper left-hand corner of the page to return to the My Information page.

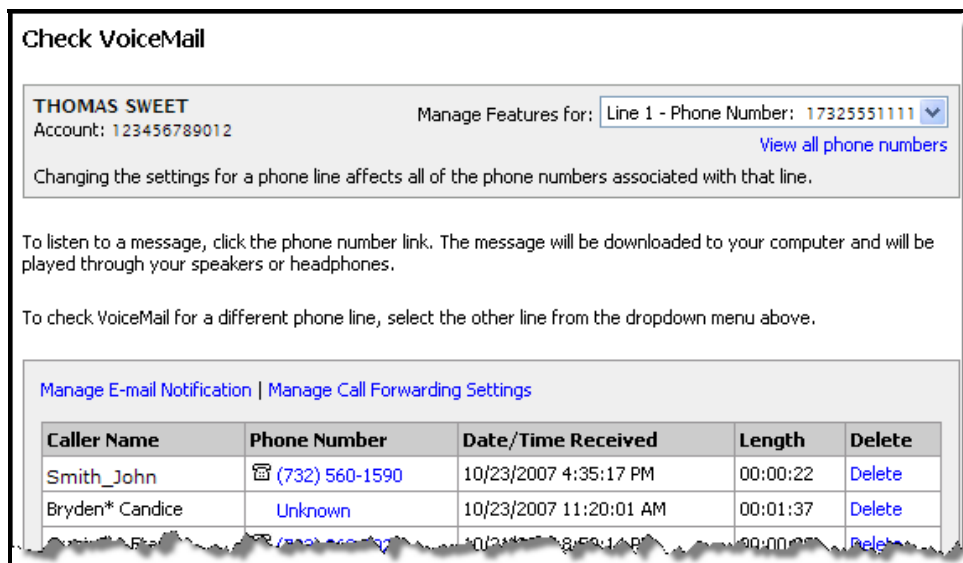
Setting Up E-mail Notifications and VoiceMail Attachments for New VoiceMail Messages

The VoiceMail page offers a feature that will alert you via e-mail whenever you receive a new VoiceMail message. You also have the option of receiving the VoiceMail as an email attachment so you can hear the message directly from your inbox.

ENABLING MULTIPLE E-MAIL NOTIFICATION AND VOICEMAIL ATTACHMENTS

To receive e-mail notification of new VoiceMail messages and include VoiceMail attachments:

1. From the My Information page on the Account Center Web site, click the **VoiceMail** button.
The VoiceMail page displays.



VoiceMail Page

2. Check the **Manage Features for** field at the top of the page to make sure it displays the line for which you would like to begin receiving email notification. If it does not, click the drop-down menu and select the appropriate line.



TIP: If you would like to change the number of rings before all unanswered incoming calls will be transferred to VoiceMail, click the Call Forwarding link (just above the Your Current Settings heading) and edit the Number of rings before call is Forwarded drop-down field.

3. If the **Enable Email Notification** checkbox is not already checked, click the checkbox to place a checkmark in it.
4. In the text box, enter the e-mail addresses to which you would like the VoiceMail notification sent. You can enter up to 10 email addresses.
5. To have the new VoiceMail message attached to the notification email, click the **Include VoiceMail message as email attachment** checkbox.
6. Click the **Save Settings** button to save your changes.
You will now receive an email and a VoiceMail attachment each time someone leaves you a new VoiceMail message.
7. Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.



NOTE: If you have enabled email notification for new Voicemails and you do not see any emails in your Inbox when you get a new message, check your Bulk or Spam folders. Sometimes, the email notifications are directed somewhere other than your Inbox.

DISABLING E-MAIL NOTIFICATION AND VOICEMAIL ATTACHMENTS

To stop receiving e-mail notification of new VoiceMail messages or VoiceMail attachments:

1. From the My Information page, click the **VoiceMail** button.
The VoiceMail page displays.
2. Check the **Manage Features for** field to make sure it displays the line for which you would like to stop receiving email notification. If it does not, click the drop-down menu and select the appropriate line.
3. Disable the desired features:
 - If the **Enable E-mail Notification to this email address** checkbox is checked, click the checkbox to remove the checkmark. This will disable e-mail notifications.
 - If the **Include VoiceMail message as email attachment** checkbox is checked, click the checkbox to remove the checkmark. This will disable VoiceMail attachments to the email notifications.
4. Click the **Save Settings** button.
If you disabled email notifications, please not that the e-mail address you had previously entered will be saved. If you enable e-mail notification in the future, the e-mails will be sent to that address by default, unless you specify a new one.
5. Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.

5. Using the My Account Center Web Site



NOTE: The My Account Center Web site is available to Reseller customers ONLY.

The My Account Center Web site is a powerful tool that you can use to manage your VoiceLine account.

In this chapter, you will learn how to use the My Account Center Web site to:

- View your account information
- View your current usage details
- View your call history
- View your billing history
- Find rates for different countries
- Add funds to your account
- Listen to your VoiceMail messages
- Manage your VoiceLine calling features
- Manage your VoiceLine device (for telephone adapters only)

To access the My Account Center Web tool, make sure you know your account number and PIN. If you do not know your PIN, please contact your local distributor for assistance.

Logging into the My Account Center Web Site

To log into the My Account Center Web site:

1. Open an Internet Explorer Web browser window.
2. Enter the following URL in the **Address** text box:
<http://www.myaccountcenter.net>.
3. Click the **Go** button or press the **Enter** key on your keyboard.
The My Account Center Web site login page displays.

My Account Center > Login Español

Login

Welcome to the My Account Center

Login to add funds and to access your account information, VoiceMail, call history, and calling rates.

Enter your account information below and click the Login button.

Account Number
19732414187

PIN
••••

Login Page

4. In the **Account Number** field, enter your 11-digit VoiceLine phone number (starting with "1").

- In the **PIN** field, enter your PIN, and then click the **Login** button.
The Account Center Web site My Information page displays.



NOTE: If you are not sure what your PIN is, please contact your distributor.

My Account Center Logout

My Information

<p>Welcome, Valued Customer Account Number: 314487624669 (Active) Your Device ID: 87657849875e Phone Line(s): View all phone numbers</p> <p>Line 1 - Phone Number: 19732414187</p> <p>Your calling plan is: US/CA 500</p> <p>You have 1 new VoiceMail message.</p> <p>Place a phone call using Click2Call</p> <p>Click here to add funds to your account with your Recharge Code.</p>	<p>Current Usage</p> <p>Period: 30-Apr-2007 to 31-May-2007</p> <p>Calling Plan Usage: Local & National(500) -- 500 minutes remaining</p> <p>Reserve Funds: US\$63.94 remaining</p>
--	--

[FAQs and Instructions](#) for using your calling features.

Call History	Find Rates	Billing History	Add Funds	VoiceMail	Manage Features
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Easy access to account center features:
These buttons provide easy access to the main account center features.

Finished with My Account Center:
Please [Logout](#).

My Information Page

Viewing the My Information Page

The My Information page includes a snapshot of your account information and links to useful features:

- Account Information**—Displays your account number, calling plan, all phone numbers associated with your account, your device ID (MAC address), and a VoiceMail indicator.
- Current Usage**—Displays your billing period, the minutes used for your account, the minutes remaining in your account, and your reserve fund balance.
- Quick Links**—Provide quick access to account information via the following buttons:
- Call History**—Displays details on all calls made within the last 90 days.
- Find Rates**—Displays the rates applied to your calls.
- Billing History**—Displays a detailed record of your most recent billing transactions, including payments and credits made to your account.

- **Add Funds**—Allows you to add funds to your account using a Recharge Code.
- **VoiceMail**—Allows you to listen to and delete your messages, as well as set an email notification for all new Voicemails.
- **Manage Features**—Allows you to view and edit your calling feature settings, such as activating/deactivating features, setting forwarding phone numbers, setting the number of rings before an unanswered call is forwarded, etc., as well as manage your device (telephone adapters only).
- **Logout**—Formally closes your Web session and prevents other users from accessing your account; click the **Logout** link each time you are finished using the site.

Viewing Your Call History

Using the My Account Center Web site, you can view complete call details for your VoiceLine service. The Call History page displays the following information:

- **Type**—Indicates whether the call was incoming (“in”) or outgoing (“out”)
- **Date/Time**—Displays the date and time that the call was made in your local time zone
- **Phone Number**—Displays the calling or called phone number. The phone number format matches that of your dialing plan
- **Location**—Displays where the call was placed to or where it came from
- **Call Duration**—Displays how long the call lasted in minutes
- **Minutes Deducted**—Displays the number of minutes (rounded up to the nearest whole minute) that will be deducted from your minutes balance
- **Amount Charged**—If applicable, displays the cost of the call, according to your dial plan and rate table



NOTE: Non-billable call detail records (CDRs) are not displayed.

To view your call history:

1. From the My Information page, click the **Call History** button.
The Call History page displays the calls made and received in the past seven (7) days. See the screen on the following page.
2. Check the phone number drop-down field at the top of the page to make sure it displays the line for which you would like to view the Call History. If you have only one phone number, it will default to that number. If it does not display the correct phone number, click the drop-down menu and select the appropriate line.



TIP: If the calls during the specified time span display on more than one page (check the page indicator above the Cash Charges column), click the page arrows to move ahead or back one page at a time.



TIP: To sort the Call Type, Date/Time, Phone Number, or Location columns, click the column header text.

3. Adjust the date range displayed by changing the dates in the **Starts on** and/or **Ends on** fields.



NOTE: You must enter a date range of 31 days or less.

- Click the **Update** button to view the calls for the new date range.
The calls within the dates you specified are displayed.

My Account Center > Call History Logout

ALEX BRYDEN
Account Number: 314487624669
 Select Phone Line(s) to display:
 Line 1 - Phone Number: 19732414187 go to: [Billing History](#)
[View all phone numbers](#)

CALL HISTORY
 From: 13-May-2007 To: 15-May-2007

Plan Name: **US/CA 500**

Period: 4/30/2007 to 5/31/2007

Calling Plan Usage: Local & National(500) -- 500 minutes remaining

Reserve Funds: **US\$63.94** remaining

ENTER NEW TIME PERIOD
 Please enter a time range of 31 days or less.

Starts on: 05/13/07

Ends on: 05/15/07

Page 1 of 1

#	Call Type	Date/Time	Phone Number	Location	Call Duration	Minutes Deducted	Amount Charged
1	In	15 May 10:54 AM	(973) 438-4090	Voicemail	1:00	0	US\$0.00

Page 1 of 1 Total charges for 13-May-2007 to 15-May-2007 **US\$0.00**

Call Duration is displayed in minutes/seconds and is rounded up where appropriate.
 Click phone number link for reverse lookup; click amount charged for rate and surcharge information.
 Click column headers to re-sort calls.

Call History Page



TIP: The arrow icon next to the Date/Time column header indicates if the data is displayed in ascending or descending chronological order. To switch the order in which the calls are displayed, click the Date/Time column header.

- Click the phone number link to do a reverse lookup of that phone number.
A pop-up window displays the name assigned to the person or business called. If the number is unlisted, or if the call was made from a cell phone, the window will display a "No information was found" message.
- To display a caller's name ("In" Call Type), click the phone number in the **Phone Number** column.
A pop-up window displays the caller's name and phone number, if available. If the name is not available, the pop-up displays only the caller's phone number.
- Click the "x" in the upper right-hand corner of the window to close it.
- Click a value in the **Amount Charged** column to view the rate and surcharge information for the selected call.
A pop-up window displays the rate and the surcharge applied, if any.
- Click the "x" in the upper right-hand corner of the window to close it.
- Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.



IMPORTANT: When you are finished using the My Account Center Web site, always remember to click the Logout link at the upper right-hand corner of the page.

Viewing Your Billing History

The Billing History page displays a detailed record of your most recent transactions, including payments and credits made to your VoiceLine account.



NOTE: Toll-free monthly minute plans include 100 free inbound monthly minutes. You will see \$5 added to your reserve balance at the beginning of each monthly cycle for these 100 inbound minutes. If you receive less than 100 inbound minutes in the month, the remainder of the free \$5 will be removed from the account.

To view your billing history:

1. From the My Information page, click the **Billing History** button.
The Billing History page displays the transactions made in the past month and displays information about the Last Transaction for the account, including the date, amount, and type (e.g., Credit Card Payment, Credit Card Refund, etc.).
2. Check the phone number drop-down field at the top of the page to make sure it displays the line for which you would like to view the Billing History. If you have only one phone number, it will default to that number. If it does not display the correct phone number, click the drop-down menu and select the appropriate line.

My Account Center > Billing History Logout

ALEX BRYDEN
Account Number: 314487624669 (Active)
 Select Phone Line(s) to display:
 Line 1 - Phone Number: 19732414187
[View all phone numbers](#) go to: [Call History](#)

BILLING HISTORY
 From: 15-Apr-2007 To: 15-May-2007
 Date: 9-May-2007 From: To:
 Amount: **US\$10.00** [Refresh](#)
 Type: **Transfer In**

Page 1 of 1

#	Date	Transaction	Description	Credit Card #	Amount
1	May 14, 2007	Feature Package Charge	Success		(US\$0.99)
2	May 09, 2007	Transfer in	Success		US\$10.00
3	Apr 30, 2007	Plan cycle reconciliation	US/CA 500		(100 min)
4	Apr 30, 2007	Plan cycle reconciliation	US/CA 500		(500 min)
5	Apr 30, 2007	Phone Number Charge	Success		(US\$5.00)
6	Apr 30, 2007	Minute Purchase	Success		(US\$14.99)

Page 1 of 1

Billing History Page

3. Adjust the date range displayed by changing the dates in the **From** and/or **To** fields.
4. Click the **Refresh** link to view the transactions for the new date range.



NOTE: The number in the Amount field represents a credit card charge or cash payment. It does not display monthly deductions that fund your Minute Plan.



TIP: You can sort the data in either the Date column or the Transaction column. The arrow icon appears next to the field that is currently being sorted. If the arrow appears in the Date column and you would like to sort the Transaction column, simply click the Transaction heading. The arrow will appear in the Transaction column heading. Then you can indicate whether you would like the data to appear in ascending or descending order.

5. Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.



IMPORTANT: When you are finished using the My Account Center Web site, always remember to click the Logout link at the upper right-hand corner of the page.

Viewing Rates

Before you place calls to other site countries, check the calling rates to specific countries on the My Account Center Web site.

To view calling rates for a particular country:

1. From the My Information page, click the **Find Rates** button.
The Calling Rates page displays.

Calling Rates Page

2. Click the **Where are you calling FROM?** drop-down menu, and select the country from which you place calls.
3. Click the **Where are you calling TO?** drop-down menu and select the country for which you would like the calling rate.
4. Click the **View Rates** button.
A table containing the calling rates displays.
5. To obtain the calling rate for another country, repeat steps 3 and 4.
6. Click the **My Account Center link** at the upper left-hand corner of the page to return to the My Information page.



IMPORTANT: When you are finished using the My Account Center Web site, always remember to click the Logout link at the upper right-hand corner of the page.

My Account Center > Calling Rates Logout

Calling Rates

Your Calling Plan: **US/CA 500**

Outbound Calls:
To view rates for calls made to a specific location not included in your plan or for calls made with Reserve Funds, select below:

Where are you calling **FROM**?
 ▼

Where are you calling **TO**?
 ▼ [More Info](#)

Call Type	Calling From	To	Amount
In Plan Call	United States	Sweden	2 minutes deducted for every minute spoken
In Plan Call	United States	Mobile	8 minutes deducted for every minute spoken
Overage	United States	Sweden	US\$ 0.05 a minute
Overage	United States	Mobile	US\$ 0.24 a minute

* Minutes deducted are based on a one-minute call to the specified location.
Rates are subject to change without notice.

Calling Rates Page with Country-Specific Rates Displayed

Adding Funds to Your Account

Adding more money to your account is simple. All you have to do is purchase a recharge code from your local distributor and enter it on the My Account Center Web site or your VoiceLine-enabled telephone.

To add funds using your VoiceLine-enabled telephone, simply press ***07** on the telephone keypad and enter the recharge code as instructed.

To add funds to your account using My Account Center:

1. From the My Information page, click the **Add Funds** button.
The Recharge Code Form page displays.

My Account Center > Add Funds Logout

Add Funds with a Recharge Code

To add funds to your account, please enter your Recharge Code into the field below and click the Submit button. If you do not have a Recharge Code, you can purchase one from your local distributor.

Recharge Code

Add Funds Page

2. In the **Recharge Code** field, enter the recharge code you received from your local distributor, and then click the **Submit** button.
A confirmation screen displays.

My Account > Add Funds Logout

Add Funds with a Recharge Code

Success! You have added \$5 to your account. Thank you for your business.

Add Funds Confirmation Page



NOTE: If you make an error entering the recharge code, click the **Reset** button to clear the field.



IMPORTANT: When you use a recharge code, your minutes will not be added to your balance until your next monthly billing cycle. If you would like your minutes to be added immediately, please contact your local distributor.

3. Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.



IMPORTANT: When you are finished using the **My Account Center** Web site, always remember to click the **Logout** link at the upper right-hand corner of the page.

Managing Your VoiceLine Settings

In this section, you will learn about the Dial Plan & Time Zone settings on the Account Center Web site.

My Account Center > Manage Service Features Logout

Manage Service Features

Manage your service features by clicking the links below:

<p>Caller ID With the service, you have the ability to display -- or not display -- your own telephone number to others when making outgoing calls.</p> <p>VoiceMail VoiceMail can answer your calls when you are not available and take a message.</p> <p>Service Language Select the language you will hear for the telephone prompts played to you and for the service messages heard by callers.</p> <p>Dial Plan & Time Zone Select the dial plan and time zone for your service.</p> <p>Call Forwarding Call Forwarding allows you to stay in touch even when you are away from your phone.</p> <p>Call Blocking Call Blocking gives you control over your incoming calls. You can decide who can call you or who cannot call you.</p>	<p>Disable Call Waiting If you do not use Call Waiting, you can permanently turn off the feature.</p> <p>Speed Dial You can store up to 99 phone numbers with Speed Dial.</p> <p>Service Interruption Forwarding If your service is ever interrupted, your incoming calls will be transferred automatically to a phone number that you specify.</p> <p>Reach Me Reach Me can direct your incoming calls to as many as 5 different phone numbers. Calls can be directed to Reach Me numbers all at once or in the order you choose.</p> <p>Do Not Disturb Do Not Disturb feature blocks all incoming calls and provides callers with the option to leave a VoiceMail message.</p> <p>Account Balance Announcement Account Balance Announcement tells you how much talk time you have used.</p>
--	---

These are the features that you can manage online. There are additional features that are included with the service, such as Call Waiting and 3-Way Calling. See your User Guide for more information.

Manage Device

[Click here](#) to modify the way your telephone adapter works with your service.

Manage Service Features Page

Setting the Dial Plan and Time Zone

When your account was created, a Dial Plan was assigned to it. This represents the country in which you will be using the phone and determines how you dial phone numbers with the VoiceLine service.

For example, if you will be using the phone in the United States, the Dial Plan is set to USA. To place a call, you would dial as you would in the United States. If you travel to

Mexico and take your telephone adapter with you, you would still dial as if you were in the United States.



IMPORTANT: It is important that the correct Dial Plan is assigned to your account, because the VoiceLine service may not work if it is set incorrectly.

If the current Dial Plan is incorrect or if you will be traveling outside the specified Dial Plan with your VoiceLine-enabled phone, and you would like to dial as they normally do in that country, you will need to change the Dial Plan setting in order for the service to work. You can also change the time zone so that the proper time displays for Caller ID.

To change the Dial Plan and Time Zone:

1. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
2. Click the **Dial Plan & Time Zone** link.
The Dial Plan & Time Zone page displays.

My Account Center > Manage Service Features > Dial Plan & Time Zone Logout

Dial Plan & Time Zone

Account: 314487624669 Manage Features for: Line 1 - Phone Number: 19732414187 [View all phone numbers](#)

Changing this setting will affect all phone lines (and therefore all phone numbers) that are associated with this telephone adapter.

What is this feature?

The **Dial Plan** setting determines how phone numbers need to be dialed to make local and international calls from your location.

Choose Dial Plan: United States

The **Time Zone** you select determines how the time is displayed on your Caller ID for inbound and outbound calls. Time zones are based on their relationship to GMT/UTC (Greenwich Mean Time/Coordinated Universal Time). The Caller ID Feature does not apply to SoftPhone users.

Your current time zone: (UTC/GMT) -- All Regions -- (GMT 00:00)

Time Zone: United States

State/Region:
 Nebraska -- Omaha, Lincoln (GMT-05:00)
 Nebraska (western) -- (GMT-06:00)
 Nevada -- Las Vegas, Reno (GMT-07:00)
 New Hampshire -- Concord (GMT-04:00)
New Jersey -- Newark, Trenton (GMT-04:00)

(Key cities in a region are shown to help you make the correct choice.)

Save Settings

IMPORTANT: After clicking the Submit button, it may take approximately five minutes for your change to take effect. During this time, please do not reboot your telephone adapter or attempt to make a call.

Dial Plan & Time Zone Page

3. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set Caller ID options. If it does not, click the drop-down menu and select the appropriate line.
4. Click the **Choose Dial Plan** drop-down menu and select the country in which you will be using the phone.
5. Click the **Time Zone** drop-down menu and select the country of the time zone you would like displayed for Caller ID (for both inbound and outbound calls). For example, if you were in New York, you would select **United States** as the **Time**

Zone.

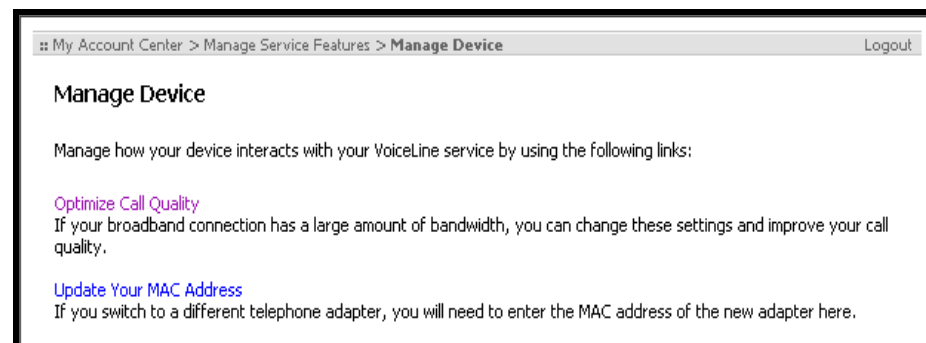
The State/Region field options display, based on the selected Time Zone.

6. In the **State/Region** field, click the region of the Time Zone you would like displayed for Caller ID. For example, if you were in New York, you would select **New York – New York, Albany, Buffalo (GMT –05:00)** as the **State/Region**.
7. Click the **Save Settings** button.
The page displays the message, "Your dial plan country and time zone have been updated" (just above the What is this feature? section).

Managing Your VoiceLine Device Features

VoiceLine's My Account Center Web site allows you to set certain options:

- **Optimize Call Quality (Telephone Adapters Only)** - This feature may be automated and therefore not manageable online with certain types of VoiceLine-enabled phones.
- **Update Your MAC Address** – This allows you to change the MAC address associated with your account (e.g., if you are using a different device than the one with which you were originally set up).



Manage Device Page

In this section, you will learn how to edit the settings for these features.

Optimizing Call Quality

The call quality setting you use depends on your bandwidth connection. There are two options:

- **High bandwidth broadband connection** – use this setting if you have an upstream speed of at least 80Kbps.
- **Medium or low bandwidth broadband connection** – use this setting if you have an upstream speed of less than 80Kbps.

To change the call quality setting:

1. From the My Information page, click the **Manage Features** button.
The Manage Service Features page displays.
2. In the Manage Device section, click the **Click here** link.
The Manage Device page displays.
3. Click the **Optimize Call Quality** link.
The Optimize Call Quality page displays. See the screen on the following page.
4. Check the **Manage Features for** drop-down field at the top of the page to make sure it displays the line for which you would like to set call optimization options. If it does not, click the drop-down menu and select the appropriate line.

5. Select the appropriate radio button for your broadband connection, and then click the **Save Settings** button.
6. In order for the change to take effect immediately, reboot your telephone adapter by unplugging its power cord, waiting 30 seconds, and then plugging the cord back in. If you do not reboot the telephone adapter, it may take up to 24 hours for the change to take effect.

:: My Account Center > Manage Service Features > Manage Device > **Optimize Call Quality** Logout

Optimize Call Quality

Account: 314487624669 Manage Features for: Line 1 - Phone Number: 19732414187 ▼
 MAC Address: 87657849875e [View all phone numbers](#)

Changing this setting will affect all phone lines (and therefore all phone numbers) that are associated with this telephone adapter.

Your current settings:
 Your telephone adapter is currently configured for use with a **medium or low bandwidth** broadband connection.*

If you have a high bandwidth broadband connection, you may experience better call quality by switching to the "high bandwidth" option below:

High bandwidth broadband connection
 Medium or low bandwidth broadband connection

Save Settings

NOTE: These settings will be applied only to your telephone adapter or device. To adjust the call quality for your SoftPhone, please use the Tools menu while your SoftPhone is running.

IMPORTANT: After clicking the Submit button, it may take approximately five minutes for your change to take effect. During this time, please do not reboot your telephone adapter or attempt to make a call.

*For the VoiceLine service, an Internet connection with upstream speed of at least 80Kbps is considered a high bandwidth connection; less than 80Kbps is considered a medium or low bandwidth connection.

Optimize Call Quality Page

Updating Your MAC Address

In order for the VoiceLine service to work properly, your telephone adapter's MAC address must be registered with your account. This is most often completed before the device is shipped to you. If, for whatever reason, you are using a device other than the one originally set up for you, you must contact customer support to update the MAC address that is registered with your account.

The MAC address is located on a label on the bottom of the telephone adapter. You can also find it on the box in which the device was shipped.

6. Troubleshooting

The following sections describe common problems encountered when setting up or using the VoiceLine service and their suggested solutions. The sections are divided into the following categories:

- Inbound Call Behavior and Error Codes
- ESP Cause Codes

Inbound Call Behavior and Error Codes

When a caller dials a VoiceLine number and the call does not connect, the caller hears an appropriate failure message and the corresponding error code. The table below describes the call behavior, possible problems, and the suggested actions.



NOTE: The numbers in bold following the messages below correspond with the error code associated with the message.

INBOUND CALL BEHAVIOR AND ERROR CODES			
	User Hears	Possible Problem	Actions
1.	busy signal	No ports are available.	Try calling again later.
	disconnect		
2.	phone rings six times (from PSTN)	At least 1 port is available, but there is no answer.	Try calling again later.
	"The party you called did not answer."		
	"Please try again later."		
	disconnect		
3.	"Your call cannot be completed at this time: 2. "	The VoiceLine account is set to make only one call at a time.	Contact Net2Phone to change to a multiple-call account.
	disconnect		
4.	"Your call cannot be completed at this time: 3. "	The VoiceLine account has insufficient funds to connect the call.	Check your account balances on the Partner Resource Center or the Net2Phone Account Manager. Recharge your account(s), if necessary.
	disconnect		
5.	"Your call cannot be completed at this time: 4. "	The VoiceLine account has expired.	Contact Net2Phone Support or your Net2Phone account manager.
	disconnect		

INBOUND CALL BEHAVIOR AND ERROR CODES			
	User Hears	Possible Problem	Actions
6.	"Your call cannot be completed at this time: 5. "	The VoiceLine account is not configured properly.	Contact Net2Phone Support.
	disconnect		
7.	"Your call cannot be completed at this time: 6. "	The VoiceLine account has been disabled.	Contact Net2Phone Support.
	disconnect		
8.	"Your call cannot be completed at this time: 8. "	The VoiceLine account has been locked due to six (6) attempts to log in with the wrong PIN.	Contact Net2Phone Support to unlock the VoiceLine account.
	disconnect		
9.	"Your call cannot be completed at this time: 10. "	The VoiceLine account is not configured properly.	Contact Net2Phone support.
	disconnect		

ESP Cause Codes

When the VoiceLine service encounters an error, one of the following cause codes may be announced. The following table contains descriptions for each cause code.

ESP CAUSE CODES	
Cause Code	Description
200	The ANI (Caller ID) of the incoming call is not allowed to make this call.
201	The account and/or PIN provided for this call is invalid.
202	The destination number dialed for this call is invalid. The number may not be a properly formatted phone number or the caller's account setup does not allow calls to this destination.
206	The account used for this call has expired and is no longer valid.
207	The account used for this call has been disabled by Net2Phone and is no longer valid.
208	The account has insufficient funds to make at least a 1-minute call.
209	The time for the current call has expired and the call was disconnected.
210	The call could not be completed.
211	The called party did not answer the call.
212	The call was not answered because the called party is busy.
217	The call was dropped due to a system problem.
221	The call could not be attempted because the account is in use on another call.
233	The phone associated with this access number is currently not logged into the network.
237	The destination number for this call is blocked for the customer's account
238	The call failed because the account number is in use on another call.
240	The call failed due to a lack of terminating telephony resources.
242	The call rang the maximum number of times at the destination phone.
243	The phone associated with this access number is currently not logged into the network.

7. FAQs

This section contains frequently asked questions regarding the VoiceLine service. The questions have been categorized into the following categories:

- General
- System/Service Requirements
- Installation
- Phone Numbers
- Calling Features
- Pricing

General

Q How does the VoiceLine service work?

A The VoiceLine service works with a variety of telephone adapters, WiFi phones, and software programs that use a VoiceLine account to place outbound calls and receive inbound calls over a high-speed Internet connection.

Q How do I order the service?

A Distributors must provide the following information to their Net2Phone account managers:

- The number of VoiceLine accounts you will sell. (You must order in lots of ten numbers.)
- The denomination of each account. (The minimum is \$10.)
- If you need VoiceLine-enabled telephone adapters, WiFi phones, or software programs, place that order, as well.

Q Can I call locations that are not in my calling plan?

A Yes. You can make calls to any location not included in your monthly calling plan. Different calling rates will apply to these calls.

Q Can I keep making calls once I have used all of my monthly minutes?

A Yes, as long as you have a Reserve Fund for your VoiceLine account. Refer to the Pricing section below for more information about setting up a Reserve Fund.

Q When does my monthly minute plan begin?

A Your monthly minute plan begins when you make or receive your first phone call. So even if it takes two weeks for your telephone adapter to be delivered, your calling plan will not begin until that first call.

General (continued)

Q If I upgrade my plan, does my anniversary date change?

A No. If you wish to have the anniversary date change, call your distributor and request it.

Q Can I use VoiceLine anywhere in the world? When I travel?

A Yes. Your VoiceLine service travels with you. When someone calls your phone number, your phone simply rings wherever you have your VoiceLine-enabled phone plugged into a broadband Internet connection -- whether you are at home or traveling somewhere else in the world.

To make phone calls from countries other than the one in which your VoiceLine account was set, dial as you normally would in your own country.

Please note that if you move your VoiceLine device to a location other than your primary service address, you may not be able to place emergency calls, or your calls could be misrouted to the incorrect emergency service personnel. It is not recommended that you dial emergency access services if you move your device.

System/Service Requirements

Q Do I need any additional accessories to start making calls?

A To use the VoiceLine service, you need a broadband Internet connection, a telephone adapter, a standard phone, and, in some situations, a router.

Q What is "broadband"?

A A broadband Internet connection is a cable modem, DSL, LAN, T1, T3, LAN, WAN, or any other high-speed 'always on' connection. If you have to dial up to an access number to reach the Internet then you do not have broadband.

Q Do I need to have my computer turned on to make a call?

A No. A computer is not used to make VoiceLine calls. For setup details, refer to the device User's Guide.

Q What happens if there is a problem with my high-speed Internet service provider?

A The VoiceLine service is dependent on your high-speed Internet connection, so if your connection is not working, the VoiceLine service will not work. Call your ISP to resolve the connection problem.

Q What is a telephone adapter? Why do I need one?

A A telephone adapter allows you to use a standard or cordless telephone to make calls over your broadband Internet connection. If you are using a standard telephone with your VoiceLine service, you need a telephone adapter.

System/Service Requirements (continued)

Q What is a router? Why do I need one?

A A router allows you to share your Internet connection with more than one VoiceLine-enabled phone or PC.

If you are using a telephone adapter that does not have router capabilities and you want to share your Internet connection between the VoiceLine service and an Internet-enabled PC, then you must use a router. If your telephone adapter has a built-in router, you can share your Internet connection with a PC via the adapter.

Q Can I use a regular phone -- or even a cordless phone -- with the telephone adapter?

A Yes. Any standard telephone will work with VoiceLine. Connect the base of your cordless phone to your telephone adapter and walk around your house while you talk.

Q Is there any software to download?

A No. You do not need to download any software to use VoiceLine.

Installation

Q Do I use a Windows or a Mac computer with VoiceLine?

A You do not use a Windows or Mac computer to make calls with VoiceLine. You will, however, need a computer to access the online account center and to change any configuration settings.

Q How do I use a firewall with a telephone adapter?

A To use a firewall with a telephone adapter, open the following ports on the firewall both ways:

Provisioning Needs- TCP80, 8080, 9090

Signaling Needs- UDP5060, 6070, 7080, 8090

RTP (Voice) Needs- UDP from 900-9004 and 20000-21000

For a list of firewall servers, refer to Appendix A on page 96 in this Guide.

Installation (continued)

Q How do I configure my Thompson/Alcatel/Speedtouch router?

A If you have a Thompson/Alcatel/Speedtouch router, telnet into the router and type the following commands to configure:

- Username: <enter>
- Password: <enter>
- Nat unbind: <enter>
- SIP <enter>
- 5060 <enter>

*If you see a prompt for **end port**, press <enter> or **5060**.*

- *saveall* <enter>
- Reboot the router for the changes to take place.

If you have a 510 model, and the previous instructions were not effective, use the following commands instead:

- Nat unbind application=SIP port=5060
- Config save
- System reboot

Q If my PC is connected to the broadband Internet connection, how can I set up the telephone adapter to share the connection?

- A**
1. On the primary PC (connected to the Internet), click the **Start** button and select **Settings: Control Panel**.
 2. Double-click **Network and Dial-up Connections**.
 3. Find the Internet connection and the network card that you will use to share to the rest of the computers. Right-click the Internet connection, and click **Properties**.
 4. Click the **Advanced** tab, and then click the checkbox labeled **Allow other network users to connect through this computer's Internet connection**.
 5. In the **Home networking connection** drop-down field, select the network card that is connected to the other computers in your home/office.
 6. Confirm the changes by clicking the **OK** button.

Your broadband Internet connection is now shared with the telephone adapter.

NOTE: For everything to work properly, the primary PC must be turned on and running before the telephone adapter is turned on. The primary PC must be available to assign its network address to the telephone adapter.

If you are still unable to hear a dial tone (after following these instructions and rebooting the device), try disabling the firewall. In Windows XP, go to: **Programs: Accessories: Systems Tools: Security Center: Windows Firewall: OFF**.

Phone Numbers

Q What kind of phone number can I choose?

A You can choose from the following types of phone numbers:

1. local U.S. number
2. toll-free U.S. number
3. toll-free U.K. phone number

Check with your Net2Phone representative for more information.

Q What U.S. area codes are available?

A Net2Phone offers many different area codes. Check with your Net2Phone representative to obtain a list of available area codes.

Q When will you have my area code?

A If your area code is not yet available, then you can either choose a toll-free phone number or periodically check back for new additions to our area code list.

Q Can I obtain a toll-free number?

A Yes. VoiceLine allows you to have a toll-free U.S. phone number or a toll-free U.K. phone number.

Q Can I transfer my current phone number to VoiceLine?

A At this time, local number portability is not offered.

Q What is a toll-free number?

A A toll-free number allows people in a certain location or area to call you for free. VoiceLine allows you to have a toll-free U.S. phone number or a toll-free U.K. phone number. If you have a toll-free U.S. phone number then anyone in the U.S. can call you for free -- wherever you have your VoiceLine service connected. The same is true for a U.K. toll-free phone number -- anyone in the U.K. can call you for free.

Even if you have your VoiceLine service connected to a broadband Internet connection in South America, someone in the U.S. can call your U.S. toll-free number for free!

Q Does VoiceLine provide 911 service?

A At this time, VoiceLine does not provide emergency 911 phone service.

Phone Numbers (continued)

Q Can I use a U.S. or U.K. phone number in other countries?

A Yes. You can use your VoiceLine service anywhere in the world that you have a broadband Internet connection, regardless of the type of phone number you choose.

For example, if you choose a U.S. phone number but reside in another country, a caller will have the same experience as calling any other standard U.S. phone number, but your phone rings in your home!

Your VoiceLine service can even travel with you. When someone calls your phone number, your phone simply rings wherever you have your telephone and adapter plugged into a broadband connection – whether you are at home or traveling somewhere else in the world.

Calling Features

Q What features come with VoiceLine?

A VoiceLine phone features include VoiceMail, call waiting, 3-way calling, call forwarding, and more. These features are included with monthly calling plans. If you choose a Pay-As-You-Go pricing plan you can add VoiceMail for an additional fee. Contact your Net2Phone representative for more details.

Q How do I use my VoiceLine features?

A Please refer to Chapter 4, **Using VoiceLine Calling Features**, on page 7 in this Guide.

Q Can I retrieve my VoiceMail messages from anywhere in the world?

A Yes. You can retrieve your VoiceMail messages remotely from any telephone or you can download and listen to your messages on a computer by logging in to the VoiceLine online account center (<http://www.net2phonevoiceline.com/>).

Q How do I use VoiceMail?

A Please refer to the **VoiceMail** section on page 62 or the **Setting VoiceMail Options** section on page 79.

Q Can I add the VoiceLine service to my current Net2Phone PC-to-Phone or Net2Phone calling card account?

A No. You must open a new account for VoiceLine. You may continue using your other Net2Phone accounts, but if you have a broadband Internet connection, we recommend using VoiceLine instead of PC-to-Phone or a calling card because of the superior calling quality of the VoiceLine service.

Calling Features (continued)

Q What happens if I decide not to pick up a Call Waiting call that interrupts my current conversation?

A The call will be handled according to the settings for the Call Forwarding – No Answer feature. If you indicated that all unanswered calls should be directed to VoiceMail, that is how an unanswered Call Waiting call will be handled.

Q I want to activate the Anonymous Call Rejection feature, but I'm not sure if I already have it activated. How do I know if it's already activated?

A You can check the status of your calling features on the My Account Center Web site. Simply log into the site and click the Manage Features link.

Or, you can simply activate the feature by picking up the telephone handset and dialing *77. The announcement will confirm that the Anonymous Call Rejection feature is activated, regardless of whether or not it was activated before.

Q I activated the Call Return feature to automatically connect to my most recent incoming call. If I begin another phone call with a different party while VoiceLine is making the Call Return attempts, will I still be notified when the phone number I am trying to reach rings?

A If you have Call Waiting, you will hear a tone letting you know there is another incoming call (the notification call). If you do not have Call Waiting, or if you do not answer the notification call, the Call Return request will be considered complete and no further attempts will occur.

The same principle applies to the automatic Redial feature.

Q Do my funds ever expire?

A In the Pay-As-You-Go plan, your funds never expire as long as you make or receive at least one call every 90 days.

Q If I don't use all of my minutes, do they roll over?

A No. VoiceLine does not include roll over minutes.

Q If I call another VoiceLine subscriber, are those minutes deducted from my monthly minute plan?

A No. Calls from one VoiceLine subscriber to another VoiceLine subscriber are not deducted from your monthly minute plan.

Q What happens if I use up all the minutes in my minute plan?

A When you use up all of your allotted minutes, any additional calls will be treated as overage minutes. The overage charges will be deducted from your cash balance (the amount of credit available for out-of-plan or overage calls) or will be included in the next month's bill, depending on your billing arrangement.

Calling Features (continued)

Q Are there any advertisements?

A There are no advertisements with VoiceLine.

Faxing

Q Can I send and receive faxes with VoiceLine?

A Yes. You can connect your fax machine to the InnoMedia MTA 3328-2R telephone adapter to send and receive faxes. You do not need to change any settings on the telephone adapter.

IMPORTANT: Fax is only available through the InnoMedia MTA 3328-2R telephone adapter with built-in router. The InnoMedia MTA 3328-2 telephone adapter without router and the XJ100 Wireless Handset do not support fax.

Q What are the bandwidth requirements for faxing with VoiceLine?

A There are two requirements:

- You must connect the fax machine to a telephone adapter port that is associated with a calling plan.
- You must have a high bandwidth broadband connection. Sending faxes requires 70K of bandwidth and receiving faxes requires up to 90K of bandwidth. Simultaneous calling and faxing requires 100-170K of bandwidth.

Q Can I use one port on the MTA for a voice call and a second port for a FAX call simultaneously?

A Yes, the MTA can support a simultaneous voice and fax call on each port. However, if the fax call is established while the voice call is in progress, and the fax machine is near to the phone used for the voice call, the audible fax tones played by the fax machine might be transmitted in the voice call. This may cause the voice call to be disconnected.

Pricing

Q How much does VoiceLine cost?

A There are a variety of monthly calling plans to choose from. The most popular plan is the Unlimited U.S. & Canada Monthly Plan. Monthly plans include VoiceMail, call waiting, 3-way calling, call forwarding, and more. There are also monthly plans for calling specific parts of the world, such as North America, Europe, Asia, Israel, and India. If a monthly calling plan is more than you need, you can sign up for our Pay-As-You-Go option, which charges a per-minute rate for calls. You can get started for as little as \$10.

VoiceLine is a pre-paid service. You choose a calling plan, put money into your account, and then use those funds to make calls. There is no annual contract to sign and no bill to pay at the end of the month.

Q How much do monthly plans cost?

A The price of a monthly plan depends on the locations you call and the amount of minutes that are offered. VoiceLine offers unlimited plans and a variety of minute plans to meet your calling needs. Contact your Net2Phone representative for a list of our calling plans.

Q Do I need to sign up for an annual contract to use VoiceLine?

A No. There are no contracts to sign. VoiceLine is a pre-paid service: you choose a calling plan, put money into your account, and then use those funds to make calls.

Q What are your international rates?

A International rates depend on the type of calling plan you choose. Contact your Net2Phone representative for a list of our calling plans.

Q What am I charged when I make calls outside of my calling plan?

A What you are charged depends on the type of calling plan that you have. If you have an unlimited outbound calling plan to a specific region, calls made to anywhere outside of that region will be charged at a per minute rate; the cost of these calls will be deducted from your [Reserve Funds](#). If you have a calling plan that gives you a set amount of minutes per month (350 or 500 minutes for example) to a specific region, calls made to anywhere outside of that region will be deducted from your minute balance.

Q How does a Pay-As-You-Go plan work?

A If you would prefer not to purchase a monthly minutes plan, VoiceLine also offers a convenient way to fund an account and make calls. Simply add funds to your account in denominations of \$10/\$25/\$50/\$100 and make calls. Outgoing as well as inbound calls will deduct from your balance according to your rate plan. You choose when to add more funds to your account, and your funds will never expire as long as you make or receive at least one call every 90 days. For your convenience, our Auto-Recharge feature can make sure you always have funds for making calls.

Pricing (continued)

Q What is Auto-Recharge?

A If you are on a Pay-As-You-Go plan, you can use the Auto-Recharge feature to automatically replenish your account with funds. When your balance falls below a level that you set, your credit card will be charged and funds will be added to your account -- so you don't have to worry about your VoiceLine service being interrupted. This is an optional feature that you can turn on and off at your convenience.

Q Is it free to call other VoiceLine customers?

A VoiceLine-to-VoiceLine calls are free with any monthly minute calling plan.

8. Appendices

Appendix A. FireWall Server List

Server List:

- [0] prov1.net2phone.com
- [1] prov2.net2phone.com

Prov. Port List: 80

- [0] sipvoiceline.net2phone.com

SIP Proxy Port List: 5060

Appendix B. VoiceLine Service Codes

This section contains the service codes that you dial when activating and deactivating some of the calling features.

VOICELINE CODES			
Feature		Use	Dial
Account Balance Announcement	All Calls	Play	*02
		Don't Play	*03
	Single Call	Play	*04
		Don't Play	*05
Call Blocking	Anonymous Call Rejection	Activate	*77
		Deactivate	*87
	Selective Call Acceptance	Activate	*64
		Deactivate	*84
	Selective Call Rejection	Activate	*60
		Deactivate	*80
Call Forwarding	All Calls	Activate	*72
		Deactivate	*73
	All Calls—Splash Tone Notification	Activate	*08
		Deactivate	*09
	Busy Signal	Activate	*68
		Deactivate	*88
	No Answer	Activate	*92
		Deactivate	*93
All Calls, No Answer, Busy	Deactivate	*91	
Call Return	Single Call	Invoke	*69
		Cancel	*89
Call Waiting	Single Call	Deactivate	*70
	Permanent	Enable/Disable	*00
Caller ID Delivery	All Calls	Hide	*95
		Display	*96
	Single Call	Hide	*67
		Display	*82
Calling Card	All Calls	Enable/Disable	*00
Do Not Disturb	All Calls	Enable/Disable	*98
Language Selection	All Calls	Select	*94
Redial	Single Call	Invoke	*66
		Cancel	*86
Service Interruption	All Calls	Activate	*74
		Deactivate	*75
Speed Dial	Single Call	Assign code	*97
		Dial number	**[code]
VoiceMail	Single Call	Access	123#

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