

Digital Voice Services



OVERVIEW OF YOUR SERVICE

This guide will show you how to use many of the features of your new Digital Voice Residential Standard service. Your new service uses a device called an Analog Telephone Adapter (ATA). This device allows you to retain your existing analog phone devices and use them with newer, more advanced VoIP (Voice over Internet Protocol) services like this one. Your new service acts as a main home phone line replacement service but with many additional features you may not have with your current home phone service.

Your Digital Voice Residential Standard service also includes Voicemail and Unified Messaging features. These features allow callers to leave you recorded messages that you can either listen to by calling your own home phone number or by having the messages delivered directly to your email account as .wav file attachments. (The Calling Features section below will review all the calling features available to you with your new service.)

In addition, your service includes:

- Unlimited Local and Long Distance
- 411 Directory Assistance (Per use fee)
- White Page Directory Listing
- 911 Registration

CALLING FEATURES

Your Digital Voice Residential Standard service includes a number of calling features at no extra cost:

- Caller ID and Caller Name Delivery
 - Call Waiting
 - Call Hold
 - 3-Way Calling
 - Call Return
 - Last Number Redial
 - Anonymous Call Rejection
 - Calling Line ID Delivery Blocking
 - Call Forward Always
 - Call Forward No Answer
 - Call Forward Not Reachable
 - Do Not Disturb
 - Speed Dial
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CALLING FEATURES (Cont.)

Caller ID and Caller Name Delivery

For phones that support this feature, incoming calls will include the incoming caller ID and caller name if provided by the network.

Call Waiting

Call waiting allows you to receive a new call while you are still on an existing call. The service will deliver caller ID and caller name during call waiting if your phone supports this feature. To answer the call waiting call, either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

Call Hold

To temporarily place a caller on hold, either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second. You will hear a dial tone from your phone, but it's not necessary to dial anything. To pull the call back from hold, either press the Flash key again on your phone if it has one, or press the hookswitch and release it after a half second.

3-Way Calling

To place a 3-way call, either answer an incoming call or place an outgoing call. Once answered, put the first call on hold by either pressing the Flash key on your phone if it has one, or pressing the hookswitch and release it after a half second. You will hear a dial tone from your phone. Enter the destination number for the next caller. Wait until the other person answers. Either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second to join everyone together. To end the 3-Way call, simply hang up. If any of the called users hangs up first, you will remain joined to the other user. Hang up at any point to end the 3-Way call.

Call Return

To return a call to the last person that called you, simply dial *69. The last person that called you will be called back.

Last Number Redial

For phones that don't have a redial key, you can redial the last call you placed by dialing *66.

Anonymous Call Rejection

To reject calls that come across as Anonymous, dial *77. To re-enable receiving Anonymous calls, dial *87.

Calling Line ID Delivery Blocking

To block sending your caller ID call-by-call, dial *67 followed by the number you are calling. The other party will receive an Anonymous call. Dial *31 to enable this for all calls. Dial #31 to restore sending caller ID.

Call Forward Always

If you will be traveling and want to forward your phone, dial *72 followed by the number to forward calls to. To disable the call forward, dial *73.

Call Forward No Answer

To forward only unanswered calls instead of letting them go to your voicemail, dial *92 followed by the number to forward calls to. To disable the call forward, dial *93.

Call Forward Not Reachable

In the event that you lose your internet service, you can set a number to forward calls to when your home phone is offline. Dial *94 followed by the number to forward calls to in the event you lose internet service. Dial *95 to disable this service.

Do Not Disturb

Placing your home phone service in Do Not Disturb will cause all calls to go to your voicemail box. To enable the Do Not Disturb service, dial *78. To disable the service, dial *79.

Speed Dial

If your home phone does not have a built-in directory or speed dial capability, you can create and use speed dials with this service. Speed dials are referenced using a two digit number. To set a speed dial with this service, dial *75 plus a two digit code number plus the number you want for this speed dial. For example, to set up a speed dial to call the White House as your first speed dial with code 00, dial *75002024561111. To use this speed dial, simply dial #00. Up to 100 speed dials can be created using 00-99.

VOICEMAIL AND UNIFIED MESSAGING

Your service comes with a voicemail box as well as Unified Messaging. Unanswered calls will automatically be sent to voicemail. There are two ways to access your voicemail:

1. Calling your own phone number will put you directly into your voicemail box allowing you to listen to, delete and manage saved voicemails.
2. Picking up your phone and dialing *62 will put you into the main voice portal menu. The main voice portal menu gives you access to additional features, where option 1 will also put you into your voicemail box.

Initial Setup (*62)

The first time you call your voicemail box or dial *62, you will be prompted to set a pass code to access your voicemail and to record your personalized name. Pass codes should be 4-to-8 digits. When calling from your own phone number, it's not necessary to enter your pass code to access your voicemail. Your recorded name will be played to callers as part of the default greeting callers will hear. You'll later have the option to record a longer greeting, though you don't have to. The default greeting users will hear is, "Your recorded name" is not available to take your call. Please leave a message after the tone.' Once you have completed the set up, you can record greetings and access your voicemails.

Voice Portal Main Menu (*62)

At the main menu, the following options are available:

- 1 – To access your voicemail box
- 3 - Go to the greetings menu
- 4 - Change call forwarding options
- 8 - Change your pass code
- 9 - Exit the voice portal
- # - Repeat the menu

Accessing Your Voicemail Box

Option 1 can also be reached by calling your home phone number from your home phone line. This option presents another menu for listening to voicemails, saving and deleting messages as well as managing your voicemail greetings. See the section below, Using Your Voicemail Box.

Recording Greetings

Option 3 provides a menu to let you record or re-record your name. The name is used when you don't record a custom greeting. With just the name recorded, callers will hear, "John Doe", "is not available to take your call. Please leave a message after the tone". To record new voicemail greetings, see Using Your Voicemail Box.

Call Forwarding Options

Option 4 provides a menu for managing your call forward always feature. The * code entries are also available (see Calling Features). The options allow you to activate and de-activate your call forward always as well as change and listen to the current call forwarding always destination. The call forwarding always destination number is stored in case that number is always used as the call forward destination. Option 1 to activate and option 2 to deactivate is all that is required.

Changing Your Pass Code

Option 8 provides options to change your pass code.

Exiting The Voice Portal

Option 9 exits the voice portal management, or you can hang up at any time

Repeating the Menu

Use # to repeat the menu options.



VOICEMAIL AND UNIFIED MESSAGING

(Cont.)

Using Your Voicemail Box

When callers leave you a voicemail, the Phone LED on the ATA device will blink when all phones are on-hook. Also, when you pick up the phone to place a call, you will hear a stutter dial tone indicating you have a new message.

When you signed up for service and provided your email address, the Unified Messaging feature was enabled. With this feature, voicemail messages will also be sent to your email address as a wav file attachment, allowing for easy playback on your home computer or mobile phone no matter where you are. Simply download the message, or many email clients support playback of the audio file within the email client. To listen to your messages on your home phone, simply pick up the phone and dial your home phone number. The Main Menu for your voicemail box options are:

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|---|--|
| 1 - Listen to messages | 7 - Delete all messages |
| 2 - Change your mail box busy greeting | 8 - To modify message deposit settings |
| 3 - Change your mail box no answer greeting | * - Return to Voice Portal menu |
| 4 - Change your mail box extended away greeting | # - To repeat the menu |

Listen To Your Messages

When you call into your voicemail box, the system will announce the number of new and saved messages. To listen to your messages, press 1. When you press 1, the system will begin auto-playing the first new or first saved message. Once you have listened to a message, you can

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| 2 - To repeat the message | 6 - To go to the next message |
| 4 - To go back to the previous message | 7 - To erase the message |
| 5 - To play back the message envelope | 8 - To call back this caller |
| | # - To save the message |

While listening to a message, you can choose the following options to control the playback

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|--|---|
| 2 - To pause and un-pause message playback | 4 - To restart the message from the beginning |
| 3 - To skip ahead in the playback | 6 - To skip ahead to the end of the message |

Change Your Mail Box Busy Greeting

To change the message callers hear when your line is busy, press 2. Initially, callers will hear the default message. If your phone supports call waiting, callers will not receive a busy greeting unless you have one caller on hold and are talking to a second caller.

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| 1 - To record a new busy greeting | 3 - To revert to the default busy greeting |
| 2 - To listen to your current busy greeting | * - To return to the previous menu |
| | # - To repeat this menu |

Change Your Mail Box No Answer Greeting

To change the message callers hear when you do not answer, press 3. Initially, callers will hear the default message.

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|--|---|
| 1 - To record a new no answer greeting | 3 - To revert to the default no answer greeting |
| 2 - To listen to your current no answer greeting | * - To return to the previous menu, change your mail box extended away greeting |

You can also record a greeting that can be activated when you plan on being away for an extended period of time instead of recording a new no answer greeting. This allows you to keep your no answer greeting as is. The greeting can be recorded and then activated and deactivated at any time. Once activated, it will play instead of your no answer greeting. To choose this option, press 4, then:

- | | |
|---|--|
| 1 - To activate your extended away greeting (not played until a greeting is recorded) | 3 - To record a new extended away greeting |
| 2 - To deactivate your extended away greeting (not played unless your extended away greeting is activate) | 4 - To listen to your current extended away greeting |
| | * - To return to the previous menu |
| | # - To repeat this menu |

Delete All Messages

To delete all messages in your mail box, press 7.

Modify Deposit Settings

To modify your deposit settings, press 8. You can enable or disable message deposits in your mail box. This option is typically used when you also activate your extended away greeting and don't want your mail box to fill up while you are gone. When you return, you can re-enable message deposits and deactivate your extended away greeting.



SCTC Digital Voice Residential Plus

SCTC Digital Voice Residential Plus includes additional features:

- Calling Line ID Delivery Blocking
- Do Not Disturb
- Call Forward Always, No Answer, Not Reachable
- Simultaneous Ring
- Selective Call Acceptance
- Selective Call Rejection
- Distinctive Ring