

VoiceAccess Users Guide



net2phone®

Communication without borders™

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Getting Started

Congratulations! When you become a Net2Phone VoiceAccess subscriber, you have invested in a business trunking solution that will enable you to

- ➔ Save - *Drastically reduce outbound and inbound calling costs*
- ➔ Expand - *Seamlessly add VoIP calling to an existing PBX*
- ➔ Connect - *Utilize a phone number from a growing list of international countries*

VoiceAccess offers three calling plans to suit each type of business need, including

- ➔ Outbound Only - *Offers low outbound calling rates to destinations all over the world*
- ➔ VoiceAccess Basic - *Provides both low cost inbound and outbound calling*
- ➔ VoiceAccess Plus - *Includes all the features of the basic service plus VoiceMail, Call Forwarding, and CallerID, ensuring that you never miss a call should your IP connection fail*

Once you have selected the plan that's best for you, a telephone adapter or gateway is connected to your existing network to enable VoIP calling. You can utilize one of the many hardware products offered by **Net2Phone** or select devices from companies such as

- ➔ Linksys
- ➔ Quintum
- ➔ Cisco
- ➔ Audio Codes
- ➔ Sipura

Managing your VoiceAccess calling features is simple using:

- ➔ VoiceAccess-enabled phone/device
- ➔ VoiceAccess My Account Center website

Device Configuration

In order to start using your VoiceAccess service you must complete the following steps:

1. Install the VoiceAccess gateway and connect the cabling
2. Configure the LAN settings
3. Log in to the VoiceAccess gateway Web Manager
4. Finish configuring your FXS ports using the Web Manager
5. Test your installation by making an Internet telephone call

For complete details on completing these steps, refer to the User's Guide for your specific VoiceAccess gateway, including:

- ➔ Max 410
- ➔ Max 420
- ➔ Max 430
- ➔ Max 8
- ➔ Max 8 Plus
- ➔ Max 8/16
- ➔ Max 8/16 for T1 or E1

Connecting VoiceAccess to a PBX

VoiceAccess is most commonly implemented as a gateway between a PBX and the internet. Although phones can connect directly to a gateway, it is not the most efficient usage of the bandwidth. When connecting the VoiceAccess gateway to a PBX, the features and saving can be shared among many more users.

A PBX can connect to one of the approved gateways in two main ways; through an analog connection, or a digital connection.

Analog connections can be central office like (FXS) or phone lines (FXO), and can support different signaling and carrier characteristics. Digital connections include ISDN Primary Rate Interface (PRI) and basic rate interface (BRI) among others.

To maximize the savings and the available features, both the gateway and the PBX needs to be configured correctly. However, due to the large number of PBX models in the field, this User's Guide does not offer documentation or support for the PBX configuration. For detailed instructions on how to provision the gateway to a PBX, refer to the User's Guide for your specific VoiceAccess gateway.

VoiceAccess Plus Features

VoiceMail

With VoiceAccess Plus, VoiceMail is one feature that can ensure you receive all your calls. The VoiceMail feature will allow your callers to record messages, which you can then retrieve anytime from any telephone.

VoiceMail service allows VoiceAccess calls to be forwarded to your VoiceMail mailbox if:

- ➔ **There is a loss of IP connection**
- ➔ All ports are **busy**
- ➔ There is **no answer**

Each message can be up to 5 minutes in length, and you have a total of 30 minutes available for all VoiceMails 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. In this case, the caller will be unable to leave a message.

Call Forwarding

With VoiceAccess Plus, Call Forwarding is another service that allows calls to be forwarded to a PSTN if:

- ➔ **There is a loss of IP connection**
- ➔ All ports are **busy**
- ➔ There is **no answer**

The Call Forwarding feature helps you stay in touch, even when you know you won't be available to answer your 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 VoiceAccess 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.



NOTE: The Call Alert feature may not be available for every type of VoiceAccess-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 activate Call Forwarding features from the VoiceAccess-enabled phone or from the My Account Center Web site.

Caller ID

With Caller ID, you can find out who is calling before you pick up the telephone, even if you are already on the line. The Caller ID feature also transmits your phone number to identify you when you make outgoing calls.

This feature is automatically enabled by default, so anyone you call can see your phone number on the 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.

When Caller ID delivery is disabled, the people you call cannot see your phone number on their Caller ID displays. Instead of displaying your phone number, their Caller ID displays read, "Anonymous."

In order for the Caller ID feature to display the phone number of those who call you, your telephone must be equipped with a Caller ID display, or you must have a separate Caller ID display unit connected to the VoiceAccess-connected telephone/device.

Managing Calling Features from the Phone

Setting Up Your VoiceMail

Your VoiceAccess 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 your personal greeting:

1. Pick up the telephone handset and press **123#** on the telephone keypad.
You will be connected to the VoiceMail system.



NOTE: To bypass the VoiceMail greeting, press **1**.

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

Key	Action
1	Listen to your greeting.
2	Change your greeting.
3	Accept and activate your greeting.
*	Return to VoiceMail menu.
#	Return to previous menu.

6. 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 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:

1. Pick up the telephone handset and press **123#** on the telephone keypad.
You will be connected to the VoiceMail system.



NOTE: To bypass the VoiceMail greeting, press 1.

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



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, refer to the **Accessing VoiceMail through the My Account Center Website** section on page 16 of this guide.

Listening to VoiceMail Messages

From your VoiceAccess Telephone

You can listen to your VoiceMail messages from your VoiceAccess-connected telephone. You also have the option to receive notification via e-mail that you have a new message. This e-mail will include the time of day and date message was received and if available, the originating number.

To check for and listen to your VoiceMail messages from your VoiceAccess-connected telephone:

1. Pick up the telephone handset and press **123#** on the keypad.
You will be connected to the VoiceMail system.
2. When prompted, enter your PIN.
You will be connected to the VoiceMail system.
3. 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.
4. Press **1** to listen to the message.
5. 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.
6. Follow the voice prompts to continue listening to, saving, and/or deleting your messages.
7. 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.



NOTE: For instructions on setting up and managing your VoiceMail account through the My Account Center website, refer to the *Accessing VoiceMail through the My Account Center Website* section on page 16 of this guide.

Remotely from any Telephone

You can remotely check for and access VoiceMail messages from any touch-tone telephone.

You also have the option to receive notification via e-mail that you have a new message. This e-mail will include the time of day and date message was received and if available, the originating number.

To check for and listen to your VoiceMail messages remotely from any other telephone:

1. Dial your own number from any telephone. When VoiceMail answers after between one (1) and six (6) rings, press the * key.
2. When prompted, enter your PIN.
You will be connected to the VoiceMail system.
3. 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.
4. Press **1** to listen to the message.
5. 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.
6. Follow the voice prompts to continue listening to, saving, and/or deleting your messages.
7. 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.

Saving VoiceMail Messages

To save your VoiceMail messages:

1. Pick up the telephone handset and press **123#** on the keypad.
You will be connected to the VoiceMail system.



NOTE: To bypass the VoiceMail greeting, press 1.

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** on the telephone keypad to listen to the message.

- Press **2** on the telephone keypad 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 the message.
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.

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 VoiceAccess-connected telephone or from a regular touch-tone telephone.

To delete your VoiceMail messages:

- Pick up the telephone handset and press **123#** on the telephone keypad.
You will be connected to the VoiceMail system.



NOTE: To bypass the VoiceMail greeting, press 1.

- 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** on the telephone keypad to listen to the message.
- Press **3** on the telephone keypad 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 the message.
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.

Activating and Deactivating Call Forwarding

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

Call Forwarding Feature	Activate	Deactivate
All Calls (Unconditional)	*72	*73
No Answer	*92	*93
Busy Signal	*68	*88
ALL FEATURES	-	*91

Call Forwarding Dial Codes Summary

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 VoiceAccess-enabled phone 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 VoiceAccess-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 VoiceAccess-enabled phone to place a call to the appropriate activation code in the table above.

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 VoiceAccess 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 for both the IP and PSTN portions of the call.



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.

Disabling Caller ID Delivery

If you would like to hide your phone number for all calls or for a single call, you can use the codes in the table below.

DISABLING CALLER ID DELIVERY		
If you want to...	Dial	Result
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.
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.

For All Outgoing Calls

To hide your phone number from the called party for all outgoing calls:

1. Pick up the VoiceAccess-connected telephone handset and listen for a dial tone.
2. At the dial tone, dial ***95** on the telephone keypad.
You will hear the message, "Your Caller ID will now be blocked when placing outbound calls. Thank you."
3. Hang up the telephone handset.
All calls will now hide your phone number from the called party and the caller ID display of the people you call will read, "Anonymous."

For a Single Outgoing Call

To hide your phone number from the called party for a single outgoing call:

1. Pick up the VoiceAccess-connected telephone handset and listen for a dial tone.
2. Dial ***67** on the telephone keypad, followed by the phone number you would like to call, including the full country code when calling internationally.
Your phone number will not display to the person you are calling for this call only.
3. When you are finished with the call, hang up.
The next call you place will transmit your phone number to the called party's Caller ID display (if you have Caller ID delivery permanently enabled).

Enabling Caller ID Delivery

If you would like to transmit your phone number for all calls or a single call, you can use the codes in the table below.

ENABLING CALLER ID DELIVERY		
If you want to...	Dial	Result
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.
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.

For All Outgoing Calls

To display your phone number to the called party for all outgoing calls: Pick up the VoiceAccess-connected telephone handset and listen for a dial tone.

1. Dial ***96** on the telephone keypad.
You will hear the message, "Your Caller ID will no longer be blocked when placing outbound calls. Thank you."
2. Hang up the telephone handset.
All calls will now display your phone number to the called party.

For a Single Outgoing Call

To display your phone number to the called party for a single outgoing call:

1. Pick up the VoiceAccess-connected telephone handset and listen for a dial tone.
2. Dial ***82** on the telephone keypad, followed by the phone number you would like to call, including the full country code when calling internationally.
Your phone number will display to the person you are calling for this call only.
3. When you are finished with the call, hang up.
The next call you place will hide your phone number from the called party's Caller ID display (if you have Caller ID delivery permanently disabled).

Managing Calling Features in My Account Center

In this section, you will learn how to change the settings for the following calling features using <https://www.myaccountcenter.net>

- ➔ VoiceMail
- ➔ Call Forwarding
- ➔ Caller ID

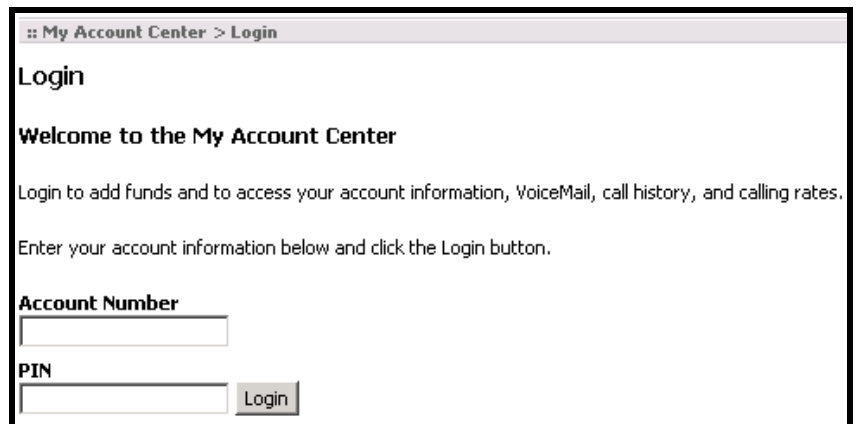
Net2Phone provides an unbranded Web site that allows your customers to view a summary of their accounts, look up their recent calls and transactions, listen to their VoiceMail messages through their PCs, update their account information, and change their feature settings. Your customers can login using their account number and PIN. This Web site is located at <https://www.myaccountcenter.net>.

The next section, **Logging into My Account Center**, provides you with instructions on how your customers can access and use the My Account Center site. The **Viewing the My Information Page** section, on the following page, describes all of the site's features.

Logging into My Account Center

To log into My Account Center:

1. Open an Internet Explorer Web browser window.
2. Enter the following URL in the **Address** text box:
<https://www.myaccountcenter.net>.
3. Click the **Go** button or press the **Enter** key on your keyboard.
The My Account Center login page displays.
4. Enter your Net2Phone VoiceAccess account number in the **Account Number** field and your PIN in the **PIN** field, and then click the **Login** button.



NOTE: If the customer does not remember his or her PIN, you can reset it via the PRC.

After you enter your account number and PIN, the My Account Center Information page displays, as described in the section below.

Viewing the My Information Page

After you enter your account number and PIN, the My Information page displays with the following sections, as shown below:

- ➔ Account Information
- ➔ Current Use
- ➔ Quick Links

My Account Center
Logout

My Information

Welcome, Valued Customer
Account Number: **3566963150** (Active)
Your Device ID: **n/a-3566963150**
Phone Line(s): [View all phone numbers](#)

Line 1 - Phone Number: 18766549801

Your calling plan is: **4 trunk lines bom**

You have 0 new [VoiceMail](#) messages.

[Place a phone call using Click2Call](#)

[Click here](#) to add funds to your account with your Recharge Code.


Current Usage


Period: **1-Mar-2007** to **1-Apr-2007**


Calling Plan Usage:
Local & National(1700) -- 1697:48 minutes remaining


Reserve Funds: JMD3345.17 remaining


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



Call History


Find Rates


Billing History


Add Funds


VoiceMail


Manage Features

Easy access to account center features:
These buttons provide easy access to the main account center features.

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

The upper-left section of the My Information page displays **Account Information**, including the customer's account number and calling plan.

The upper-right section of the page My Information displays **Current Usage**, including the customer's billing period, the minutes used for the account, and the reserve fund balance.

My Information

Welcome, Valued Customer
 Account Number: **3566963150** (Active)
 Your Device ID: **n/a-3566963150**
 Phone Line(s): [View all phone numbers](#)
 Line 1 - Phone Number: 18766549801

Your calling plan is: **4 trunk lines bom**

You have 0 new VoiceMail messages.

[Place a phone call using Click2Call](#)

[Click here](#) to add funds to your account with your Recharge Code.

Current Usage

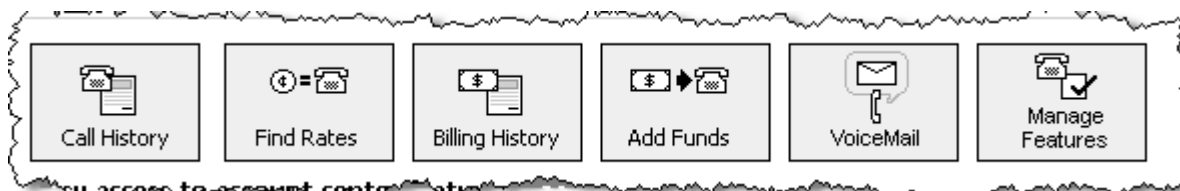
Period: **1-Mar-2007 to 1-Apr-2007**

Calling Plan Usage:
 Local & National(1700) -- 1697:48 minutes remaining

Reserve Funds: JMD3345.17 remaining

In the lower section of the My Information page, the **Quick Links** provide quick access to account information with the following buttons:

- **Call History** displays details on all calls made within the last 90 days.
- **Billing History** displays a detailed record of the customer's most recent billing transactions, including payments and credits made to the account.
- **Find Rates** displays the rates applied to the customer's calls.
- **Add Funds** allows customers to add funds to their accounts using a Recharge Code.
- **VoiceMail** allows customers to listen to and delete their messages, as well as set an e-mail notification for all new VoiceMails.
- **Manage Features** allows customers to view and edit their 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 you place the mouse over the Quick Links, notice the description below the Quick Links will change to indicate which option you are ready to select.



The Logout link, located in the upper right corner of the My Information page, closes your Web session and prevents other users from accessing your account; click **Logout** each time you are finished using the site.

To manage calling features, click the **Manage Features Quick Link** at the bottom of the My Information page. As you place the mouse over the Manage Features Quick Link, notice the description below the Quick Links will change to indicate which option you are ready to select, as shown in the screen shot below.

The screenshot shows the 'My Account Center' interface. At the top right is a 'Logout' link. Below is the 'My Information' section, which is split into two columns. The left column contains account details: 'Welcome, Valued Customer', 'Account Number: 3566963150 (Active)', 'Your Device ID: n/a-3566963150', 'Phone Line(s): View all phone numbers', a dropdown menu for 'Line 1 - Phone Number: 18766549801', 'Your calling plan is: 4 trunk lines bom', 'You have 0 new VoiceMail messages.', 'Place a phone call using Click2Call', and 'Click here to add funds to your account with your Recharge Code.'. The right column shows 'Current Usage' with 'Period: 1-Mar-2007 to 1-Apr-2007', 'Calling Plan Usage: Local & National(1700) -- 1697:48 minutes remaining', and 'Reserve Funds: JMD3345.17 remaining'. Below this is a link for 'FAQs and Instructions for using your calling features.'. A row of six icons is displayed: 'Call History', 'Find Rates', 'Billing History', 'Add Funds', 'VoiceMail', and 'Manage Features'. The 'Manage Features' icon is circled in white. Below the icons, the text reads: 'Manage Features: Change your settings for call forwarding, caller ID, and other features.'. At the bottom, it says 'Finished with My Account Center: Please Logout.'



NOTE: Some features on the My Account Center Web site may not be supported by the VoiceAccess service.

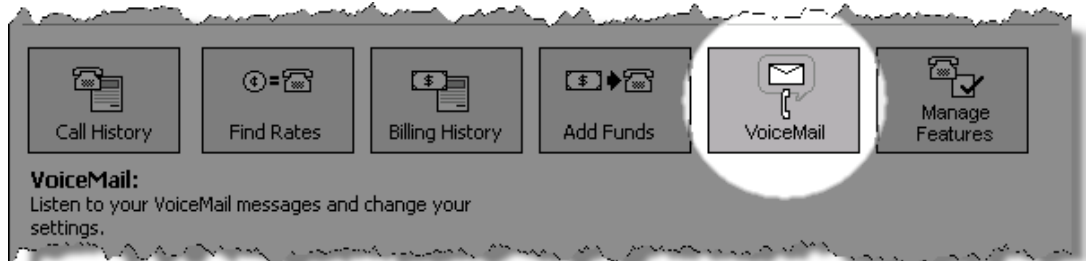
Accessing VoiceMail

Listening to VoiceMail Messages

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.

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

- Using a Web browser, access the My Account Center site at <https://www.myaccountcenter.net>, and log in with your VoiceAccess phone number and PIN.
The My Information page displays.
- Click the **VoiceMail** button.



The VoiceMail page displays.

VoiceMail

Account: 8843889452 Manage Features for: Line 1 - Phone Number: 19738548895 [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?
VoiceMail can take messages when you are not available to answer a call. You can play messages online in addition to listening to them from any phone.

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

To select the number of rings before a call is answered by VoiceMail:
Change the [Call Forwarding](#) setting for "No Answer".

You can also have an e-mail notification sent to you whenever a new VoiceMail message arrives.

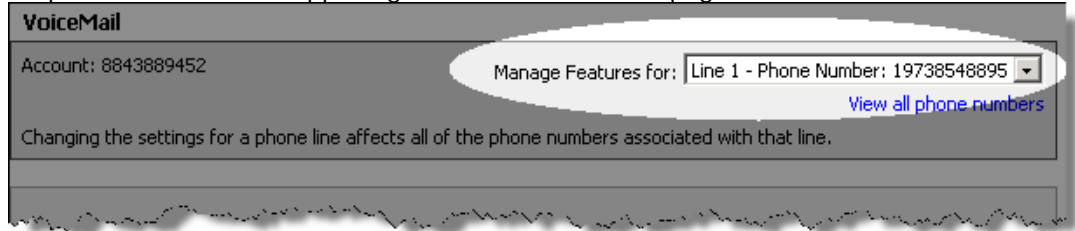
Your current settings:

Enable E-mail Notification to the following e-mail address(es):
Use a comma ", " to separate multiple e-mail addresses.

Include Voicemail message as e-mail attachment (WAV file)

	From	Date/Time Received		Play
<input type="checkbox"/>	(973) 854-8895	3/14/2007 10:39:00 AM	🕒 00:00:07	Play

3. 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.



4. Click the **Play** link for the messages you would like to hear. *The media player displays and plays the message. The Play link for that message changes colors to indicate that it has been played. When you are finished listening to messages, close the media player.*



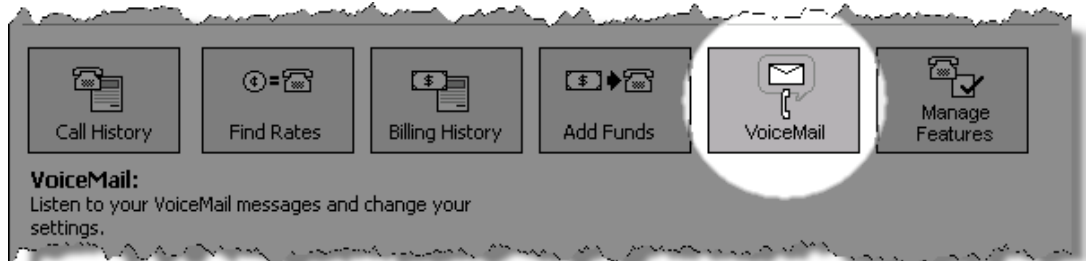
5. Click the **My Account Center** link in the upper left-hand corner of the page to return to the My Information page.

Enabling E-mail Notifications for New VoiceMail Messages

The VoiceMail page offers a feature that will alert you via e-mail whenever you receive a new VoiceMail message.

To receive e-mail notification of new VoiceMail messages:

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



The VoiceMail page displays.

My Account Center > Manage Service Features > VoiceMail Logout

VoiceMail

Account: 3566963150 Manage Features for: Line 1 - Phone Number: 18766549801 ▼

[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?
VoiceMail can take messages when you are not available to answer a call. You can play messages online in addition to listening to them from any phone.

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

To select the number of rings before a call is answered by VoiceMail:
Change the [Call Forwarding](#) setting for "No Answer".

You can also have an e-mail notification sent to you whenever a new VoiceMail message arrives.

Your current settings:

Enable E-mail Notification to the following e-mail address(es):
Use a comma "," to separate multiple e-mail addresses.

Include Voicemail message as e-mail attachment (WAV file)

From	Date/Time Received	⌵	Play
------	--------------------	---	------

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 e-mail notification. If it does not, click the drop-down menu and select the appropriate line.

VoiceMail

Account: 8843889452

Manage Features for: Line 1 - Phone Number: 19738548895

[View all phone numbers](#)

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



NOTE: To view all the phone numbers assigned to this account, click the **View all phone numbers** link under the **Manage Features for** drop-down menu.



NOTE: 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 E-mail Notification** checkbox is not already checked, click the checkbox to place a checkmark in it.

Change the **Call Forwarding** setting for "No Answer".

You can also have an e-mail notification sent to you whenever a new VoiceMail message arrives.

Your current settings:

Enable E-mail Notification to the following e-mail address(es): address@destination.com

Use a comma "," to separate multiple e-mail addresses.

Include Voicemail message as e-mail attachment (WAV file)

Save Settings

Select All Delete Selected

From Date/Time Received Play

4. In the **Send notification to this e-mail address** field, enter the e-mail address to which you would like the VoiceMail notification sent.
5. Click the **Save Settings** button to save your changes.
You will now receive an e-mail each time someone leaves you a new VoiceMail message.
6. Click the **My Account Center** link at the upper left-hand corner of the page to return to the My Information page.

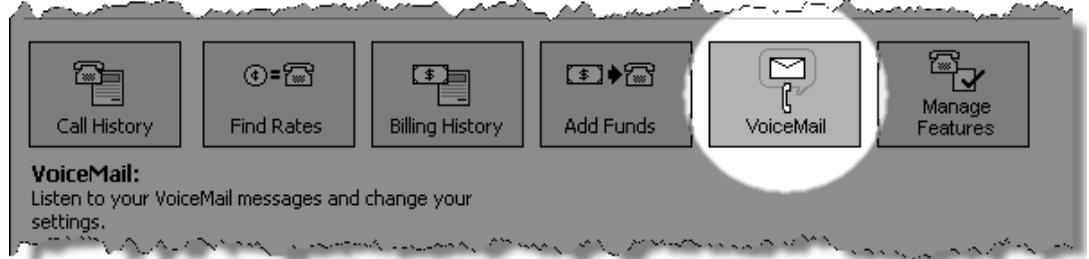


NOTE: If you have enabled e-mail notification of new VoiceMail messages and you do not see an e-mail in your Inbox when you receive a new message, check your Bulk or Spam folders.

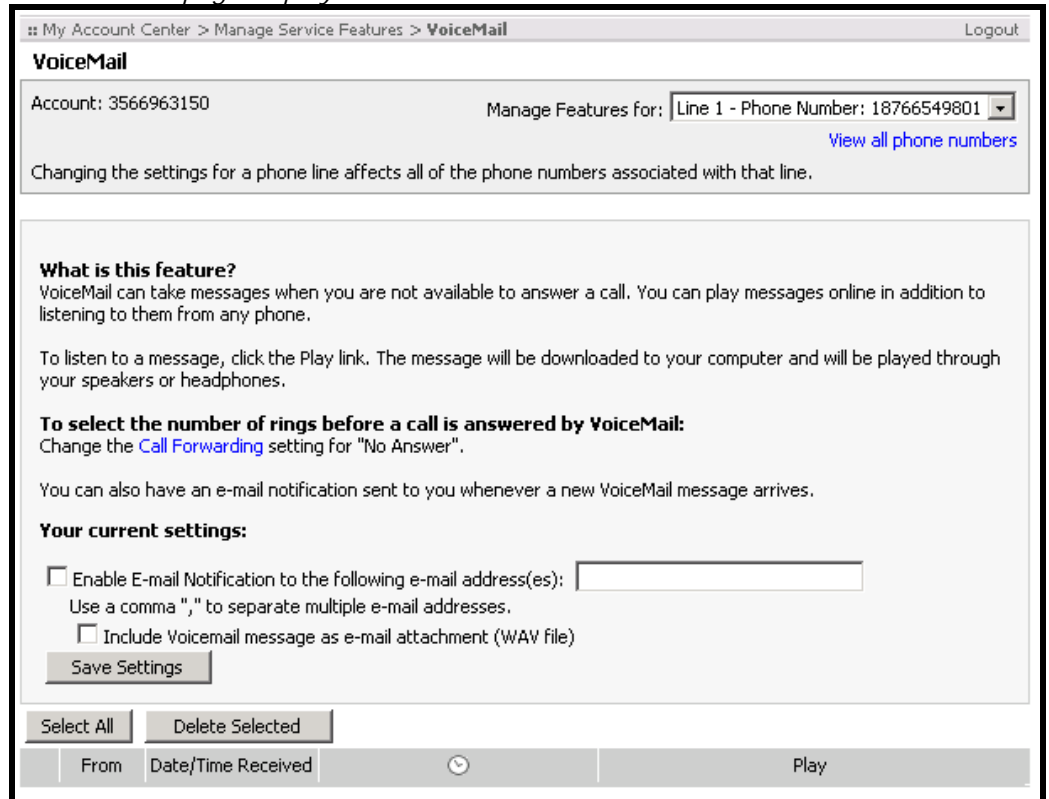
Disabling E-mail Notification of New VoiceMail Messages

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

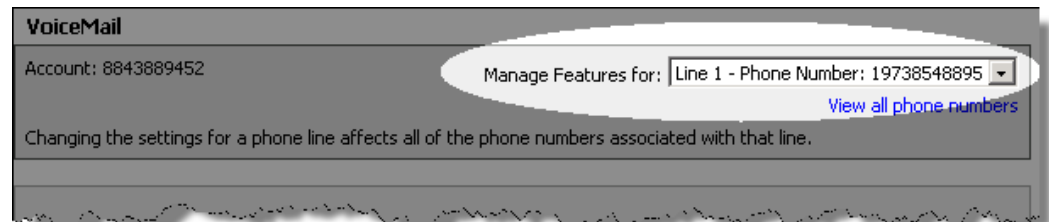
1. From the My Information page, click the **VoiceMail** button.



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 e-mail notification. If it does not, click the drop-down menu and select the appropriate line.



NOTE: To view all the phone numbers assigned to this account, click the **View all phone numbers** link under the Manage Features for drop-down menu.

3. If the **Enable E-mail Notification** checkbox is checked, click the checkbox to remove the checkmark.

You can also have an e-mail notification sent to you whenever a new VoiceMail message arrives.

Your current settings:

Enable E-mail Notification to the following e-mail address(es):
Use a comma "," to separate multiple e-mail addresses.

Include Voicemail message as e-mail attachment (WAV file)

	From	Date/Time Received		Play
<input type="checkbox"/>	(973) 854-8895	3/14/2007 10:39:00 AM	00:00:07	Play

4. Click the **Save Settings** button.
The VoiceMail e-mail notification is disabled. The e-mail address you had previously entered to receive notification e-mails 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.

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

Setting the Call Forwarding Options

Use the Call Forwarding page to enable or disable the different types of Call Forwarding and to set the destination number(s).

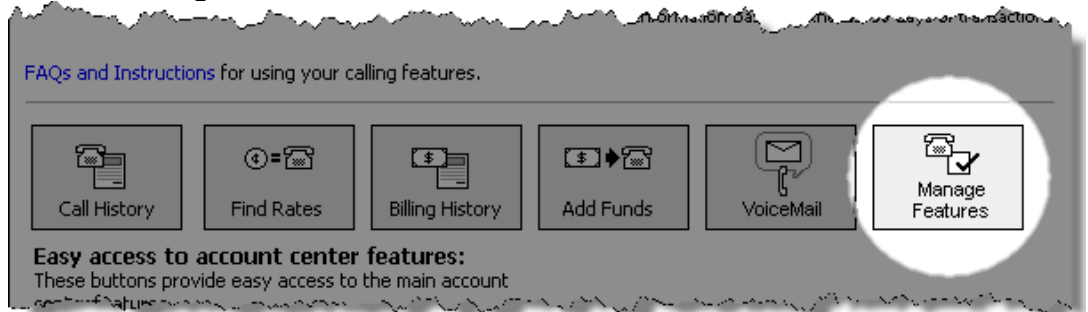
Activating and Deactivating Call Forwarding

To activate or deactivate a Call Forwarding feature:

1. Using a Web browser, access the My Account Center site at <https://www.myaccountcenter.net> and log in with your VoiceAccess phone number and PIN.

The My Information page displays.

2. Click the **Manage Features** button.



The Manage Service Features page displays.

3. Click the **Call Forwarding** link.

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>Disable Call Waiting If you do not use Call Waiting, you can permanently turn off the feature.</p>
<p>VoiceMail 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 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 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 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 Do Not Disturb feature blocks all incoming calls and provides callers with the option to leave a VoiceMail message.</p>
<p>Call Forwarding Call Forwarding allows you to stay in touch even when you are away from your phone.</p>	<p>Account Balance Announcement Account Balance Announcement tells you how much talk time you have used.</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>Click2Call The Click2Call feature allows you to initiate a call directly from the account center.</p>	

The Call Forwarding page displays.

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

Call Forwarding

Account: 8843889452 Manage Features for: Line 1 - Phone Number: 19738548895 [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.

Enter the phone numbers below as you would dial them from your VoiceLine-connected phone.

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: Off

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

Call Forwarding Alert: Off 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: On

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

Number of rings before call is forwarded: 6

Busy Signal Call Forwarding is: On

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

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.

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

Call Forwarding

Account: 8843889452 Manage Features for: Line 1 - Phone Number: 19738548895 [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.

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.

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.

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**.

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.

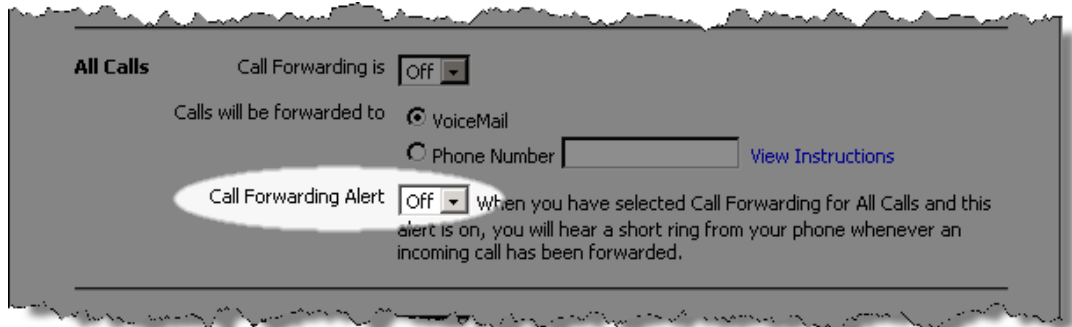


NOTE: You cannot set both VoiceMail and the Call Forwarding service to pick up for the same type of unanswered call.

For example, if you set your VoiceMail service to pick up if all ports are busy, you cannot set the Call Forwarding service to pick up if all ports are busy as well.

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.*

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.

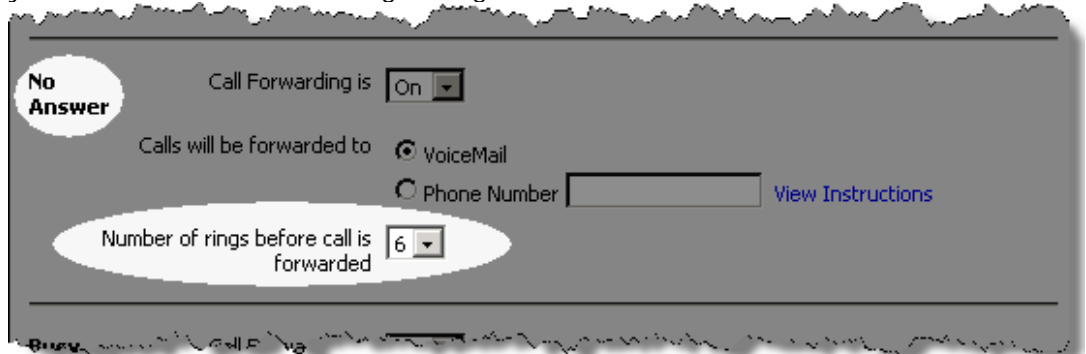


All Calls Call Forwarding is

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.

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.

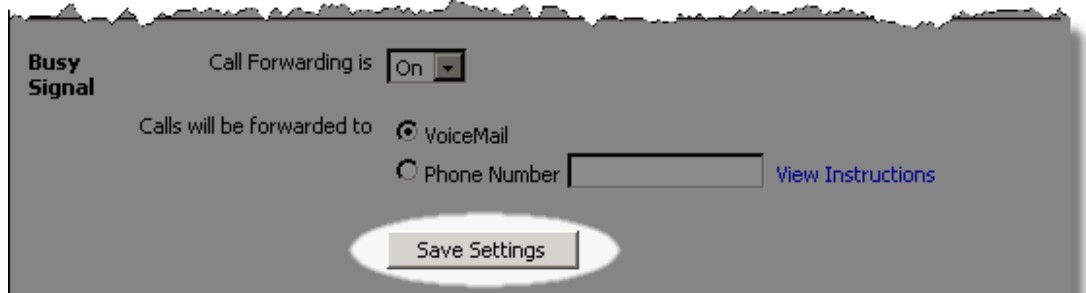


No Answer Call Forwarding is

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

Number of rings before call is forwarded

11. Click the **Save Settings** button at the bottom of the page to save the changes.



Busy Signal Call Forwarding is

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

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

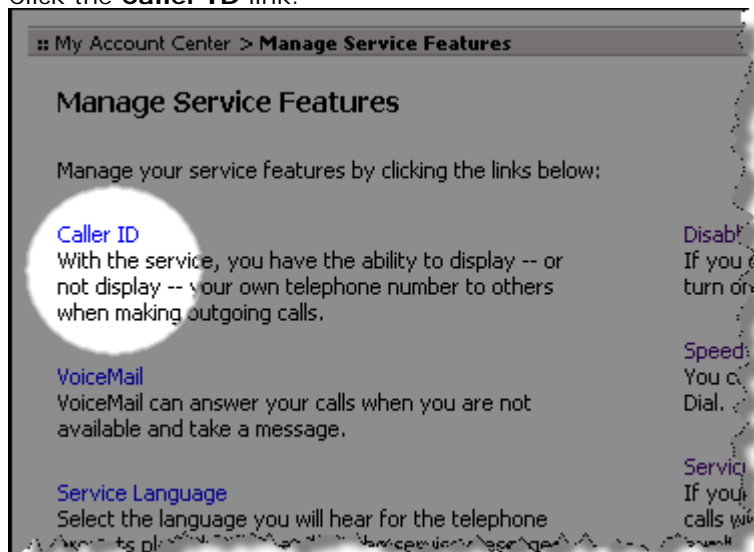
Setting Caller ID Options

The Caller ID feature allows you to see the phone number of those who call you. It also transmits your phone number to identify you when you make outgoing calls (Caller ID delivery). This feature is enabled by default, so anyone you call can see your phone number on his or her 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.

Enabling/Disabling Caller ID

To enable or disable Caller ID delivery:

1. Using a Web browser, access the My Account Center site at <https://www.myaccountcenter.net>, and log in with your VoiceAccess phone number and PIN.
The My Information page displays.
2. Click the **Manage Features** button.
The Manage Service Features page displays.
3. Click the **Caller ID** link.



The Caller ID 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 Caller ID options. If it does not, click the drop-down menu and select the appropriate line.

My Account Center > Manage Service Features > Caller ID Settings Logout

Caller ID (for outgoing calls)

Account: 3566963150 Manage Features for: Line 1 - Phone Number: 18766549801 ▾

[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?
 You have the option to display or not display your Caller ID information to others when you make calls. Please note that this setting will apply to all outgoing calls; you can change your Caller ID setting on a per-call basis from your telephone.

Your current settings: You currently display 18766549801 on your outgoing calls.

Please choose the phone number that you would like to display on the Caller ID of the party that you are calling: 18766549801 ▾

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

My Account Center > Manage Service Features > Caller ID Settings Logout

Caller ID (for outgoing calls)

Account: 3566963150 Manage Features for: Line 1 - Phone Number: 18766549801 ▾

[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?
 You have the option to display or not display your Caller ID information to others when you make calls. Please note that this setting will apply to all outgoing calls; you can change your Caller ID setting on a per-call basis from your telephone.

Your current settings: You currently display 18766549801 on your outgoing calls.

Please choose the phone number that you would like to display on the Caller ID of the party that you are calling: 18766549801 ▾

6. 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.

My Account Center > Manage Service Features > **Caller ID Settings** Logout

Caller ID (for outgoing calls)

Account: 3566963150 Manage Features for: Line 1 - Phone Number: 18766549801

[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?
 You have the option to display or not display your Caller ID information to others when you make calls. Please note that this setting will apply to all outgoing calls; you can change your Caller ID setting on a per-call basis from your telephone.

Your current settings: You currently display 18766549801 on your outgoing calls.

Please choose the phone number that you would like to display on the Caller ID of the party that you are calling:

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

7. If the Caller ID delivery feature is enabled and you have two VoiceAccess 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.

My Account Center > Manage Service Features > **Caller ID Settings** Logout

Caller ID (for outgoing calls)

Account: 3566963150 Manage Features for: Line 1 - Phone Number: 18766549801

[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?
 You have the option to display or not display your Caller ID information to others when you make calls. Please note that this setting will apply to all outgoing calls; you can change your Caller ID setting on a per-call basis from your telephone.

Your current settings: You currently display 18766549801 on your outgoing calls.

Please choose the phone number that you would like to display on the Caller ID of the party that you are calling:

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