

# Residential Service Installation & Usage Guide

## Overview of the Service

This guide will show you how to use many of the features of your new service. Your new residential 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 residential 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 new 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. (The Calling Features section will review all the calling features available to you with your new service.)

## Residential Phone Set-Up

To use your new home phone service, a small device called an ATA (analog telephone adapter) is supplied with the service. (This will be shipped to you after you order your service.) When you receive your device, make sure all parts are in the box.

### Install the Phone

1. Insert one end of the supplied Ethernet cable into the jack marked INTERNET on the back of the unit.
2. Plug the other end into an available LAN port on your existing home router.
3. Plug the round end of the supplied power adapter into the back of the unit and plug the two-pronged end into an available 120v power outlet in your home. On the front panel, the power indicator light should turn green. If the unit successfully connects to your router, the Internet indicator light should turn green. The Link/Act indicator light will be blinking during this period. The unit may reset at least once during initial set up. Once the service connects, the Phone indicator light will turn green. This process could take several minutes to complete.
4. Plug in your existing analog phone using its existing analog phone cable. Press your phone's call key and you should hear a dial tone.

## Calling Features

Your new home phone service includes a number of calling features at no extra cost. These features include:

### 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 hook switch 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 hook switch 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 hook switch 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 hook switch 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 hook switch 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 Set-Up**

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 setup, 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 Passcode**

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.

## **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 supporting 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:

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

- 2 - To repeat the message
- 4 - To go back to the previous message
- 5 - To play back the message envelope
- 6 - To go to the next message
- 7 - To erase the message
- 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

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

### **Change Your Mailbox 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.

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

### **Change Your Mailbox No Answer Greeting**

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

- 1 - To record a new no answer greeting
- 2 - To listen to your current no answer greeting
- 3 - To revert to the default no answer greeting
- \* - To return to the previous menu, change your mailbox 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)
- 2 - To deactivate your extended away greeting (not played unless your extended away greeting is activate)
- 3 - To record a new extended away greeting
- 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 mailbox, 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.

White Page Directory Listing

911 Registration

Unlimited Local and Long Distance

411 Directory Assistance (Per use fee)

Caller ID & Caller Name Delivery

Call Waiting

Call Hold

3-Way Calling

Call Return

Last Number Redial

Anonymous Call Rejection

Calling Line ID Delivery Blocking

Do Not Disturb

Call Forward Always, No Answer, Not Reachable

Speed Dial

Voice Mail

Unified Messaging

**Select package**

Phone Number Native to Serving Rate Center

White Page Directory Listing

911 Registration

Unlimited Local and Long Distance

411 Directory Assistance (Per use fee)

Caller ID & Caller Name Delivery

Call Waiting

Call Hold

3-Way Calling

Call Return

Last Number Redial

Anonymous Call Rejection

Calling Line ID Delivery Blocking

Do Not Disturb

Call Forward Always, No Answer, Not Reachable

Speed Dial

Voice Mail

Unified Messaging

Sequential Ring

Simultaneous Ring

homeXtend Mobile Client

Selective Call Acceptance

Selective Call Rejection

Distinctive Ring

### **homeXtend Mobile App**

homeXtend Select includes a mobile app option for both iOS and Android to allow customers to take their home phone on the go. The mobile phone app offers a number of features to complement your home phone service including:

- Placing calls that appear to come from your residential line
- Answering calls that arrive at your residential line
- Accessing call history
- Configuring features including Simultaneous Ring, Sequential Ring features and Unified Messaging