

## ***Contents***

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Address Book	4
Anonymous Call Rejection	5
Call Block	5
Call Forward	6-7
Call Logs	7
Call Return	7
Call Waiting	8
Caller ID	9
Do Not Disturb	10
Find Me	11
Outbound Caller ID Block	9
Selective Call Forwarding	11
Speed Dial	12
Three-Way Calling	13
Voice mail	14
Voice mail Message Waiting Indicator	15
Voice mail to Email	15

## *Address Book*

Store all of your contacts in your online **Address Book**.

### **Access Via: Internet**

1. Login to your online account
2. Click **Address Book** on the Features list
3. Wait for the **Address Book** Screen to appear

### **To Add a Contact:**

1. Click **Add Contact** and wait for a new screen to appear
2. Enter the contact's information into the data fields provided
3. Click **Save**

### **To View a Contact:**

1. To view all contacts, click **View All**
2. To view one contact at a time or to view only contacts in a particular letter group, click on the first letter in the contact's first or last name
3. To sort view by last name, click **Last Name**
4. To sort view by first name, click **First Name**
5. To sort view by **Speed Dial** number, click **Speed Dial**

### **To Delete a Contact:**

1. Check the box of the contact you want to delete
2. Click **Delete**

### **To Edit a Contact:**

1. Select the contact you want to edit
2. Click **Edit** and a data field screen will appear with the existing contact information
3. Edit the contact's information in the data fields provided
4. Click **Save**

**Speed Dial** numbers can be assigned via your **Address Book**. Please see the **Speed Dial** instructions found in this user guide for more information.

## Anonymous Call Rejection

Reject incoming callers who have blocked their directory or identifying information with **Anonymous Call Rejection**.

### Access Via: Telephone

#### To Activate:

1. Dial **[\*][7][7]**
2. Listen for a confirmation message stating your request was successful

#### To Deactivate:

1. Dial **[\*][8][7]**
2. Listen for a confirmation message stating your request was successful

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Anonymous Call Rejection** under Settings
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

## Call Block

Block unwanted callers with **Call Block**.

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Call Block**
4. In the boxes provided, enter the 10-digit phone number that you want to block
5. Click **Add**
6. Click **Save**
7. To delete a number from your **Call Block** list, re-enter the telephone number in the boxes provided
8. Click **Remove**
9. Click **Save**

**Note:** Use your **Call Log Incoming** information to help identify numbers you wish to block.

## Call Forward

Forward your callers to another number with **Call Forward**. The following **Call Forward** features are available:

<b>Call Forward Feature:</b>	<b>Forwards:</b>
<b>Call Forward Always</b>	All Calls
<b>Call Forward Busy Line</b>	When line is busy
<b>Call Forward Don't Answer</b>	When line is unanswered within a certain number of rings
<b>Call Forward Not Reachable</b>	When your phone is offline or unavailable

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate the appropriate **Call Forward** feature
4. To activate, click **On** and enter the 10 digit phone number where you want to forward your calls. If activating **Call Forward Don't Answer**, select the appropriate number of rings from the drop down list.
5. Click **Save**
6. To Deactivate, click **Off**
7. Click **Save**

**Note: Find Me** overrides **Call Forward Always**. If **Find Me** is turned off, the phone will revert back to **Call Forward Always Status**. We do not recommend using both features at the same time.

## Call Forward continued

### Telephone instructions:

Call Forward Feature:	To Activate via Telephone:	To Deactivate via Telephone:	Then:
<b>Call Forward Always</b>	1. Dial [*][7][2] and wait for the tone 2. Enter the destination's 10 digit phone number followed by the [#] key	Dial [*][7][3]	Listen for a confirmation message
<b>Call Forward Not Reachable</b>	1. Dial [*][9][4] 2. Enter the destination's 10 digit phone number followed by the [#] key	Dial [*][9][5]	
<b>Call Forward Busy Line</b>	Telephone Activation/Deactivation is not available – Please set through your online account.		
<b>Call Forward Don't Answer</b>			

## Call Logs

Review records of all your incoming and outgoing calls with your **Call Logs**. **Call Log** information is updated every forty-five (45) minutes.

### Access Via: Internet

1. Login to your online account
2. Click **Call Logs** on the feature list and a screen will display your incoming and outgoing calls
3. To view your incoming calls, click **Incoming**
4. To view your outgoing calls, click **Outgoing**

## Call Return

Dial the last incoming caller with **Call Return**.

### Access Via: Telephone

1. Dial [\*][6][9]
2. The number of the last incoming caller will be dialed

**Note:** *The **Call Return** feature does not verify the number of the last incoming call. It only dials the number.*

## Call Waiting

Missed calls from important people are a thing of the past when you have **Call Waiting**.

### Access Via: Telephone

#### To Answer Via Telephone:

1. A tone will sound alerting you that you have another call coming in
2. While on the call, press the **flash** button once. The first call will be placed on hold and you will be connected to the second call.
3. To return to the original call, press the **flash** button again one time only. You will be able to switch back and forth between two calls by pressing the **flash** button.

#### To Activate Permanent:

1. Dial [\*][5][6]
2. Listen for a confirmation message stating your request was successful

#### To Deactivate Permanent:

1. Dial [\*][5][7]
2. Listen for a confirmation message stating your request was successful

#### To Deactivate Per Call:<sup>†</sup>

1. Dial [\*][7][0] and wait for the tone
2. Enter the 10 digit telephone number. The area code must be dialed even if the call is local.
3. **Call Waiting** is now disabled so that any incoming calls are sent to **Voicemail**

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Call Waiting** under **Settings**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

<sup>†</sup>**Note:** [\*][7][0] deactivates **Call Waiting** for one (1) outgoing call only. Once the call disconnects, your **Call Waiting** feature is reactivated automatically.

## Caller ID

Identify your caller before picking up the telephone with **Caller ID**. Your phone must have name and number display compatibility for this feature to work.

### Access Via: Telephone

1. Wait two full rings when you receive an incoming call
2. Check the **Caller ID** reader for the name and number of the incoming call

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Caller ID** under **Settings**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off\***
7. Click **Save**

\***Note:** The “**Off**” option deactivates **Caller ID** for incoming calls to your phone, not outgoing calls you make.

## Outbound Caller ID Block

Block your **Caller ID** information from displaying to called parties with **Outbound Caller ID Block**. The “**On**” option deactivates your **Caller ID** from displaying for outgoing calls you make, not Incoming calls to your phone.

## Outbound Caller ID Block continued

### Access Via: Telephone

#### To Permanently Block Your Information from Being Delivered:

1. Dial [\*][6][8]
2. Listen for a confirmation message stating your request was successful

#### To Deactivate Permanent Block:

1. Dial [\*][8][1]
2. Listen for a confirmation message stating your request was successful

#### To Deactivate Permanent Block Per Call:

1. Dial [\*][8][2]
2. Listen for a confirmation message stating your request was successful

#### To Block Your Information from Being Delivered Per Call:

1. Dial [\*][6][7]
2. Enter the 10 digit telephone number to be dialed

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Outbound Caller ID Block** under settings
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

## *Do Not Disturb*

Incoming callers will receive a message stating you are busy and be sent to your **Vicemail** when you have activated **Do Not Disturb**.

### **Access Via: Telephone**

#### **To Activate:**

1. Dial [\*][7][8]
2. Listen for a confirmation message stating your request was successful
3. All incoming calls will receive a message you are busy and be sent to your **Vicemail**

#### **To Deactivate:**

1. Dial [\*][7][9]
2. Listen for a confirmation message stating your request was successful
3. All incoming calls will now ring to your phone

### **Access Via: Internet**

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Do Not Disturb**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Manual Off**
7. Click **Save**

**Note:** To help you remember your **Do Not Disturb** feature is on, check the **Ring Reminder** box and every call will ring just one time.



## Find Me

Forward your calls to up to five alternate locations with the **Find Me** feature.

### Access Via: Internet

1. Login to your online account
2. Click **Find Me** on the Features list
3. Enter the sequence name(s) and number (s) in the data fields provided
4. Select **Ring Type**
  - a. **Sequential Ringing** (numbers are called in the order given)
  - b. **Parallel Ringing** (numbers are called simultaneously)
5. Click **Save**
6. To turn feature on, click **Activate**
7. Click **Save**
8. To turn feature off, click **Deactivate**
9. Click **Save**

**Note:** If **Find Me** is activated and unable to locate you, your call will be directed to **Voicemail**.

## Selective Call Forwarding

Forward specific callers to specific locations.

### Access Via: Internet

1. Login to your online account
2. Click **Find Me** on the Features list
3. Once the **Find Me** screen appears, locate **Selective Call Forwarding**
4. To give clearance, enter the number you want forwarded into the **Number to Forward** field and click **On**
5. Enter the **Destination Name** and **Destination Number**
6. Once all the numbers and destinations are entered, click **Save**
7. When you no longer want a number forwarded, click **Off**
8. Click **Save**

## Speed Dial

Enter frequently dialed numbers for quick and simple access

### Set up Via: Internet

1. Login to your online account
2. Click **Address Book** on the Features list and wait for the **Address Book** screen to appear

<b>New Entries:</b>	<b>Modify Existing Contacts:</b>
<ol style="list-style-type: none"><li>1. Click <b>Add Contact</b> and wait for a new screen to appear</li><li>2. Enter contact information and then select a <b>Speed Dial</b> code from the drop down list</li><li>3. Click <b>Save</b></li></ol>	<ol style="list-style-type: none"><li>1. Click <b>Edit</b> and wait for the contact's information to appear</li><li>2. Select a <b>Speed Dial</b> code from the drop down list</li><li>3. Click <b>Save</b></li></ol>

### Access Via: Telephone

#### Set up Speed Dial via Telephone:

1. Listen for a dial tone
2. Dial [\*][7][5] and wait for the tone
3. Select a code from 01 through 20 and dial the code and the telephone number (Example: 03+800-555-1212)
4. Listen for a confirmation message stating your request was successful

#### Dialing Instructions:

1. Listen for a dial tone
2. Dial # and the specific 2 digit Speed Dial code for the number you wish to call and the call will be connected

## *Three-Way Calling*

Chat with two people at once with **Three-Way Calling**.

### **Access Via: Telephone**

1. While on the first call, press the **flash** button
2. Listen for a dial tone
3. Dial your other party's number
4. When you are ready to add the original caller, press the **flash** button again

## *Vicemail*

Whether you are on another call, not at home, or just too busy, we will send the caller to your own personal **Voice**mail inbox. You can retrieve your messages at a time that is convenient to you by phone, online account, and now via Email.

### **Access Via: Telephone**

#### **To Set Up:**

1. Dial [\*][9][8] from your phone
2. Enter your temporary passcode [8642] and press the [#] key
3. You'll receive a prompt telling you the passcode has expired, and prompting you to enter a permanent passcode and press [#]
4. Once you've entered the permanent passcode and pressed [#], you'll receive another prompt asking you to re-enter it and press [#]
5. Follow the rest of the prompts to record your name and greetings

#### **To Access:**

1. Dial [\*][9][8] from your phone. To access from a remote location, dial your home telephone number and press [\*] when the greeting begins to play.
2. Enter your passcode and press the [#] key

#### **Main Voice**mail Menu Options:

- [1] To access your **Voice**mail box
- [3] Record your name

[8] To change your passcode

[9] To exit the voice portal

[#] To repeat this menu

#### **Access Voice**mail box options:

[1] To listen to your messages

[2] To change your mailbox busy greeting

[3] To change your mailbox no answer greeting

[5] To compose and send a new message

[7] To delete all messages

[\*] To go to the ComPilot voice portal

[#] To repeat this menu

#### **Access Via: Internet**

1. Login to your online account
2. Click **Voice**mail on the options list
3. The **Voice**mail option at the bottom of the page will display your message list
4. Click on the sound icon to the right of the message and the message will play in your computer's media program (i.e., Media Player, iTunes or Quicktime Player)
5. To delete a message, click **Delete**

## ***Voicemail Message Waiting Indicator***

Receive notifications when you have received a new **Voicemail** message with **Message Waiting Indicator**. **Message Waiting Indicator** will remain on the phone until the new message has been played.

**Audible MWI:** Notifies you in the form of a “stutter dial tone” when a message is waiting to be retrieved.

**Visual MWI:** Notifies you by triggering a light and/or notice on the display of your telephone when a message is waiting to be retrieved. The **Visual MWI** requires you to have a compatible telephone.

### **Set up Via: Internet**

1. Login to your online account
2. Click **Profile** on the options list and locate **Message Waiting Indicator**
3. To activate, click **On**
4. To deactivate, click **Off**

## ***Voicemail to Email***

### **Set up Via: Internet**

1. Login to your online account
2. Click **Profile** on the options list and locate **Voicemail to Email**
3. Enter the email address where you would like your **Voicemail** messages forwarded.
4. Click **Save**

**Note:** *These emails may not be accepted by your email provider. If you do not receive your new **Voicemail** messages via email, try adding **autoFwd@ipvoicemail.com** to your email account contact list to unblock the email notifications. If you are still experiencing issues, you may be unable to use this feature with your existing email provider at this time.*