



VoiceCo Networks

VoiceCo Networks, Inc.

Phone Feature Guide

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Table of services

Service	Description	How to use
Call blocking	Automatically refuses calls that have blocked the display of their number. Any caller blocking their number are notified that you are not accepting unidentified calls. The caller is then prompted to enter their number. If they do so, you receive the call and the number is displayed.	Activate call blocking <ol style="list-style-type: none">1. Lift the handset and listen for the dial tone.2. Press *77# and hang up. Deactivate call blocking <ol style="list-style-type: none">1. Lift the handset and listen for the dial tone.2. Press *87# and hang up.
Call forwarding	Forwards your calls to another phone when you are busy or away from your desk.	To access call forwarding away from your phone <ol style="list-style-type: none">1. Dial 1-415-707-1200.2. Enter your telephone number and PIN followed by #.<ul style="list-style-type: none">• Press 1 to activate call forwarding.• Press 2 to deactivate call forwarding.• Press 7 to change the call forwarding PIN. To access call forwarding at your phone <ol style="list-style-type: none">1. Lift the handset and listen for the dial tone.<ul style="list-style-type: none">• Press *72# <extension number> # to activate call forwarding.• Press *73# to deactivate call forwarding.

Service	Description	How to use
Call forwarding busy	Forwards your calls to another number or voicemail when your line is busy.	<p>To access call forwarding busy away from your phone</p> <ol style="list-style-type: none"> 1. Dial 1-415-707-1200. 2. Enter your telephone number and PIN followed by #. <ul style="list-style-type: none"> • Press 3 to activate call forwarding busy. • Press 4 to deactivate call forwarding busy. <p>To access call forwarding at your phone</p> <ol style="list-style-type: none"> 1. Lift the handset and listen for the dial tone. <ul style="list-style-type: none"> • Press *90# <extension number> # to activate call forwarding busy. • Press *91# to deactivate call forwarding busy.
Call forwarding no answer	Forwards your calls to another number or voicemail when you do not answer your phone.	<p>To access call forwarding no answer away from your phone</p> <ol style="list-style-type: none"> 1. Dial 1-415-707-1200. 2. Enter your telephone number and PIN followed by #. <ul style="list-style-type: none"> • Press 5 to activate call forwarding no answer. • Press 6 to deactivate call forwarding no answer. <p>To access call forwarding no answer at your phone</p> <ol style="list-style-type: none"> 1. Lift the handset and listen for the dial tone. <ul style="list-style-type: none"> • Press *92# <extension number> # to activate call forwarding no answer. • Press *93# to deactivate call forwarding no answer.
Call pickup	Allows you to pick up a call ringing at another extension.	<ol style="list-style-type: none"> 1. The other phone rings 2. Dial *88 <extension number> #.

Service	Description	How to use
Call waiting	Alerts you when you have an incoming call so you can put one call on hold while you answer a second one. You can alternate between the calls. If a third caller tries to reach you, they get a busy signal or be forwarded to your call forwarding busy number or voicemail.	<p>To use call waiting</p> <ol style="list-style-type: none"> 1. When you hear the call waiting tone, press and release the flash button to answer the second call. Music plays for the call that is on hold. 2. Press the flash button to return to the first call. You can go between the two calls as often as you like by pressing and releasing the flash button. <ul style="list-style-type: none"> • To end the first call and answer the second, hang up. Your phone will ring and the second caller will be on the line. • You can end either the first or second call by asking the caller to hang up. • If you do not have a flash button, press and release the switch-hook or hang-up button. <p>To disable call waiting for a specific call</p> <ol style="list-style-type: none"> 1. Lift the handset and listen for the dial tone. 2. Press *70 <telephone number> # 3. Hang up. Call waiting is restored.
Call waiting ID	This displays the details of an incoming call while you are on another call.	If you choose not to answer, the call is forwarded to your voicemail.
Caller ID	If your phones supports the display of Caller ID information, the display shows the name and number of the caller after the first ring. If you do not answer the call and the caller does not leave a message, the name and number is logged. Caller ID for some calls may be blocked or unavailable.	The Caller ID name and number is retrieved from the LIDB (Line Information Database). Please request this service if you want it installed.
Caller ID block selective	This blocks your name and number from being transmitted on specific outgoing calls.	<ol style="list-style-type: none"> 1. Lift the handset and listen for the dial tone. 2. Press *67# and when you hear a second dial tone, make your call. 3. Your name and number are unblocked after you hang up.
E911	Contacts emergency calls	Dial 911 and your call is sent to your local emergency assistance center.

Service	Description	How to use
Three-way calling	This lets you talk to two parties simultaneously.	<ol style="list-style-type: none"> 1. During the first call, press and release the flash button. The person on hold hears music and you hear a second dial tone. 2. Dial the number of the person you want to add to the conversation. 3. When the second call connects, press and release the flash button to bring the person on hold back into the conversation for your three way call. <p>Note: If you do not have a flash button, press and release the switch-hook or hang-up button. If the second party's line is busy or there is no answer, you can disconnect them by pressing and releasing the flash or switch-hook button twice. The first party will still be on line.</p>
Voicemail access	A unique mailbox number and password are issued when the system is installed. Change the password immediately. If your voicemail password does not work, call or email us to reset it.	<p>Local Voicemail access</p> <p>You can access voicemail from your own telephone.</p> <ol style="list-style-type: none"> 1. Lift the handset and listen for the dial tone. 2. Press *97# to access your voicemail. Press *98# to access another user's voicemail. You will need their mailbox number and password. 3. Enter the mailbox number. 4. Enter the password. 5. Follow the prompts to listen to the voicemail or use another option. <p>Remote Voicemail access</p> <ol style="list-style-type: none"> 1. Dial 1-888-707-1220 toll-free from domestic phones or dial 1-415-707-1201 from outside the US. 2. Enter your mailbox number. This is your 10-digit telephone number. 3. Enter your password. 4. Follow the prompts to listen to your voicemail or use the other options.

Service	Description	How to use
<p>Voicemail messages</p>	<p>Voicemail allows callers to leave a message when you do not answer your phone. New messages automatically go into the New Mailbox. After you listen to them, they move to the Old mailbox.</p> <p>Voicemail message indicator</p> <p>Your phone may show that you have voicemail. You may hear a 'stutter tone' when you pick up the receiver and there are new unheard messages.</p>	<ol style="list-style-type: none"> 1. Access your voicemail (see <i>Voicemail access</i>). 2. Press 1 to review your messages. 3. The messages are played. You have the following options. <ul style="list-style-type: none"> • Press 3 for advanced options. • Press 5 to repeat current message. • Press 6 to play the next message. • Press 7 to delete a message. • Press 8 to forward a message. • Press 9 to save a message. • Press * for help.
<p>Voicemail folders</p>	<p>Voicemail messages can be sorted into folders. These are:</p> <ul style="list-style-type: none"> • New messages • Old messages • Work messages • Family messages • Friends messages 	<p>To check your folders.</p> <ol style="list-style-type: none"> 1. Access your voicemail (see <i>Voicemail access</i>). 2. Press 2 to change your folder. 3. Press 0 for new messages. <ul style="list-style-type: none"> • Press 1 for old messages. • Press 2 for work messages. • Press 3 for family messages. • Press 4 for friends' messages. • Press * to return to the main menu.. • Press # to exit.

Service	Description	How to use
Voicemail messages - saving	Save your voicemail messages to different folders.	<p>To save messages to your folders.</p> <ol style="list-style-type: none"> 1. Access your voicemail (see <i>Voicemail access</i>). 2. Listen to the message. 3. Press 9 to save the message 4. Press 0 to save to the new messages folder <ul style="list-style-type: none"> • Press 1 to save to the old messages folder • Press 2 to save to the work messages folder • Press 3 to save to the family messages folder • Press 4 to save to the friends' messages folder • Press # to exit.
Voicemail announcements	Change the announcement your caller hears when they are leaving their voicemail.	<ol style="list-style-type: none"> 1. Access your voicemail (see <i>Voicemail access</i>). 2. Press 0 for mailbox options. <ul style="list-style-type: none"> • Press 1 to record your unavailable message. • Press 2 to record your busy message. • Press 3 to record your name. • Press 4 to record your temporary greeting. Callers hear this message instead of your unavailable message and go directly to your mailbox. • Press 42 to delete the temporary greeting. • Press * to return to the main menu.
Voicemail password	Every voicemail account has a password that can be changed.	<ol style="list-style-type: none"> 1. Lift the handset and listen for the dial tone. 2. Press *97# to access your voicemail. 3. Enter the mailbox number. 4. Enter the password. 5. Press 0 for mailbox options. 6. Press 5 to change your password. 7. Enter your new password followed by the # key. 8. Renter your new pas word followed by the # key.

Summary

Task	Press	Task	Press
Activate Anonymous Call Reject	*77	Deactivate Call Forwarding No Answer	*93
Deactivate Anonymous Call Reject	*87	Caller ID Block Selective	*67
Activate Call Forwarding	*72	Call Pickup	*88
Deactivate Call Forwarding	*73	Call Waiting	*70
Activate Call Forwarding Busy	*90	Check Your Voicemail	*97
Deactivate Call Forwarding Busy	*91	Check Any Voicemail	*98
Activate Call Forwarding No Answer	*92	E911	911

CONTACTING US

Still have questions? We are here when you need us, either by phone or electronically through our website or via email.

Customer Support: 1-844-864-2348 option 2

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