Residential Voice User Guide

UPDATED MAY 2021

TABLE OF CONTENTS

Star Codes Guide

This is a handy guide to the star codes available on your service. Dial these codes to activate and deactivate certain features on your account.

CODE	DESCRIPTION	CODE	DESCRIPTION
*31	Caller ID: Manage (On/Off)	*87	Block Anonymous Callers
*65	Caller ID: Enable Next Call	*90	Call Forward Busy
*66	Last Call Return	*91	Call Forward Busy
*67	Caller ID: Block Next Call	*92	Call Forward No Answer
*69	Last Call Return	*93	Call Forward No Answer
*70	Call Waiting: Disable Next Call	*94	Call Forward Out of Service
*71	Custom Callers: Block with Message	*95	Call Forward Out of Service
*72	Call Forward Always		
*73	Call Forward Always	**SOCIAL & PUBLIC SERVICES**	
*76	Custom Callers: Allow	211	Essential Community Services
*77	Custom Callers: Block	411	Directory Assistance
*78	Do Not Disturb: Enable	511	Traveler Information (US)
*79	Do Not Disturb: Disable	611	Customer Service
*86	Voicemail Management	711	Telecommunications Relay Service
		811	Utility Location Services (US)
		811	Canadian Health Services (CAN)
		911	Emergency Services

Antietam
BROADBAND

Social & Public Services

The following services provide quick access to special services based on your location, according to caller ID, without the need for an area code.

CODE	FEATURE
211	**ESSENTIAL COMMUNITY SERVICES** Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit http://www.211.org to learn about services in your area.
411	**DIRECTORY ASSISTANCE** Phone service used to look up a published telephone number and/or address listing.
511	**TRAVELER INFORMATION (US)** Local hotline for real-time information regarding traffic and road conditions. Not available in all states.
611	**CUSTOMER SERVICE** Dials Customer Service.
711	**TELECOMMUNICATIONS RELAY SERVICE** TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability. Visit www.fcc.gov to learn more.
811	**UTILITY LOCATION SERVICES (US)** "Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.
811	**CANADIAN HEALTH SERVICES (CAN)** Call to speak to a local health care professional about medical advice, mental health, healthy eating, and more.
911	**EMERGENCY SERVICES** Calls to 911 (US or CAN) will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.

E911 Emergency Services

When you call 911, the address associated with your phone number is used to direct the call to the correct local emergency response units, known as Public Safety Access Points (PSAPs). The PSAP, in turn, uses that address to direct the emergency response units to your location.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for the emergency response units. The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

Address Validation

When activating a number, we require an address to be associated with it. Sometimes the address provided initially isn't in a standard format (referring to a street by a nickname versus the official name, omitting the directional, outdated street name, etc.), which can cause confusion with and delay response times for emergency services, or worse.

To best serve you, we validate every address back to the MSAG. If the address cannot be validated, we will contact you to correct it.

If an address is not validated, calls to 911 will not only be charged a fee but will also add a delay to the routing process while the national call center agents ask the address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in **death** and **legal action**. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.

911 for Remote Office Users

Each phone is set with a 911 callback number and an associated location address. This allows remote users to be part of the company phone system and still send their remote office address and direct callback number to the 911 operator if they dial 911.

> **WARNING**
>
> If there is a power or internet outage, your phone may not be able to place a 911 call.

CALLING FEATURES

Call Screening

You have control to ensure you receive important calls. You can limit the callers that ring your phone, filter callers, or forward important callers to another number.

Calls from anonymous callers, or other callers, can be given special treatment, such as being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned.

NATIONAL DO NOT CALL REGISTRY

You can also reduce the number of unwanted sales calls you get by signing up for the **National Do Not Call Registry**. It's free! Visit www.donotcall.gov to register your number.

Anonymous Callers

Calls from anonymous callers (those without caller ID) can waste your time and distract you from other calls you want to take. Block them from even ringing your phone.

CODE	DESCRIPTION
*87	**BLOCK ANONYMOUS CALLERS** Calls without caller ID will be blocked and the caller will hear a busy tone. 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."

Custom Callers

Use this feature to control who can call your phone and what happens when they do. These settings can be managed in the Voice Portal or by star code.

CODE	DESCRIPTION
*76	**ALLOW CUSTOM CALLERS** Calls from the number specified will be blocked with a message. Use this feature if you've blocked all callers and want to allow a specific caller to contact you. 1. Dial the star code.

2. Enter your voicemail PIN followed by #.

3. Enter the 10-digit phone number, staring with 1, followed by #.

4. You will hear, "Calls from [phone number] will be allowed."

---

*77   BLOCK CUSTOM CALLERS

Calls from the number specified will be blocked. Blocked callers will hear a busy signal.

1. Dial the star code.

2. Enter your voicemail PIN followed by #.

3. Enter the 10-digit phone number, starting with a 1, followed by #.

4. You will hear, "Calls from [phone number] will be blocked."

Nomorobo Robocall Blocking

Nomorobo is a free service for users in the US that will block the telephone numbers of known telemarketers and robocallers. Basically, Nomorobo intercepts your calls and screens them for you. If the call is legitimate, it will ring through to your number, but if the call from a robocaller or known telemarketer, Nomorobo hangs up for you. Learn more about it at https://www.nomorobo.com/.

1. SIGN UP FOR NOMOROBO

To get started, you first need to create a free account with Nomorobo.

1. Go to https://www.nomorobo.com/ and click **[Get Started Now]**.

2. Enter the following information:

    – CHOOSE PHONE TYPE: Choose Internet Landline.

    – DETERMINE CARRIER: Enter your phone number or click Let me choose my carrier from a list and then select [SERVICE PROVIDER].

    – COMPLETE YOUR REGISTRATION: Enter your email address.

3. Click **[Start Blocking Robocalls NOW!]**.

2. SET UP YOUR ACCOUNT

1. Check your email and open the *Welcome to Nomorobo!* message. Click the link in that email to begin the setup process.

2. Enter your first and last name, create a password, then click **[Sign Up]**.

3. Click **[Click here to get started]** to set up your phone.

3. ADD YOUR PHONE NUMBER

1. Enter the following information:
   - PHONE TYPE: Select Landline/VoIP.
   - CARRIER: Choose your service provider.
   - PHONE NUMBER: Enter your phone number.
2. Click **[Next].**

4. SET UP YOUR CARRIER

1. Log in to your Voice Portal and go to your Call Handling settings.
2. Choose your preferred call handling type: **Sim Ring** or **Find Me**.
3. Enter your carrier's Nomorobo number in the *Phone Number* field.
   - For Find Me, Nomorobo should be the first destination. Subsequent destinations should follow your call preferences.
4. Click **Save**.

SIM RING

Sim Ring enables a call to ring to multiple lines and/or phone numbers simultaneously. When a call comes in, Nomorobo will be the first to intercept the call. Legitimate calls will continue to ring to your number, but if the call is from a robocaller or known telemarketer, Nomorobo hangs up for you. Your phone will ring once to let you know the robocall has been answered and stopped.

Ring Phone	Forward All	**Sim Ring**	Find Me

Phone Numbers `_ (__) __-____` Enter the Nomorobo number here   + Add Number

Simultaneous Ring will ring all devices on this User and all numbers
added to the list. The first Phone Number to pick up will take the call.

No Answer   Send to Voicemail ▾   after   20   seconds

FIND ME/FOLLOW ME (Preferred)

Find Me/Follow Me will ring each destination sequentially. When the first destination is set to Nomorobo, they will field the call and allow legitimate calls to ring the next destination. You will not hear the call come through, nor will you be notified that a call was intercepted and blocked.

Ring Phone	Forward All	Sim Ring	**Find Me**

+ Add Destination

Enter the Nomorobo number here

Phone Number   `_ (__) __-____`   for   20   seconds ✕

Device   Ring Device   for   20   seconds ✕

Timeout Action   Send to Voicemail ▾

Find Me Follow Me will ring each Destination sequentially. If the call isn't
answered by any of the destinations, the call will be sent to the Timeout
Action.

5. VERIFY ROBOCALL PROTECTION

1. Go back to your Nomorobo account.
2. Navigate to Your Phones and click **[Test]** next to your phone number.

NOMOROBO

Dashboard

Your Phones

Report a Number

Your Account

Help

Logout

Your Phones

Add, remove and setup your phones here.

✕ Not Protected   (617) 555-8008
Continuum

⏻ Enable   ☎ Test   ⚙ Edit

+ Add Another Phone

Antietam BROADBAND

3. Click **[I'm ready. Call me now.]**

4. You will immediately receive a call letting you know if everything is set up correctly. Please answer the phone after the third ring.

5. That's it! Your phone number will now be listed as "Protected."

Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

CODE	DESCRIPTION
*78	**ENABLE DO NOT DISTURB** 1. Dial the star code. 2. You will hear, "Do Not Disturb enabled." 3. All calls will be sent to voicemail.
*79	**DISABLE DO NOT DISTURB** 1. Dial the star code. 2. You will hear, "Do Not Disturb disabled."

Call Forwarding

When you aren't available to answer calls on your phone, you can forward your calls somewhere else. Call Forwarding can be set up in the voice portal or by star codes. In the Voice Portal, you can set up a schedule to forward calls during certain hours, like your lunch break.

Call Forwarding Star Codes

These star codes are applied to the line. For each Call Forwarding star code, the call handling options are: *Busy Tone*, *Forward*, and *Send to Voicemail*.

CODE	DESCRIPTION

*72/73   **CALL FORWARD: ALL (ON/OFF)**

Choose where to forward all calls to your line.

1. Dial the star code.
2. Enter your voicemail PIN followed by #.
3. Choose an option:
   - ENABLE: Press 1 to enter a forwarding number followed by #.
   - DISABLE: Press 2 to disable forwarding.

*90/91   **CALL FORWARD: BUSY (ON/OFF)**

Choose where to forward calls when you're on another call.

1. Dial the star code.
2. Enter your voicemail PIN followed by #.
3. Choose an option:
   - Press 1 to enter a forwarding number followed by #.
   - Press 2 to send calls to voicemail.

*92/93   **CALL FORWARD: NO ANSWER (ON/OFF)**

Choose how calls will be handled when your line isn't answered.

1. Dial the star code.
2. Enter your voicemail PIN.
3. Choose an option:
   - Press 1 to enter a forwarding number followed by #.
   - Press 2 to send calls to voicemail.

CODE	DESCRIPTION

*94/95   CALL FORWARD: OUT OF SERVICE (ON/OFF)

Choose how calls will be handled when your line is out of service or not registered.

1. Dial the star code.

2. Enter your voicemail PIN followed by #.

3. Choose an option:

   – Press 1 to enter a forwarding number followed by #.

   – Press 2 to send calls to voicemail.

Remote Access Forwarding

When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system, so it will continue to function even if there is a power outage, internet outage, or device failure.

1. From a phone not connected to your account, dial your 10-digit phone number.

2. When you hear your voicemail greeting, press #.

3. Enter your voicemail PIN followed by #.

4. Press 8 for Personal Options.

5. Press 5 to access the Call Forwarding menu.

   – Press 1 to forward all calls. Enter forwarding destination number followed by #.

   – Press 2 to send all calls to your line.

Call Waiting

With Call Waiting, you can see who is calling, even if you're on another call (as long as caller ID is supported on your phone). If a second call comes in while you're on a call, you'll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone or in the Voice Portal.

Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call.

1. When notified of a second incoming call, press the line button on your phone. Your first call will be placed on hold, and your second call will be active.
2. You can switch between the two calls by pressing the line button for the call you want to switch to.

Star Codes

CODE	DESCRIPTION
*70	**CALL WAITING: DISABLE NEXT CALL** Keep the next phone call you make from being interrupted. If call waiting is enabled on the line, this star code will disable call waiting on the current call only. 1. Dial the star code + the phone number. 2. Call Waiting is disabled for the current call, and any incoming call will follow the "busy" call behavior. 3. After you hang up, Call Waiting will be active again.

Caller ID

The name sent with caller ID, sometimes referred to as CNAM, is a setting on your phone number. If the name on your caller ID is incorrect, please contact Customer Support to update it.

- **OUTBOUND CALLER ID:** The caller ID number sent with outbound calls is set on each user. You can choose to send out the main company number, a specific user-assigned number, or not send out any caller ID.
- **INTERNAL CALLER ID:** When calling another user on your PBX, your caller ID is your name and extension.

Most mobile phone carriers do not send the CNAM because mobile phones look up the calling phone number in the device's contact list. Also, calls to 911 will always send the 911 callback number set on the device, regardless of your caller ID settings.

Star Codes

Do you want to send your caller ID with every call? Or do you want to block it for every call but unblock it for the current call? Use the following star codes to manage your caller ID settings.

CODE	DESCRIPTION
*65	**CALLER ID: ENABLE NEXT CALL** If your caller ID is disabled (blocked) for all calls, this will enable it for this current call only. Future calls will not be affected. 1. Dial the star code + the number for the party you're trying to reach. 2. Caller ID will be displayed to the party on this call.
*67	**CALLER ID: BLOCK NEXT CALL** If your caller ID is enabled for all calls, this will block it from being sent with this current call only. Future calls will not be affected. 1. Dial the star code + the number for the party you're trying to reach. 2. Caller ID will be displayed as "BLOCKED" to the party on this call.
*31	**CALLER ID: MANAGE (ON/OFF)** Manage your caller ID setting for all calls. 1. Dial the star code. 2. Enter your 4-digit PIN followed by #. 3. Follow the prompts to enable or disable caller ID.

Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

CODE	DESCRIPTION
*78	**ENABLE DO NOT DISTURB** 1. Dial the star code. 2. You will hear, "Do Not Disturb enabled."
*79	**DISABLE DO NOT DISTURB**

Antietam
BROADBAND

1. Dial the star code.
2. You will hear, "Do Not Disturb disabled."

Last Call Return

CODE	DESCRIPTION

*66/69   **LAST CALL RETURN**
Dials the last caller ID number that rang the line. It does not redial the last *outbound* call.

1. Dial the star code.
2. Your phone will redial the last number that called you.

Three-way Calling

Three-way calling lets you bring two parties into the same call so all may participate in the same conversation.

1. While on an active call, press and release the switch hook or flash button on your phone. The first party will be placed on hold.
2. Listen for a second dial tone and then dial the phone number of the second party.
3. After the second party answers, press and release the switch hook or flash button to join both parties into the call.

Voicemail Local Access

Your voicemail box can be accessed in the Voice Portal, remotely, or by dialing a star code from a phone connected to the account.

Access Your Voicemail Box

DIRECT ACCESS

1. From a line assigned to your voicemail box, dial the Voicemail Management star code.
2. Enter your voicemail PIN and press #.

REMOTE ACCESS

1. From a line *not* assigned to the voicemail box, dial your 10-digit phone number.
2. When the greeting plays, press #.
3. Enter your voicemail PIN and press #.

Listen to Your Messages

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

To listen to your messages, access the voicemail box and **press 1**. Use the following to navigate the menu:

- PRESS 1: Skip message and mark the message as "unread"
- PRESS 2: Save message and mark the message as "read"
- PRESS 3: Erase message
- PRESS 9: Repeat message
- PRESS 0: Exit menu

VOICEMAIL PIN

The default PIN is 1234. The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

Customize a Voicemail Box

PERSONAL OPTIONS

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- PRESS 1: Change the PIN
- PRESS 2: Personalize your greeting
- PRESS 3: Record your personal name
- PRESS 5: Set up Call Forwarding
- PRESS 6: Set Up a Call Screening Forwarding Number
- PRESS 9: Repeat personal options
- PRESS 0: Exit menu

CHANGE THE PIN

1. Access your voicemail box and press 8 for personal options.
2. Press 1 to change the PIN.
3. Enter a new PIN that is at least 4-digits long, then press #.
4. When you're done, hang up or press 0 to go back to the main menu.

CHANGE YOUR GREETINGS

1. Access your voicemail box and press 8 for personal options.
2. Press 2 to change your greetings.
   - Press 1 to change the default (basic) greeting.
   - Press 2 to change the "busy" greeting.
   - Press 3 to change the "no answer" greeting.
3. When you're done, hang up or press 0 to go back to the main menu.
4.

POWER/CONNECTIVITY FAILURE
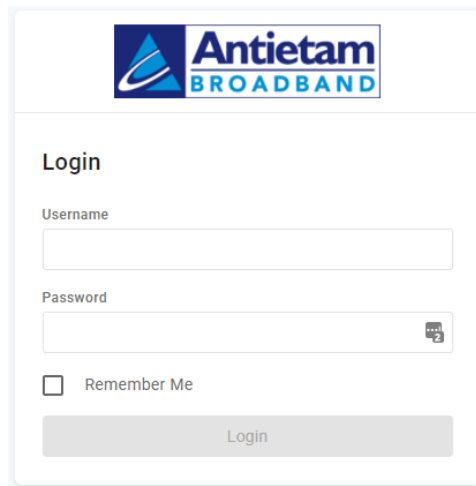
In the event of a power outage, internet outage, or device failure, incoming calls will go to voicemail. Call Forwarding, Sim Ring, or Find Me/Follow Me will continue to function, and you will still be able to access your voicemail messages from another phone.

Antietam
BROADBAND

VOICE PORTAL

Sign In

To get your login information, contact Customer Support at 1 (301) 797-5000 or dial 611 from your **Antietam Broadband** phone.

5. Go to https://antietam.user.alianza.com/login.

6. Enter your username (not email) and password.

7. Check *Remember Me* if you want to save your username and password.

8. Click **[Sign in]**.
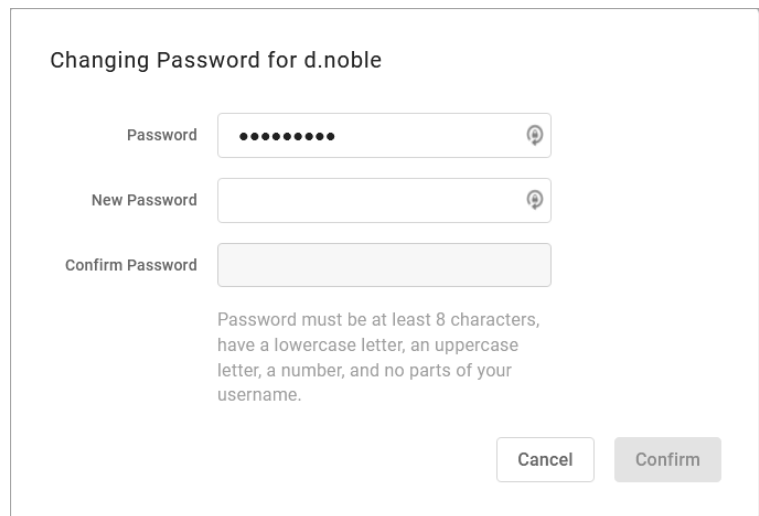
The first time you log in, you will be asked to create a new password. Your new password must include:

- 8 or more characters
- Uppercase and lowercase letters
- At least one number
- Cannot contain any part of your username

Change Your Voice Portal Password

If you can't log in, contact Customer Support to reset your password. But if you can log in, you can change your password in the Voice Portal.

1. Expand the drop-down menu in the top-right corner of the screen and click **Change Password**.

2. Enter your new password and then confirm it in the field below.
   - Your password must be 8–16 characters long and include uppercase and lowercase letters and at least one number. It cannot contain any part of your username.

3. Click **[Confirm]**.
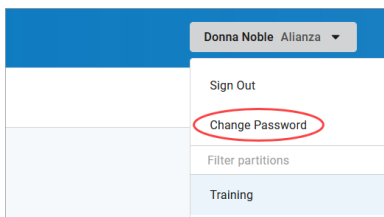
Dashboard

Welcome to home base, otherwise known as your Dashboard. Here, you can access basic account information, useful tools for handling incoming calls, and links to the rest of the Voice Portal.

Phone Number	1 (260) 589-5335
E911 Address	417 North Dr Geneva, IN 46740
Caller ID Name (CNAM)	Noble Donna
Device MAC Address	f319b69c7342
Device Type	Cisco ATA 191
Registration Status	Yes ✔
Configuration Status	Yes ✔ Details ⌄

Caller ID Name, 911 Address, Directory Listing are edited by Phone Number.

In the first section, you can see your phone number, the E911 address associated with your number, the Caller ID Name (CNAM), and device information: MAC Address, Device Type, and Registration Status (whether it's active).

> ### IMPORTANT
>
> If any of this information is NOT correct, especially the E911 address, please contact Customer Service right away to get it updated.

Call Screening

Call Screening can help block unwanted calls from reaching you, and you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to your voicemail?

Choose how calls from anonymous numbers (callers without caller ID), toll-free numbers, and other callers—including Custom Callers (specific phone numbers)—will be handled. For each category, choose a screening behavior from the drop-down menu.

These settings can also be managed by dialing star codes.

CALL SCREENING CATEGORIES

FEATURE	DESCRIPTION
[+ Add Caller]	Starts the process of setting up call screening behaviors for a specific phone number.
Screening Forward Number	Enter a destination phone number that will be used when This is the destination number used when a call screening category is set to *Forward*.
Anonymous Caller	Choose what happens to incoming calls that do not send caller ID.
Toll-Free Caller	Choose what happens to incoming calls from a toll-free number.
All Other Callers	Choose what happens to all other incoming calls, unless otherwise defined by a custom rule.
Custom Callers	Click [+**Add Caller**] to define the screening behavior for a specific phone number. If there are more than two custom callers, click **…and X more** at the bottom to see them.

CALL SCREENING BEHAVIORS

For each category, choose a screening behavior from the drop-down menu.

FEATURE	DESCRIPTION
Allow	Allow the caller to ring through.
Allow with Priority Ring	Allow the caller to ring through with a priority ringtone. Choose from 7 other ring patterns.
Block	Block the caller from ringing through. Callers will hear a busy signal.
Block with Message	Block the call with a message: • CUSTOM CALLERS: "The number you have dialed is not accepting calls at this time." • TOLL-FREE CALLERS: "The number you have dialed is not accepting calls from toll-free numbers at this time." • ANONYMOUS CALLERS: "The number you have dialed is not accepting calls from anonymous numbers."
Forward	If you choose to forward calls from the caller, you must choose the number those calls are forwarded to in the *Screening Forward Number* field.
Voicemail	Caller will be sent to your voicemail box.

Call Handling

Call Handling determines how your incoming calls will be routed under different circumstances.

FEATURE	DESCRIPTION
Scheduling	Create or manage schedules that determine how incoming calls are routed during specific times. See Schedules for more information.
Call Waiting	Check this box to enable Call Waiting, which will allow a second call to ring through while you are already on the phone. • ENABLED: When you're on a call, you'll hear a tone to let you know a second caller is trying to reach you. • DISABLED: While you're on a call, incoming calls will hear a busy tone.
Do Not Disturb	Check this box to enable Do Not Disturb. • ENABLED: Incoming calls are sent directly to your voicemail box. • DISABLED: Incoming calls follow your Call Handling settings. If DND is enabled but you don't have a voicemail box, callers will hear a busy tone. If you have a voicemail box but want callers to hear a busy tone, your voicemail box will need to be removed.

RING PHONE

This is the path incoming calls will follow when the call isn't answered, the line is busy, or the device is out of service. For each circumstance, callers can be sent to voicemail, hear a busy tone, be forwarded to another number, or ring forever.

Ring Phone	Forward All	Sim Ring	Find Me

No Answer	Send to Voicemail ▼	after	20	seconds
Busy	Busy Tone ▼			
Out of Service	Forward to ▼	1 (435) 555-2948		

FEATURE	DESCRIPTION
No Answer	The call is unanswered after a specified number of seconds.
Busy	The device is busy (already in use and Call Waiting is not enabled).
Out of Service	The device has lost power or is otherwise not registering as an active device.

FORWARD ALL

Working on the go and need all the calls that come into your desk phone to get to you? Do all incoming calls need to be redirected elsewhere? Forward All does this by sending your callers to the phone number that you enter here.

Once a *Forwarding Number* is entered, this feature can be enabled or disabled from the device by dialing star codes.

Ring Phone	**Forward All**	Sim Ring	Find Me

Forwarding Number	1 (435) 555-2948

Antietam
BROADBAND

SIMULTANEOUS RING

Simultaneous Ring, or Sim Ring, will ring all numbers added to the list until the call is answered or times out. The first phone number to pick up will take the call.

You can add a limit to how long the call will ring, and after it's timed out have it sent to voicemail, forwarded to another number, or given a busy tone. If you like, you can also set the call to ring indefinitely.

Ring Phone	Forward All	**Sim Ring**	Find Me

Phone Numbers | 1 (435) 555-2948 | + Add Number

Simultaneous Ring will ring all devices on this User and all numbers added to the list. The first Phone Number to pick up will take the call.

1 (435) 628-2138 | ✕ Remove Number

Simultaneous Ring will ring all devices on this User and all numbers added to the list. The first Phone Number to pick up will take the call.

No Answer | Send to Voicemail ▼ | after | 20 | seconds

FEATURE	DESCRIPTION
Phone Numbers	Enter the phone number(s) that will ring. To add another number to the list, click **[+Add Number].**
No Answer	Choose what happens when the call is unanswered: • Busy Tone • Forward to (add a forwarding number) • Ring Forever • Send to Voicemail Also, enter the number of seconds the call will ring before the action is triggered. Calls that ring longer than 120 seconds may be disconnected by the carrier.

VOICEMAIL

It is possible that voicemail for these other numbers could pick up the call before the timeout, if the user's timeout is shorter than what is set here.

FIND ME/FOLLOW ME

Life happens and often drags you away from the desk. What's a caller to do when they need to find you? Find Me/Follow Me will route your incoming calls to a customizable sequence of destinations to create a unique dial plan just for you and your line.
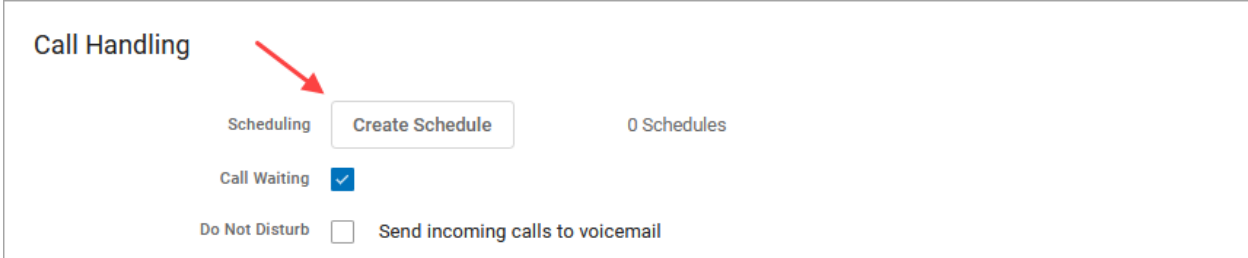
FEATURE	DESCRIPTION
Destinations	Indicate if calls should route through 📞 **Devices** or **#** **Phone Numbers** by clicking the respective icons. • Use the ∧ ∨ arrows to reorder the destinations. • Click **[+ Add Destination]** to add more destination fields.
Devices	In the field provided, enter a timeout setting. Remember, calls that ring longer than 120 seconds may be disconnected by the carrier.
Phone Number	Enter the phone number calls should progress to and how long each number will ring.
Timeout Action	Choose what will happen to the call after all destinations have timed out: • Busy Tone • Send to Voicemail

SCHEDULES

Schedules provide custom routing for your callers based on when they call, down to the very minute. Schedule times follow your account's default time zone.

Within the scheduler, the Call Handling options are: Ring Phone, Forward All, Sim Ring, and Find Me. The main Call Handling section will take effect *outside* of these hours.

1. Within the Call Handling section, click **[Create Schedule]**.
   - If there are already schedules set up on the account, the button will say **[Manage Schedules]**.
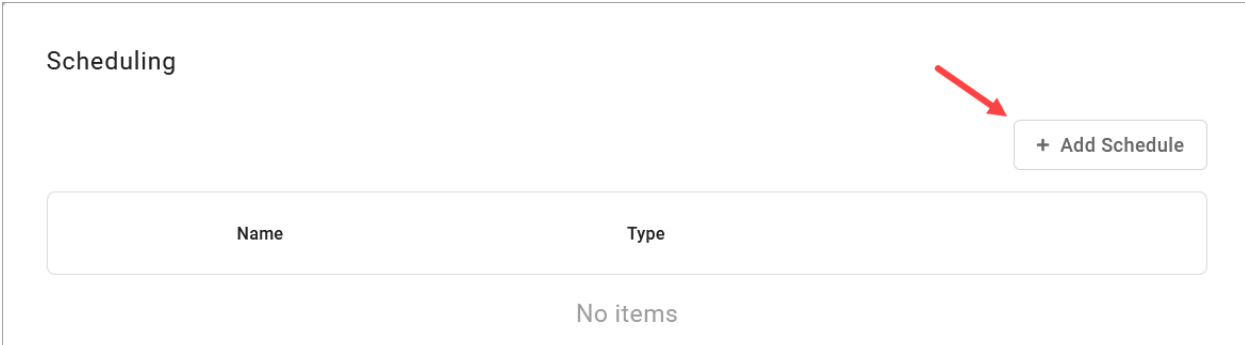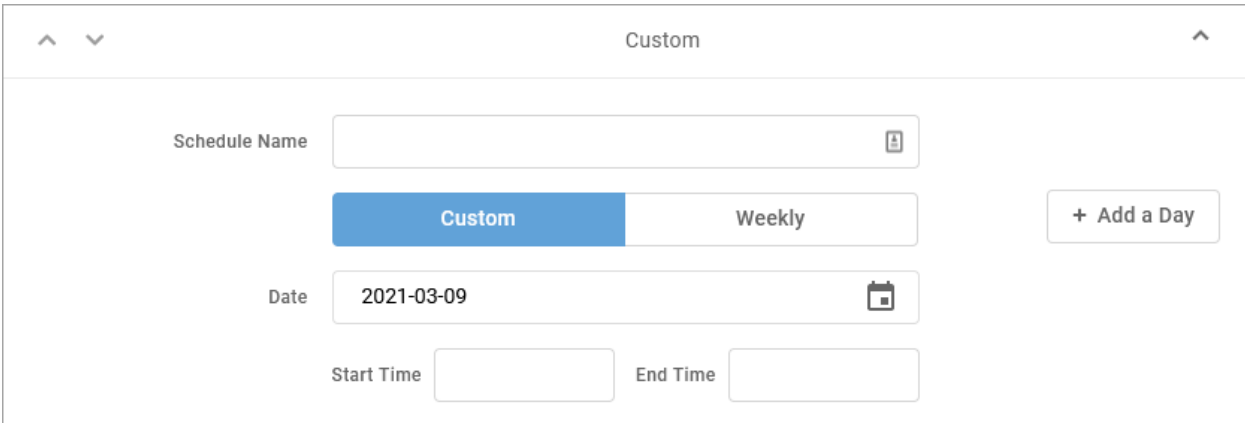
2. In the Scheduling window, click **[+Add Schedule]**.

3. SCHEDULE NAME: Give the schedule a name.
4. TYPE: Choose whether this schedule is for specific dates (Custom) or recurring (Weekly).
   - On a Custom schedule, click **[+ Add a Day]** to add another section.

- On a Weekly schedule, enter the start and end times for the days of the week you want this call handling to be in effect.

5. CALL HANDLING: Choose what will happen to calls *during* the schedule.

Call Handling

Call Waiting ☑

Do Not Disturb ☐ Send incoming calls to voicemail
If you'd like callers to hear a busy tone, remove the voicemail box.

| Ring Phone | Forward All | Sim Ring | Find Me |

No Answer Send to Voicemail ▼ after 20 seconds

Busy Send to Voicemail ▼

Out of Service Busy Tone ▼

6. Click **[Confirm]** and then **[Save]**.

Example of a Custom Schedule

In the custom schedule example below, calls received between 5:00 AM and 5:00 PM on November 15, 2019, will be forwarded to 1-208-582-1676. Any call outside of that specific time will follow the call handling set up in the main Call Handling section.

∧ ∨ Thanksgiving Custom ∧

Schedule Name Thanksgiving 🔖

| Custom | Weekly | + Add a Day

Date 2021-11-25 📅

Start Time 05:00 AM End Time 05:00 PM

Call Handling

Call Waiting ☑

Do Not Disturb ☐ Send incoming calls to voicemail
If you'd like callers to hear a busy tone, remove the voicemail box.

| Ring Phone | Forward All | Sim Ring | Find Me |

Forwarding Number 1 (208) 582-1676

Antietam
BROADBAND

Calling Plans

The calling plan(s) assigned to your account dictate where you can call. Expand a Calling Plan to see how many minutes have been used this month.

For changes to permitted calling areas, please contact Customer Support.

Calling Plans

Calling Plan	Total Minutes	Minutes Used
Home Plus	5000	0

History

The last call made on the account is displayed here.

History

Last Call **1 (740) 555-1988→1 (740) 555-4416** (11 seconds)
May 17, 2021 5:35 PM EDT

Voicemail

A voicemail box was assigned to you with your service. In the Voice Portal, you can upload your voicemail greetings and personal name recordings, view and manage any saved messages, and set up voicemail forwarding to email.

Voicemail messages and greetings can also be managed by calling your voicemail box. See Voicemail Local Access for more information.

Voicemail Box Details

Hover over a voicemail box and click **Edit** on the right to view the details.

Field	Description
Voicemail Box Name	The name of the voicemail box. The name can be edited here, if necessary.
Owner	The user assigned to this voicemail box.
Enable Sub Voicemail	Click **[Enable]** to add a sub voicemail box (a box within a box). If it's already enabled, this button will say **[Disable]**. See Sub Voicemail for more information.

Voicemail Box Greetings

Users can upload and download their voicemail greetings and personal name recordings. Click the field to select a file from your computer, then click **[Upload]**. The upload will accept WAVE, MP3, and OGG files that are less than 10MB.

Voicemail Box Greetings ⓘ

Basic Greeting	Click Here	☁ Upload
	Accepted files: WAVE, MP3, and OGG files under 10MB	
Personal Name	Click Here	☁ Upload
	Accepted files: WAVE, MP3, and OGG files under 10MB	

Custom Greetings

Any custom voicemail greeting upload here will override basic and personal name greetings.

Busy Greeting	Click Here	☁ Upload
	Accepted files: WAVE, MP3, and OGG files under 10MB	
No Answer Greeting	Click Here	☁ Upload
	Accepted files: WAVE, MP3, and OGG files under 10MB	

Messages

Voicemail messages saved to the box are listed here. Messages can be sorted by Time/Date, Length, and Status (New or Saved). Hover over an individual message to see the management tools on the right.

Visual Voicemail 🗑

☐	Time/Date ↓	Originating Number	Length	Status	
☐	Mar 11, 2021 8:36 AM	1 (385) 555-5823	6 seconds	New	
☐	Mar 2, 2021 10:18 AM	1 (303) 555-9417	17 seconds	New	⬇ ✉ 🗑
☐	Jan 8, 2021 12:19 PM	1 (361) 555-4435	40 seconds	New	
☐	Jan 4, 2021 8:35 AM	1 (801) 555-6530	41 seconds	New	

1-4 of 4 ‹ ›

Field	Description
✉ Download	Save a copy of the message to your computer as an MP3 file.
⬇ Save	Change the status of the message to *Saved*.
🗑 Delete	Delete this message from the box.
	To delete all or multiple messages at once, select the message on the left and then click the trash icon at the top right.

MESSAGE WAITING INDICATOR

The message waiting indicator (MWI) on the user's device notifies them when a new voicemail message is available. Once the message has been listened to or deleted, the MWI will turn off.

Message Settings

Message Settings

Forward Voicemail to Email ☑ Forward voicemail messages

☐ Keep a copy in voicemail box

sarah.jane@demo.com ✕

FORWARD VOICEMAIL TO EMAIL

Messages left on the user's voicemail box can be forwarded as an MP3 file to one or more email addresses. Users also have the option to keep a copy of the message in their voicemail box when it's forwarded.
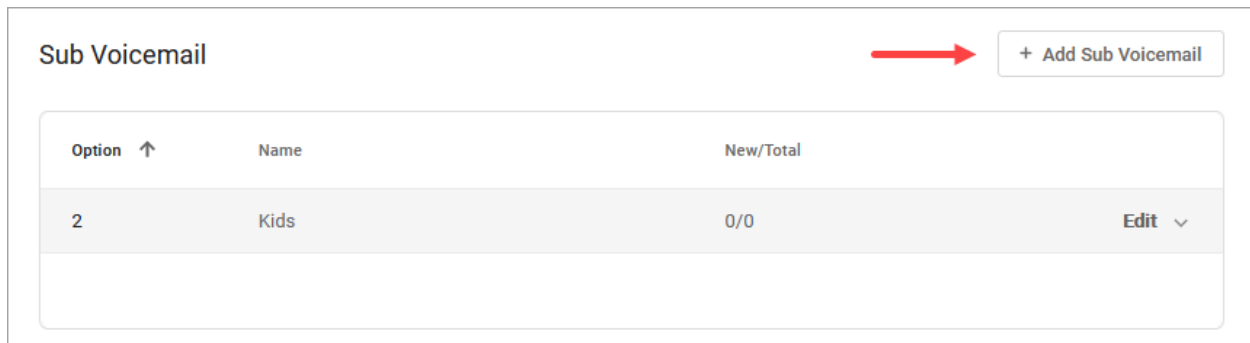
1. Check **Forward Voicemail to Email**.
2. Optionally, check **Keep a copy in voicemail box**.
   - When checked, the message waiting indicator (MWI) on the user's device will stay on until they've listened to or deleted the message from their voicemail box.
3. Enter one or more email addresses, each separated by a comma.
4. At the bottom of the section, click **[Save]**.

Sub Voicemail

Sub Voicemail is a voicemail box within a voicemail box. It's quite useful if, for example, a user wants to set up a home number with a main voicemail box and sub voicemail boxes for individual family members.
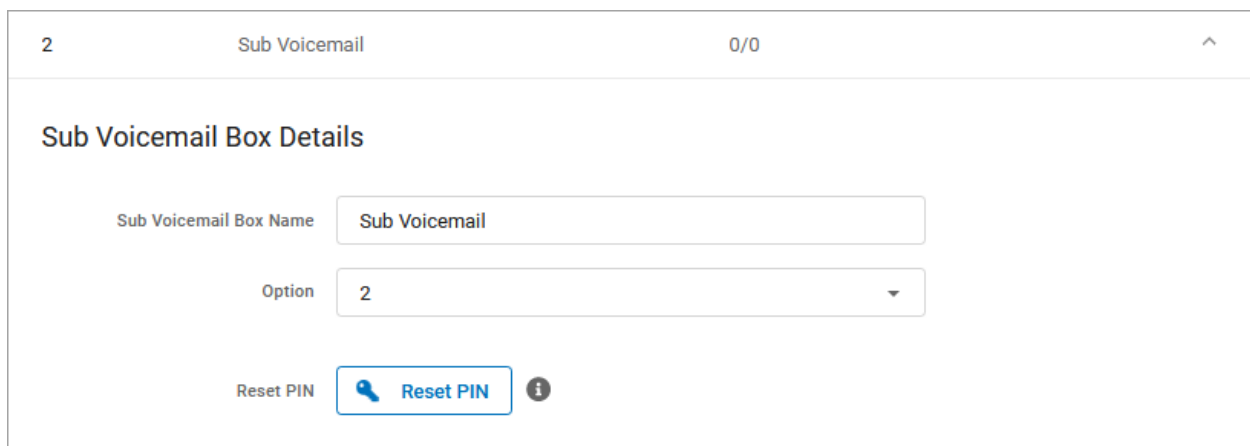
ADD A SUB VOICEMAIL BOX

To enable Sub Voicemail, scroll up to Voicemail Box Details and click **[Enable].** Once it's available, click **[+ Add Sub Voicemail]** to add another box, or hover over an existing box and click **[Edit]** on the right.

MANAGE A SUB VOICEMAIL BOX

Sub voicemail works the same as a primary voicemail box, but the settings are entirely separate. For each sub voicemail box, you can edit the Voicemail Box Greetings, Messages, and Sub Message Settings.

In the **Sub Voicemail Box Details** section, there's an additional field to choose an **Option**. When callers reach the primary voicemail box menu, this is the option they will dial to leave messages on this box.

Call History

Call History holds the records of all calls made and received on the account. Calls are presented in chronological order with the most recent call at the top. At the top right of the table, the current record list can be downloaded as a CSV file.

Filters

Call records can be filtered by Date, Type, and/or Call Flags. These filters allow you to identify patterns in the calls, such as how many calls are being sent to voicemail, what calls are being missed, etc.

Click the filter buttons to set your criteria. If necessary, click **[Reset Filter]** to remove any parameters and display ALL calls again. Once your parameters are set, the matching call records are displayed below.

Details

For more information about a call, hover over a record and click **Details** on the right.

| 3/18/2021 10:34 AM EDT 16 seconds | 1 (617) 294-2554 BOSTON-CAMBRIDGE-NEWTON, MA-NH | 1 (617) 326-8008 BOSTON-CAMBRIDGE-NEWTON, MA-NH | Details ⌄ |

| 3/18/2021 10:34 AM EDT 16 seconds | 1 (617) 294-2554 BOSTON-CAMBRIDGE-NEWTON, MA-NH | 1 (617) 326-8008 BOSTON-CAMBRIDGE-NEWTON, MA-NH | ⌃ |

Block 1 (617) 294-2554   [Block]

Time and Length

Start Time	03/18/2021 10:34:52 AM EDT
Connected Time	03/18/2021 10:34:52 AM EDT
End Time	03/18/2021 10:35:08 AM EDT
Actual Length	**16 seconds**

Origination

Number	**1 (617) 294-2554**
Location	**BOSTON-CAMBRIDGE-NEWTON, MA-NH**

Termination

Number	**1 (617) 326-8008**
Location	**BOSTON-CAMBRIDGE-NEWTON, MA-NH**

FIELD	DESCRIPTION
Block	If necessary, you can block the inbound caller. Click **[Block]** to add the inbound caller to the user's or account's blocked caller list (in Call Handling).
Time and Length	Start time, connected time, end date time, billed length, and actual length.
Cost	The total cost, if it was included in the calling plan, and the rate per minute.
Origination	The originating number, location, and category (On or Off Network).
Termination	The terminating number, location, and category (On or Off Network).