

VoiSelect
YOUR LOCAL DIGITAL VOICE PROVIDER
USER GUIDE



Welcome

Dear Customer,

Thank you for choosing VoiSelect Digital Voice! We are excited to have the opportunity to bring you the latest in Digital Voice technology and we look forward to being your telephone service provider.

VoiSelect Digital Voice offers everything you have come to expect from traditional telephone service, and much more. Your new Digital Voice service provides access to enhanced calling features like Call Forwarding and Voicemail at a lower monthly cost than traditional telephone service. VoiSelect also gives you greater flexibility to customize your calling features and check your Voicemail online.

VoiSelect Digital Voice works with any traditional touch-tone telephone. To get the most out of your VoiSelect service, it is best to have a telephone with both a Caller ID display and “FLASH” button. Please take time to look through this feature booklet. It explains a range of features that are offered with VoiSelect. You can also interact with your phone account and its features by visiting the customer portal. The web address for the customer portal, along with your username and password, are included with your account documents.

This User Guide provides information and instructions on using your new VoiSelect service and customizing your calling features through your traditional telephone handset or the VoiSelect Digital Voice customer portal. We hope that you enjoy your new VoiSelect service.

Sincerely,

The VoiSelect Team

Table of Contents

<u>Welcome.....</u>	<u>2</u>
<u>Voicemail.....</u>	<u>4</u>
<u>Call Log</u>	<u>5</u>
<u>Address Book.....</u>	<u>6</u>
<u>Speed Dial</u>	<u>7</u>
<u>Caller ID.....</u>	<u>8</u>
<u>Call Waiting.....</u>	<u>9</u>
<u>Outbound Caller ID Block.....</u>	<u>10</u>
<u>Outgoing Caller ID Deactivation Per Call.....</u>	<u>10</u>
<u>Call Return.....</u>	<u>11</u>
<u>Anonymous Call Rejection</u>	<u>11</u>
<u>Call Block.....</u>	<u>12</u>
<u>Three-way Calling.....</u>	<u>12</u>
<u>Call Forward</u>	<u>13</u>
<u>Find Me.....</u>	<u>14</u>
<u>Do Not Disturb.....</u>	<u>16</u>
<u>Notes.....</u>	<u>17</u>

Voicemail

Whether you are on another call, not at home, or just too busy, you can send unanswered calls to voicemail. You can retrieve your messages via the telephone handset, online or from a remote phone, at a time that is convenient for you.

Follow these steps to set up Voicemail:

1. Dial [9] [9] [9] [9] or [*] [6] [2] from your VoiSelect telephone handset
2. Enter your temporary passcode, [0] [0] [0] [0], and then press the [#] key
3. You'll hear a prompt that the passcode has expired. Enter a new 4-digit passcode and press [#]
4. To confirm your new passcode, you'll be prompted to re-enter it. Enter the new 4-digit passcode again and press [#]
5. Follow the remaining prompts to record your name and voicemail greetings

To access your Voicemail messages from your VoiSelect phone:

1. Dial [9] [9] [9] [9] or [*] [6] [2] from the telephone handset
2. Enter your 4-digit passcode and press [#]

To access your Voicemail messages from a remote phone:

1. Dial your VoiSelect number and press [*] when the greeting begins to play
2. Enter your 4-digit passcode and press [#]

To access your Voicemail messages online:

1. Log into the VoiSelect customer portal
2. The Voicemail section at the bottom of the page will display the message list
3. Click the sound icon to the right of the message and it will play in your computer's media program (such as Windows Media Player, iTunes or Quicktime Player)
4. To delete a message, click *Delete*

To receive Voicemail messages via email:

1. Log into the VoiSelect customer portal
2. Click *Profile* in the *Account* menu
3. Locate the Voicemail to Email field and enter the email address where your Voicemail messages should be forwarded
4. Click *Save*

Note: Voicemail messages are sent as attachments to an email message. You may need to adjust your spam filters to receive the messages.

Call Log

Review records of all your incoming and outgoing calls in your VoiSelect Call Log. Call Log information is updated every fifteen (15) minutes. To access your Call Log, follow these steps:

1. Log into the VoiSelect customer portal
2. Call Logs are presented on the home page
3. To view incoming calls, click *Incoming*
4. To view outgoing calls, click *Outgoing*

Address Book

VoiSelect allows you to store all of your contacts in an online Address Book. To access the address book, please follow these steps:

1. Log into the VoiSelect customer portal
2. Click the *Address Book* link in the Feature menu

When the Address Book displays, you may view, add, edit and delete contacts as described below.

View a Contact

1. In the Address Book screen, click *View All*
2. To view a single contact, or to view contacts in a particular letter group, click on the first letter in the desired contact's first or last name
3. To sort by last name, click *Last Name*
4. To sort by first name, click *First Name*

Add a Contact

1. In the Address Book screen, click *Add Contact*
2. In the new screen, enter the contact's information in the data fields provided
3. Click *Save*

Edit a Contact

1. In the Address Book screen, click *View All*
2. Sort the list, if necessary, to locate the contact you wish to edit
3. Select the contact and click *Edit*
4. In the new screen, edit the desired data fields
5. Click *Save*

Delete a Contact

1. In the Address Book Screen, click *View All*
2. Sort the list, if necessary, to locate the contact you wish to delete
3. Check the box of the contact you wish to delete
4. Click *Delete*

Speed Dial

Speed Dial allows you to enter all your frequently dialed numbers for quick and easy access. Speed Dial 8 uses one-digit codes and Speed Dial 100 uses two-digit codes.

To set up a Speed Dial code, follow these steps:

1. Log into the VoiSelect customer portal
2. Click *Address Book* in the *Features* menu
3. For new entries, click *Add Contact*, enter the contact information and then select a Speed Dial code from the drop-down list and Click *Save*
4. To add a Speed Dial code to an existing contact, click the *Edit* link for the contact you wish to change then select a Speed Dial code from the drop-down list and click *Save*.

To dial a Speed Dial number, follow these steps:

Speed Dial 8 Dialing Instructions	Speed Dial 100 Dialing Instructions
<ol style="list-style-type: none">1. Listen for a dial tone2. Dial the specific 1-digit Speed Dial code for the number you wish to call3. Dial [#] and the call will be connected	<ol style="list-style-type: none">1. Listen for a dial tone2. Dial [#]3. Dial the specific 2-digit Speed Dial code for the number you wish to call and the call will be connected

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 function.

To review Caller ID information for an incoming call, follow these steps:

1. When you receive a call, wait two full rings for Caller ID information to be transmitted
2. Check your telephone handset's Caller ID reader to view the name and number of the incoming call

To activate or deactivate this feature, please follow the steps below:

1. Log into the VoiSelect customer portal
2. Click *Settings* in the *Features* menu
3. Locate Caller ID in the list
4. To activate Caller ID, click the *On* radio button
5. Click *Save*
6. To deactivate Caller ID, click the *Off* radio button
7. Click *Save*

Note: The *Off* setting deactivates Caller ID for incoming calls, not for outgoing calls you place.

Call Waiting

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

To answer an incoming call, follow these steps:

1. A tone will sound to alert you that you have another incoming call
2. While on the first call, press the flash button on your telephone handset once. The first call will be placed on hold and you will be connected to the second call.
3. To return to the first call, press the flash button again, one time only.
4. You may continue to switch between calls by pressing the flash button

To deactivate Call Waiting for a single call:

1. Dial [*] [7] [0] on your telephone handset
2. Enter the 10-digit telephone number you wish to call. Please note that the area code must be dialed, even if you are placing a local call.
3. Call Waiting is now disabled. Once the call is disconnected, the Call Waiting feature is reactivated automatically.

To activate or deactivate Call Waiting:

1. Log into the VoiSelect customer portal
2. Click *Settings* in the *Features* menu
3. Locate Call Waiting in the list
4. To activate, click the *On* radio button
5. Click *Save*
6. To deactivate, click the *Off* radio button
7. Click *Save*

Outbound Caller ID Block

Prevent your Caller ID information from displaying to parties you call with Outbound Caller ID Block.

To activate or deactivate Caller ID Block, follow these steps:

1. Log into the VoiSelect customer portal
2. Click *Settings* in the *Features* menu
3. Locate Outbound Caller ID Block in the list
4. To activate Outbound Caller ID Block, click the *On* radio button
5. Click *Save*
6. To deactivate Outbound Caller ID Block, click the *Off* radio button
7. Click *Save*

Note: The *On* option prevents your number from being displayed on outbound calls you place. This feature does not affect your Caller ID display for inbound calls.

You may also control this feature using your telephone handset:

1. To activate Outbound Caller ID Block, dial [*] [3] [1]
2. To deactivate Outbound Caller ID Block, dial [#] [3] [1]

Outgoing Caller ID Deactivation Per Call

Block your Caller ID information from being displayed on outgoing calls on a per-call basis. Follow the steps below to deactivate Caller ID for a single call:

1. Dial [*] [6] [7] on your telephone handset
2. Enter the 10-digit telephone number. You must dial the area code, even if you are placing a local call.

Note: When you deactivate Outgoing Caller ID, your number will not be displayed on the recipient's Caller ID. Entering the star code [*] [6] [7] will deactivate outgoing Caller ID for one call only.

Call Return

You can place a call to the last incoming caller on your line with Call Return. Follow these steps:

1. Dial [*] [6] [9] on your telephone handset
2. The number of the last incoming caller will be dialed

*Note: Call Return (*69) does not verify the number of the last incoming call. It simply dials the number.*

Anonymous Call Rejection

Reject incoming callers who have blocked their directory or identifying information. To activate or deactivate this feature, please follow the steps below.

1. Log into the VoiSelect customer portal
2. Click *Settings* in the *Features* menu
3. Locate Anonymous Call Rejection in the list
4. If you wish to activate this feature, click the *On* radio button or click the *Off* radio button to deactivate the feature
5. Click *Save*

You may also control this feature using your telephone handset:

1. To activate Anonymous Call Rejection, dial [*] [7] [7]
2. To deactivate Anonymous Call Rejection, dial [*] [8] [7]

Call Block

VoiSelect allows you to block unwanted callers with Call Block.

To block a number, please follow the steps below:

1. Log into the VoiSelect customer portal
2. Click *Settings* in the *Features* menu
3. Locate Call Block in the list
4. In the spaces provided, enter the 10-digit phone number(s) that you wish to block
5. Click *Add*
6. Click *Save*

To unblock a number, please follow these steps:

1. Enter the phone number you wish to unblock in the spaces provided
2. Click *Remove*
3. Click *Save*

Three-way Calling

This feature allows you to conference with two callers simultaneously. Follow these steps to use Three-way Calling:

1. While on a call, press the flash button on the telephone handset
2. Listen for a dial tone and then dial the number to reach another party
3. When you are ready to add the original caller to the conversation, press the flash button again

Call Forward

Call Forward allows you to forward incoming calls to another number or number(s). The following Call Forward options are available:

Name	Forwards callers when your telephone service is:	This option is primarily used to:
Call Forward Always	Called	Forward all callers to another number(s)
Call Forward Busy Line	Busy	Send callers to voicemail
Call Forward Don't Answer	Not answered within a specified number of rings	Send callers to voicemail
Call Forward Not Reachable	Offline	Redirect callers when your service is unavailable

To set up your Call Forward preferences, follow the steps below:

1. Log into the VoiSelect customer portal
2. Click *Settings* in the *Features* menu
3. Locate the Call Forward field
4. To activate a Call Forward option, click the *On* radio button. If required, enter the phone number to which calls should be forwarded or select the desired number of rings.
5. Click *Save*
6. To deactivate a Call Forward feature, click the *Off* radio button
7. Click *Save*

Note: Call Forward Always is the only Call Forward option that can be changed via the VoiSelect telephone handset. To activate Call Forward Always via the handset, dial [*] [7] [2] and then enter the phone number (including area code) to which calls should be forwarded. To deactivate this option, dial [*] [7] [3].

Find Me

Find Me is similar to Call Forward and allows you to ring one or more phone numbers simultaneously or in sequence when you receive calls on your VoiSelect line.

To receive calls simultaneously on multiple phone numbers:

1. Log into the VoiSelect customer portal
2. Click *Find Me* in the *Features* menu
3. Click the *Activate* radio button
4. In the *Call Sequence* fields, enter names for up to five (5) phone numbers (such as Jane Cell, Jane Work, etc.)
5. In the *Number* fields, enter the corresponding area codes and phone numbers for the names you entered in Step 4
6. Click the *Parallel Ringing* radio button
7. Click *Save*

To receive calls in sequence on multiple phone numbers:

1. Log into the VoiSelect customer portal
2. Click *Find Me* in the *Features* menu
3. Click the *Activate* radio button
4. In the *Call Sequence* fields, enter names for up to five (5) phone numbers (such as Jane Cell, Jane Work, etc.) in the order you want them to be called
5. In the *Number* fields, enter the corresponding area codes and phone numbers for the names you entered in Step 4
6. Click the *Sequential Ringing* radio button
7. Click *Save*

To deactivate Find Me:

1. Log into the VoiSelect customer portal
2. Click *Find Me* in the *Features* menu
3. Click the *Deactivate* radio button
4. Click *Save*

Note: The Find Me feature takes priority over Call Forward Always. If both features are activated at the same time, Find Me will override Call Forward Always. If the Find Me feature is deactivated, the service will revert to Call Forward Always. We recommend using only one of these features at a time.

Do Not Disturb

When you are busy or do not wish to receive calls, activate the Do Not Disturb feature. This feature will redirect your calls to voicemail or follow your Call Forwarding preferences, if enabled.

Activate the Do Not Disturb feature by following the steps below:

1. Log into the VoiSelect customer portal
2. Click *Settings* in the *Features* menu
3. Locate Do Not Disturb in the list
4. To activate Do Not Disturb, click the *On* radio button
5. Click *Save*
6. To deactivate Do Not Disturb, click the *Off* radio button
7. Click *Save*

Note: You can check the Ring Reminder box to remind yourself that Do Not Disturb is activated. This will cause your telephone to ring only once for each incoming call.

To activate this feature using the telephone handset:

1. Dial [*] [7] [8]
2. Listen for a busy signal to indicate that the feature is activated
3. All incoming calls will be forwarded to voicemail, unless your Call Forwarding options are programmed differently

To deactivate this feature using the telephone handset:

1. Dial [*] [7] [9]
2. Listen for a busy signal indicating the feature is deactivated
3. All incoming calls will now ring your phone, unless your Call Forwarding options are programmed differently

