



home net digital voice

**USER GUIDE**



Dear Valued Customer,

We are proud to welcome you to the **Home Net Digital Voice**. Our network reliability, customer support and value pricing are a great combination. We appreciate you choosing us and look forward to a long relationship. **Home Net Digital Voice** provides high quality features and affordability you won't find when using standard analog phone lines.

Please take time to look through this feature booklet. It explains the full range of features that are offered with your plan. You can also interact with your phone account and its features by visiting us on the Web at **[www.hometownutilicom.org](http://www.hometownutilicom.org)** and you will be directed to our subscriber site where you can manage your service.

Please let us know if you need anything. Our customer service number is **610-683-5722**. We're always happy to help.

Again, thank you for choosing us. We appreciate your business.

Sincerely,

The **Home Net Digital Voice** Team

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## Anonymous Call Rejection

Reject incoming callers who have blocked their directory or identifying information. Anonymous callers will hear an intercept message when they call your number.

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Anonymous Call Rejection**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To turn feature Off, slide button to **Off** position
7. Click **Save**

### *Telephone Instructions:*

#### **To Turn Feature On:**

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

#### **To Turn Feature Off:**

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

#### **Anonymous Call Rejection Feature Interactions:**

- **Call Forwarding:** Blocked calls will not be forwarded
- **Call Logs:** Blocked calls will not display on your call log
- **Call Return:** Blocked calls do not get stored, so the **Call Return** feature cannot be used to call a blocked call
- **Call Waiting:** Blocked calls will not be placed in the call waiting queue
- **Do Not Disturb:** Blocked calls will not be forwarded to **Voicemail** or given a busy signal

## Call Block

Block unwanted callers

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Block**
4. To add a number:
  - Click **Add Number**
  - In the box provided, enter the 10-digit phone number you want to block
  - Click **Save**
5. To delete a number from your **Call Block** list:
  - Click the check box in front of the number you want to delete
  - Click **Delete**
6. To edit an existing number on your **Call Block** list:
  - Click the **Edit** option following the number you want to change
  - Make your changes
  - Click **Save**

**Note:** Use your **Call Log** Incoming information to help identify and block numbers. To block the number from the **Call Log**, click the check box in front of the phone number, and select **Block Number** from the **Select Action** box.

## Call Forward

Forward your callers to another number. Feature setting options include **Call Forward Always**, **Call Forward Busy Line**, **Call Forward Don't Answer** and **Call Forward Not Reachable**. **Call Forward Always** and **Call Forward Not Reachable** features can also be used for Disaster Recovery.

The following **Call Forward** features are available:

Call Forward Feature	Forwards
<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

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Forwarding**
4. Locate the **Call Forward** feature you want to modify
5. To turn feature On, slide button to **On** position
6. Enter the 10-digit phone number where you want to forward your calls
7. If activating **Call Forward Don't Answer**, also select the appropriate number of rings from the drop down list
8. Click **Save**
9. To turn feature Off, slide button to **Off** position
10. Click **Save**

## Call Forward (Continued)

⑥ Telephone Instructions:

Call Forward Feature	To Activate Via Telephone	To Deactivate Via Telephone	Then
<b>Call Forward Always</b>	<ol style="list-style-type: none"> <li>1. Dial [*][7][2]</li> <li>2. Enter the destination's 10-digit phone number followed by the [#] key</li> </ol>	Dial [*][7][3]	Listen for a confirmation message or tone
<b>Call Forward Not Reachable</b>	<ol style="list-style-type: none"> <li>1. Dial [*][9][4]</li> <li>2. Enter the destination's 10-digit phone number followed by the [#] key</li> </ol>	Dial [*][9][5]	
<b>Call Forward Busy Line or Call Forward Don't Answer</b>	Telephone Activation/Deactivation is unavailable - Please set through your online account.		

### Call Forward Feature Interactions:

- **Find Me:** **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.
- **Voicemail:** **Call Forwarding Always, Busy Line, or Don't Answer** activation could interfere with this feature

## Call Return

Quickly dial the last incoming caller

**Call Return** cannot be used to return any of the following types of calls:

1. Calls that went to your **VoiceMail** box
2. Calls from someone who has their **Caller ID** information blocked

⑥ *Telephone Instructions:*

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

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



## Call Waiting

Switch to a new incoming call while you are already on another call

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Call Waiting**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

### *Telephone Instructions:*

#### **To Answer Via Telephone:**

1. While on a call, a tone will sound alerting you that you have another call
2. You can put the existing caller on hold and accept the other call and alternate between the two calls using the **flash** button

#### **To Turn Feature On:**

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

#### **To Turn Feature Off:**

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

#### **To Deactivate Per Call:**

1. Dial [\*][7][0]
2. Enter the 10-digit phone number you are calling. The area code must be entered even if the call is local.
3. **Call Waiting** is now disabled for this call only. Once the call disconnects, your **Call Waiting** feature is reactivated automatically.

## Caller ID

**Caller ID Inbound:** Identify your caller before picking up the telephone

 *Internet Instructions:*

**Turn Caller ID Feature On/Off**

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Caller ID**
4. To turn feature On, slide button to **On** position
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.

 *Telephone Instructions:*

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

## Caller ID (Continued)

**Outbound Caller ID Block:** Block your **Caller ID** information from displaying when you call someone

 *Internet Instructions:*

### Turn Outbound Caller ID Block Feature On/Off

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Outbound Caller ID Block**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

 *Telephone Instructions:*

Caller ID Block Option	Telephone Command	Then
Permanently block your <b>Caller ID</b> information from being delivered	[*][6][8] – Activate [*][8][1] – Deactivate [*][8][2] – Deactivate permanent block for one call only	Listen for a confirmation message or tone
<b>Outgoing Caller ID</b> Deactivation	[*][6][7] – Deactivates for one call only	Enter the 10-digit phone number you wish to call

## Do Not Disturb

Stop pages, calls or intercom messages. Instead, callers will receive a message stating you are busy and be sent to **Voicemail** if you have **Voicemail** activated. If your **Voicemail** is not activated, the caller will receive a busy signal.

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Do Not Disturb**
4. To turn feature On, slide button to **On** position
5. If you want a ring reminder, click the **Ring Reminder** check box
6. Click **Save**
7. To deactivate, click **Off**
8. Click **Save**

### *Telephone Instructions:*

#### **To Turn Feature On:**

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

#### **To Turn Feature Off:**

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

## Find Me

Forward your calls to up to five alternate locations

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Find Me**
4. To turn feature On, slide button to **On** position
5. Select the Ring Type
  - **Sequential** (numbers are called in the order given)
  - **Parallel** (numbers are called simultaneously)
6. Enter the description name(s) and number(s) in the data fields provided
7. Click **Save**
8. To deactivate the feature, click **Off**
9. Click **Save**

### **Find Me Feature Interactions:**

- **Call Forward Always: 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.
- **Voicemail:** If **Find Me** is activated with **Sequential Ringing**, callers can press [#] at any time to leave a **Voicemail** message (if **Voicemail** is activated)

## Selective Call Forwarding

Forward specific callers to specific locations

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **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** in the fields provided
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

### *Internet Instructions:*

#### **To Set Up New Entries:**

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Speed Dial**
4. Click **Add Contact** and wait for a new screen to appear
5. Enter contact information, **Primary Phone Number** you want to add to **Speed Dial** and then select a **Speed Dial** code from the drop down list
6. Click **Save**

#### **Modify Existing Contacts:**

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Speed Dial**
4. Click **Edit** and wait for the contact's information to appear
5. To delete a number, click **Delete**
6. To edit a number, make the appropriate changes, and click **Save**

### *Telephone Instructions:*

#### **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 the same time

### Telephone Instructions:

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

## Voicemail

Send callers to your own personal **Voicemail** inbox when you are on another call, not at your office, or just too busy. You can retrieve your messages at a time that is convenient to you by phone, online account, or email.

### Internet Instructions:

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Voicemail**
4. To turn feature On, slide button to **On** position
5. Select the appropriate number of rings from the drop down list
6. Click **Save**
7. To deactivate the feature, click **Off**
8. Click **Save**
9. To listen to a message from the internet, click the **Account** tab, and then **Messages**
10. Then, you will have the following options:
  - Play:** To hear the message
  - Save:** To save the message to another location
  - Forward:** To send the message to someone via Email
  - Delete:** To delete a message, click the check box in front of the message and select **Delete** from the **Select Option** drop down box
  - Block:** To block a caller, click the check box in front of the message and select **Block Number** from the **Select Option** drop down box



## Vicemail (Continued)

⑥ *Telephone Instructions:*

### To Set Up Initially:

1. Dial [\*][9][8] from your phone
2. Enter temporary passcode [8642] and press the [#] key
3. You'll receive a prompt stating the passcode has expired
4. Enter a permanent passcode and press [#]
5. Re-enter your permanent passcode and press [#]
6. 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 telephone number and press [\*] when the greeting begins to play.
2. Enter your passcode and press the [#] key

### Main Vicemail Menu Options:

- [1] To access your **Vicemail** box
- [3] Record your name
- [8] To change your passcode
- [9] To exit the voice portal
- [#] To repeat this menu

### Access Vicemail 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

## Voicemail Message Waiting Indicator (MWI)

Receive notifications when you have received a new **Voicemail** message. The **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.

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Voicemail Message Waiting Indicator**
4. To turn feature On, slide button to **On** position
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

## Vicemail to Email

Your **Vicemail** messages can also appear in your email inbox

### *Internet Instructions:*

1. Login to your online account
2. Click **Settings**
3. Click the **View/Edit** option following **Vicemail to Email**
4. Enter the email address where you would like your **Vicemail** messages forwarded
5. Click **Save**
6. To remove email address information, press **Reset**
7. Click **Save**

**Note:** These emails may not be accepted by your email provider. If you do not receive your new **Vicemail** messages via email, try adding **voicemail@voipinternetcable.net** 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.

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