Voice Mail

The Voice2Net Voice Mail System has 3 means of Administration.
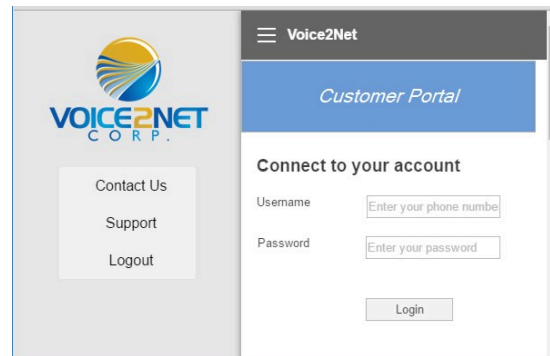
a. **To access the Voice Mail system from your telephone, lift the handset and dial *98.**

b. **You will be instructed to enter your Pin Number followed by the # Key. The default Pin Number is the last 4 digits of your telephone number.**

   i. After you enter the Access Code, you will hear instructions on how to use your Voice Mail system.

   ii. To listen to New Messages, Press 1.

   iii. To listen to Saved Messages, Press 3.

   iv. To Record a Message, press 5 for advanced options, then press 1 to record a greeting

   v. To record your Greeting, Press 4.

c. **To access your Voice Mail from a remote phone, dial your telephone number, when the Voice Mail answers, press the "*" key. You will hear instructions as above.**

d. **To administer your Voice Mail using the Web Interface (refer to the Section on the Web Interface for Access). By default you go to the Administration page. From there you may change the answer delay, attach your cell phone or disable your Voice Mail.**

   vi. You may also view and listen to your Voice Mail by pressing the "Voicemail" button. If you have voice mail, either new or saved, they will be listed. You may listen to your voice mail messages through your computer speaker by pressing the speaker button on the screen.

Using the Web Interface

Open your Web Browser, this works best with Internet Google Chrome, but will work with most browsers.

Go to **http://phone.voice2net.ca**

You will be directed to a screen similar to the one below. Enter your telephone number in the Username field and your password in the Password field.

You will then be directed to the Administration pages for your account.

Voice2Net Corp

613-704-1248

Support@voice2net.ca

Telephone User's Guide

Making a Call:

To make a call, lift the handset, you will hear dial tone or broken dial tone (we call it stutter dial tone). The stutter dial tone indicates you have Voice Mail.

➢   To place a call, dial the 10 digit North American telephone number. You do not need to dial the '1' before dialing the number, but if you do, the call will complete normally.

➢   Regardless of whether you dial the '1' or not, you will not incur long distance charges for   calling USA or Canada Numbers.

➢   To redial the last number you called, lift the handset, hear dial tone, dial *66.

Answering a call:

➢   When you receive a call, it will ring your phone and if your phone is equipped, it will display the name and
number of the caller unless they have blocked this feature.

➢   The name and number is displayed between the 1st and 2nd rings, so you will need to wait for the first ring to complete to see the caller information.

➢   Lift the handset to answer the call.

Call Waiting:

➢   If you receive a 2nd call during a conversation, you will hear a brief tone on the line indicating there is a call waiting.

➢   If you have Call Display on your telephone, it will also display the name and number of the call waiting caller.   If you hang up without going back to one of the parties on hold, your phone will ring.

➢   To answer this call, momentarily press and release the hookswitch on your telephone or press the link key/flash key.

➢   You will be connected to the new caller and the previous caller will be placed on hold.

➢   You may now toggle between these callers by again momentarily pressing and releasing the hook switch on your telephone. If your phone has a flash or link key,pressing this will be the same as using the hookswitch.

➢   During the period of time each party is on hold, they will hear a pleasant soft music to let them know you have not forgotten them.

➢   If you hangup without answering the call waiting call, after a few seconds, your phone will start ringing. To answer the call, lift the handset, you will now be connected to the call waiting caller.

Do Not Disturb:

➢   This feature will override all featues such as Cell Phone, Call Forward and Voice Mail Delay before pickup.

➢   When 'Do Not Disturb" is activated, all calls will route to Voice Mail if it is active or busy done if Voice Mail is not active.

➢   To activate Do Not Disturb from your telephone, lift the handset, hear dail tone, dial *78.

➢   You will hear a message "Do Not Disturb is now activated".

➢   To de-activate Do Not Disturb from your telephone, lift the handset, hear dail tone, dial *79. You will hear a message "Do Not Disturb has been cancelled".

➢   You may also activate or de-activate" Do Not Disturb" from the Web Interface described elsewhere in this guide.

Three Way Calling (Conference Calling)

➢   Your voice2net service provides the means for you to conference two external parties.

➢   To make a conference call, first dial and speak with one party. Advise them you are going to add a second person, momentarily press and release the hook switch of your telephone (or use the link or flash key).

➢   The first party will be placed "On Hold" and will hear pleasant music. You will hear a slightly different dial tone, dial the second party's telephone number, when they answer, momentarily press and release the hook switch of your telephone (or use the link or flash key).

➢   You are now connected to both parties.

➢   If you disconnect while the conference call in in place, the other two parties will continue with their converstation until one of them disconnects. During this time, you are free to make another telephone call.

Call Forward All Calls:

➢   Second in priority after Do Not Disturb.

➢   To activate Call Forwarding, lift the handset, hear dail tone, dial *72. You will hear a second dial tone, dial the 10 digit phone number you wish the call to be forwarded to, followed by the '#' key. If you do not press the '#' key, nothing will happen. After pressing the '#' key, you will hear a message, "Call Forwarding has been set".

➢   You may also view this or set it using the Web Interface described elsewhere in this guide.

➢   To de-activate Call Forwarding, lift the handset and dial
"*73". You will hear a message "Call Forwarding has
been cancelled". You may also cancel Call Forwarding
using the Web Interface.

Three Way Calling (Conference Calling)

➢   Your voice2net service provides the means for you to conference two external parties.

➢   To make a conference call, first dial and speak with one party. Advise them you are going to add a second person, momentarily press and release the hook switch of your telephone (or use the link or flash key).

➢   The first party will be placed "On Hold" and will hear pleasant music. You will hear a slightly different dial tone, dial the second party's telephone number, when they answer, momentarily press and release the hook switch of your telephone (or use the link or flash key).

➢   You are now connected to both parties.

➢   If you disconnect while the conference call in in place, the other two parties will continue with their conversation until one of them disconnects. During his time, you are free to make another telephone call.