

## Residential Voice Quick Start Guide

### How to Log into your Velocity Broadband Voice Services Account Portal

You can login to your Account Portal and configure all the features that Velocity Broadband Digital Phone Service has to offer by doing the following:

1. Go to: <https://voice.hudsonvelocity.com>
2. For your username, it will be your 10 digit phone number (Example: 501-555-1212 without hyphens or spaces).
3. To obtain your password, click “Forgot Password” on the upper left side of the screen. A password will then be emailed to you. There will be a link provided in the email as well as a randomly generated password.
  - o If you don’t receive an email, please call Customer Service at (330) 342-9544 and ask that your email address be added to your voice account.
  - o Once your email has been added, start again from Step 1 above.
4. Enter this password into the appropriate field and click “Login”.

From the “Home” page, click “Features” to configure all of your phone features (e.g. Call Forward, Simultaneous Ring, etc.).

**Note:** When you log in for the first time, you will be prompted to enter a 4-digit CPNI Code of your choice. (CPNI is a security code used for verifying a customer’s identity before providing access to confidential and proprietary customer information).

### How to Change your Account Portal Password

When you log in for the first time, you will be prompted to change your password. Your new password must consist of 4-12 characters and cannot contain any spaces.

1. Enter the password provided to you on the original email in the “Old password” field.
2. Enter a password of your choosing in the “New password”, confirm your new password.
3. Click “Submit”.

### How to Access Voicemail

#### *Accessing the Voicemail System for the First Time*

1. From your digital voice phone, dial your 10 digit phone number or dial \*62
2. The default pass code is **4227**
3. When prompted, enter a new pass code
4. Re-enter the same new pass code at the prompt
5. If your new pass code is accepted, you will hear “your password has been changed successfully”
6. Press the # key
7. Once in the system, you will hear “Welcome to your Voice Messaging System. If you are not calling from your home phone, press the \* key.”

#### *Accessing Voicemail while at Home or Away*

1. From any phone, dial your phone 10 digit number, or dial \*62
2. Press \* to access your voicemail, once your recording picks up.
3. Enter your pass code at the prompt.

**Voicemail Main Menu**

1. To listen to your messages, press 1
2. To change your mailbox busy greeting, press 2
3. To change your mailbox no answer greeting, press 3
4. To compose and send a new message, press 5
5. To delete all messages, press 7
6. To go to the CommPilot Voice Portal press the \* key
7. To repeat this menu, press the # key

**While Listening to the Messages Menu**

1. To save this message, press the # key
2. To erase this message, press 7
3. To repeat this message, press 2
4. To go back to the previous message, press 4
5. To play the message envelope, press 5
6. To go to the next message, press 6
7. For additional options, press 9
8. To go back to the previous menu, press the # key

**Note:** To clear the message waiting indicator without erasing messages, dial \*99.

**CommPilot Voice Portal Menu**

1. To access your voicemail box, press 1
2. To record your name, press 3
3. To change your call forwarding options, press 4
4. To make a call, press 6
5. To change your pass code, press 8
6. To exit the CommPilot Voice Portal, press 9
7. To repeat this menu, press the # key

**Voicemail Management: (\*62)**

This service allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone and dialing your 10-digit telephone number or dial \*62, or you can choose to send voice messages directly to your e-mail address.

**All Features are located in your Account Portal. Here are the top five features.**

- |                             |                         |
|-----------------------------|-------------------------|
| 1. Anonymous Call Rejection | 4. Speed Dial           |
| 2. Call Waiting             | 5. Voicemail Management |
| 3. Call Forwarding          |                         |

**Anonymous Call Rejection (\*77)**

This feature prevents or allows calls from callers who have blocked their phone numbers from being identified. Blocked callers will hear a message notifying them that their calls are being rejected.

**From Your Phone:** To activate Anonymous Call Rejection, dial \*77; to deactivate, dial \*87.

### **Call Waiting On/Off**

This service allows you to decide whether phone calls in progress can be interrupted by other calls.

**NOTE: This service is not available with all access device types.**

**From Your Phone:** To activate, log into your account portal click “On”; to deactivate for individual calls, dial \*70 before dialing out.

### **Call Forwarding Always (\*72)**

The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone.

**From Your Phone:** To activate, and/or change options for this service, dial \*72 followed by the phone number that you will be redirecting your calls to. Your calls remain forwarded until you dial the deactivation code (\*73).

### **Speed Dial (\*74)**

This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. To use speed dial from your phone, dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 3, dial 3#.

**From your phone:** To begin programming Speed Dial Codes, dial \*74, the speed dial code number and the phone number that you will be associating with that speed dial code. For example, \*74 3 5015551212 programs Speed Dial Code 3 to dial 501-555-1212.

### **\*Feature Access Codes**

- \*62 Voicemail Menu / VM Set Up
- \*86 Go directly to VM Messages
  
- \*72 Call Forwarding Always Activation
- \*73 Call Forwarding Always Deactivation
- \*90 Call Forwarding Busy Activation
- \*91 Call Forwarding Busy Deactivation
- \*92 Call Forwarding No Answer Activation
- \*93 Call Forwarding No Answer Deactivation
- \*67 Calling Line ID Delivery Blocking per Call
- \*65 Calling Line ID Delivery per Call
- \*69 Call Return
- \*70 Cancel Call Waiting (per call)
- \*94 Call Forwarding Not Reachable Activation
- \*95 Call Forwarding Not Reachable Deactivation
- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*77 Anonymous Call Rejection Activation
- \*87 Anonymous Call Rejection Deactivation