



# Digital Voice Services Residential User Guide



# Feature Access Codes

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- \*62 Voice Portal
- \*86 Direct Voice Mail Retrieval
- \*77 Anonymous Call Rejection Activation
- \*87 Anonymous Call Rejection Deactivation
- \*11 Broadworks Anywhere
- \*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
- \*94 Call Forwarding Not Reachable Activation
- \*95 Call Forwarding Not Reachable Deactivation
- #76 Call Forwarding Selective Activation
- #77 Call Forwarding Selective Deactivation
- \*69 Call Return
- \*70 Call Waiting Deactivation Per Call
- \*31 Calling Line ID Delivery Blocking Activation All Calls
- #31 Calling Line ID Delivery Blocking Deactivation All Calls
- \*67 Calling Line ID Delivery Blocking Activation Individual Calls
- \*65 Calling Line ID Delivery Activation Individual Calls
- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*66 Last Number Redial
- \*12 Shared Call Appearance Location Activation
- \*13 Shared Call Appearance Location Deactivation
- \*74 Speed Dial 8
- \*75 Speed Dial 100

*Note: Some Feature Access Codes may not work on specific devices due to manufacturer specifications and configurations.*



## **Welcome to Velocity Broadband Digital Voice Services**

We take pride in providing superior and reliable digital voice services to our valued customers.

This booklet should answer any questions you may have regarding digital voice services, including how it works, configuration instructions, and how to use some of the main features.

For information on additional features and options available, please go to your Account Portal at [voice.hudsonvelocity.com](http://voice.hudsonvelocity.com) or call (330) 342-9544.

**My Digital Voice telephone number is:**

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**My Account Portal username and password are:**

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# General Information

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## **What is Digital Voice Services?**

Digital Voice Services allow you to make and receive calls through your broadband Internet connection while still using the same telephone equipment you already have.

You can call anywhere at any time for less, and your phone number can go everywhere you do!

## **Making Calls with Digital Voice Services**

You can make calls by dialing the number on your phone, as you always have.

For calls within your area code, you may dial 7, 10, or 11 digits.

Example: 555-1212, 859-555-1212, or 1-859-555-1212

When dialing outside your area code, you may use 10 or 11 digits.

Example: 859-555-1212 or 1-859-555-1212

To active the International calling feature, you will need to contact Velocity Broadband Customer Service at (330) 342-9544 or email [velocity@hudson.oh.us](mailto:velocity@hudson.oh.us).

To place international calls, dial just as you would with a standard analog telephone.

International Access Code + Country Code + City Code + Number

Example: 011 + 39 (Italy) + 81 (Naples) + Number

To answer a call, pick up your phone's handset like you always have.

## Important 911 Information

While the 911 system through Digital Voice Services will work very similarly to your standard analog telephone, there are a few important differences of which you need to be aware.

- If you move office locations, you will need to call our support line at (330) 342-9544 to update your information. It may take a few days to activate and change your 911 feature, so please think ahead when planning a move.
- Electrical or broadband outages can prevent 911 dialing with our system. As your phone service is relying on both your broadband connection and electrical power (with additional battery backup, if available), if these go out, so will your digital voice service. Once the power and broadband connection returns, your system will function properly again.

Additional 911 information is available on the Account Portal for you to read and reference. Please be safe and read all materials related to this issue. Learn more at [voice.hudsonvelocity.com](http://voice.hudsonvelocity.com).



# Getting Started

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## Accessing the Account Portal

You can access the account portal using either your phone number or your email address. You can login to your Account Portal and configure all the User Features that City of Hudson Digital Voice Services has to offer by doing the following:

1. Open your web browser and point it to your account portal ([voice.hudsonvelocity.com](http://voice.hudsonvelocity.com)).
2. Enter the phone number or email address in the Username field and your password in the Password field.
3. When you login for the first time, you will be prompted to create a 4-digit CPNI security code.
4. After entering your CPNI code, you will be prompted to change your password. The password must be at least 6 characters and contain at least 1 number and one lower and uppercase letter.
5. You should now be on the Features Management page where you can configure all the features available to you.

If you do not have your password when logging in for the first time, but do have your email address setup on the account, then you can utilize the "Forgot Password?" link to get into your account by doing the following:

1. Open your web browser and point it to your account portal ([voice.hudsonvelocity.com](http://voice.hudsonvelocity.com)).
2. Select the "Forgot Password?" link on the left side of the screen.
3. In the Password Reset screen, enter your email address in the Username field and click Submit.
4. Your password will be emailed to you within 30 minutes.
5. One you have received the email, you will want to click the link provided and login to the user portal using the email address and the temporary password. *\*If you do not use the link to confirm the Forgot Password request, then the password will not be updated to the new temporary one provided in the email.*
6. When you login for the first time, you will be prompted to create a 4-digit CPNI security code.

7. Once the CPNI code has been set, the Change Password screen will prompt you to put in the current password (the temporary password) and enter a new password. The new password must be at least 6 characters and contain 1 number, one lowercase letter, and one uppercase letter.
8. You should now be on the Features Management page where you can configure all the features available to you.

If you do not have an email address associated to the account, or do not receive an email within 30 minutes, please contact us at (330) 342-9544.

## **Voice Portal Quick Setup**

All of your residential lines have voicemail service enabled by default. If any lines will not be utilizing voicemail, then the service can be deactivated from the account portal.

### **Accessing Voice Portal (\*62)**

Follow the instructions below to record your personalized name for your voicemail greeting and set your passcode in the voice portal.

1. Dial \*62 from the phone number for which you are wishing to access the voice portal.
2. Enter the passcode when prompted, the default passcode is **4227**.
3. You will be prompted to enter a new passcode. It cannot contain all repeated or consecutive digits (i.e. 0000 or 1234), the user's own extension or phone number, the user's own extension or phone number reversed, or a recent or reversed passcode.
4. Re-enter the new passcode a second time when prompted.
5. If your new passcode is accepted, you will hear "passcode has been changed successfully".
6. Follow the prompts to record your personalized name.
7. Press \* to go to the CommPilot Voice Portal where you can listen to voicemail messages or configure additional settings.

### **Direct Voice Mail Retrieval (\*86)**

When you have new voicemail messages, you can go directly to your voicemail box by dialing \*86 from your phone.

## **CommPilot Voice Portal Menu**

- I. To access your voicemail box, press 1.
- II. To go to the greetings menu, press 3.
- III. To change your call forwarding options, press 4.
- IV. To record a new announcement, press 5.
- V. To make a call, press 6.
- VI. To change your passcode, press 8.
- VII. To exit the voice portal, press 9.
- VIII. To repeat this menu, press the # key.

## **Voicemail Main Menu**

- I. To listen to your messages, press 1.
- II. To change your mailbox busy greeting, press 2.
- III. To change your mailbox no answer greeting, press 3.
- IV. To compose and send a new message, press 5.
- V. To delete all messages, press 7.
- VI. To go to the CommPilot Voice Portal, press the \* key.
- VII. To repeat this menu, press the # key.

## **Play Messages Menu**

- I. To save this message, press the # key.
- II. To erase this message, press 7.
- III. To repeat this message, press 2.
- IV. To go back to the previous message, press 4.
- V. To play the message envelope, press 5.
- VI. To go to the next message, press 6.
- VII. For additional options, press 9.
- VIII. To go back to the previous menu, press the # key.

# Features of Digital Voice Services

## Features Overview

On the Home page of the Account Portal, there will be three sections, titled Basic Features, Advanced Features, and Voicemail Management. If you click on one, it will expand to show you the available features that can be configured for your voice service.

The following pages contain instructions for configuring our most popular features, like anonymous call rejection, call forwarding, call waiting, do not disturb, speed dial, etc. Please refer to the Account Portal for support and information about additional features and options.

## Flash Calls

Note: Flash calls are available on devices with flash functionality.

## Three-Way Calling

Action	Steps
To Start Three-Way Call  Note: If either of the two parties hangs up, your call with the remaining party is intact. If you started the call, the other parties are disconnected when you hang up.	While engaged in one call: 1. Press flash hook on phone. The initial call is held. 2. Enter the phone number of the third party. 3. When the call is connected, press flash hook again. All parties are now connected in a three-way call. 4. To drop the add-on party, press the flash-hook again.

## Call Hold

Action	Steps
To Use Call Hold	While engaged in one call: 1. Press flash hook on phone. 2. Press *22. 3. You can make a second call and toggle between calls by pressing flash hook. 4. Hang up to disconnect your call with both parties.

## Anonymous Call Rejection (\*77)

This feature allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your Phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your group. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable	1. From the account portal, select the <b>On</b> radio button and click <b>Apply</b> . <b>OR</b> 1. From the phone, press <b>*77</b> . 2. Hang up the phone. The service is on.
To Disable	1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b> . <b>OR</b> 1. From the phone, press <b>*87</b> . 2. Hang up the phone. The service is off.
To Check Current Configuration	1. From the phone, press <b>*52*</b> . 2. When activated, the announcement plays, "The Anonymous Call Rejection Service is currently activated". When deactivated, the announcement plays, "The Anonymous Call Rejection service is currently deactivated". 3. Hang up the phone.

## Automatic Callback

This feature allows you to request notification when a busy line becomes idle and connects you without having to redial the phone number. While the feature is enabled, if you call a line and it is busy, you will be prompted to press 1 if you would like to be notified when the lines becomes available. A distinctive ring will be used to notify you when the user is available and when you take the phone off hook you will be connected to the other party. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable	1. From the account portal, select the <b>On</b> radio button and click <b>Apply</b> .
To Disable	1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b> .
To Access Automatic Callback Menu	1. From the phone, press <b>#9</b> . 2. Press * to cancel all outstanding Automatic Callback (ACB) requests or select and individual ACB request by pressing its associated key. 3. Hang up the phone. Individual ACB requests or all requests are cancelled or verified.
To Deactivate Automatic Callbacks	1. From the phone, press <b>#8</b> . 2. Hang up the phone. All pending ACB requests are cancelled.

## Broadworks Anywhere (\*11)

Broadworks Anywhere extends your digital voice services so you can make and receive calls from any specified fixed phone, mobile phone, or soft client just as if it were your primary device. It also allows you to pull active calls from one phone to another.

Feature Category in Account Portal	Advanced Features
Action	Steps
To Add A New Location	<ol style="list-style-type: none"> <li>1. From the account portal, click the <b>Add</b> button.</li> <li>2. Enter the phone number for the new phone.</li> <li>3. Enter a description for the entry. (Optional)</li> <li>4. Check 'Enable this Location' if you want the service to be active immediately.</li> <li>5. Click <b>Apply</b>.</li> </ol>
To Enable Broadworks Anywhere	<ol style="list-style-type: none"> <li>1. From the account portal, check 'Enable this Location' and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. From the remote phone, call your main line and enter your voicemail passcode when prompted, then when you hear a dial tone, press <b>*12</b>.</li> </ol>
To Disable Broadworks Anywhere	<ol style="list-style-type: none"> <li>1. From the account portal, check 'Enable this Location' and click Apply.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. From alternate phone, call your main line and enter your voicemail passcode when prompted, then when you hear a dial tone, press <b>*13</b>.</li> </ol>
To Pull Call from Main Line to Alternate Line	<ol style="list-style-type: none"> <li>1. On the alternate line, call your main number and then enter your voicemail passcode when prompted.</li> <li>2. Another recording will state "please enter the destination digits" and a second dial tone will be heard - at this time enter <b>*11</b>.</li> <li>3. The call will be connected on the alternate line and disconnected from the main line.</li> </ol>
To Pull Call from Alternate Line to Main Line	<ol style="list-style-type: none"> <li>1. From the main line, press <b>*11</b>.</li> <li>2. The call will be connected on the main line and disconnected from the alternate line.</li> </ol>

*\*\*This is an add-on service, if you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.*

## Call Forwarding Always (\*72/\*73)

Call Forwarding Always allows you to forward all your incoming calls to a different location, such as your home office, cell phone, or directly to voicemail. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the location (number or extension) you forward your calls to must be permitted by your outgoing calling plan. This feature can be configured via the account portal or from your phone using feature access codes. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable CFA to Another Number	<ol style="list-style-type: none"> <li>From the account portal, select the <b>On</b> radio button, enter the number where you want calls forwarded, and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>From the phone, press <b>*72</b>, followed by the number where you want calls forwarded.</li> <li>Hang up the phone. The service is on.</li> </ol>
To Disable CFA to Another Number	<ol style="list-style-type: none"> <li>From the account portal, select the <b>Off</b> radio button and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>From the phone, press <b>*73</b>.</li> <li>Hang up the phone. The service is off.</li> </ol>
To Enable CFA to Voicemail	<ol style="list-style-type: none"> <li>From the phone, press <b>*21</b>.</li> <li>Hang up the phone. The service is on.</li> </ol>
To Disable CFA to Voicemail	<ol style="list-style-type: none"> <li>From the phone, press <b>#21</b>.</li> <li>Hang up the phone. The service is off.</li> </ol>
To Check Current Configuration	<ol style="list-style-type: none"> <li>From the phone, press <b>*21*</b>. When activated, the announcement plays "The Call Forwarding Always service is currently activated. The current forwarding destination is &lt;Phone Number&gt;."</li> </ol>

## Call Forwarding Busy (\*90/\*91)

This feature allows you to forward all your incoming calls to a different phone number if your phone is currently busy, instead of sending calls to your voicemail. This feature can be configured via the account portal or from your phone using feature access codes. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable CFB to Another Number  <i>*Note: If call waiting is enabled, this could cause calls to be treated as unanswered, instead of busy.</i>	<ol style="list-style-type: none"> <li>From the account portal, select the <b>On</b> radio button, enter the number where you want calls forwarded, and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>From the phone, press <b>*90</b>, followed by the number where you want calls forwarded.</li> <li>Hang up the phone. The service is on.</li> </ol>
To Disable CFB to Another Number	<ol style="list-style-type: none"> <li>From the account portal, select the <b>Off</b> radio button and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>From the phone, press <b>*91</b>.</li> <li>Hang up the phone. The service is off.</li> </ol>
To Enable CFB to Voicemail	<ol style="list-style-type: none"> <li>From the phone, press <b>*40</b>, followed by the number where you want calls forwarded.</li> <li>Hang up the phone. The service is on.</li> </ol>
To Disable CFB to Voicemail	<ol style="list-style-type: none"> <li>From the phone, press <b>#40</b>.</li> <li>Hang up the phone. The service is off.</li> </ol>
To Check Current Configuration	<ol style="list-style-type: none"> <li>From the phone, press <b>*67*</b>. When activated, the announcement plays, "The Call Forwarding Busy Service is currently activated. The current forwarding destination is &lt;Phone Number&gt;."</li> </ol>

## Call Forwarding No Answer (\*92/\*93)

Call Forwarding No Answer allows you to forward all of your calls to a different number when you do not answer the phone, instead of sending calls to your voicemail. This feature can be configured via the account portal or from your phone using feature access codes. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable CFNA to Another Number	<ol style="list-style-type: none"> <li>From the account portal, select the <b>On</b> radio button, enter the number where you want calls forwarded, and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>From the phone, press <b>*92</b>, followed by the number where you want calls forwarded.</li> <li>Hang up the phone. The service is on.</li> </ol>
To Disable CFNA to Another Number	<ol style="list-style-type: none"> <li>From the account portal, select the <b>Off</b> radio button and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>From the phone, press <b>*93</b>.</li> <li>Hang up the phone. The service is off.</li> </ol>
To Enable CFNA to Voicemail	<ol style="list-style-type: none"> <li>From the phone, press <b>*41</b>.</li> <li>Hang up the phone. The service is on.</li> </ol>
To Disable CFNA to Voicemail	<ol style="list-style-type: none"> <li>From the phone, press <b>#41</b>.</li> <li>Hang up the phone. The service is off.</li> </ol>
To Check Current Configuration	<ol style="list-style-type: none"> <li>From the phone, press <b>*61*</b>. When activated, the announcement plays, "The Call Forwarding No Answer service is currently activated. The current call forwarding destination is &lt;Phone Number&gt;."</li> </ol>

## Call Forwarding Not Reachable (\*94/\*95)

Call Forwarding Not Reachable automatically forwards your incoming calls to a different number if the device your phone is connected to loses contact with our Digital Voice System. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable	1. From the account portal, select the <b>On</b> radio button, enter the number where you want calls forwarded, and click <b>Apply</b> . <b>OR</b> 1. From the phone, press <b>*94</b> , followed by the number where you want calls forwarded. 2. Hang up the phone. The service is on.
To Disable	1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b> . <b>OR</b> 1. From the phone, press <b>*95</b> . 2. Hang up the phone. The service is off.
To Check Current Configuration	1. From the phone, press <b>*63*</b> . When activated, the announcement plays, "The Call Forwarding No Answer service is currently activated. The current call forwarding destination is <Phone Number>."

## Call Forwarding Selective (#76/#77)

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers and a specified time schedule. All criteria for an entry must be satisfied for an inbound call to be forwarded (phone number, day of week, and time of day). If the call is not forwarded, it continues as if the service was not turned on. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
<p>To Add a Call Forwarding Selective Entry</p> <p><i>*Note: If you are using the 'Default Forward' option, then a 'Default Call Forward to phone number' has to be entered first and applied before you can add an entry using that option.</i></p>	<ol style="list-style-type: none"> <li>1. From the account portal, enter a Name for the entry in the Description field.</li> <li>2. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule.</li> <li>3. Select and configure a 'Forwarding to:' option.</li> <li>4. Select and configure a 'Calls from:' option.</li> <li>5. Click <b>Add</b>.</li> </ol>
To Update A Call Forwarding Selective Entry	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to update.</li> <li>2. The existing configuration will auto populate into the fields. Make the required changes to the configuration.</li> <li>3. Click <b>Update</b>.</li> </ol>
To Remove A Call Forwarding Selective Entry	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to remove and click the <b>Delete</b> button.</li> </ol>
To Enable	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>On</b> radio button and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <p>If at least 1 CFS entry and a default call forward number have been configured in the account portal, then you can activate from the phone by doing the following:</p> <ol style="list-style-type: none"> <li>1. From the phone, press <b>#76</b>.</li> <li>2. Hang up the phone. The service is on.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. From the phone, press <b>#77</b>.</li> <li>2. Hang up the phone. The service is off.</li> </ol>

## Call Return (\*69)

Use this feature to call the last party who called your number, whether or not the call was answered.

Feature Category in Account Portal	Basic Features
Action	Steps
To Use Call Return	While engaged in call to be transferred: 1. From the phone, press *69. A call will automatically be placed to the last party who called you.

## Call Waiting

Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes. This feature is enabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable Call Waiting on All Calls	1. From the account portal, select the <b>On</b> radio button and click <b>Apply</b> . 2. Optionally, you can disable calling line ID delivery on call waiting by checking the box and clicking <b>Apply</b> .
To Disable Call Waiting on All Calls	1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b> .
To Enable/Disable on a Per Call Basis	1. From the phone, press <b>*70</b> to enable/disable the feature. 2. Place the call. 3. Hang up the phone. Future calls will use the current call waiting default unless you repeat the steps above.

## Calling Line ID Delivery Blocking (\*31/#31/\*67)

Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access codes. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable Calling Line ID Delivery on All Calls	1. From the account portal, select the <b>On</b> radio button and click <b>Apply</b> . <b>OR</b> 1. From the phone, press <b>*31</b> . 2. Hang up the phone. The service is on.
To Disable Calling Line ID Delivery on All Calls	1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b> . <b>OR</b> 1. From the phone, press <b>#31</b> . 2. Hang up the phone. The service is off.
To Enable/Disable on a Per Call Basis	1. From the phone, press <b>*67</b> to enable/disable the feature. 2. Place the call. 3. Hang up the phone. Future calls will use the current Calling Line ID Delivery default unless you repeat the steps above.
To Check Current Configuration	1. From the phone, press <b>*54*</b> . When activated, the announcement plays, "Your phone number is currently blocked from the party you are calling". When deactivated, the announcement plays, "Your phone number is currently available to the party you are calling."

## CommPilot Express

CommPilot Express allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly be changed using the web or phone when you leave your desk or when you are at a remote location. If you use CommPilot Express, it takes precedence over some of your other service settings associated with processing incoming calls.

Feature Category in Account Portal	Basic Features
Action	Steps
To Configure	<ol style="list-style-type: none"> <li>From the account portal, enter the required information for any/all of the following profiles: <ul style="list-style-type: none"> <li>Available - In the Office</li> <li>Available - Out of the Office</li> <li>Busy</li> <li>Unavailable</li> </ul> </li> <li>Click <b>Apply</b>.</li> </ol>
To Enable	<ol style="list-style-type: none"> <li>Select the 'Current Profile' you want enabled from the dropdown menu and click <b>Apply</b>.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>Select <b>None</b> from the 'Current Profile' dropdown menu and click <b>Apply</b>.</li> </ol>

*\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.*

## Do Not Disturb (\*78/\*79)

This feature allows you to send your calls directly to voicemail without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voicemail by using the Ring Reminder. This is useful when you have forgotten the service is turned on and you are at your phone waiting to receive calls. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable Do Not Disturb	<ol style="list-style-type: none"><li>1. From the account portal, select the <b>On</b> radio button and click <b>Apply</b>.</li><li>2. Optionally, you can check the box to play the ring reminder when a call is forwarded.</li></ol> <p><b>OR</b></p> <ol style="list-style-type: none"><li>1. From the phone, press <b>*78</b>.</li><li>2. Hang up the phone. The service is on.</li></ol>
To Disable Do Not Disturb	<ol style="list-style-type: none"><li>1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b>.</li></ol> <p><b>OR</b></p> <ol style="list-style-type: none"><li>1. From the phone, press <b>*79</b>.</li><li>2. Hang up the phone. The service is on.</li></ol>

## Last Number Redial (\*66)

This feature can be used to easily redial the last number you called.

Feature Category in Account Portal	Basic Features
Action	Steps
To Redial the Last Number	<ol style="list-style-type: none"><li>1. From your phone, press <b>*66</b>.</li><li>2. The last phone number you dialed will be dialed.</li></ol>

## Priority Alert

Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns and specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number, day of week, and time of day). This feature is disabled by default.

Feature Category in Account Portal	Advanced Features
Action	Steps
To Add a Priority Alert Entry	<ol style="list-style-type: none"> <li>1. From the account portal, enter a Name for the entry in the Description field.</li> <li>2. Select either 'Play priority alert' or 'Do not use priority alert'.</li> <li>3. Select a Time Schedule from the drop down, either 'Every Day All Day' or a preconfigured Time Schedule.</li> <li>4. Select and configure a 'Calls from:' option.</li> <li>5. Click <b>Add</b>.</li> </ol>
To Remove A Priority Alert Entry	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to remove and click the <b>Delete</b> button.</li> </ol>
To Enable	<ol style="list-style-type: none"> <li>1. Click the <b>Active</b> checkbox beside each entry you want to be active and click <b>Apply</b>.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b>.</li> </ol>

*\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.*

## Selective Call Acceptance

Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true for you to receive the call. This feature is disabled by default.

Feature Category in Account Portal	Advanced Features
Action	Steps
To Add a Selective Call Acceptance Entry	<ol style="list-style-type: none"> <li>1. From the account portal, enter a Name for the entry in the Description field.</li> <li>2. Select either 'Accept call' or 'Do not accept call'.</li> <li>3. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule.</li> <li>4. Select and configure a 'Calls from:' option.</li> <li>5. Click <b>Add</b>. This feature is enabled automatically after the entry has been added.</li> </ol>
To Remove a Selective Call Acceptance Entry	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to remove and click the <b>Delete</b> button.</li> </ol>
To Enable	<p><i>The feature is enabled automatically after a Selective Call Acceptance entry has been added. If the feature has been disabled and needs to be reactivated, follow the instructions below:</i></p> <ol style="list-style-type: none"> <li>1. From the account portal, click the <b>Active</b> checkbox beside each entry you want to be active and click <b>Apply</b>.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>1. From the account portal, uncheck the <b>Active</b> checkbox beside each entry you want to be disabled and click <b>Apply</b>.</li> </ol>

**\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.**

## Selective Call Rejection

Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true to reject the call. This feature is disabled by default.

Feature Category in Account Portal	Advanced Features
Action	Steps
To Add a Selective Call Rejection Entry	<ol style="list-style-type: none"> <li>1. From the account portal, enter a Name for the entry in the Description field.</li> <li>2. Select either 'Reject call' or 'Do not reject call'.</li> <li>3. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule.</li> <li>4. Select and configure a 'Calls from:' option.</li> <li>5. Click <b>Add</b>. This feature is enabled automatically after the entry has been added.</li> </ol>
To Remove a Selective Call Rejection Entry	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to remove and click the <b>Delete</b> button.</li> </ol>
To Enable	<p><i>The feature is enabled automatically after a Selective Call Rejection entry has been added. If the feature has been disabled and needs to be reactivated, follow the instructions below:</i></p> <ol style="list-style-type: none"> <li>1. From the account portal, click the <b>Active</b> checkbox beside each entry you want to be active and click <b>Apply</b>.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>1. From the account portal, uncheck the <b>Active</b> checkbox beside each entry you want to be disabled and click <b>Apply</b>.</li> </ol>

**\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.**

## Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or an extension. The feature applies to calls matching your pre-defined criteria. This service can be used to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number, day of week, and time of day). If the criteria do not match, the call continues as if this service was not turned on. This feature is disabled by default.

Feature Category in Account Portal	Advanced Features
Action	Steps
<p>To Add a Sequential Ring Entry</p> <p><i>Note: The feature is enabled automatically after a Sequential Ring entry has been added, even if no additional phone numbers have been added as locations.</i></p>	<ol style="list-style-type: none"> <li>1. From the account portal, enter a Name for the entry in the Description field.</li> <li>2. Select either 'Use sequential ring' or 'Do not use sequential ring'.</li> <li>3. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule.</li> <li>4. Select and configure a 'Calls from:' option.</li> <li>5. Click <b>Add</b>. This feature is enabled automatically after the entry has been added.</li> <li>6. <i>Optional:</i> Select 'Use Base Location first' if you want calls to ring to main line before ringing other locations.</li> <li>7. <i>Optional:</i> Select 'Enable caller to skip search process. Assumes forwarding or messaging is enabled' if you want callers to have the option to go directly to voicemail or use forwarding instead of ringing additional locations.</li> <li>8. Enter 1 to 5 phone numbers in the phone number field for each location. Select number of rings and whether you want an answer confirmation for these locations.</li> <li>9. Click <b>Apply</b>.</li> </ol>
<p>To Remove a Sequential Ring Entry</p>	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to remove and click the <b>Delete</b> button.</li> </ol>

To Enable	<p><i>The feature is enabled automatically after a Sequential Ring entry has been added, even if no additional phone numbers have been added as locations. If the feature has been disabled and needs to be reactivated, follow the instructions below:</i></p> <ol style="list-style-type: none"> <li>1. From the account portal, click the <b>Active</b> checkbox beside each entry you want to be active and click <b>Apply</b>.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>2. From the account portal, uncheck the <b>Active</b> checkbox beside each entry you want to be disabled and click <b>Apply</b>.</li> </ol>

*\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.*

## Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list up to 10 phone numbers you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number, day of week, and time of day). If the criteria do not match, the call continues as if this service was not turned on. This feature is disabled by default. *\*Note: if your cell phone or other phone has voice mail that picks up before your digital voice messaging picks up, your voice mails could be on your cell phone messaging system.*

Feature Category in Account Portal	Advanced Features
Action	Steps
To Add a Simultaneous Ring Personal Entry	<ol style="list-style-type: none"> <li>1. From the account portal, enter a Name for the entry in the Description field.</li> <li>2. Select either 'Use simultaneous ring personal' or 'Do not use simultaneous ring personal'.</li> <li>3. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule.</li> <li>4. Select and configure a 'Calls from:' option.</li> <li>5. Click <b>Add</b>. This feature is enabled automatically after the entry has been added.</li> </ol>
To Remove a Simultaneous Ring Personal Entry	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to remove and click the <b>Delete</b> button.</li> </ol>
To Enable	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>On</b> radio button.</li> <li>2. Optional: Check 'Do not ring my Simultaneous Ring Numbers if I'm already on a call'.</li> <li>3. Enter the phone numbers of the lines you want to simultaneous ring when you receive inbound calls to your digital voice service line.</li> <li>4. Optional: Check 'Answer confirmation required'.</li> <li>5. Click <b>Apply</b>.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>On</b> radio button.</li> <li>2. Click <b>Apply</b>.</li> </ol>

\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.

## Speed Dial 8 (\*74)

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial.

Feature Category in Account Portal	Basic Features
Action	Steps
To Add a Speed Dial 8 Entry	<ol style="list-style-type: none"> <li>1. From the account portal, enter the phone number and name in the appropriate field beside the Speed Dial Entry you want to use.</li> <li>2. Click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. From the phone, dial <b>*74</b>.</li> <li>2. You will hear a recall dial tone (three quick beeps then a regular dial tone). Dial the single digit speed code you want to setup, followed by the 10-digit phone number you want to be associated to it, then press #.</li> <li>3. You will hear a confirmation announcement.</li> <li>4. Hang up the phone. The entry has been added.</li> </ol>
To Remove a Speed Dial 8 Entry	<ol style="list-style-type: none"> <li>1. From the account portal, delete the phone number and name in the appropriate field beside the Speed Dial Entry you want to remove.</li> <li>2. Click <b>Apply</b>.</li> </ol>
To Call using a Speed Dial 8 Entry	<ol style="list-style-type: none"> <li>1. From your phone, press the single code assigned for the entry. You can either wait for the digit timer to expire or press # to finish dialing.</li> <li>2. The system will dial the associated 10-digit phone number.</li> </ol>

## Speed Dial 100 (\*75)

Speed Dial 100 allows you to set up to 100 speed dial phone numbers that can be called with the push of a few buttons. Enter the number as you would normally dial it and then just hit the speed code prefix and number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 100.

Feature Category in Account Portal	Basic Features
Action	Steps
To Add a Speed Dial 100 Entry	<ol style="list-style-type: none"> <li>1. From the account portal, click the <b>Add</b> button.</li> <li>2. Optional: Check 'Allow Activation with any user address.'</li> <li>3. Enter the 10-digit phone number for your cell or landline that you want setup for Two-Stage Dialing.</li> <li>4. Click <b>Apply</b>.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. From the phone, dial <b>*75</b>.</li> <li>2. You will hear a recall dial tone (three quick beeps then a regular dial tone). Dial the 2-digit speed code you want to setup, followed by the 10-digit phone number you want to be associated to it, then press #.</li> <li>3. You will hear a confirmation announcement.</li> <li>4. Hang up the phone. The entry has been added.</li> </ol>
To Remove a Speed Dial 100 Entry	<ol style="list-style-type: none"> <li>1. From the account portal, click the box under the 'Delete' column beside the entry you want to remove.</li> <li>2. Click <b>Delete</b>.</li> </ol>
To Call using a Speed Dial 100 Entry	<ol style="list-style-type: none"> <li>1. From your phone, press # and the 2-digit code assigned for the entry.</li> <li>2. The system will dial the associated 10-digit phone number.</li> </ol>

## Two-Stage Dialing

The Two-Stage Dialing service allows you to integrate a cell or landline with your digital voice services. It allows you to dial your digital voice phone number from your cell or landline followed by additional digits, and then use the additional digits for call origination attempts as if you called from your City of Hudson phone. This service is enabled by default, but will not work until a phone number has been configured.

Feature Category in Account Portal	Advanced Features
Action	Steps
<p>To Configure Two-Stage Dialing</p> <p><i>Note: If you uncheck the 'Allow Activation with any user address' feature, direct calls to any other phone number within your group will still display the caller ID information of your main line, but if you call your main line and try to utilize extension dialing or feature access codes, you will not be able to. Instead, the call will go to your voice portal like it would if you called your phone number from your main line.</i></p>	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>On</b> radio button if it isn't already selected.</li> <li>2. Check 'Allow Activation with any user address.'</li> <li>3. Enter the 10-digit phone number for your cell or landline that you want setup for Two-Stage Dialing.</li> <li>4. Click <b>Apply</b>.</li> </ol>
<p>To Disable Two-Stage Dialing</p>	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>Off</b> radio button.</li> <li>2. Hang up the phone.</li> </ol>
<p>To Make a Two-Stage Dialing Call from Your Cell or Landline</p> <p><i>Note: If you do not enter anything after dialing your main line, you will get the following message: "Your call cannot be completed as dialed, please check the number and dial again."</i></p>	<ol style="list-style-type: none"> <li>1. From your cell or landline, dial your digital voice services phone number.</li> <li>2. You will hear silence; dial the number, extension or feature access code you are trying to reach.</li> <li>3. The call will be processed the same as if you called from your main line.</li> </ol>

**\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.**

# Voicemail Management

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## Aliases

Aliases are alternate numbers (like a cell or landline) that can directly access your voice messaging portal. When you dial group portal number from your alias, you will be redirected to the voice portal for your main line.

Feature Category in Account Portal	Voicemail Management
Action	Steps
To Add an Alias	<ol style="list-style-type: none"><li>1. From the account portal, enter the 10-digit phone number you want to add as an alias.</li><li>2. Click <b>Add</b>.</li></ol>
To Delete an Alias	<ol style="list-style-type: none"><li>1. Check the 'Delete' box beside the Alias you want to remove and click <b>Apply</b>.</li></ol>
To Access Voice Portal from an Alias	<ol style="list-style-type: none"><li>1. Call your group voice portal phone number.</li><li>2. Enter your voicemail password when prompted.</li><li>3. Once logged in, choose from the available menu prompts to navigate the voice portal.</li></ol>

*\*\*This feature requires the configuration of a group voice portal phone number. If you are unsure whether you have a group voice portal phone number, please contact us at (330) 342-9544.*

## Greetings

You can configure the individual greetings heard when a caller is redirected to voicemail on busy and no answer. You can also configure 3 additional alternate no answer greetings. This is useful to save a greeting that you can reuse, like when you are out of the office or traveling. These greetings can also be recorded from the voice messaging portal. You can specify the number of rings before the caller is redirected to voicemail from this menu.

Feature Category in Account Portal	Voicemail Management
Action	Steps
To Configure Busy Greeting	<ol style="list-style-type: none"> <li>1. From the account portal, select the 'Personal greeting' radio button.</li> <li>2. Click <b>Choose File</b> and select the .wav file you want to use for your busy greeting.</li> <li>3. Click <b>Apply</b>.</li> </ol>
To Configure No Answer Greeting	<ol style="list-style-type: none"> <li>1. From the account portal, select the 'Unavailable greeting' radio button.</li> <li>2. Click <b>Choose File</b> and select the .wav file you want to use for your busy greeting.</li> <li>3. Click <b>Apply</b>.</li> </ol>
To Upload Alternate No Answer Greetings	<ol style="list-style-type: none"> <li>1. From the account portal, type a name for the Alternate No Answer greeting in the Greeting Name field.</li> <li>2. Click <b>Choose File</b> and select the .wav file you want to use for your alternate greeting.</li> <li>3. Click <b>Apply</b>.</li> </ol>
To Configure Number of Rings Before Greeting.	<ol style="list-style-type: none"> <li>1. Select the number of rings you want the caller to hear from the 'Number of rings before greeting' dropdown.</li> <li>2. Click <b>Apply</b>.</li> </ol>
To Use an Alternate No Answer Greeting	<ol style="list-style-type: none"> <li>1. From the account portal, select the radio button beside the Alternate Greeting that you have configured and want to be heard by callers who are redirected to voicemail on no answer.</li> <li>2. Click <b>Apply</b>.</li> </ol>
To Record Greetings from the Voice Portal	<ol style="list-style-type: none"> <li>1. From your phone, dial <b>*62</b>.</li> <li>2. Enter your passcode when prompted.</li> <li>3. Press <b>3</b> to go to the Greetings Menu.</li> <li>4. Follow the prompts to listen to current greetings, record new greetings, and save your greetings.</li> <li>5. Hang up the phone.</li> </ol>

## Voicemail Management

From the Voicemail Management screen, you can configure the handling your voice messages. Use can enable Unified Messaging if you want to use your phone to retrieve voice messages. You can also just choose to send a .wav file of the voicemail to an email address and not use Unified Messaging. Voicemail with Unified Messaging is enabled by default.

Feature Category in Account Portal	Voicemail Management
Action	Steps
To Enable and Configure Voice Messaging	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>On</b> radio button.</li> <li>2. Check the box for the call you want sent to voicemail: <ul style="list-style-type: none"> <li>• Send All Calls to Voicemail</li> <li>• Send Busy Calls to Voicemail</li> <li>• Send Unanswered Calls to Voicemail</li> </ul> </li> <li>3. Select where you want to receive voice messages: <ul style="list-style-type: none"> <li>• Use unified messaging (with the option of enabling the Phone Message Waiting Indicator)</li> <li>• Forward it to the email address you specify - this option will not save voicemails in the voice messaging portal, they will be .wav files attached to the email notification.</li> </ul> </li> <li>4. Select any additional options you want enabled: <ul style="list-style-type: none"> <li>• Notify me by email of the new voice message at the email address you specify</li> <li>• Email a carbon copy of the voice message to the email address you specify.</li> <li>• Transfer on '0' to the phone number you specify.</li> </ul> </li> <li>5. Click <b>Apply</b>.</li> </ol>
To Disable Voice Messaging	<ol style="list-style-type: none"> <li>1. From the account portal, select the <b>Off</b> radio button.</li> <li>2. Click <b>Apply</b>.</li> </ol>

## Voicemail Password

You can reset your 4-digits voicemail password from this screen.

Feature Category in Account Portal	Voicemail Management
Action	Steps
To Reset Passcode <i>*Note: Whenever the passcode is reset through the account portal, for security purposes you will be prompted to change it to something else when you login to the voice portal.</i>	<ol style="list-style-type: none"><li>1. From the account portal, type in the new 4 digit passcode for your voice portal in the 'type new password' and 'confirm new password' fields.</li><li>2. Click <b>Apply</b>.</li></ol>

## Voice Portal

Voice Portal screen allows you to set a Personalized Name (upload a WAV file to use as your name for Auto Attendant and Voice Messaging) and set voice portal auto-login option.

Feature Category in Account Portal	Voicemail Management
Action	Steps
To Upload a Personalized Name <i>*Note: Enabling Auto-login will let you bypass having to enter your passcode when calling from your main line or an alias.</i>	<ol style="list-style-type: none"><li>1. From the account portal, click <b>Choose File</b> and select the .wav file you want to use for your personalized name.</li><li>2. Optional: Check 'Auto-login to Voice Portal when calling from my phone'.</li><li>3. Click <b>Apply</b>.</li></ol>

# Home Office (SOHO) Features

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The Home Office (SOHO) add-on allows you to utilize business level features on your residential digital voice services line. If you would like more details on these features, or would like to add this service offering, please contact us at (330) 342-9544.

## **Alternate Number**

This feature enables up to ten additional numbers and/or extensions to be assigned users. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity. *\*\*This is an add-on service, if you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.*

## Call Notify

Call Notify allows you to send a notification email containing the caller's name and number, if available, when the call matches your pre-defined criteria. This feature can be used to create an archive of callers or to determine if you missed any important calls. The criteria for each Call Notify entry can be a list of up to 12 phone numbers and a specified time schedule. All criteria for an entry must be satisfied for an email to be sent (phone number, day of the week, and time of day). This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Add a Call Notify Entry	<ol style="list-style-type: none"> <li>1. From the account portal, enter a Name for the entry in the Description field.</li> <li>2. Select either 'Notify' or 'Do not notify'.</li> <li>3. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule.</li> <li>4. Select and configure a 'Audio Ringback' Option.</li> <li>5. Select and configure a 'Calls from:' Option.</li> <li>6. Click <b>Add</b>.</li> <li>7. Enter an email address in the 'Send email to:' field.</li> <li>8. Click <b>Apply</b>.</li> </ol>
To Remove A Custom Ringback Entry	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to remove and click the <b>Delete</b> button.</li> </ol>
To Enable	<p><i>The feature is enabled automatically after a Call Notify entry has been added. If the feature has been disabled and needs to be reactivated, follow the instructions below:</i></p> <ol style="list-style-type: none"> <li>1. From the account portal, click the <b>Active</b> checkbox beside each entry you want to be active and click <b>Apply</b>.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>1. From the account portal, uncheck the <b>Active</b> checkbox beside each entry you want to be disabled and click <b>Apply</b>.</li> </ol>

**\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.**

## Custom Ringback User

Custom Ringback User allows you to specify the ringback to be played to your callers, for specific calls matching your pre-defined criteria. Use this service to play a different ringback to your manager, a family member, or a customer. The criteria for each Custom Ringback Selective entry can be a list of up to 12 phone numbers and a specified time schedule. All criteria for an entry must be satisfied for the ringback to be played (phone number, day of week, and time of day). Otherwise, regular ringback is played to the caller, as if this service was not used. This feature is disabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Add a Custom Ringback Entry	<ol style="list-style-type: none"> <li>1. From the account portal, enter a Name for the entry in the Description field.</li> <li>2. Select either 'Play custom ringback' or 'Do not play custom ringback'.</li> <li>3. Select a Time Schedule from the drop down, either 'Every Day All Day' or a preconfigured Time Schedule.</li> <li>4. Select and configure an 'Audio Ringback' Option.</li> <li>5. Select and configure a 'Calls from:' option.</li> <li>6. Click <b>Add</b>. This feature is enabled automatically after the entry has been added.</li> </ol>
To Remove a Custom Ringback Entry	<ol style="list-style-type: none"> <li>1. Click <b>Edit</b> beside the entry you want to remove and click the <b>Delete</b> button.</li> </ol>
To Enable	<p><i>The feature is enabled automatically after a custom ringback entry has been added. If the feature has been disabled and needs to be reactivated, follow the instructions below:</i></p> <ol style="list-style-type: none"> <li>1. From the account portal, click the <b>Active</b> checkbox beside each entry you want to be active and click <b>Apply</b>.</li> </ol>
To Disable	<ol style="list-style-type: none"> <li>1. From the account portal, uncheck the <b>Active</b> checkbox beside each entry you want to be disabled and click <b>Apply</b>.</li> </ol>

**\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.**

## Remote Office

Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. This service is especially useful for telecommuters and mobile workers, as it enables them to use all of their features while working remotely (for example, extension dialing, transfers, conference calls, Outlook Integration, directories, and so on). This service also directs all calls coming to your business phone to ring the remote office phone. This feature is disabled by default.

Feature Category in Account Portal	Advanced Features
Action	Steps
To Enable	1. From the account portal, select the <b>On</b> radio button, enter the number where you want to receive calls remotely, and click <b>Apply</b> .
To Disable	1. From the account portal, select the <b>Off</b> radio button and click <b>Apply</b> .
To Make Remote Office Calls	1. From your remote phone number, dial the number you are trying to call.

*\*\*The availability of this feature is dependent on your current service package. If you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.*

*\*\*Some functionality of this feature requires the Toolbar - Business add-on.*

## Shared Call Appearance (\*12/\*13)

Shared Call Appearance allows City of Hudson to allocate additional devices or lines (locations) to you. These devices or lines also ring just like your primary phone. You cannot add or remove these locations. You do have the option to manage alerts, multiple call arrangement, and call bridging from the account portal. Shared Call Appearance locations also have the ability to put a call on hold at one location and retrieve it at another.

Feature Category in Account Portal	Advanced Features
Action	Steps
<p>To Configure Shared Call Appearance Alerts</p>	<ol style="list-style-type: none"> <li>From the account portal, select the following alerts that you want enabled. <ul style="list-style-type: none"> <li>Alert all appearances for Click-to-Dial calls</li> <li>Alert all appearances for Group Paging calls</li> <li>Allow Call Retrieve from another location</li> </ul> </li> <li>Click <b>Apply</b>.</li> </ol>
<p>To Configure Multiple Call Arrangement</p> <p><i>Note: The Multiple Call Arrangement feature allows multiple SCA locations to make and receive calls concurrently, instead of one call tying up all locations. Bridging allows a location to barge in on an active call at another location. The bridge warning notification notifies the original location that another party is now listening to the call. The Call Park notification notifies locations that a call is being help by flashing the corresponding lamp slowly. After the call is retrieved, all lamps go on (solid) showing the call as active.</i></p>	<ol style="list-style-type: none"> <li>From the account portal, select the <b>On</b> radio button.</li> <li>Optional: Select Allow Bridging between locations.</li> <li>Optional: Select Enable Call Park notification. <i>*Note: This feature requires that the Busy Lamp Field add-on and a phone capable of supporting it.</i></li> <li>Optional: Choose one of the following Bridge Warning tone options if you have 'Allow bridging between locations' enabled. <ul style="list-style-type: none"> <li>None</li> <li>Barge-in only</li> <li>Barge-in and repeat every 30 seconds</li> </ul> </li> <li>Click <b>Apply</b>.</li> </ol>
<p>To Enable SCA for a Location</p>	<ol style="list-style-type: none"> <li>From the phone you want enabled for SCA, press <b>*12</b>.</li> <li>Hang up. This service is now active for this location.</li> </ol>
<p>To Disable SCA for a Location</p> <p><i>Note: This will disable call termination to the phone, but the phone will still be able to make outbound calls and retrieve calls. Message waiting and call information notifications will also continue to be send to the phone.</i></p>	<ol style="list-style-type: none"> <li>From the phone you want disabled for SCA, press <b>*13</b>.</li> <li>Hang up the phone. The service is now disabled for this location.</li> </ol>

To Retrieve a Held Call	1. If a call has been put on hold at one location, you can press <b>*11</b> from any other location to retrieve the call.
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*\*\*This is an add-on service, if you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.*

## **Toolbar - Business**

The Toolbar chooses the best options of the Account Portal into a handy easy toolbar that is present while in Microsoft Internet Explorer, Mozilla Firefox, and Microsoft Outlook. The Toolbar acts as a shortcut to many of the Business Line features, and also includes a helpful call history report. Please reach out to City of Hudson for instructions on how to download and configure this application.

*\*\*This is an add-on service, if you are unsure whether you have subscribed to these service offerings - or wish to sign up for any of them - please contact us at (330) 342-9544.*

# Frequently Asked Questions

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## **Do I need to have my computer turned on when I talk on the phone?**

Your computer does not need to be turned on when using Velocity Broadband Digital Voice Services.

## **Do the people I call need a computer?**

No, they only need a working phone. They will not be aware that you are using City of Hudson Digital Voice Services unless you tell them.

## **Must I speak through a computer to use Digital Voice Services?**

No, you speak through an ordinary touch-tone telephone connected to a Velocity Broadband provided adapter. (Note: Soft phone software is available that allows you to make calls through your computer using a microphone and speakers.)

## **Does the person I am calling need to have Velocity Broadband Digital Voice Services too?**

No. You can call anyone at any phone number using Velocity Broadband service.

## **What types of telephones work with your service?**

Any touch tone telephone can be used with Velocity Broadband Digital Voice Services. Corded and cordless telephones both work well.

## **Can I use a fax machine with City of Hudson service?**

Velocity Broadband customers have experienced high success in placing and receiving fax transmissions, however City of Hudson Digital Voice Services have not yet certified support for fax usage.

## **Do you offer roll-over service?**

Yes. If you have multiple telephone numbers and would like roll-over from the main line to another line, it is possible to set that up. If you require this service, please contact our customer service center.

**Can I use the Digital Voice Services for point-of-sale merchant processing?**

We highly recommend that you convert this to an IP service (if available). However, for normal processing levels, you should experience no issues. If you are doing this type of merchant processing, contact our customer service center, as some special settings may be required.

**Can I still use the Internet while making calls?**

Yes. Your computer and Velocity Broadband Digital Voice Services can share an Internet connection.

**Can I use Velocity Broadband Digital Voice Services with my business alarm system or personal emergency response services company?**

You may connect any telephone communication device to your Velocity Broadband Digital Voice Services adaptor. We recommend keeping a traditional phone line for home or personal emergency response devices. The service depends upon your broadband Internet connection and electrical power. If your Internet connection or power is not available, you will not be able to make or receive calls, nor will your alarm system. Please consult with a qualified alarm system technician before connecting your alarm system to a Velocity Broadband Digital Voice Services line.

**How is dialing 911 using Velocity Broadband Digital Voice Services different from dialing 911 on a regular land line?**

Velocity Broadband routes your call to your local emergency response center over the 911 network determined by the physical address you supplied when you activated 911. If we do not have the correct address, your call cannot be routed to the corresponding emergency response center for your area. You will also need to state the nature of your emergency promptly and clearly, which may include providing your location and telephone number, as the local emergency response center personnel may not be able to see the information Velocity Broadband sends along with your call.

In the event 911 methods are unavailable or fail, Velocity Broadband sends your 911 call to national emergency response center. Trained emergency response agents will then route the call to local authorities.

**Which VoIP codecs are currently supported by Velocity Broadband Digital Voice Services?**

Velocity Broadband Digital Voice Services currently supports the G711 (80k) and the G729 (32k).

**What are your customer service hours and how do I contact you with questions?**

Our customer service is available 24 hours a day, 7 days a week at (330) 342-9544, or via email at [velocity@hudson.oh.us](mailto:velocity@hudson.oh.us).

**What is a CPNI?**

CPNI stands for Customer Proprietary Network Information. It is information about your account that cannot be accessed without a four digit security pass code, providing additional security for you.

# Contact Information

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Our customer service representatives are available 24 hours a day, 7 days a week at (330) 342-9544 or via email at [velocity@hudson.oh.us](mailto:velocity@hudson.oh.us) to answer your questions.

