



RESIDENTIAL DIGITAL VOICE USER GUIDE

WELCOME

Welcome to USA Communications Digital Voice. We thank you for being our customer; we take pride in providing superior and reliable Residential Digital Voice services to our customers.

This document should answer any questions you may have regarding your Residential Digital Voice service, including how to use the main features.

For information on additional features and options available, please go to your Online Account Portal or call Technical Support at 877-234-0102.

ONLINE ACCOUNT PORTAL

Please go to your Online Account Portal by visiting: <https://phone.usacomunications.tv>

Or visit the USA Communications website and click Manage Phone.

Below is login information for your Online Account Portal:

Login: _____@usacomunications.tv

Example: 3085551212@usacomunicaitons.tv

Password: _____

When you signed up for services you were asked to provide an email that would be associated with your Online Account Portal. Upon logging into the Online Account Portal for the first time please click "Forgot Password?", an email will be sent asking you to change your password.

Email associated with Online Account Portal: _____

Please contact Technical Support if you have issues logging into your Online Account Portal.

USA COMMUNICATIONS

920 E. 56th Street Suite, B
Kearney, Ne 68847
877-234-0102
support@usacomunications.tv

SETTING UP YOUR VOICEMAIL *62

ACCESSING THE VOICEMAIL SYSTEM FOR THE FIRST TIME

- From your home phone, dial *62
- The default pass code is 4227
- Enter a new pass code at the voicemail prompt
- Re-enter the same new pass code at the prompt
- If your new pass code is accepted, you will hear “your password has been changed successfully”
- Press the # key

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.”

USE THE FOLLOWING PROMPTS TO SET-UP YOUR COMMPILOT VOICE PORTAL.

- To access your voicemail box, press 1
- To record your name, press 3
- To change your call forwarding options, press 4
- To make a call, press 6
- To change your pass code, press 8
- To exit the CommPilot Voice Portal, press 9
- To repeat this menu, press the # key 10

HOW TO ACCESS VOICEMAIL *62

ACCESSING VOICEMAIL WHILE AT HOME

From your own phone, press *62 OR dial your home phone number then press *62.
Enter your pass code at the prompt.

Helpful Hint: To eliminate the need to dial your own phone number when accessing your voicemail, please refer to the Speed Dial instructions on page 19. You can set your own phone number as a speed dial code.

ACCESSING VOICEMAIL WHILE AWAY

From a different phone, dial your home phone number.
Press *62 to access your voicemail, once your recording picks up.
Enter your pass code.

VOICEMAIL MAIN MENU

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



WHILE LISTENING TO THE MESSAGES MENU

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

Please visit the Online Account Portal to access additional voicemail features including Voice Messaging to E-mail.

FEATURES OVERVIEW

USA Communications Digital Voice service provides our customers with a feature rich phone service. These features can be controlled using your home phone and a combination of “star codes” or can be controlled from anywhere using the Online Account Portal.

Below is a quick reference guide of your features and the Star Codes associated with those features.

Feature	Star Code	
	ON	OFF
Anonymous Call Rejection	*77	*88
Call Forwarding Always	*72	*73
Call Forwarding Busy	*90	*91
Call Forwarding No Answer	*92	*93
Call Forwarding No Response	*94	*95
Call Hold	*22	
Call Return	*69	
Call Waiting		*70
Do Not Disturb	*78	*79
Last Number Redial	*66	
Speed Dial Set-up	*74	
Speed Dialing	Speed code 1-8, then #	
Three Way Calling	Press flash, dial number followed by #, press flash	
Voice Mail Access	*62	

Please log-on to the Online Account Portal and use the Feature Configuration menu for support and information about these and additional features and options.



ANONYMOUS CALL REJECTION *77/*88

Use this feature to prevent or allow calls from callers who have blocked their phone numbers from being identified. Blocked callers hear a message notifying them that their calls are being rejected. You can activate this service at any time and configure it from your Account Portal.

Steps	Details
Turn Anonymous Call Rejection on or off	Click " On " or " Off ." When on, Anonymous Call Rejection prevents calls from callers who have chosen to block the identification of their phone numbers. These callers hear an automated message that their call is being denied because of the block. The default for this service is "Off."
Save your changes	Click Apply to save your changes.

CALL WAITING *70

Use this feature to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls. Call Waiting can be activated or its options can be changed using your Account Portal.

Steps	Details
Turn Call Waiting on or off	Click " On " or " Off ". When this service is on and you receive a call while another call is already in progress, you will hear a beep. You can put the first call on hold to answer the incoming call. When this service is turned off, the caller hears a busy tone. The default for this service is "On".
Save your changes	Click Apply to save your changes.

CALL FORWARDING ALWAYS *72/*73

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 VOICEMAIL

Call Forwarding Always can be activated and its options can be changed using your voicemail. To do this dial * 72, followed by the phone number to which you wish your calls to be redirected. Your calls remain forwarded until you dial the deactivation code, *73.

FROM YOUR ACCOUNT PORTAL

Call Forwarding Always can also be activated or its options can be changed using your Account Portal.

Steps	Details
Turn Call Forwarding Always on or off	Click "On" or "Off" . When on, Call Forwarding Always forwards all your incoming calls to the phone number you entered in the Calls Forward to text box.
Confirm or enter the phone number	If the phone number indicated is the number to which you want all of your calls forwarded, no action is necessary. You can enter feature access codes * and speed codes in addition to phone numbers and extensions. To edit or delete a phone number, click and drag your mouse pointer over the information in the text box. Press the DELETE key on your keyboard to empty the text box of its contents or simply begin typing to enter new information, the new phone number in a valid format (no dashes, parentheses, or spaces are necessary). To forward to a long distance number, it must be preceded by a "+" and a country code. If you type an invalid phone number, you are prompted to retype it. This is required information when the service is on.
Select whether to play a ring reminder	The "Play Ring Reminder when a call is forwarded" check box causes the service to play a short ring burst at your home/office phone when a call is forwarded. No ring reminder is played if this box is not checked.
Save your changes	Click Apply to save your changes.

SPEED DIAL *74 (SETUP)

Use this feature to program numbers for Speed Dial. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. You can dial a speed dial code instead of the full number to place calls. 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 6, dial 6#.

FROM YOUR PHONE

Speed Dial can also be programmed by dialing *74. For example, *74 3 859551212 programs Speed Dial Code 3 to dial 859-555-1212.

FROM YOUR ACCOUNT PORTAL

Steps	Details
Enter a phone number	Type a complete phone number, including a country code, if necessary for dialing on your system.
Enter a name	Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is just a convenience to help you remember why the speed dial code was programmed. If a speed dial code is programmed using *74, then the "Name" text box is blank.
Save your changes	Click Apply to save your changes.

THREE WAY CALL

Use this feature to create a Three-Way Call. When this service is assigned, you can place a three-way call using the flash-based services.

Steps	Details
While engaged on call	Press Flash (*22) hook on phone. The initial call is held.
Enter phone number	Enter complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
Press flash hook	When this third party is connected, press flash hook again. All parties will then be connected in three-way call.
Press flash hook	To drop the third party, press the flash hook again.
Hang up	If either of the two parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

VOICEMAIL MANAGEMENT

Voicemail Management allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone or you can choose to send messages directly to your e-mail (not using the phone).

Steps	Details
Turn your Voice Messaging service on or off	Click "On" or "Off" .
Indicate how you want to use the voice messaging service in the "When a voice message arrives..." section	<p>If you want to retrieve voice messages using your phone and your e-mail account, select Use unified messaging.</p> <p>When using unified messaging, you can check the "Use Phone Message Waiting Indicator" box. This option provides a stuttered dial tone (and blinking light on some phones) to inform you when you have messages waiting.</p> <p>If you always listen to your voice messages using your e-mail account and do not use the phone retrieval option, select "Forward it to this e-mail address:" and provide the e-mail address where you want your voice messages to be sent.</p>
Indicate whether you want to be notified by e-mail of new messages	If a check mark appears in the "Notify me by e-mail of the new voice message at this address:" box, a short e-mail message informing you about the new caller and date/time of the message is sent. In the text box, type the e-mail address where you want these notifications to be sent.
Indicate if you want a carbon copy of your messages	If you want a carbon copy of your messages to be sent to another e-mail address, check the "E-mail a carbon copy of the voice message to:" box and provide the e-mail address where you want the copy to be sent.
Indicate whether callers have the option to transfer to another number instead of leaving a voice message	If a check mark appears in the "Transfer on '0' to Phone Number:" box, callers can press 0 during your outgoing voice message and be transferred to another number, such as a mobile phone or Auto Attendant. If a caller presses 0 while recording a message, the recording is aborted, no message is left and the caller is transferred.
Save your changes	Click Apply to save your changes.

TECH SUPPORT CONTACT INFORMATION

At USA Communications our technical support specialists are always ready to help! Our first priority is to provide you with prompt, courteous and excellent service.

For Internet & Phone Technical Support:
 1-877-234-0102
support@usacommunications.tv

