

VoiSelect
YOUR LOCAL DIGITAL VOICE PROVIDER
USER GUIDE



Welcome

Dear Customer,

Thank you for choosing VoiSelect Digital Voice! We are excited to have the opportunity to bring you the latest in Digital Voice technology and we look forward to being your telephone service provider.

VoiSelect Digital Voice offers everything you have come to expect from traditional telephone service, and much more. Your new Digital Voice service provides access to enhanced calling features like Call Forwarding and Voice Mail at a lower monthly cost than traditional telephone service. VoiSelect also gives you greater flexibility to customize your calling features and check your Voicemail online.

VoiSelect Digital Voice works with any traditional touch-tone telephone. To get the most out of your VoiSelect service, it is best to have a telephone with both a Caller ID display and "FLASH" button. Please take time to look through this feature booklet. It explains the full range of features that are offered with VoiSelect. You can also interact with your phone account and its features by visiting the customer portal. The web address for the customer portal, along with your username and password, are included with your account documents.

This User Guide provides information and instructions on using your new VoiSelect service and customizing your calling features through your traditional telephone handset or your personal VoiSelect Digital Voice web site. We hope that you enjoy your new VoiSelect service.

Sincerely,

The VoiSelect Team



What is VoIP?

The Voice over Internet Protocol (VoIP – also known as Digital Voice) allows you to make and receive calls through your broadband Internet connection using standard touch tone phone.

Your VoiSelect Digital Voice service works with any touchtone, corded or cordless telephone. Our Phone Adapter converts your phone calls to data that is sent through your high-speed Internet connection. You can many places at anytime for less, and your number can go everywhere you do!



Making Calls with Digital Voice

You can make a call using Digital Voice by dialing a number on your phone, as you always have. Digital Voice gives you the flexibility to dial the way you want.

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

Example: 721-7473, 859-721-7473 or 1-859-721-7473

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

Example: 859-721-7473 or 1-859-721-7473

For international calls, you would 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

International calling will be blocked by default. Please contact VoiSelect Customer Care to enable International calling.

To answer an incoming call, simply pick up your phone like you always have.

*Enabling the 7-Digit Dialing feature will allow you to dial 7 digits when dialing to a specified area code.



Important 911 Information

While the 911 system through Digital Voice services will appear to work similarly to your standard analog telephone, there are a few important differences that need to be noted.

- Each time you move or travel with your Phone Adapter, you will need to update your information on the account portal. It may take a few days to activate and change your 911 settings, so please plan ahead when moving the location of your Digital Voice service.
- Electrical or Broadband Outages can prevent 911 dialing with our system. Your Digital Voice service is relying on both your broadband connection and electrical power. If these go out, so will your Digital Voice service. Once the power and broadband connection returns, your system will function properly again.

Important: Additional 911 information is available in your VoiSelect account portal for you to read and reference. Please be safe and read all material related to this issue.



Whether you are on another call, not at home, or just too busy, we will send the caller to your own personal Voicemail inbox. You can retrieve your messages via the telephone handset, online or from a remote phone, at a time that is convenient for you.

Follow these steps to set up Voicemail for the first time:

1. Dial [0][0] from your telephone handset.
2. Enter your voicemail password provided at the time of account set up.
3. You'll receive a prompt at the Voicemail Main Menu, and you may press 2 to set up a personalized greeting, record your first and last name greeting, etc.
4. Once your greeting has been recorded, you may select from the Recording Menu options by following the prompts that are available.

To access your Voicemail messages from your VoiSelect phone:

1. Dial [0][0] from your telephone handset.
2. Enter your password, and you'll enter the Voicemail main menu.
3. Press 1 to begin listening to your new messages.

To access your Voicemail messages from your VoiSelect phone:

1. Dial your 10-digit VoiSelect phone number from the remote phone.
2. Wait for your Voicemail greeting to begin playing and press *.
3. Enter your password, and you'll enter the Voicemail main menu.
4. Press 1 to begin listening to your new messages.

Your voicemail box will hold up to 50 messages and will begin to reject messages once it becomes full. Please ensure that you periodically delete any old or saved messages that are stored within the voicemail system. After 30 days, saved messages will automatically be deleted.



Accessing the VoiSelect Customer Portal

With the VoiSelect Customer Portal, managing your call features has never been easier. You can review and make changes to your call features online in any web browser.

Follow these steps to access the VoiSelect Customer Portal:

1. Open your web browser and enter the web address for your portal. You will find the web address on the Welcome Letter provided with your VoiSelect equipment.
2. Enter your User ID (Your User ID is your 10-digit VoiSelect phone number).
3. Enter your Password and click Login.



Welcome To Your VoIP Control Panel

- ▶ Manage and review your account
- ▶ See outgoing, incoming, and missed calls
- ▶ Configure and manage your voicemail
- ▶ Set up Speed Dial
- ▶ Configure CallBlast (intelligent, multi-phone call forwarding)

Sign In

User ID:

Password:



Forgot Your Password

If you forget your password to gain access to the VoiSelect Customer Portal, you can click the Forgot Password button and have a new password sent to the email address of record for your account. Three consecutive failed log in attempts will lock you out of the portal and prevent you from accessing your voicemail as both features use the same password. You will need to contact technical support for assistance.

**Please note: You will receive a new password when using this feature. The password can be changed by accessing the Account tab in the VoiSelect Customer Portal.*



Managing Your VoiSelect Account and Features

Once logged into the VoiSelect Customer Portal, you will have the following tabs available: Account, Call Activity, Messages, Call Blast, Speed Dial, Features, 911 Info, and Support.

Account Tab

The Account tab provides the profile information for your VoiSelect account and allows you to make modifications to your account name and to change your password.

Follow these steps to change your account name:

1. On the Change Your Name field heading, enter the first name and last name to be used in the First Name and Last Name fields.
2. Click the Update Account button.

To change your password:

1. Enter the new password to be used ensuring that it is between 4 and 10 characters.
2. Click the Update Account button.

The screenshot shows the VoiSelect customer portal interface. At the top, there is a navigation bar with tabs for Account, Call Activity, Messages (2 new), CallBlast, Speed Dial, Features, 911 Info, Support, and a Sign out button. The account summary section displays the following information:

Name	James Smith
User ID	15552843839
Email	
Time Zone	GMT-05:00 (Eastern Standard Time, EST5EDT)
Numbers	555.284.3839
Second Line (Fax)	

Below the summary is the "To Change Your Account Name and Password" section. It contains two main areas:

- Change your Name:** Includes instructions to change the first or last name and click "Update Account". It features input fields for "First Name" (containing "James") and "Last Name" (containing "Smith").
- Change Your Password:** Includes instructions to enter a new password and click "Update Account". It features input fields for "New Password" and "Repeat New Password". A note below these fields states: "(Your password must be 4-10 characters long)".

An "Update Account" button is located at the bottom right of the form area.

[Terms & Conditions](#) | [Contact](#)

Call Activity Tab

Review records of all of your incoming and outgoing calls on your VoiSelect Call Activity tab. You may also download calls that are available into .xls and .csv file formats for viewing.

To view Incoming calls:

1. Select the Incoming option from the Call Type drop-down menu.
2. Choose the start and end dates from the calendar for the calls you wish to view.
3. Click the Search button.

To view Outgoing Calls:

1. Select the Outgoing option from the Call Type drop-down menu.
2. Choose the start and end dates from the calendar for the calls you wish to view.
3. Click the Search button.

To view Missed Calls:

1. Select the Missed Calls option from the Call Type drop-down menu.
2. Choose the start and end dates from the calendar for the calls you wish to view.
3. Click the Search button.

To view All Calls:

1. Select the Missed Calls option from the Call Type drop-down menu.
2. Choose the start and end dates from the calendar for the calls you wish to view.
3. Click the Search button.

To Download Calls:

1. From the Call Type drop-down menu, select the type of calls to be downloaded.
2. Choose the start and end dates from the calendar for the calls you wish to download.
3. Choose Excel or CSV from the Format Type drop-down menu.
4. Click the Search button.

By default, reports are displayed in your browser. To download the data, select one of the other formats and click Search.

Search Call History

Call Type: |
 Start Date: |
 End Date: |
 Format Type: |

1 - 30 of 69 records [Next 30 »](#)

Call Date	Time	Caller ID	From Number	To Number	Duration	Type
Jun 11, 2012	8:56 PM	800 Service	800.555.5121	406.474.7884	01m	Incoming
Jun 11, 2012	3:22 PM		406.383.5501	406.283.7613	01m	Incoming
Jun 11, 2012	1:42 PM		406.483.6501	560.552.2747	02m	Incoming
Jun 11, 2012	9:59 AM		406.383.5501	406.988.1858	02m	Incoming
Jun 11, 2012	9:41 AM	James Smith	406.483.6930	406.777.9282	01m	Outgoing
Jun 11, 2012	8:16 AM	James Smith	406.483.3739	406.341.2500	03m	Outgoing
Jun 10, 2012	9:18 PM	James Smith	406.483.1858	770.987.5372	08m	Outgoing
Jun 10, 2012	7:17 PM	James Smith	406.483.2873	770.576.3030	01m	Outgoing
Jun 10, 2012	7:07 PM	Howell Ray	800.555.5121	406.221.4321	01m	Incoming
Jun 10, 2012	7:06 PM	James Smith	406.383.5501	406.515.3980	01m	Outgoing (VM)
Jun 10, 2012	6:54 PM	James Smith	406.483.6501	406.283.7613	01m	Outgoing (VM)
Jun 10, 2012	6:23 PM	James Smith	406.383.5501	560.552.2747	01m	Outgoing
Jun 10, 2012	6:22 PM	James Smith	406.483.6930	406.988.1858	01m	Outgoing (VM)
Jun 10, 2012	5:14 PM	James Smith	406.483.6930	406.988.1858	01m	Outgoing
Jun 9, 2012	8:34 PM	James Smith	406.483.3739	406.777.9282	38m	Outgoing
Jun 9, 2012	8:06 PM	James Smith	406.483.1858	406.341.2500	01m	Outgoing
Jun 9, 2012	8:01 PM	James Smith	406.483.2873	770.987.5372	01m	Outgoing (VM)
Jun 9, 2012	8:01 PM	James Smith	406.483.3739	770.576.3030	01m	Outgoing (VM)
Jun 9, 2012	8:00 PM	James Smith	406.483.1858	406.515.3980	01m	Outgoing (VM)
Jun 9, 2012	4:48 PM	James Smith	406.483.2873	406.283.7613	01m	Outgoing
Jun 9, 2012	4:16 PM	James Smith	800.555.5121	560.552.2747	01m	Outgoing (VM)

Messages Tab

The Messages tab provides you with the option to view your new and saved voicemail messages. You may also listen to your voicemail messages online from the Messages tab. Voicemail messages can also be sent to you via email or SMS message and can be configured from the Features tab.

To view and listen to your new voicemail messages:

1. New messages will be marked as New in the status field.
2. Click the Play icon to begin listening to your messages to begin listening to your messages from an installed media player such as Windows Media Player.

To delete your voicemail messages:

1. Place a check next to the message that you wish to delete from your available messages.
2. Click the Delete button.
3. The messages will remain online and will be permanently removed within 24 hours.

Our Message Center allows you an unprecedented level of features and control. You can listen to (or view) your messages from any telephone or right here on the web; receive them via email; be notified by text message to your mobile phone or pager; or save any voice or video messages to your computer.

Messages

You have **2** new messages
Total of **2** messages

No messages will be emailed
No SMS notifications will be sent

[Change Message Settings](#)

Play	Status	From Number	Date	Time	Duration (sec)	
	New	406.483.6930	Jun 8, 2012	8:51 AM	14	<input type="checkbox"/>
	New	406.483.3739	Jun 2, 2012	10:46 AM	20	<input type="checkbox"/>

1 - 2 of 2 records

1 - 2 of 2 records

Your mailbox will hold up to 50 messages, after which messages will be rejected. Unsaved messages are automatically deleted after 30 days. Messages marked for deletion will be physically deleted within 24 hours.

Your voicemail box will hold up to 50 messages and will begin to reject messages once it becomes full. Please ensure that you periodically delete any old or saved messages that are stored within the voicemail system. After 30 days, saved messages will automatically be deleted.

Call Blast Tab

Never miss an important call with Call Blast. The Call Blast features provides you with the convenience of being able to forward your calls to up to 4 different numbers in a simultaneous and/or sequential ringing pattern. The following conditions are available for Call Blast: Typical Call Blast, Simultaneous Call Blast, Sequential Call Blast, Overlap Call Blast, and International Call Blast. To use the International Call Blast feature, your account must be enabled with an international calling plan.

To enable call blast for any of the selected conditions:

1. Enter the 10-digit phone numbers to which the calls will be forwarded.
2. Place a check next to the Active option.
3. If you wish to disable call waiting during the blast, place a check next to Disable Call Waiting.
4. Set the number of ring delays that you want to wait before the specified number starts to ring.
5. Enter the number of rings that you want for the specified phone number.
6. Click the Update CallBlast button

It is necessary to turn off voicemail or any voice messaging systems that may be attached to any number that is specified on your Call Blast list. Having these features may cause calls to be answered by the voicemail or voice messaging systems thus not allowing the call blast to complete.



Ring up to 4 other phone numbers when your VoIP number is dialed so that you can always be reached. This ringing can be simultaneous, sequential, or overlapped - you can see examples by clicking on the buttons to the left. You can enter your mobile, office, and home numbers on the subsequent lines. Whenever any of the calls is answered, all the other calls cease.

How do I set it up?

▶ Typical CallBlast

▶ Simultaneous CallBlast

▶ Sequential CallBlast

▶ Overlap CallBlast

▶ International CallBlast

Description	Phone Number	Active	Disable Call Waiting	Rings Delay	# of Rings
Primary VoIP	17062833739D09L07	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	8
Phone 1	777341 18790	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Phone 2		<input type="checkbox"/>	<input type="checkbox"/>		
Phone 3		<input type="checkbox"/>	<input type="checkbox"/>		
Phone 4		<input type="checkbox"/>	<input type="checkbox"/>		

[Update CallBlast](#)

CallBlast Setup

- Enter your mobile, office and/ or other numbers on the subsequent lines.
- Check "Active" if you want calls to ring to that phone. You can temporarily take any phone out of the list by unchecking "Active". Your Primary VoIP phone is always "Active". If you want calls to go directly to Voicemail, you can either turn on the "Do Not Disturb feature" by pressing *78 (*79 turns it off), or you can enter 0 for the number of Rings on your Primary VoIP phone.
- Check "Disable Call Waiting" if you want to disable call waiting only on the selected phone. You can also do this from the VoIP device by dialing *56 (*57 enables call waiting).

Speed Dial Tab

The Speed Dial tab allows you to enter your frequently dialed numbers for quick and easy access. You can print and conveniently post your speed dial entries near your VoiSelect telephone handset so that you have them available to you when placing calls.

Follow these steps to set up a speed dial entry:

1. In the Description field, enter the name or provide a description of the person you are calling.
2. Enter the speed dial shortcut that you wish to use in the Code field.
3. Enter the 10-digit telephone number to be dialed in the Number Dialed field.
4. Click the Update button.

For international calls, follow the same steps; however, the international access code and country code will also need to be specified for the entry.

To dial a speed dial number:

1. On your VoiSelect telephone handset, dial the Code specified for the number you are calling and press the # key.

To print your speed dial entries:

1. Click the Print button to print a list of your speed dial directory.

Features Tab

The Features tab allows you to manage common calling features on your VoiSelect account such as 7-digit calling, call forwarding, and call waiting. Various * key features are also available.

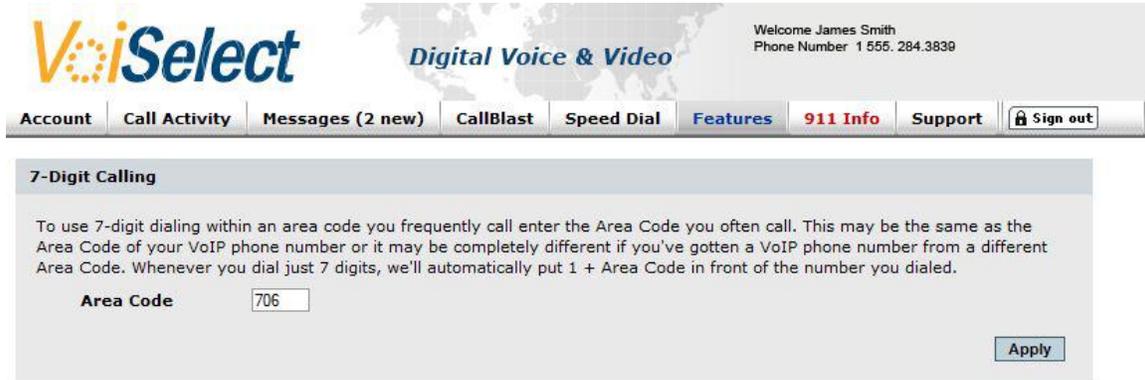
7-Digit Calling

If you have an area code that you dial frequently, enabling the 7-Digit Calling feature gives you the freedom to

eliminate 10 or 11-digit dialing to numbers within that area code.

To enable 7-Digit Calling:

1. Enter the area code for the numbers that you frequently dial.
2. Click the Apply button.



The screenshot shows the Voicemail Select user interface. At the top left is the 'Voicemail Select' logo. To its right is the text 'Digital Voice & Video'. Further right, it says 'Welcome James Smith' and 'Phone Number 1 555. 284.3839'. Below this is a navigation bar with buttons for 'Account', 'Call Activity', 'Messages (2 new)', 'CallBlast', 'Speed Dial', 'Features', '911 Info', 'Support', and 'Sign out'. The main content area is titled '7-Digit Calling' and contains the following text: 'To use 7-digit dialing within an area code you frequently call enter the Area Code you often call. This may be the same as the Area Code of your VoIP phone number or it may be completely different if you've gotten a VoIP phone number from a different Area Code. Whenever you dial just 7 digits, we'll automatically put 1 + Area Code in front of the number you dialed.' Below this text is a label 'Area Code' followed by a text input field containing the number '706'. An 'Apply' button is located at the bottom right of the form.

Message Delivery Options

The Message Delivery options feature allows you to manage voicemail delivery options. You can choose to receive your voicemail messages via an email or an SMS message. For SMS message delivery, you will need to ensure that you have the appropriate SMS email address for your mobile carrier (i.e. 8597217473@sms.att.net)

To enable receiving voicemail message notifications by email:

1. Place a check next to the Send email message to option
2. Enter the email address to where the message will be delivered
3. Select if you wish to receive the voicemail message as an attachment or a link in the email
4. Click the Apply button

To enable receiving voicemail message notifications by SMS:

1. Place a check next to the Send SMS message notification to the following SMS address
2. Enter the SMS address to where the notification will be delivered.
3. Click the Apply button.

Message Delivery Options

In addition to retrieving your messages from any phone or through this Control Panel, you can also have the full message sent to any email address or even multiple email addresses by entering them here (separated by a comma, enter up to 256 characters).

Send Email message to As Attachment

You can also have message notification sent to your mobile phone (or pager) via SMS. To address a message to an SMS-enabled mobile phone or pager, consult your service provider or device manual. In many cases, the address is an email-like address made up of the 10-digit mobile or pager number combined with the company providing that service. Examples: 5554567890@airmessage.net or 5556406318.messaging@sprintpcs.com. Once you've set these up, click Apply, then leave yourself a message to make sure it's working how you want it to.

Send SMS message notification to the following SMS Address

Call Handling Options

Call Handling options give you the freedom to manage various call features and direct how you wish your calls to be handled.

Call Forwarding

Call forwarding can be set up and enabled to forward all incoming calls, all unanswered calls, and all fail over calls to a number that you specify. If the Forward Fail Over option is enabled, all calls will be forwarded to the number specified if, for whatever reason, the Internet connection is lost or power to your VoiSelect device is lost.

To enable call forwarding for each of these conditions:

1. Place a check next to the call forwarding condition that you select.
2. Enter the 10-digit telephone number to where the calls will be forwarded.
3. Click the Apply button.

Outbound Caller ID Block

You can prevent your caller ID information from being displayed on outgoing calls. When using this feature, if the receiving party has a call feature that rejects anonymous callers, your call may not be completed.

To block the Caller ID on outbound calls:

1. Place a check next to the Block Caller ID on outbound calls option.
2. Click the Apply button.

Anonymous Call Rejection

You can reject incoming callers who have blocked their directory or calling information. To enable this feature, follow these steps:

1. Place a check next to the Do not accept calls from anonymous callers (no Caller ID)
2. Click the Apply button.

Do Not Disturb

When you are busy or do not wish to receive calls, activate the Do Not Disturb feature. Callers will be redirected to your voicemail.

To enable Do Not Disturb:

1. Place a check next to the Do Not Disturb option.
2. Click the Apply button.

Call Waiting

By default, call waiting is enabled on your VoiSelect service, but there may be times when you will need to disable the feature such as when using a line for faxing.

To disable call waiting:

1. Place a check next to the Disable all Call Waiting on all calls
2. Click the Apply button

Call Handling Options

You can either check and uncheck the appropriate boxes below, or you can use the corresponding star key (*) features.

Forward all incoming calls to

Forward all unanswered incoming calls to

Forward fail over calls to

Block Caller ID on all outbound calls

Do not accept calls from anonymous callers (no Caller ID)

Do Not Disturb (all calls go directly to Voicemail)

Disable Call Waiting on all calls (for a fax or modem line)

Star Key Options Using Your VoiSelect Telephone Handset

Your VoiSelect service has many of the * key features that are found on analog phone lines. Below, are the * key features that you may access:

*Key	Option
*69	Place a call to the number from which you were last called
*72 + Number	Forwarding all calls to the number entered after *72
*73	Cancel forwarding of all calls
*92 + Number	Forward all busy or unanswered calls to the number entered after *92
*93	Cancel forwarding of all busy or unanswered calls
*67	Block Caller ID for all outbound calls
*82	Unblock Caller ID for all outbound calls
*77	Do not accept calls from anonymous callers (no Caller ID)
*87	Accept calls from anonymous callers (no Caller ID)
*78	Turn on Do Not Disturb (all calls go directly to Voicemail)
*79	Cancel Do Not Disturb
*57 + Number	Disable Call Waiting only for this call to this specific number (for a single fax or modem call)
*56 + Number	Enable Call Waiting only for this call to a specific number

Time Zone

The time zone for the time stamps on all calls will be displayed in the Time Zone area of the VoiSelect Customer Portal. To change the time zone, select your preferred time zone from the drop-down menu and click Apply.

Time Zone

This Time Zone will be used to time-stamp all of your calls and emails.

(GMT-05:00) Eastern Time (US & Canada) ▼

Apply

911 Info Tab

The 911 Info tab allows you to view and manage your 911 information as it relates to your VoiSelect account. It is very important that the information contained is accurate as this is the address that 911 emergency personnel will come to in the event of an emergency. If your information is not accurate, your call may be delayed or misdirected.

To change your 911 information:

1. Enter the new name, address, or other information to be changed.
2. Click the Validate button.

VoiSelect Digital Voice & Video

Welcome James Smith
Phone Number 1 556.284.3839

Account | Call Activity | Messages (2 new) | CallBlast | Speed Dial | Features | **911 Info** | Support | Sign out

911 Dialing is NOT automatic with your VoIP service. You must keep your 911 Address accurate in order for Emergency Personnel to know where you are. To change this address, enter the changed information, and click the **Validate** button.
PLEASE NOTE: Your street number and street name are in two different fields, and if you live in an apartment, you need to put the apartment number in the Address Type # field. If your new 911 Dialing Address is not confirmed, Emergency Personnel may not be able to send assistance to you

Please Input 911 Info

Phone Number	5552843839
First Name	JAMES
Last Name	SMITH
Street #	2535
Street Name	HIGHTOP RD.
<input type="checkbox"/> Use GPS coords:	
Address Type	▼
Address Type #	
City	CONYERS
State	
Zip Code	30336
Country	USA

Validate Update Entry

Support Tab

The Support tab provides you with information and user guide manuals related to your VoiSelect service. The Terms and Conditions of your VoiSelect service as well as Contact information is also provided on the Support tab.



The screenshot shows the VoiSelect user interface. At the top left is the VoiSelect logo with the tagline "Digital Voice & Video". To the right, it says "Welcome James Smith" and "Phone Number 1 555. 284.3839". Below this is a navigation menu with tabs for Account, Call Activity, Messages (2 new), CallBlast, Speed Dial, Features, 911 Info, Support, and a Sign out button. The Support tab is active, displaying a "Downloads" section with three links: "Video Softphone. Version 2.11 (Windows XP/Vista/7)", "Video Softphone Manual. Version 2.8 (Windows XP/Vista/7)", and "VCP Users Manual. Version 2010.08.16 (ALL)". At the bottom right of the page, there are links for "Terms & Conditions" and "Contact".

Other VoiSelect Call Features

Your VoiSelect service offers the following additional features:

Caller ID

Identify your caller before picking up the telephone with Caller ID. Your phone must have the name and number display compatibility for this feature to function.

To review Caller ID information for incoming calls, follow these steps:

1. When you receive a call, wait two full rings for the Caller ID information to be transmitted.
2. Check your telephone handset's Caller ID reader to view the name and number of the incoming call.

Three Way Calling

This feature allows you to conference with two callers simultaneously. Follow these steps to use Three-Way Calling:

1. While on a call, press the flash button on the telephone handset.
2. Listen for a dial tone and then dial the number to reach another party.
3. When you are ready to add the original caller to the conversation, press the flash button again.