



Digital Voice Services Business User Guide



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- *86 Direct Voice Mail Retrieval
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Note: Some Feature Access Codes may not work on specific devices due to manufacturer specifications and configurations.



Welcome to HES EnergyNet 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 online Account Portal at myphone.hesenergy.net or call 270-887-0763.

My Business Voice telephone number is:

My Account Portal username and password are:

Default Voice mail pass code is 4227. You will be prompted to change it at first use.

To record a No Answer Greeting dial *62 > option 1 > option 3 > option 1 > Record your message

To record a Busy Greeting dial *62 > option 1 > option 2 > option 1 > Record your message

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General Information

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 HES EnergyNet Business Customer Service at 270-887-0763 or email support@hesenergy.net.

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 270-887-0763 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 Services. 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 myphone.hesenergy.net.



Getting Started

Accessing the Account Portal

Account Administrator Access

The Account Administrator uses the email address on the HES EnergyNet business account to manage all the numbers on the account. You will be using the email address as the Username when signing into the portal.

The Account Administrator can login to your Account Portal and configure all the User Features that HES EnergyNet Digital Voice Services has to offer by doing the following:

1. Open your web browser and point it to your account portal (myphone.hesenergy.net).
2. Enter the 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. **If you have multiple accounts tied to one email address, you will need to click on each product Package Name and input CPNI code for each package. For identity verification, we will ask that you provide the CPNI code when requesting any changes to be made to the account.*
4. You should now be on the Account Summary page. To configure User Features, click on the Features tab at the top of the screen.

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 (myphone.hesenergy.net).
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 when you click on any of the packages in the Account Summary. **If you have multiple accounts tied to one email address (like a residential and business account), then you will need to click on a product Package Name for each account and input a CPNI code for each. For identity verification, we will ask that you provide the CPNI code when requesting any changes to be made to the account.*
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 Account Summary page. To configure User Features, click on the Features tab at the top of the screen.

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 270-887-0763.

Account User Access

All other users in the group will sign in with their phone numbers and password. Users cannot sign into the account portal until the Account Administrator has logged in and added the CPNI security code.

Users can login to the Account Portal and configure the user features available for their phone number by doing the following:

1. Open the web browser and point it to your account portal (myphone.hesenergy.net).
2. Enter your phone in the Username field and your password in the Password field.
3. You should now be on the Account Summary page. To configure User Features, click on the Features tab at the top of the screen.

Users are not permitted to change their account information in the account portal. The account portal will display a message advising these users to contact their Account Administrator for these changes. If a user needs their password reset, the Account Administrator can reset it from the account portal, or the user can contact us at 270-887-0763.

Voice Portal Quick Setup

All of your business 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 Business 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.

Call Transfer

Action	Steps
<p>To Start Call Transfer with Consultation</p> <p>Note: The call transfer may also be completed without consultation, known as a blind transfer, by hanging up when the number has been dialed and starts ringing.</p>	<p>While engaged in one call:</p> <ol style="list-style-type: none"> 1. Press flash hook on phone. The initial call is held. 2. Enter the phone number or extension of third party. You can press # to signal the end of the phone number or extension. 3. Consult with connected party. (Optional, see note to left) 4. To complete the transfer, hang up your phone.
<p>Call Transfer and Recall Configuration</p>	<ol style="list-style-type: none"> 1. You can enable/disable and configure these optional settings via the account portal by selecting the appropriate button and clicking Apply: <ul style="list-style-type: none"> • Call Transfer Recall • Use Diversion Inhibitor for Blind Transfer • Use Diversion Inhibitor for Consultative Calls • Number of Rings before Call Transfer Recall • Busy Camp On for specified number of seconds

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: <ol style="list-style-type: none">1. Press flash hook on phone. The initial call is held.2. Enter the phone number or extension of the third party. You can press # to signal the end of the phone number or extension.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.

N-Way Calling

Action	Steps
To Start N-Way Call Note: If either of the other parties hangs up, your call with the remaining parties is connected. If you hang up, the other parties remain connected.	While engaged in a three-way call with two other users: <ol style="list-style-type: none">1. Press flash hook on phone. The initial calls are held.2. Enter the phone number or extension of a fourth party. You can press # to signal the end of the phone number or extension.3. When the call is connected, press flash hook again. All parties are now connected in a N-way call.4. To add additional callers, repeat this procedure.

Call Hold

Action	Steps
To Use Call Hold	While engaged in one call: <ol style="list-style-type: none">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.

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 270-887-0763.*

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 On radio button and click Apply . OR 1. From the phone, press *77 . 2. Hang up the phone. The service is on.
To Disable	1. From the account portal, select the Off radio button and click Apply . OR 1. From the phone, press *87 . 2. Hang up the phone. The service is off.
To Check Current Configuration	1. From the phone, press *52* . 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 On radio button and click Apply .
To Disable	1. From the account portal, select the Off radio button and click Apply .
To Access Automatic Callback Menu	1. From the phone, press #9 . 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 #8 . 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"> 1. From the account portal, click the Add button. 2. Enter the phone number for the new phone. 3. Enter a description for the entry. (Optional) 4. Check 'Enable this Location' if you want the service to be active immediately. 5. Click Apply.
To Enable Broadworks Anywhere	<ol style="list-style-type: none"> 1. From the account portal, check 'Enable this Location' and click Apply. <p>OR</p> <ol style="list-style-type: none"> 1. From the remote phone, call your main line and enter your voicemail passcode when prompted, then when you hear a dial tone, press *12.
To Disable Broadworks Anywhere	<ol style="list-style-type: none"> 1. From the account portal, check 'Enable this Location' and click Apply. <p>OR</p> <ol style="list-style-type: none"> 1. From alternate phone, call your main line and enter your voicemail passcode when prompted, then when you hear a dial tone, press *13.
To Pull Call from Main Line to Alternate Line	<ol style="list-style-type: none"> 1. On the alternate line, call your main number and then enter your voicemail passcode when prompted. 2. Another recording will state "please enter the destination digits" and a second dial tone will be heard - at this time enter *11. 3. The call will be connected on the alternate line and disconnected from the main line.
To Pull Call from Alternate Line to Main Line	<ol style="list-style-type: none"> 1. From the main line, press *11. 2. The call will be connected on the main line and disconnected from the alternate line.

***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 270-887-0763.*

Busy Lamp Field

The Busy Lamp Field service allows a user with a SIP attendant console phone to monitor the hook status and remote party information of up to 50 users via the busy lamp fields on the phone. For each monitored user, the device shows whether the user is busy and whether they are on an incoming or outgoing call. The user can also be notified about calls being parked/no longer parked against monitored users.

Feature Category in Account Portal	Basic Features
Action	Steps
To Configure	<ol style="list-style-type: none"> 1. From the account portal, select the Busy Lamp Field feature. 2. No change is needed to the List URI field, you can leave it with the default that is auto populated. 3. Optional: Check 'Enable Call Park Notification' if you want to monitor that feature on your users. 4. Search for the users you want to monitor. You can leave the field blank and click search to display all available users. 5. Highlight the user(s) in the Available Users list that you want to monitor and click ADD> or ADD All>> to move the user(s) to the Monitored Users list. 6. You can use the Move Up and Move Down buttons to change the order of the users in the Monitored Users list. 7. Click Apply. 8. Reboot the phone.

***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 270-887-0763.*

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

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"> From the account portal, select the On radio button, enter the number where you want calls forwarded, and click Apply. <p>OR</p> <ol style="list-style-type: none"> From the phone, press *90, followed by the number where you want calls forwarded. Hang up the phone. The service is on.
To Disable CFB to Another Number	<ol style="list-style-type: none"> From the account portal, select the Off radio button and click Apply. <p>OR</p> <ol style="list-style-type: none"> From the phone, press *91. Hang up the phone. The service is off.
To Enable CFB to Voicemail	<ol style="list-style-type: none"> From the phone, press *40, followed by the number where you want calls forwarded. Hang up the phone. The service is on.
To Disable CFB to Voicemail	<ol style="list-style-type: none"> From the phone, press #40. Hang up the phone. The service is off.
To Check Current Configuration	<ol style="list-style-type: none"> From the phone, press *67*. When activated, the announcement plays, "The Call Forwarding Busy Service is currently activated. The current forwarding destination is <Phone Number>."

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

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 On radio button, enter the number where you want calls forwarded, and click Apply . OR 1. From the phone, press *94 , 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 Off radio button and click Apply . OR 1. From the phone, press *95 . 2. Hang up the phone. The service is off.
To Check Current Configuration	1. From the phone, press *63* . 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
To Add a Call Forwarding Selective Entry <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>	<ol style="list-style-type: none"> 1. From the account portal, enter a Name for the entry in the Description field. 2. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule. 3. Select and configure a 'Forwarding to:' option. 4. Select and configure a 'Calls from:' option. 5. Click Add.
To Update A Call Forwarding Selective Entry	<ol style="list-style-type: none"> 1. Click Edit beside the entry you want to update. 2. The existing configuration will auto populate into the fields. Make the required changes to the configuration. 3. Click Update.
To Remove A Call Forwarding Selective Entry	<ol style="list-style-type: none"> 1. Click Edit beside the entry you want to remove and click the Delete button.
To Enable	<ol style="list-style-type: none"> 1. From the account portal, select the On radio button and click Apply. <p>OR</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"> 1. From the phone, press #76. 2. Hang up the phone. The service is on.
To Disable	<ol style="list-style-type: none"> 1. From the account portal, select the Off radio button and click Apply. <p>OR</p> <ol style="list-style-type: none"> 1. From the phone, press #77. 2. Hang up the phone. The service is off.

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"> 1. From the account portal, enter a Name for the entry in the Description field. 2. Select either 'Notify' or 'Do not notify'. 3. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule. 4. Select and configure a 'Audio Ringback' Option. 5. Select and configure a 'Calls from:' Option. 6. Click Add. 7. Enter an email address in the 'Send email to:' field. 8. Click Apply.
To Remove A Custom Ringback Entry	<ol style="list-style-type: none"> 1. Click Edit beside the entry you want to remove and click the Delete button.
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"> 1. From the account portal, click the Active checkbox beside each entry you want to be active and click Apply.
To Disable	<ol style="list-style-type: none"> 1. From the account portal, uncheck the Active checkbox beside each entry you want to be disabled and click Apply.

***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 270-887-0763.*

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 Park (*68/*88)

This feature allows you to park a call in a select group for anyone in that group to pick up. This feature must be available for your service and configured by the Account Administrator before it can be used by individual users.

Feature Category in Account Portal	Basic Features
Action	Steps
To Park a Call	1. Put the call to be parked on hold. 2. From your phone, press *68. 3. Enter the number of extension of the phone on which the call is to be parked. 4. Hang up the phone. The call is parked at the indicated extension.
To Retrieve a Parked Call	1. From the phone, press *88 to retrieve the call. 2. You are connected with the call you parked.

Call Pickup (*98)

This feature allows unanswered inbound calls to be picked up by other members of the call pickup group, regardless of whether the called member has active or held calls. This feature must be available for your service and configured by the Account Administrator before it can be used by individual users.

Feature Category in Account Portal	Basic Features
Action	Steps
To Pick Up a Call	1. From your phone, press *98 to pick up the call. 2. The longest-ringing phone in your call pickup group is connected.

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	<ol style="list-style-type: none">1. From the account portal, select the On radio button and click Apply.2. Optionally, you can disable calling line ID delivery on call waiting by checking the box and clicking Apply.
To Disable Call Waiting on All Calls	<ol style="list-style-type: none">1. From the account portal, select the Off radio button and click Apply.
To Enable/Disable on a Per Call Basis	<ol style="list-style-type: none">1. From the phone, press *70 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	<ol style="list-style-type: none"> From the account portal, select the On radio button and click Apply. <p>OR</p> <ol style="list-style-type: none"> From the phone, press *31. Hang up the phone. The service is on.
To Disable Calling Line ID Delivery on All Calls	<ol style="list-style-type: none"> From the account portal, select the Off radio button and click Apply. <p>OR</p> <ol style="list-style-type: none"> From the phone, press #31. Hang up the phone. The service is off.
To Enable/Disable on a Per Call Basis	<ol style="list-style-type: none"> From the phone, press *67 to enable/disable the feature. Place the call. 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	<ol style="list-style-type: none"> From the phone, press *54*. 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"> From the account portal, enter the required information for any/all of the following profiles: <ul style="list-style-type: none"> Available - In the Office Available - Out of the Office Busy Unavailable Click Apply.
To Enable	<ol style="list-style-type: none"> Select the 'Current Profile' you want enabled from the dropdown menu and click Apply.
To Disable	<ol style="list-style-type: none"> Select None from the 'Current Profile' dropdown menu and click Apply.

***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 270-887-0763.*

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

***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 270-887-0763.*

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">1. From the account portal, select the On radio button and click Apply.2. Optionally, you can check the box to play the ring reminder when a call is forwarded. <p>OR</p> <ol style="list-style-type: none">1. From the phone, press *78.2. Hang up the phone. The service is on.
To Disable Do Not Disturb	<ol style="list-style-type: none">1. From the account portal, select the Off radio button and click Apply. <p>OR</p> <ol style="list-style-type: none">1. From the phone, press *79.2. Hang up the phone. The service is on.

Group Paging

Group Paging allows Account Administrators to create paging groups and add originators and targets to the groups. Originators are the ones who can originate calls to the paging group. Targets are the users who will be paged when an originator calls the paging group. When an originator dials the paging group phone number, all the targets are paged and connected into an “n-way” conference with the originator. You cannot add or remove yourself from paging groups. If you need assistance, contact your Account Administrator.

Feature Category in Account Portal	Advanced Features
Action	Steps
To View Paging Groups	<ol style="list-style-type: none"> 1. From your account portal, click on Group Paging. 2. The groups that you are setup as an originator on will be displayed, along with the phone number and/or extension that you can dial to page the group.
To Page a Group	<ol style="list-style-type: none"> 1. From your phone, dial the number or extension of the group you are trying to page.
To Answer a Group Page	<ol style="list-style-type: none"> 1. Answer the phone, you will automatically be added to a conference with the originator and other group targets.

***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 270-887-0763.*

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"> 1. From your phone, press *66. 2. The last phone number you dialed will be dialed.

Music On Hold

This feature allows you to turn on music for all calls when the remote party is held or parked. You can also specify different Music On Hold for internal calls within your group. Music On Hold is activated through the account portal and can be deactivated on a per-call basis. This feature is enabled by default.

Feature Category in Account Portal	Basic Features
Action	Steps
To Enable Music On Hold	<ol style="list-style-type: none"> 1. From the account portal, select the On radio button. 2. Select either the default 'Group Defined Music' or you can select 'Custom Music File' and upload a wav file of your choice. 3. Click Apply.
To Disable Music On Hold for All Calls	<ol style="list-style-type: none"> 1. From the account portal, select the Off radio button and click Apply.
To Disable Music On Hold Per Call	<ol style="list-style-type: none"> 1. From the phone, press *60. 2. The service is turned off for this 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 270-887-0763.*

Pre-Alerting Announcement

Pre-alerting Announcement allows you to specify an audio or video announcement to be played to your callers, before the call is actually connected, for specific calls matching your pre-defined criteria. The criteria for each 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 announcement to be played (phone number, day of week, and time of day). Otherwise, no pre-alerting announcement is played. This feature is disabled by default.

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

***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 270-887-0763.*

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

***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 270-887-0763.*

Privacy

User Privacy allows you to exclude yourself from Group and Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring. You can also select members in an Enterprise or Group who are allowed to monitor your phone status. These selected members can view your phone status even if you enable phone status privacy.

Feature Category in Account Portal	Advanced Features
Action	Steps
To Enable Privacy	<ol style="list-style-type: none"> From the account portal, select the privacy options you want enabled: <ul style="list-style-type: none"> Enable Directory Privacy Enable Auto Attendant Extension Dialing Privacy Enable Auto Attendant Name Dialing Privacy Enable Phone Status Privacy Click Apply.
To Disable Privacy	<ol style="list-style-type: none"> From the account portal, unselect the privacy options you want disabled. Click Apply.
To Enable Phone Monitoring	<ol style="list-style-type: none"> From the account portal, using the search criteria available, search for the members who you want to have the ability to monitor your phone status. Highlight the member in the Available Users box and click ADD> to move them to the Monitored Users box. Click Apply.
To Disable Phone Monitoring	<ol style="list-style-type: none"> From the account portal, highlight the member in the Monitored Users box and click DEL< to move them to the Available Users box. Click Apply.

***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 270-887-0763.*

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 On radio button, enter the number where you want to receive calls remotely, and click Apply .
To Disable	1. From the account portal, select the Off radio button and click Apply .
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 270-887-0763.*

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

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

***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 270-887-0763.*

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

***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 270-887-0763.*

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"> 1. From the account portal, enter a Name for the entry in the Description field. 2. Select either 'Use sequential ring' or 'Do not use sequential ring'. 3. Select a Time Schedule from the drop down: either 'Every Day All Day' or a preconfigured Time Schedule. 4. Select and configure a 'Calls from:' option. 5. Click Add. This feature is enabled automatically after the entry has been added. 6. <i>Optional:</i> Select 'Use Base Location first' if you want calls to ring to main line before ringing other locations. 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. 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. 9. Click Apply.
<p>To Remove a Sequential Ring Entry</p>	<ol style="list-style-type: none"> 1. Click Edit beside the entry you want to remove and click the Delete button.

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"> 1. From the account portal, click the Active checkbox beside each entry you want to be active and click Apply.
To Disable	<ol style="list-style-type: none"> 1. From the account portal, uncheck the Active checkbox beside each entry you want to be disabled and click Apply.

***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 270-887-0763.*

Shared Call Appearance (*12/*13)

Shared Call Appearance allows Account Administrators 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"> From the account portal, select the following alerts that you want enabled. <ul style="list-style-type: none"> Alert all appearances for Click-to-Dial calls Alert all appearances for Group Paging calls Allow Call Retrieve from another location Click Apply.
<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"> From the account portal, select the On radio button. Optional: Select Allow Bridging between locations. 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> Optional: Choose one of the following Bridge Warning tone options if you have 'Allow bridging between locations' enabled. <ul style="list-style-type: none"> None Barge-in only Barge-in and repeat every 30 seconds Click Apply.
<p>To Enable SCA for a Location</p>	<ol style="list-style-type: none"> From the phone you want enabled for SCA, press *12. Hang up. This service is now active for this location.
<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"> From the phone you want disabled for SCA, press *13. Hang up the phone. The service is now disabled for this location.

To Retrieve a Held Call	1. If a call has been put on hold at one location, you can press *11 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 270-887-0763.*

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

**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 270-887-0763.

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"> 1. From the account portal, enter the phone number and name in the appropriate field beside the Speed Dial Entry you want to use. 2. Click Apply. <p>OR</p> <ol style="list-style-type: none"> 1. From the phone, dial *74. 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 #. 3. You will hear a confirmation announcement. 4. Hang up the phone. The entry has been added.
To Remove a Speed Dial 8 Entry	<ol style="list-style-type: none"> 1. From the account portal, delete the phone number and name in the appropriate field beside the Speed Dial Entry you want to remove. 2. Click Apply.
To Call using a Speed Dial 8 Entry	<ol style="list-style-type: none"> 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. 2. The system will dial the associated 10-digit phone number.

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"> 1. From the account portal, click the Add button. 2. Optional: Check 'Allow Activation with any user address.' 3. Enter the 10-digit phone number for your cell or landline that you want setup for Two-Stage Dialing. 4. Click Apply. <p>OR</p> <ol style="list-style-type: none"> 1. From the phone, dial *75. 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 #. 3. You will hear a confirmation announcement. 4. Hang up the phone. The entry has been added.
To Remove a Speed Dial 100 Entry	<ol style="list-style-type: none"> 1. From the account portal, click the box under the 'Delete' column beside the entry you want to remove. 2. Click Delete.
To Call using a Speed Dial 100 Entry	<ol style="list-style-type: none"> 1. From your phone, press # and the 2-digit code assigned for the entry. 2. The system will dial the associated 10-digit phone number.

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 your Account Administrator 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 270-887-0763.*

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 HES EnergyNet 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"> 1. From the account portal, select the On radio button if it isn't already selected. 2. Check 'Allow Activation with any user address.' 3. Enter the 10-digit phone number for your cell or landline that you want setup for Two-Stage Dialing. 4. Click Apply.
<p>To Disable Two-Stage Dialing</p>	<ol style="list-style-type: none"> 1. From the account portal, select the Off radio button. 2. Hang up the phone.
<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"> 1. From your cell or landline, dial your digital voice services phone number. 2. You will hear silence; dial the number, extension or feature access code you are trying to reach. 3. The call will be processed the same as if you called from your main line.

****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 270-887-0763.**

Voicemail Management

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

***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 270-887-0763.*

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"> 1. From the account portal, select the 'Personal greeting' radio button. 2. Click Choose File and select the .wav file you want to use for your busy greeting. 3. Click Apply.
To Configure No Answer Greeting	<ol style="list-style-type: none"> 1. From the account portal, select the 'Unavailable greeting' radio button. 2. Click Choose File and select the .wav file you want to use for your busy greeting. 3. Click Apply.
To Upload Alternate No Answer Greetings	<ol style="list-style-type: none"> 1. From the account portal, type a name for the Alternate No Answer greeting in the Greeting Name field. 2. Click Choose File and select the .wav file you want to use for your alternate greeting. 3. Click Apply.
To Configure Number of Rings Before Greeting.	<ol style="list-style-type: none"> 1. Select the number of rings you want the caller to hear from the 'Number of rings before greeting' dropdown. 2. Click Apply.
To Use an Alternate No Answer Greeting	<ol style="list-style-type: none"> 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. 2. Click Apply.
To Record Greetings from the Voice Portal	<ol style="list-style-type: none"> 1. From your phone, dial *62. 2. Enter your passcode when prompted. 3. Press 3 to go to the Greetings Menu. 4. Follow the prompts to listen to current greetings, record new greetings, and save your greetings. 5. Hang up the phone.

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"> 1. From the account portal, select the On radio button. 2. Check the box for the call you want sent to voicemail: <ul style="list-style-type: none"> • Send All Calls to Voicemail • Send Busy Calls to Voicemail • Send Unanswered Calls to Voicemail 3. Select where you want to receive voice messages: <ul style="list-style-type: none"> • Use unified messaging (with the option of enabling the Phone Message Waiting Indicator) • 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. 4. Select any additional options you want enabled: <ul style="list-style-type: none"> • Notify me by email of the new voice message at the email address you specify • Email a carbon copy of the voice message to the email address you specify. • Transfer on '0' to the phone number you specify. 5. Click Apply.
To Disable Voice Messaging	<ol style="list-style-type: none"> 1. From the account portal, select the Off radio button. 2. Click Apply.

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">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.2. Click Apply.

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">1. From the account portal, click Choose File and select the .wav file you want to use for your personalized name.2. Optional: Check 'Auto-login to Voice Portal when calling from my phone'.3. Click Apply.

Frequently Asked Questions

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 HES EnergyNet 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 HES EnergyNet 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 HES EnergyNet 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 HES EnergyNet Digital Voice Services too?

No. You can call anyone at any phone number using HES EnergyNet service.

What types of telephones work with your service?

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

Can I use a fax machine with HES EnergyNet service?

HES EnergyNet customers have experienced high success in placing and receiving fax transmissions, however HES EnergyNet 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 HES EnergyNet Digital Voice Services can share an Internet connection.

Can I use HES EnergyNet Digital Voice Services with my business alarm system or personal emergency response services company?

You may connect any telephone communication device to your HES EnergyNet 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 HES EnergyNet Digital Voice Services line.

How is dialing 911 using HES EnergyNet Digital Voice Services different from dialing 911 on a regular land line?

HES EnergyNet 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 HES EnergyNet sends along with your call.

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

Which VoIP codecs are currently supported by HES EnergyNet Digital Voice Services?

HES EnergyNet 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 270-887-0763, or via email at support@hesenergy.net.

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



Our customer service representatives are available 24 hours a day, 7 days a week at 270-887-0763 or via email at support@hesenergy.net to answer your questions.