



VoIP Services User Guide

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Overview of Services

This guide is about Tera-Byte's VoIP services for residential and business customers. Some services are only available to customers with Linksys PAP2-NA and RT31P2-NA devices, while others are available to all customers. If you need more information on which services are available on your line, please contact Tera-Byte at 413-1868 or 1-877-Tera-Byte, or 611 from your VoIP phone.

Service Numbers

With your VoIP phone line, there are special numbers you may dial for services from Tera-Byte or other agencies. These numbers are available to all customers except where noted. Extra charges, if any, for these numbers are also noted.

Standard Services

These are standard telephone service numbers which Tera-Byte's VoIP service supports.

211 Local information services.(\$0.75 per call)

311 When this number is called, it will read back your phone number.

411 Directory services. There is a \$1.00 charge for each use of this service.

611 Technical support, problem reports, and other assistance from Tera-Byte. This number makes it easy to contact a representative at Tera-Byte for support or questions. You may use this number 24 hours a day, 7 days a week.

911 For customers which have filled in the forms required for 911 service and qualify for 911 service, this will contact local emergency services.

Please see your service agreement regarding 911 services, fees, charges and liabilities. Not available in all areas or to all customers.

911 service on VoIP phones is different from traditional 911 service and requires you understand its limitations. 911 service may be unavailable if your power is out or you have no Internet connectivity.

Line Services and Codes

These services are available to customers which use our services for a home or business with a Linksys PAP2-NA5. All of these services are activated from your VoIP phone line by dialing the respective code. Some codes require further information (such as call forwarding), but most codes will respond with a series of tones, a voice message, or return you to a dial tone. See page 15 for a quick summary of all the service codes.

Call Forwarding

You may use the following service codes to forward your phone anywhere else in the world. All of the call forwarding activation codes require you to enter a number after dialing the service code. You will hear a modified dial tone after dialing the activation code, where you then enter the number you wish your calls to be forwarded to.

There are four types of call forwarding available:

Forward All Calls

Forward all incoming calls to another number.

Forward On No Answer

If you are not able to answer the phone in a given amount of time, the call will be forwarded to the set number. This is also known as Delayed Call Forwarding.

Forward On Busy

If your line is busy, your calls will be forwarded to another number.

Selective Call Forwarding

This feature forwards the selected callers to a new number for all future calls. This can be used to always have a certain incoming call get sent to a cell phone, for example. This service depends on Caller*ID service.

Line Services and Codes

General Call Forwarding Instructions

When activating call forwarding, you will need to enter another number to forward calls to. The process is as follows:

1. Dial the activation service code (such as *72).
2. You will hear a second dial tone, which is higher in pitch than a regular dial tone.
3. Dial the number you wish to forward calls to, just as though you were calling it yourself.
4. If the call forwarding has been successfully activated, you will hear two beeps acknowledging activation.
5. You will be returned to a dial tone.

You may use all of the types of call forwarding at the same time, so keep in mind which services are active so that they do not conflict with one another such as forwarding busy calls, then forwarding all calls, then turning off forwarding of all calls. All busy calls will still remain forwarded.

Call Forwarding All Calls

*72 Activate call forwarding to another number for all calls. When active, this feature will cause all incoming calls to be forwarded immediately to another number.

*73 Deactivate call forwarding for all calls.

Call Forwarding On Busy

*90 Forward all calls when your line is busy (if you have call waiting, your phone will be busy when two calls are in progress).

*91 Deactivate call forwarding on busy.

Line Services and Codes

Call Forwarding On No Answer

*92 Forward calls to another number when you have not answered your VoIP line. Please note that if you have voicemail, this service may go to voicemail before the call is forwarded for no answer.

*93 Deactivate forwarding on no answer.

Selective Call Forwarding

*63 When you dial *63, you will be provided with voice menus to configure this service. It will send specific callers to specific call forward numbers.

*83 Disable call forwarding enabled with *63.

Call Blocking / Do Not Disturb

If you wish to block certain numbers, or temporarily prevent your phone from ringing, you may use these services. All of these services remain active until deactivated.

Blocking the Last Caller

This will bring you to a voice menu to configure the service.

*60 Block the last caller based on their phone number.

*80 Disable the call block which has been set with *60.

Do Not Disturb

When the Do Not Disturb feature is activated, all incoming calls are immediately sent to voicemail.

*78 Enable Do Not Disturb.

*79 Disable Do Not Disturb.

Blocking Anonymous Callers

With this feature, you can refuse to accept calls from callers which do not provide Caller*ID.

*77 Block all callers which do not provide Caller*ID.

*87 Accept calls without Caller*ID.

Line Services and Codes

Caller*ID Settings

You are able to enable or disable incoming Caller*ID on your line, as well as Call Waiting Caller*ID by using these service codes. These service codes affect both incoming and outgoing Caller*ID.

Incoming Caller*ID and Call Waiting Caller*ID

Caller*ID display requires a phone which supports Caller*ID. Call Waiting Caller*ID also requires a phone which supports both Call Waiting and Caller*ID Call Waiting.

- *65 Enable incoming Caller*ID display.
- *85 Disable incoming Caller*ID display.
- *25 Enable incoming Call Waiting Caller*ID display.
- *45 Disable incoming Call Waiting Caller*ID display.

Outgoing Caller*ID

You may block your outgoing Caller*ID on all calls. When you do this, your Caller*ID will show as Unknown Name / Unknown Number to the person you are calling.

- *67 Deactivate outgoing Caller*ID on all calls.
- *82 Allow outgoing Caller*ID on all calls.

Line Services and Codes

Call Waiting

With Call Waiting, you are able to receive another phone call while you are already on the phone. The phone will beep to indicate another call. To switch to the other call, either press the Flash button on your phone, or briefly hang-up the line (approximately 0.5 to 1 second).

- *56 Enable Call Waiting on all calls.
- *57 Disable Call Waiting on all calls.
- *71 Enable Call Waiting for the next call.
- *70 Disable Call Waiting for the next call.

Miscellaneous Services

This section covers all the other services available to the PAP2-NA customers which are not covered above.

Call Return

This service will first announce the last number that called your line, and provide the option to dial the caller back. It will retry every few minutes, and when the call is connected your phone will ring.

- *69 Dial the last person who called your line.
- *89 Cancel an in-progress Call Return.

Line Services and Codes

Distinctive Ring

If you have special rings set for certain callers, this will enable or disable the special ringing.

*26 Enable Distinctive Ring for incoming calls.

*46 Disable Distinctive Ring for incoming calls.

Blind Transfers and Attended Transfers

If you have this service, you are able to transfer phone calls which you are currently on. You may either do what is called an Attended Transfer or a Blind Transfer.

An attended transfer lets you talk to the person you are transferring the call to prior to transferring them. The blind transfer will disconnect you immediately and connect the call you were on to the number you dial.

In order to transfer a call, press the Flash button on your phone, or briefly hang-up the phone (approximately 0.5 to 1 second). You will then hear a dial tone. From here, you may then do an attended or blind transfer.

For an attended transfer, simply dial the number of the person you wish to transfer to. When they pick up, you can tell them you are going to transfer a call. Then press the Flash button again. This will join all three of you into a conference. You may then hang up and the other two callers will be joined together.

For a blind transfer, dial *98 before you dial the number you wish to transfer to. It will give you another dial tone after dialing *98. Once you have entered the number you wish to transfer to, it will disconnect your call and the person you were speaking with will hear the phone ringing.

Line Services and Codes

Three-Way Calling

To connect a three-way call, the procedure is identical to Attended Transfers in the previous section, except you do not hang up after connecting both calls together. However, if you are in a conference and hang up, the two parties you are talking with be connected together.

Speed Dial

The PAP2-NA supports up to 8 speed dial entries, numbered 2 through 9. To setup or change a speed dial number, you dial *74 from your phone. You then enter a single digit from 2 to 9 for the speed dial to assign to the number. Then dial the destination number for speed dial.

To dial a number stored in speed dial, simply press the digit you assigned to the number, and then press #.

PIN Change

Some service codes require a PIN to activate or change their settings. You are able to change your PIN by dialing *319 from your phone. After dialing, follow the voice prompts to change your PIN.

With the Tera-Byte voicemail service, you are able to control a number of features of your voicemail. These features are accessed through the voicemail service itself.

Accessing Your Voicemail

There are two ways to get into your voicemail. You may either access it from your VoIP phone, or you can login to your voicemail remotely by calling your own number and waiting for voicemail to answer.

Accessing It From Your VoIP Phone

To access voicemail from your VoIP phone, dial *98. It will immediately log you into the system.

Accessing It Remotely

To access your voicemail remotely, dial your number and wait until voicemail answers. While it is playing back the greeting, you may press the * (asterisk) button to proceed to the login prompts. You will need your voicemail password to login.

Voicemail Mailbox and Password

Your voicemail mailbox is the same as your phone number (all 10 digits), and your password defaults to the last 4 digits of your number. It is highly recommended that you change the default password on your first login.

To change your password, follow these steps:

1. Dial *98
2. Press 0
3. Press 5
4. Enter your new password, followed by the # key.
5. Enter the password again, followed by the # key.
6. Your password is now changed.

Voicemail Greetings

Your mailbox has four different greetings available. They are used in different ways. To set the greetings, use the buttons listed for each greeting type. The list of buttons to press is from the main voicemail menu (*98). These greeting types are:

Unavailable Greeting

This greeting is used when you have not answered the phone. This is the most common message a caller will hear.

To change this message, log in to your voicemail, and press: 0 . 1

Busy Greeting

If you are on the phone, the caller may hear a different message indicating you are busy. If this greeting is not set, your Unavailable message will be used.

To change this greeting, press: 0 . 2

Your Name

If you have not set any other greetings, you may set your name. This name will be used in the unavailable or busy default messages.

To change your name, press: 0 . 3

Temporary Greeting

You may set a temporary greeting which will be used in place of your regular greetings. This can be used for all calls if it is set. You can then remove it to return to your regular greetings.

To set this greeting, press: 0 . 4

To change the greeting after it has been set, press: 0 . 4 . 1

To remove this greeting, press: 0 . 4 . 2

Notes:

Summary of Service Codes

Call Forwarding

All of the call forwarding features work independently of each other.

- *72 / *73 Forward All Calls Activate/Deactivate
- *90 / *91 Forward on Busy Activate/Deactivate
- *92 / *93 Forward on No Answer Activate/Deactivate
- *63 / *83 Selective Call Forwarding Activate/Deactivate

Call Blocking

- *60 / *80 Block Last Caller Activate/Deactivate
- *78 / *79 Do Not Disturb Activate/Deactivate
- *77 / *87 Block Anonymous Calls Activate/Deactivate

Caller*ID Settings

- *65 / *85 Incoming Caller*ID Enable/Disable
- *25 / *45 Incoming Call Waiting Caller*ID Enable/Disable
- *67 / *82 Block Outgoing Caller*ID on All Calls Activate/Deactivate

Call Waiting

- *56 / *57 Call Waiting on All Calls Activate/Deactivate
- *71 / *70 Call Waiting Per Call Activate/Deactivate

Miscellaneous Services

- *69 / *89 Call Return
- *26 / *46 Distinctive Ring Activate/Deactivate
- *98 Blind Transfer Code
- *74 Speed Dial Assignment



