

## HOME PHONE

# USER GUIDE



## THANK YOU

**FOR CHOOSING NORTH STATE FOR YOUR HOME PHONE NEEDS. YOU CAN NOW CALL ANYWHERE IN THE CONTINENTAL U.S. AT ANY TIME AND TALK AS LONG AS YOU LIKE FOR ONE LOW MONTHLY PRICE.**

**PLUS, YOUR NEW HOME PHONE SERVICE COMES WITH THESE MUST-HAVE FEATURES: VOICEMAIL, INSIDE WIRE PROTECTION, CALLER ID, CALL WAITING, THREE-WAY CALLING, CALL RETURN AND MORE.**

## VOICEMAIL

### Voicemail User Guide

Your First Log In

- Dial **336-888-6000**, or **\* 1** or **\* 1#** from your phone.
- When prompted, enter your 10-digit phone number.
- You will be placed directly into the Voice Portal Main Menu.
- Press **3** and enter a new 4- to 8-digit passcode at the prompt, followed by the **#** key.
- Re-enter your new 4- to 8-digit passcode at the prompt and press **#**.
- After your first log in, you can retrieve your messages from your own phone using **\* 1**.
- You can retrieve messages away from your home phone by dialing **336-888-6000**. You will be prompted to input your 10-digit phone number, followed by your passcode.
- You can interrupt the message to perform any function.

### Voice Portal Main Menu

Getting access to your personal mailbox

Press:

- 1** Access Voice Mail Box
- 3** Greetings Menu (see Greetings Menu to record name)
- 8** Change Passcode (see Change Passcode)
- 9** Exit Voice Portal
- #** Repeat Menu

### Greetings Menu

Press:

- 1** Record Name
- \*** Return to Previous Menu
- #** Repeat Menu

## Access Voicemail Box Menu

Press:

- 1 Play Messages (see Play Messages Menu that follows)
  - 2 Busy Greeting Menu (see Busy Greeting Menu that follows)
  - 3 No Answer Greeting Menu (see No Answer Greeting Menu that follows)
  - 4 Extended Away Greeting
  - 7 Delete All Messages
- \* Return to Voice Portal
  - # Repeat Menu

## Play Messages Menu

Press:

- # Save Message
  - 2 Repeat Message
  - 5 Play Message Envelope
  - 7 Delete All Messages
- \* Return to Previous Menu

## While Playing Messages

Press:

- 1 Skip backwards 3 seconds
- 2 Pause playback
- 3 Skip forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message

## Busy Greeting Menu

This is the message callers hear if you are on your phone.

Press:

- 1 Record new Busy Greeting
  - 2 Listen to current Busy Greeting
  - 3 Revert to system default Busy Greeting
- \* Return to Voice Messaging Main Menu
  - # Repeat Menu

## No Answer Greeting Menu

This is the message callers hear if you are away from your phone.

Press:

- 1 Record new No Answer Greeting
  - 2 Listen to current No Answer Greeting
  - 3 Revert to system default No Answer Greeting
- \* Return to Voice Messaging Main Menu
  - # Repeat Menu

## Extended Away Greeting Menu

Press:

- 1 Activate Extended Away Greeting
  - 2 Deactivate Extended Away Greeting
  - 3 Record new Extended Away Greeting
  - 4 Play Current Greeting
- \* Return to Previous Menu
  - # Repeat Menu

## Record Name Menu

Press:

- 1 Record new Personalized Name
  - 2 Listen to current Personalized Name
- \* Return to Previous Menu
  - # Repeat Menu

## Change Passcode

- Enter your new 4- to 8-digit passcode, followed by the # key.
- Re-enter your new 4- to 8-digit passcode, followed by the # key.

## Customize Your Voicemail with Web-Based Options

Go to [voicemail.northstate.net](http://voicemail.northstate.net). From this URL, you can access the Voicemail Portal to customize your services. Just enter your user name (your telephone number with the area code). **Your initial passcode is N3w\_l0g1n\_n0w.**

# CALLING FEATURES

## \* 66 Repeat Dialing (A pay-per-use service)

\* 86 to cancel

Use this service when you reach a busy signal and wish to be called when that party hangs up.

To use:

- When you hear a busy signal, simply depress the disconnect button for one second and release.
- Listen for the special dial tone, press \*66 and your phone will re-dial the number. If the call is still busy, hang up, and your phone will re-dial the number for 30 minutes. When the line is free, you'll hear a special ring.

## \* 72 Call Forwarding

\* 73 to cancel

You can now have your calls forwarded to a different number when you're away. With Call Forwarding, simply dial \*72 and key in the telephone number that will be accepting your calls. When you hear two short tones, Call Forwarding is in effect. To cancel, simply dial \*73.

## \* 63 Preferred Call Forwarding

This feature allows you to forward only calls from designated numbers – an important feature if you are forwarding calls to a cellular phone or long distance number.

## \* 61 Call Selector

Call Selector sets up your phone to ring differently when receiving calls from specific numbers selected by you.

## \* 69 Call Return (A pay-per-use service)

\* 89 to cancel

You can use Call Return to dial the last number that called you – whether you answered the phone or not.

### \*69 Call Return (Cont'd)

To use:

Press \*69 and follow the instructions. If the number is busy, the system will continue dialing the number for up to 30 minutes. When not busy, you will hear a special ring.

### Call Waiting

\*70 to cancel

Call Waiting keeps you from missing important calls when your line is in use. If you're already on the line, you'll hear a beep when another person calls. Press the disconnect button for one second to put the first caller on hold while answering the second call. Press the disconnect button again to put the second caller on hold and return to the first.

### Call Waiting ID

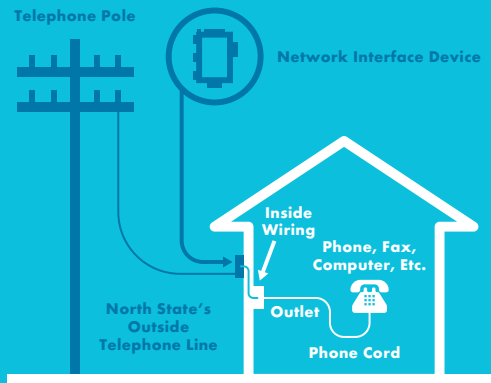
Call Waiting ID allows you to view the name and phone number of the caller when you have a Call Waiting ID Display Unit.

### Maintenance Plan

North State installers will perform no-charge service calls to repair damaged telephone lines. We will replace defective internal telephone wiring and/or outlets with new wiring and/or outlets installed to North State and FCC specifications as long as the customer is connected to North State services.

North State will not repair any customer-owned telephone equipment such as telephones or fax machines. The installation charge for initial connection or reconnection and the installation or relocation of additional telephone outlets, wall "fishing" or custom installations, and adjustment of internal controls of customer-owned equipment is not covered under the Maintenance Plan.

## NORTH STATE'S RESPONSIBILITY



## CUSTOMER'S RESPONSIBILITY

## PRIVACY

### Caller ID

With Caller ID, the name or phone number of the caller appears on a display screen. You may use a Caller ID compatible phone, which provides the numbers of the most recently received calls.

### \*77 Caller ID Anonymous Call Rejection

Anonymous Call Rejection sends blocked calls to a recording asking the caller to unblock their identity and call again.

To use:

Dial \*77 to enable

Dial \*87 to cancel

### \*67 Per Call Blocking and \*82 Unblocking

If you wish to block your number from being identified by Caller ID, dial \*67 before placing each call. If you have your number blocked for all calls and wish to temporarily remove the block, dial \*82 before each call.

### \*60 Selective Call Rejection

If you have Selective Call Rejection, you may specify telephone numbers you want to reject. The caller simply hears a recording saying you are not accepting calls at this time. You can also reject the last number that called you, even if you don't know the calling number.

To use:

- Press \*60 to hear whether the feature is ON or OFF.
- Press 3 to toggle between ON and OFF.
- To add the last caller to your list: Press #01#.
- To hear the phone numbers on your list: Press 1.
- To add a number: Press # and follow voice instructions.

### \*60 Selective Call Rejection (Cont'd)

- To remove a number: Press \* and follow instructions.
- To hear instructions again, Press 0.

### \*68 Selective Call Acceptance

If you have this feature, you will receive calls only from selected phone numbers. Other callers will hear a recorded message saying you are not accepting calls at this time. When you're ready to take all calls again, simply turn off Selective Call Acceptance.

To use:

- Press \*68 to access the service.
- Press 3 to toggle between ON and OFF.
- To add the last caller to your list: Press #01#.
- To hear the phone numbers on your list: Press 1.
- To add a number: Press # and follow voice instructions.
- To remove a number: Press \* and follow instructions.
- To hear instructions again, Press 0.



**336-886-3600**

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