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Features & Instructions Guide For Your New VoIP Services



WELCOME

This Guide provides information that you may find useful in order to use all of the features of your new telephone service. We hope you find Coast's Digital Phone Service an enjoyable experience. We are pleased to provide it to you!

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Voicemail to Email



Set up Via: Internet

1. Login to your online account.
2. Click **Profile** on the options list and locate **Voicemail to Email**
3. Enter the email address where you would like your **Voice-mail** messages forwarded and click **Save**

Note: These emails may not be accepted by your email provider. If you do not receive your new **Voicemail** messages via email, try adding **autofwd@ipvoicemail.com** to your email account contact list to unblock the email notifications. If you are still experiencing issues, you may be unable to use this feature with your existing email provider at this time.

VoiceMail Message Waiting Indicator

Receive notifications when you have received a new **Voicemail** message with **Message Waiting Indicator**. **Message Waiting Indicator** will remain on the phone until the new message has been played.

Audible MWI: Notifies you in the form of a “stutter dial tone” when a message is waiting to be retrieved.

Visual MWI: Notifies you by triggering a light and/or notice on the display of your telephone when a message is waiting to be retrieved. The **Visual MWI** requires you to have a compatible telephone.

Accessing your Phone Portal Page



In your Internet Browser type the following URL:

http://voipinternetcable.com Enter your username and password and hit enter. This will take you to your personal Phone Portal Account Page.

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Address Book

Store all of your contacts in your online **Address Book**.

Access Via: Internet

1. Login to your online account
2. Click **Address Book** on the features list
3. Wait for the **Address Book** screen to appear

To Add a Contact:

1. Click **Add Contact** and wait for a new screen to appear
2. Enter the contact's information into the data fields provided
3. Click **Save**

To View a Contact:

1. To view all contacts, click **View All**
2. To view one contact a a time or to view only contacts in a particular letter group, click on the first letter in the contact's first or last name
3. To sort view by last name, click **Last Name**
4. To sort view by first name, click **First Name**

To Delete a Contact:

1. Check the box of the contact you want to delete
2. Click **Delete**

To Edit a Contact:

1. Select the contact you want to edit
2. Click **Edit** and a data field screen will appear with the existing contact information
3. Edit the contact's information in the data fields provided
4. Click **Save**

VoiceMail Continued:

Main Voicemail Menu Options:

1. Press 1 to access your Voicemail box
2. Press 3 to record your name
3. Press 4 to change your Call Forwarding options
4. Press 6 to make a call
5. Press 8 to change your passcode
6. Press 9 to exit the voice portal
7. Press # to repeat this menu

Access Voicemail Box options:

1. Press 1 to listen to your messages
2. Press 2 to change your mailbox busy greeting
3. Press 3 to change your mailbox no answer greeting
4. Press 5 to compose and send a new message
5. Press 7 to delete all messages
6. Press * to go to the ComPilot voice portal
7. Press # to repeat this menu

Access Via: Internet

1. Login to your online account
2. The **VoiceMail** option at the bottom of the page will display your message list
3. Click on the sound icon to the right of the message and the message will play in your computer's media program (I.e. Media Player, iTunes or Quicktime Player)
4. To delete a message, click **Delete**

Three Way Calling

Chat with two people at once with **Three –Way Calling**.

Access Via: Telephone

1. While on the first call, press the **flash** button
2. Listen for a dial tone
3. Dial your other party's number
4. When you are ready to add the original caller, press the **flash** button again

Note: To add more people, follow the same steps.

VoiceMail

Whether you are on another call, not at home, or just too busy, we will send the caller to your own personal **Voicemail** inbox. You can retrieve your messages at a time that is convenient to you by phone, online account, and now via Email.

Access Via: Telephone

To Set Up:

1. Dial 9999 or *62 from your phone
2. Enter your temporary passcode 0000 and press the # key
3. You'll receive a prompt telling you the passcode has expired, and prompting you to enter a permanent passcode and press #
4. Once you've entered the permanent passcode and pressed #, you will receive another prompt asking you to re-enter it and press #
5. Follow the rest of the prompts to record your name and greetings

To Access:

1. Dial 9999 or *62 from your phone. To access from a remote location, dial your home telephone number and press * when the greeting begins to play
2. Enter your passcode and press the #key

Anonymous Call Rejection

Reject incoming callers who have blocked their identifying info.

Access Via: Telephone

To Activate:

1. Dial *77

To Deactivate:

1. Dial *87

Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Anonymous Call Rejection** under Settings
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

Call Block

Block unwanted callers.

Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Call Block**
4. In the boxes provided, enter the 10-digit number to block
5. Click **Add**
6. Click **Save**
7. To delete a number from your list, re-enter the number
8. Click **Remove**
9. Click **Save**

Note: Use your **Call Log Incoming** info to identify numbers to block.

Call Forwarding



Forward your callers to another number.

Access Via: Telephone

To Activate:

1. Dial *72
2. Enter the number, area code first, where the calls will be transferred to

To Deactivate:

1. Dial *73

Access Via: Internet

1. Login to your online account
2. Click **Settings** on the **Features** list
3. Scroll down to **Call Forwarding**
4. Turn on the **Call Forwarding** feature you would like to use and enter the phone number, area code first, where you wish to have all incoming calls transferred

Note: If your number is in a hunting arrangement, do not activate this feature. Also, the Find Me feature takes priority if both features are activated

Call Log



Review records of all your incoming and outgoing calls with your **Call Log**. **Call Log** information is updated every fifteen (15) minutes.

Access Via: Internet

1. Login to your online account
2. The **Call Log** screen will pop up showing all of your incoming and outgoing calls
3. To view your incoming calls, click **Incoming**
4. To view your outgoing calls, click **Outgoing**

Speed Dial



Enter all your frequently dialed numbers for quick and simple access with **Speed Dial**.

Access Via: Telephone

1. Listen for a dial tone
2. Dial the specific **Speed Dial** code for the number you wish to call
3. Dial # and the call will be connected

Set up Speed 8 Via: Telephone

1. Listen for a dial tone
2. Dial *74
3. Select a one-digit code (2 through 9)
4. Dial the code selected and the telephone number (Example: 03+800+555+1212)
5. Listen for two beeps to confirm your entry

Set up Speed Dial 100 Via: Telephone

1. Listen for dial tone
2. Dial *75
3. Select a code (01 through 99)
4. Dial the code selected and the telephone number (Example: 03+800+555+1212)
5. Listen for two beeps to confirm your entry

Set up Via: Internet

1. Login to your online account
2. Click **Address book** on the Features list
3. For new entries, click **Add Contact**
4. Enter contact information and then select a **Speed Dial** code from the drop down list and click **Save**
5. For an existing contact, click **Edit**
6. Select a **Speed Dial** code from the drop down list and click **Save**

Do Not Disturb



Redirect all your incoming calls to your **Voicemail** when you're busy with **Do Not Disturb**.

Access Via: Telephone

To Activate:

1. Dial *78
2. Listen for a busy signal indicating the feature is activated
3. All incoming calls will be forwarded directly to **Voicemail** unless requested otherwise

To Deactivate:

1. Dial *79
2. Listen for a busy signal indicating the feature is deactivated.
3. All incoming calls will now ring to your phone

Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Do Not Disturb**
4. To activate, click **On** and click **Save**
5. To deactivate, click **Manual Off** and click **Save**

Note: To help you remember that your **Do Not Disturb** feature is on, check the **Ring Reminder** box and every call will ring just one time.

Find Me



Forward your calls to up to five alternate locations with the Find Me feature.

Access Via: Internet

1. Login to your online account
2. Click **Find Me** on the Features list
3. Enter the sequence name(s) & number(s) in the data fields provided
4. Select **Ring Type** & click **Save**
5. To turn feature on, click **activate** & click **Save**
6. To turn feature off, click **Deactivate** & click **Save**

Call Return



Dial the last incoming caller with **Call Return**.

Access Via: Telephone

1. Dial *69
2. The number of the last incoming caller will be dialed

Note: The **Call Return** feature does not verify the number of the last incoming call. It only dials the number.

Call Waiting



Missed calls from important people are a thing of the past when you have **Call Waiting**.

Access Via: Telephone

To Answer Via Telephone:

1. A tone will sound alerting you that you have another call coming in
2. While on the call, press the **flash** button once. The first call will be placed on hold and you will be connected to the second call
3. To return to the original call, press the **flash** button again one time only. You will be able to switch back and forth between two calls by pressing the **flash** button

To Activate Permanent:

1. Dial *43

To Deactivate Permanent:

1. Dial #43

To Deactivate:

1. Dial *70
2. Enter the 10 digit telephone number. The area code must be dialed even if call is local
3. **Call Waiting** is now disabled so that any incoming calls are sent to Voicemail

Call Waiting Continued:**Access Via: Internet**

1. Login to your online account.
2. Click **Settings** on the **Features** list
3. Once the **Settings** screen appears, locate **Call Waiting** under **Settings**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

Note: *70 deactivates **Call Waiting** for one (1) outgoing call only. Once the call disconnects, your **Call Waiting** feature is reactivated automatically.

Caller ID

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

Access Via: Telephone

1. Wait two full rings when you receive an incoming call
2. Check the **Caller ID** reader for the name and number of the incoming call

Access Via: Internet

1. Login to your online account
2. Click **Settings** on the **Features** list
3. Once the **Settings** screen appears, locate **Caller ID** under **Settings**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **off**
7. Click **Save**

Caller ID Continued:***Outgoing Caller ID Deactivation Per Call***

Block your **Caller ID** information from being displayed with **Outgoing Caller ID Deactivation**.

Deactivate Outgoing Caller ID Via: Telephone

1. Dial *67
2. Enter 10 digit telephone number (area code must be dialed even if call is local)

Note: When deactivating **Outgoing Caller ID**, your number will not be displayed on the recipient's **Caller ID**. Instead, the recipient's **Caller ID** will display "**Private Number**". The star code *67 will deactivate the **Caller ID** for one outgoing call only.

Outbound Caller ID Block

Block your **Caller ID** information from displaying to called parties with **Outbound Caller ID Block**.

Access Via: Telephone**To Activate:**

1. Dial *31

To Deactivate:

1. Dial #31

To Deactivate Per Call:

1. Dial *65

Access Via: Internet

1. Login to your online account
2. Click **Settings** on the **features** list
3. Once the **Settings** screen appears, locate **Outbound Caller ID Block** under **settings**
4. To activate, click **On** and click **Save**
5. To deactivate, click **Off** and click **Save**

Note: The "**On**" option deactivates your **Caller ID** from the display for outgoing calls you make, not incoming calls to your phone.