

ACCESSLINE
home office **PHONE SERVICE**

Featuring the Linksys PAP2-T VoIP Phone Adapter



QUICK GUIDE

INTRODUCTION TO YOUR HOME OFFICE PHONE SERVICE	2
WELCOME	2
HOW TO USE YOUR HOME OFFICE PHONE SERVICE	3
<i>Answering and Placing Calls</i>	3
<i>Handling Multiple Calls</i>	3
<i>Call Transfer</i>	3
<i>Conferencing Calls</i>	4
<i>Placing a Call on Hold</i>	4
<i>Handling Unanswered Calls</i>	4
<i>Last Call Return</i>	5
<i>Managing Voicemail</i>	5

Introduction to your Home Office Phone Service

Welcome

Congratulations on purchasing the AccessLine Home Office Phone Service featuring the Linksys PAP2T VoIP Phone Adapter. This home office phone service will provide you with your phone and optional fax line and all of the features you need from a business phone service. Your calls will be placed over the Internet through your existing broadband data service.

This Quick Guide highlights the most commonly used features. For a complete list and instructions for using all available features, please refer to the Owners Manual

How to use your Home Office Phone Service

Answering and Placing Calls

Answering a ringing call on your phone

Pick up the handset or use the speaker phone

Placing a Call

You may dial 7, 10, 11-digit phone numbers or international phone numbers.

1. Pick up the handset or use the speakerphone button
2. Dial the number

Handling Multiple Calls

You can make or receive two simultaneous phone calls with AccessLine Home Office Phone Service.

Answering a second call using call waiting

If you are on a call and another call comes in to your phone you will hear a tone alerting you to the second call. To answer the call:

1. Place the first call on hold by using the Flash button on your phone or quickly depressing and releasing the phone plunger.
2. This will place your first caller on hold with hold music and connect you to the second caller
3. You may switch between calls by using Flash button again. Each time you press the Flash button you will put that party on hold and switch to the other party

Placing a second call

While on a call, you may place that call on hold and make a second call. To do so:

1. Place the first call on hold by using the Flash button on your phone or quickly depressing the phone plunger.
2. This will place your first caller on hold with hold music
3. When you hear a dial tone, you may dial any phone number.
4. You may switch between calls by using Flash button again. Each time you press the Flash button you will put that party on hold and switch to the other party

Call Transfer

You can transfer calls from your phone to another phone. You can make both supervised and unsupervised call transfers. A supervised call transfer is when you wait until the other party answers and you tell them you want to transfer a call to them. An unsupervised call transfer is when you just transfer the call without waiting to tell the other party you want to transfer a call to them.

1. Receive or place a call
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. Hang up and the two parties are connected (without tying up any of your lines)

Note- If the transfer party does not pick up the phone, touch #6 to return back to the original caller.

Conferencing Calls

Initiating a conference call

You can hold an on-the-fly conference call with up to 6 other parties. You simply make outgoing calls to add additional parties to the call. To initiate a conference:

1. Receive or place a call
2. Touch #5 to start the conference (this will place your first caller on hold)
3. At the dial tone, enter the phone number you want to add to the call
4. When that party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. To add the next party, go back to step 2 and repeat.

Note- If one of the parties does not pick up the phone, touch #6 to return to the conference call.

Placing a Call on Hold

To place a call on hold

1. While on the call press the Flash key. Your caller will hear hold music.
2. To retrieve the call, press the Flash again.

Handling Unanswered Calls

Determine how calls that go unanswered should be handled

You can choose to send calls to voicemail, another phone or multiple phones.

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Call Manager Tab.
4. Click the Unanswered Call Setup button.
5. Select how many times your home office phone will ring.
6. Select what happens if you don't answer your home office phone. You may choose from:
 - Send callers to voicemail
 - Send callers to a phone number of your choice
 - Send callers to up to 5 numbers at the same time so that you may take the call on any of the ringing phones
 - Send callers to up to 5 numbers in a specific order so that you may take the call

- on a specific ringing phone
7. Click Save to save and activate your changes.

Configuring Call Forwarding

Forward your calls to voicemail, another phone or multiple phones.

Call Forwarding routes calls straight to voicemail when you don't want to be disturbed or to different phone numbers so that your callers can reach when you are away from your home office.

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the Call Manager Tab.
4. Click the Call Forwarding button.
5. Turn Call Forwarding On.
6. Select the type of Call Forwarding you want. You may choose from:
 - Send all callers to voicemail
 - Send callers to a phone number of your choice
 - Send callers to up to 5 numbers at the same time so that you may take the call on any of the ringing phones
 - Send callers to up to 5 numbers in a specific order so that you may take the call on a specific ringing phone
7. Click Save to save and activate your changes.

Last Call Return

The Last Call Return function places a call to the person who called you last.

1. Pickup the handset or press the speaker phone button
2. At the dial tone, press *69
3. Hang up

Managing Voicemail

Your Home Office Phone Number comes equipped with a built-in voicemail box. You may access your voicemail messages from any touch-tone phone or the web.

To listen to voicemail by phone:

1. Dial your Home Office Phone Number.
2. During the first two rings, enter your PIN
3. Touch 1 to listen to messages.
4. Follow the instructions to listen to, save, delete and forward messages.

To listen to voicemail via the Web:

Home Office Phone Service Quick Guide AccessLine 10-12-09

1. Go to www.accessline.com/login.
2. Enter your Home Office Phone Number and PIN.
3. Click the voicemail button on the left of the page (if the voicemail management page is not visible).
4. Click the Play button associated with the voicemail you wish to listen to.
5. You may also forward voicemail messages via email by clicking the Forward button and filling out the on-line form.