



**HIGHLANDS  
FIBER NETWORK**

# **HFN Voice Residential User Guide**

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# Quick Reference Guide

## Star Codes

CODE	FEATURE	CODE	FEATURE
*43	Call Waiting – Enable	*78	Do Not Disturb Activation
*44	Call Waiting – Disable	*79	Do Not Disturb Deactivation
*57	Call Trace	*87	Anonymous Call Reject Disable
*58	Add Custom Caller Block w/ Message	*90	Call Forwarding Busy Menu
*59	Add Custom Caller Allow	*92	Call Forwarding No Answer Menu
*60	Add Custom Caller Block	*94	Call Forward Out of Service Menu
*63	Add Custom Caller Forward	*95	Anonymous Caller Block w/ Message
*64	All Other Callers Block	*97	Disable Anonymous Caller Block w/ Message
*65	Enable User Caller ID Next Call	*98	Enter Voicemail
*67	Disable Caller ID Next Call	0	Call Operator — <i>Additional fees apply</i>
*68	Manage Caller ID for All Calls	211	Call Public Services — <i>Information provided on non-emergency services available in the local community.</i>
*69	Call Return	411	Call Information – Additional fees apply. Use free Ad supported 1-800-FREE-411 instead.
*70	Disable User Call Waiting Next Call	611	Call HFN Voice Customer Service
*72	Call Forwarding Menu	711	Call Telecommunications Relay Service — <i>Permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities</i>
*74	All Other Callers Allow	811	Call Utility Public Services — <i>“Call before you dig”</i>
*77	Anonymous Call Reject Enable	911	Call Emergency Services — <i>Always ensure HFN Voice has your correct address.</i>

## Voicemail Guide

Voicemail can be a big part of how we communicate, and it's getting more customizable every day. Here's a few quick instructions on how to access your voicemail from either your phone or remotely and how to personalize your voicemail greeting.

### Access Your Voicemail

1. **Dial \*98** from the phone that is connected to your account.
2. **Enter your 4-digit PIN**, followed by #. (Your default PIN is 1234.)
3. **Press 1**.

#### Actions Include:

<b>Skip</b> Message — <i>Marks the voicemail as unread</i>	Press 1
<b>Save</b> Message — <i>Marks the voicemail as read</i>	Press 2
Delete Message	Press 3
<b>Repeat</b> Message	Press 9
<b>Exit</b> Menu	Press 0

### Remote Access to Voicemail

1. Dial your 10-digit phone number from a phone not connected to your account.
2. When you hear your voicemail greeting, press #.
3. Enter your 4-digit PIN, followed by #.

### Personalize Your Voicemail

1. Dial \*98 from the phone that is connected to your account.
2. Enter your 4-digit PIN, followed by #. (Your default PIN is 1234)
3. Press 8.

#### Actions Include:

<b>Change</b> your PIN	Press 1
<b>Personalize</b> your greeting	Press 2
<b>Record</b> your personal name	Press 3
<b>Set up</b> Call Forwarding	Press 5
<b>Set up</b> a Call Screening Forwarding Number	Press 6
<b>Repeat</b> personal options	Press 9
<b>Exit</b> Menu	Press 0

# Phone User Guide

## Emergency Services — 911

When someone dials 911, the call is sent to the closest PSAP (Public-Safety Answering Point) – a special 911 call center belonging to the local police, fire, and ambulance services.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for the emergency response units.

The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

When activating a number, we require an address to be associated with that number. Sometimes the address initially provided is not in a standard format: referring to a street by a nickname versus the official name, omitting the directional, the street name has changed, etc. This can cause confusion with where you are located and can delay response times for emergency services or worse.

To best serve you, we validate every address back to the MSAG.

If the address cannot be validated, we will contact you to correct it.

*Note: If an address is not validated, calls to 911 will not only be charged a fee, but those calls will add a delay to the routing process while the national call center agents ask the caller for their address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in death and legal action. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.*

**Important Note:** *If there is loss of power or internet access, your phone may be unavailable to place a 911 call.*

## Call Waiting

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone, or from your HFN Voice Online Voice Portal.

## Use Call Waiting

When Call Waiting is enabled on your phone, follow the directions below to switch between your current call and a new incoming call.

1. When notified of a second incoming call, **press and release the hook flash button** on your phone.
2. Your **first call** will be placed **on hold**, and **your second call will be active**.  
You can **switch between the two calls** by **pressing the hook flash button**.

## Temporarily Disable Call Waiting – One Call

Keep the next phone call you make from being interrupted.

1. **Lift the receiver.**
2. **Dial \*70** + the number of the party you're trying to reach.  
Call Waiting is disabled for the current call.
3. **After you hang up, Call Waiting will be active again.**

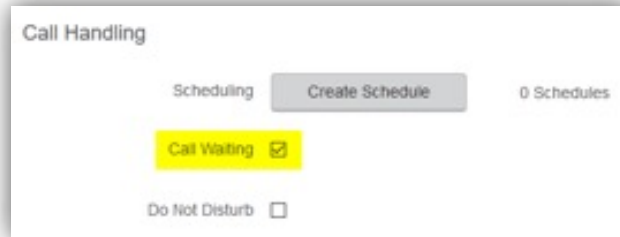
## Enable/Disable Call Waiting – All Calls

Enable or Disable Call Waiting on all future calls.

1. **Dial \*43 to enable Call Waiting** for all calls.
2. **Dial \*44 to disable Call Waiting** for all calls.

## Enable/Disable Call Waiting in the HFN Voice Online Voice Portal

**Call Waiting** can be managed on the **Call Handling** section of the **HFN Voice Online Voice Portal**.



## Caller ID for Call Waiting

You can see who is calling, even if you are already on another call. **Caller ID and Caller ID name is available if Caller ID is supported on your phone.**

## Call Return

With Call Return you can reconnect with the caller you last talked to without dialing the number.

1. **Dial \*69.**  
Your phone will now automatically redial the last inbound call.

## Three-Way Calling

Three-way calling lets you bring two parties into the same call so all may participate in the same conversation.

1. **Call the first party.**
2. **Press and release the switch hook or flash button** on your phone.  
This will put the first party on hold.
3. Listen for a second dial tone and **dial the phone number of the second party.**
4. **After the second party answers, press and release the switch hook or Flash button** to join both parties into the call.

## Call Screening

Your privacy and personal time are important. Calls from anonymous callers ringing your phone can be annoying and inconvenient. Several call screening features allow you to limit the calls you receive before they ring your phone.

## Anonymous Call Block

Block all callers who are not displaying Caller from reaching your phone number.

1. Dial \*77  
To reverse this action, dial \*87.

## Call Screening – Custom Number

If you want to prevent calls from a specific number, you can use the Custom Call Screening feature to control who can ring your phone.

1. **Dial \*60.**
2. **When prompted**, enter your **4-digit PIN**.
3. When prompted, **enter the phone number you would like to block**.  
Enter the Caller ID just as you see it, typically this includes a 1 plus the area code, i.e. 1 222 555 212.
4. Calls from the number entered will now be blocked.  
**To remove a number** from this block, **dial \*59 and follow the prompts** as outlined above.

## Set up Nomorobo – Robocall Blocking

Nomorobo identifies and actively blocks phone numbers known for making recorded calls, spam calls, and scam calls.

## Set Up Nomorobo – HFN Voice Portal Piece

1. Log into [hfnet.us/HFNVoice](https://hfnet.us/HFNVoice).
2. Go to your **Call Handling settings**.
3. Select **Sim Ring**.
4. **Enter the Nomorobo number 202 729 9229**.
5. Click [**Save**].

## National Do Not Call Register

You can reduce the number of unwanted sales calls you get by signing up for the National Do Not Call Registry. It's free. Visit [www.donotcall.gov](https://www.donotcall.gov) to register your number.

## Caller ID

When using a compatible phone, you can see the name and number of the party calling your phone. When you place a call, your name and phone number is available to people you dial. You can control when your caller ID information is sent.

## Block Caller ID per Call

To prevent your caller ID (name and number), from being displayed to the person you dial:

1. Lift the receiver.
2. **Dial \*67** + the number of the party you're trying to reach.  
Your caller ID will not be displayed to the party you called.  
Your caller ID will be displayed on future calls.

## Unblock Caller ID per Call

To allow your caller ID to be sent to the person you dial:

1. Lift the receiver.
2. Dial \*65.
3. Wait for the second dial tone.
4. Dial the number of the party you're trying to reach.  
Your caller ID will be displayed to the party you called.  
Your caller ID will not be displayed on future calls.

## Manage Caller ID for All Calls

To set your caller ID to show for all calls or to be blocked for all calls:

1. Lift the receiver.
2. Dial \*68
3. Enter your 4-digit PIN, followed by #.  
Your default PIN is 1234.

### Actions Include:

<b>Enable</b> Caller ID	Press 1
<b>Disable</b> Caller ID	Press 2
<b>Repeat</b> personal options	Press 9
<b>Exit</b> Menu	Press 0

## Call Forwarding

You can forward incoming calls from your home phone to another phone number. This service will continue to function even in the event of a power outage, Internet outage, or device failure.

### Call Forward — All Calls

Send all incoming calls to a different phone number or destination.

1. **Dial \*72.**
2. Enter your **4-digit PIN.**
3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.  
To **disable** this feature and have calls ring to your line, **dial \*72, enter your 4-digit PIN and press 2.**

### Disable Call Forward — All Calls

Disable Call Forwarding so all calls will now be sent only to your phone.

1. **Dial \*72.**
2. Enter your **4-digit PIN.**
3. **Press 2.**



## Call Forward — Busy

Have calls that come in while you're already talking to someone, or when your phone is off the hook, forwarded to another phone number.

1. **Dial \*90.**
2. Enter your **4-digit PIN.**
3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.  
To **disable** this feature and send unanswered calls to voicemail, **dial \*90, enter your 4-digit PIN, and press 2.**

## Call Forward — No Answer

Rather than have your unanswered calls go to voicemail, you can have calls forwarded to another phone number when not answered.

1. **Dial \*92.**
2. Enter your **4-digit PIN.**
3. **Press 1.**
4. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.  
To **disable** this feature and send unanswered calls to voicemail, **dial \*92, enter your 4-digit PIN, and press 2.**

## Call Forwarding — Remote Access

Unconditional call forwarding (Forward All) is also available when using a phone not connected to your account by utilizing the voicemail system.

1. **Dial your 10-digit phone number.**
2. When you hear your voicemail greeting, **press #.**
3. **Enter your 4-digit PIN, followed by #.**
4. **Press 8** for personal options.
5. **Press 5** for unconditional call forwarding.
6. **Enter the destination phone number**, starting with a 1, i.e. 1 800 555 1212.

## Other Call Forwarding Options

Other forwarding options, like Find-me/Follow-me, Simultaneous Ring, forwarding select numbers to voicemail, and many additional options are available in the HFN Voice Online Voice Portal.

## Do Not Disturb

When you are busy and don't want your phone to ring, activate Do Not Disturb.

## Enable/Disable Do Not Disturb

When enabled, this feature will send all calls directly to your voicemail box. When you are available to take calls again, simply deactivate the service and calls will once again ring your phone.

1. **Dial \*78** to enable Do Not Disturb.
2. **Dial \*79** to disable Do Not Disturb.

## Voicemail And Unified Messaging

You can have your voicemail messages delivered to an email address or listen to your voicemail messages by dialing into the voicemail system.

### Listen to Voicemail Messages

Check in on your voicemail inbox to listen to new message or review old ones.

1. **Dial \*98.**
2. Enter your **4-digit PIN.**
3. **Press 1.**

#### Actions Include:

<b>Skip</b> Message — Marks the voicemail as <b>unread</b>	Press 1
<b>Save</b> Message — Marks the voicemail as <b>read</b>	Press 2
<b>Delete</b> Message	Press 3
<b>Repeat</b> Message	Press 9
<b>Exit</b> Menu	Press 0

### Voicemail to Email

Voicemail messages can be converted to an MP3 file and sent to an email address, or list of email addresses. Voicemail to email can be setup using the HFN Voice Online Voice Portal.

1. **Navigate** to the **Voicemail page** of the **HFN Voice Online Voice Portal**.
2. **Select the voicemail box** from the list by clicking on the row.
3. **Check the Forward Voicemail to Email** box.
4. **Enter your email address** (or multiple email addresses) into the field provided.
5. Click [**Save**].

Note: Selecting the Keep a copy in voicemail box allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone and use your email to listen to voicemail messages.

### Access on Power/Connectivity Failure

In the event of a power outage, Internet outage, or device failure; people that attempt to call you will go to your voicemail. Call forwarding, sim ring, or find-me/follow-me will continue to function, and you will still be able to access your voicemail messages from another phone.

## Remote Access to Voicemail

Check your voicemail from a phone not connected to your account.

1. **Dial your phone number.**
2. **Press #.**
3. Enter your **4-digit PIN.**
4. **Press 1.**

Note: You must have a 4-digit PIN set up in order to access your voicemail remotely.

## Busy and No Answer Voicemail Greetings

You can let callers know a little more about why you did not answer the phone. You can have callers hear different greetings when you are on the phone or otherwise unable to answer.

1. **Dial \*98.**
2. Enter your **4-digit PIN.**
3. **Press 8** to navigate to **Personal Options.**
4. **Press 2** to navigate to **Personalize Greeting.**
5. **Press 2** to navigate to **Busy Greeting.**  
Or, **press 3** for **No Answer Greeting.**
6. **Record your greeting.**  
Press 3 to review your recorded greeting.  
Press 4 to erase the recorded greeting.
7. **Press 1 to Save.**

## Voicemail Message Waiting Indicator (MWI)

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

## Send Caller Directly to Voicemail

You can send callers directly to another user's voicemail without that user's phone ringing.

1. **While on an active call, press and release the switch hook or flash button** on your phone.  
This will put the first party on hold.
2. **Dial \*55 and the other user's extension.**
3. Hang up.

## Social And Public Services

The following services are available using a short code through your phone service.

### 211 — Community Services Assistance

Access to information about health and human services by dialing 211 (United States).

## Directory Assistance

Free Ad supported nationwide U.S. Directory Assistance can be reached by dialing 1-800-FREE-411.

## 611 — HFN Voice Customer Service

The Customer Service line of HFN Voice can be reached quickly by dialing 611.

## 711 — Telecommunications Relay Service

Telecommunications Relay Service (TRS) can be accessed by dialing 711 (United States and Canada).

## 811 — Local Utilities “Call Before You Dig”

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

## 911 — Emergency Services

When you dial 911, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address. The 911 operator is given a callback number and address.

Note: It is important that if you move your phone service, you keep your address up to date.

## Call Trace

You can mark a harassing or threatening phone call. You must contact a law enforcement agency about the harassing call for further action.

1. **Hang up** the harassing or threatening call.
2. **Lift the receiver** and listen for dial tone.
3. **Dial \*57.**
4. The call will be marked in your call history.

Note: **This action doesn't initiate any law enforcement or actions against the caller.** You must take additional actions to establish a case with your local law enforcement agency.

# End-User Simple Portal Guide

## Getting Started

Welcome to the HFN Voice Platform!

As part of our services we offer you access to your own online voice management portal ([hfnet.us/HFNVoice](http://hfnet.us/HFNVoice)).

It is within this portal that you can control who can contact you, how they will reach you, and even when they will reach you.

This is in addition to the star codes that allow you to control voice features right from your phone.

To obtain your login information, you will need to contact our Customer Service team at (855) 878-7464, or by dialing 611 from your HFN Voice phone.

## Logging Into The HFN Voice Online Voice Portal

To log into the HFN Voice Online Voice Portal, you will need to have your username and password.

### First-Time Login

1. Go to [hfnet.us/HFNVoice](http://hfnet.us/HFNVoice).
2. Enter your username (10-digit phone number).
3. Enter the temporary password.
4. Click the [Sign In] button.  
There is the optional choice to have your username be remembered.
5. When prompted, create a new password.

Your password must have:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

### Future Logins

1. Go to [hfnet.us/HFNVoice](http://hfnet.us/HFNVoice).
2. Enter your username (10-digit phone number).
3. Enter the password you created.
4. Click the [Sign In] button.

Note: For information on changing your password, see “Reset Your HFN Voice Online Voice Portal Password”.

The top screenshot displays the login interface for the HFN Voice portal. It features the logo 'hfnVoice highlands fiber network' at the top. Below the logo are two input fields: 'Username' (with a placeholder 'Username/Email address') and 'Password'. A checkbox labeled 'Remember Username' is positioned below the password field. A 'Sign In' button is located at the bottom right of the form.

The bottom screenshot shows the password reset interface. It also features the 'hfnVoice highlands fiber network' logo. There are two input fields: 'New Password' and 'Confirm Password'. A 'Confirm' button is at the bottom right. A notification box in the top right corner states 'You must change your password.' Below the input fields, there is a small text block: 'Your password has expired and must be changed. Your password must contain 2 of the following: special characters, numbers, upper case letters, or lower case letters.'

# The HFN Voice Online Voice Portal

Within the HFN Voice Online Voice Portal, there are three sections: **Dashboard**, **Voicemail**, and **Call History**.

## Dashboard

From the Dashboard menu view the telephone number, the E911 address associated with the telephone number, the caller ID name (CNAM), and device information: MAC address, device type, and device registration status.

Note: If the E911 address is NOT correct, contact Customer Service right away.

Below this information section, there are four other sections for general settings:

- Call Screening
- Call Handling
- Calling Plans
- History



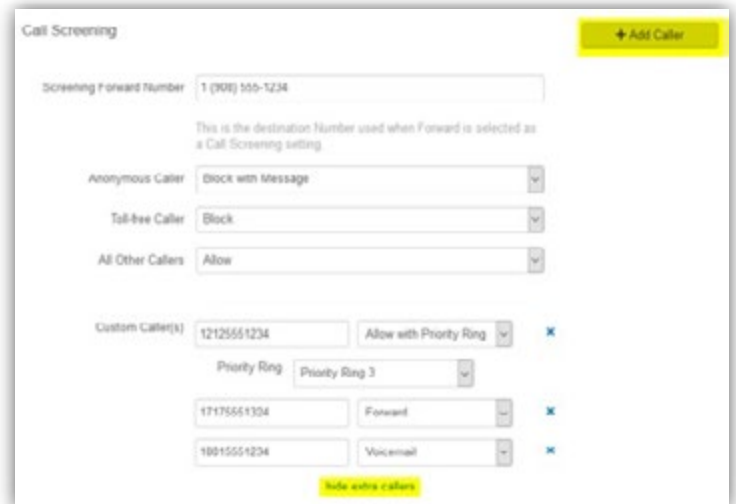
## Call Screening

You can control how calls from anonymous numbers, toll-free numbers, and other callers (including specific phone numbers) are handled by our system.

Note: Specific telephone numbers can be added to the list by selecting the [+ Add a Caller] button. If there are more than two custom callers (specific phone numbers), they can be hidden.

### Actions Include:

- Allow — Call will ring through and follow the call handling settings setup.
- Allow with Priority Ring — There is the standard ring and then 7 other ring patterns to choose from.
- Block — Call will be disconnected.
- Block with Message — Before the call is disconnected, the caller will hear a message play indicating the call is being rejected.
- Forward — If you choose to forward calls from caller, you must choose the number those calls are forwarded to in the Screening Forward Number field.
- Voicemail — Caller will be sent to your voicemail.

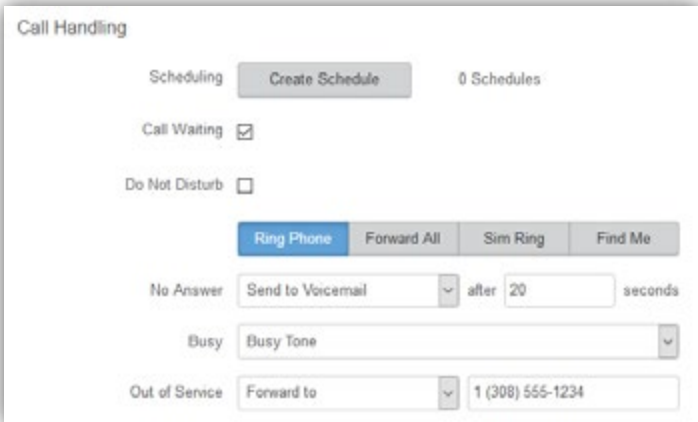


## Call Handling

Within this section, a schedule can be created and other actions setup for when you get a call. If the call is not answered, the call can be sent to voicemail, forwarded to another number, or given a busy tone.

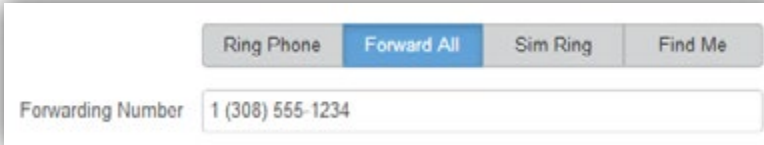
### Actions Include:

- Scheduling — Create one or more schedules to dictate different behaviors based on the date/time the call comes in.
  - See “Create a Schedule” for more information on creating these.
- Call Waiting — Checking this box will allow a second call to ring through while you are already on the phone.
- Do Not Disturb — Checking this box will stop the phone from ringing and follow the call flow set for when a call is not answered (usually directing it to voicemail).
- Ring Phone — This will ring the phone associated with the account.



There are 3 ways the call could not be answered:

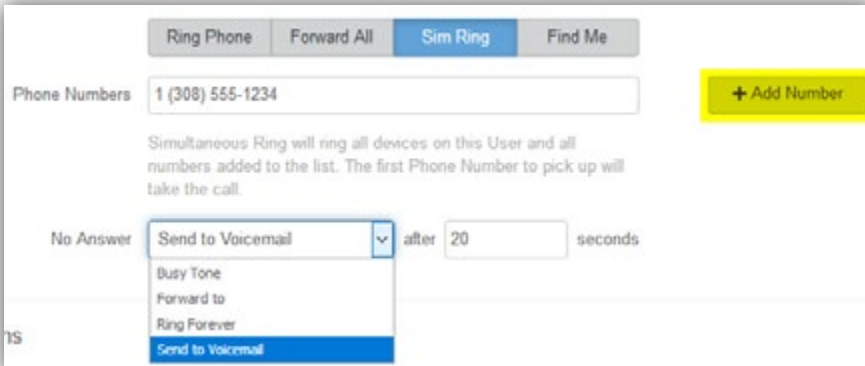
- The call is unanswered after a set number of seconds.
- The device is busy (already in use and Call Waiting is enabled) so couldn't take the call.
- The device is out of service (device lost power and is not showing as an active device).
- Forward All — Allows you to choose an alternate phone number to which all calls will be sent.



- Sim Ring — Simultaneous Ring (Sim Ring) will ring all numbers added to the list. The first phone number to pick up will take the call.

Note: Use the [+Add Number] button to add more phone numbers.

- A time limit can be given for how long the numbers receive the call or the call can ring forever.
- If a time limit is given, the No Answer options to choose from are Busy Tone, Forward to, and Send to Voicemail.





- Find Me
  - Find Me Follow Me will ring each destination sequentially.
  - If the call isn't answered by any of the destinations, the call will be sent to the Timeout Action (Busy Tone or Send to Voicemail).
  - The order for the different destinations can be changed using the carrots (highlighted in yellow below).
  - Use the [+Add Destination] button to add more destinations (up to 4 total destinations).

## Calling Plans

The calling plan(s) that have been assigned to your account, which will dictate where you are allowed to call.

Note: For changes to permitted calling areas, please contact Customer Service.

Calling Plan	Total Minutes	Minutes Used	
Basic Plan	150	0	<a href="#">Edit</a>

## History

For everything from finding how many incoming calls were missed to knowing how long a specific call lasted and what it will cost you, your account's Call History is here for you.

History
Last Call 1 (573) → 1 (573) (24 seconds) Nov 12, 2018 1:19 PM

## Voicemail

The Voicemail menu shows you the voicemail box you have setup along with granting you access to the voicemail features: voicemail to email and visual voicemail.

Note: To access the voicemail features, select the Edit link.

Name	Owners	Voicemails (New/Total)	
Simple Test	Simple1 Test1	3/3	<a href="#">Edit</a>

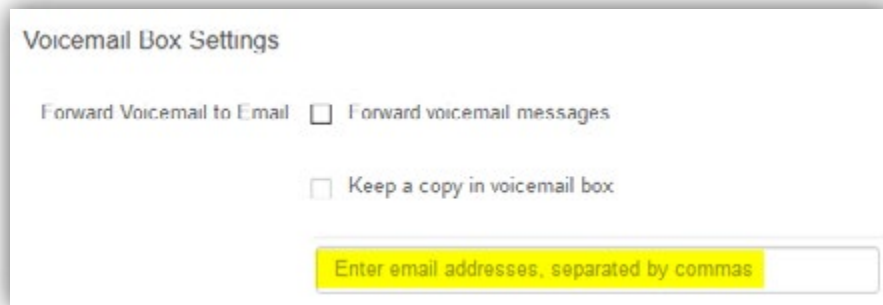
## Voicemail Box Settings

Messages left on your voicemail box can be sent as an MP3 file to one or more email addresses.

You have the option to keep the voicemail in the voicemail box.

Allows you to choose to listen to the message on your phone or via an MP3 file.

If a copy is kept in the voicemail box, the message waiting indicator on your phone will stay on until the voicemail is listened to from the phone or saved/deleted from the visual voicemail box.

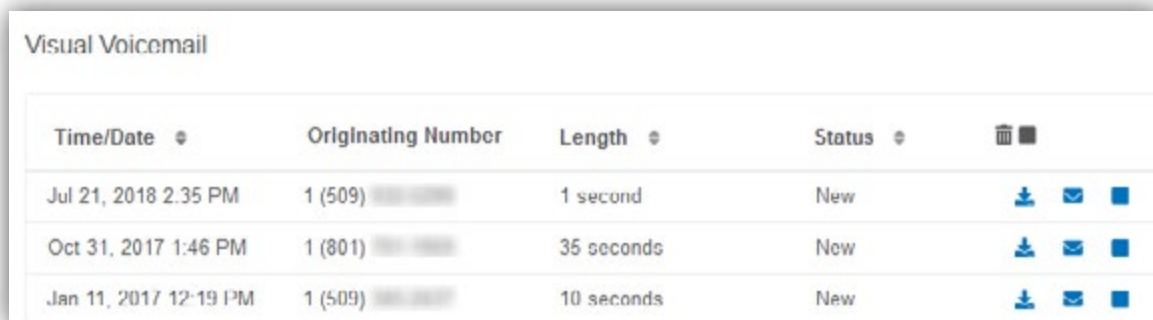


The screenshot shows the 'Voicemail Box Settings' interface. It includes two checkboxes: 'Forward Voicemail to Email' with a sub-label 'Forward voicemail messages' and 'Keep a copy in voicemail box'. Below these is a text input field with a yellow highlight and the placeholder text 'Enter email addresses, separated by commas'.

## Visual Voicemail

Shows a timestamp for messages left within the voicemail box, what number left the message, how long the call was, and the status of the message (New or Saved).

- Messages can be sorted by **Time/Date**, **Length**, or **Status**.
- **To listen** to the message from here, **click the Download icon**.
- All, multiple, or individual voicemails can be selected to be deleted or saved.
  - **Check the box** next to the voicemail message and **click the Trashcan icon** to **delete** a message.
  - **Click the Envelope icon** to **save** a message.

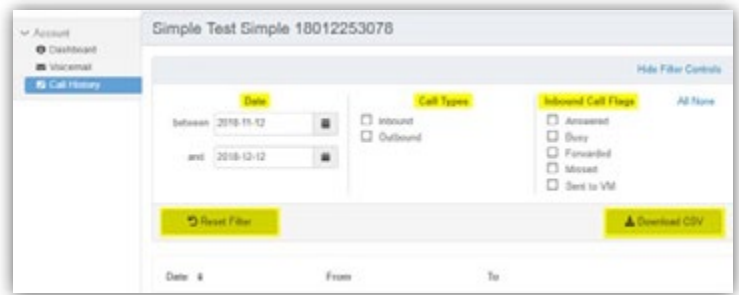


The screenshot shows the 'Visual Voicemail' interface with a table of messages. The table has columns for Time/Date, Originating Number, Length, Status, and action icons (checkbox, download, envelope, trash).

Time/Date	Originating Number	Length	Status	
Jul 21, 2018 2:35 PM	1 (509) [REDACTED]	1 second	New	<input type="checkbox"/>
Oct 31, 2017 1:46 PM	1 (801) [REDACTED]	35 seconds	New	<input type="checkbox"/>
Jan 11, 2017 12:19 PM	1 (509) [REDACTED]	10 seconds	New	<input type="checkbox"/>

## Call History

The Call History menu will display all call records. View call records for the current month or search for a specific date range, type of call, and/or specific inbound call flags. This allows you to see the pattern of the calls. What calls are being missed, how many are sent to voicemail, etc. Once the parameters are set, results will be displayed below and can be downloaded into a CSV.



Note: The [Reset Filter] button will remove any parameters set, allowing all calls to be displayed.

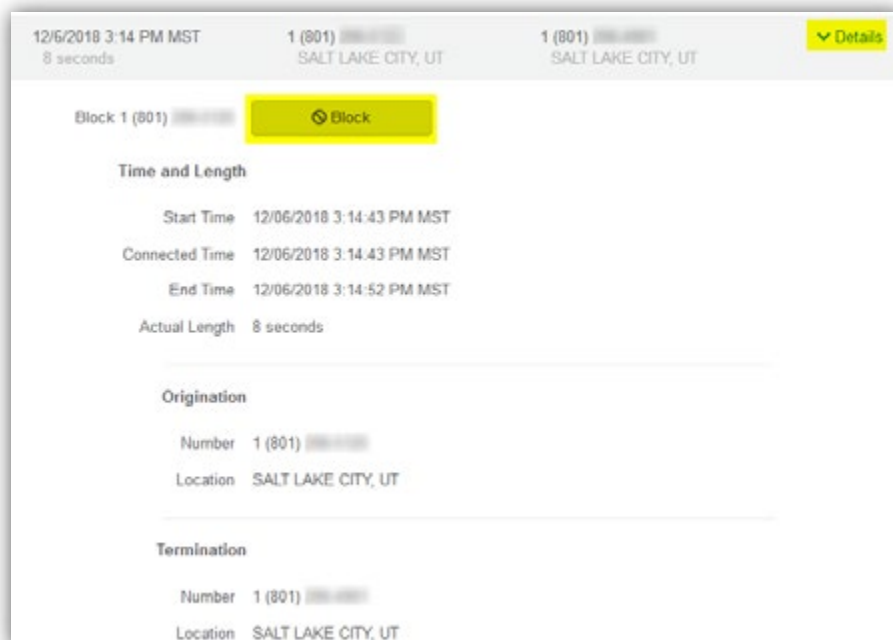
All calls will be presented in chronological order with the most recent call at the top of the list.

Date	From	To	
12/6/2018 3:14 PM MST 8 seconds	1 (801) [REDACTED] SALT LAKE CITY, UT	1 (801) [REDACTED] SALT LAKE CITY, UT	Details
11/26/2018 4:14 PM MST 8 seconds	1 (801) [REDACTED] PROVO-OREM, UT	1 (801) [REDACTED] PROVO-OREM, UT	Details
11/16/2018 10:56 AM MST 11 seconds	1 (385) [REDACTED] OGDEN-CLEARFIELD, UT	1 (801) [REDACTED] SALT LAKE CITY, UT	Details

Click a call record's Details link to access additional information about the call:

- Time
- Length
- The number that made the call and where it came from
- The number that received the call and where it's located

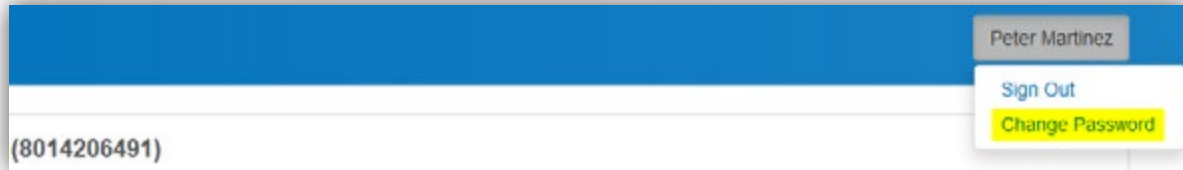
Click the [Block] button, also under a call's Details, to quickly add the origination number to your blocked callers list.



## Reset Your HFN Voice Online Voice Portal Password

If you ever need to reset your portal password, the steps are simple.

1. Click your name in the top-right area of the screen.
2. Click [Change Password].



3. Enter your current password in the field provided.
4. Enter your new password in the field provided.
5. Confirm your new password in the field provided.  
Your password must be at least 6 characters in length and contain 2 of the following:
  - A special character
  - A number
  - An upper-case letter
  - A lower-case letter
6. Click [Confirm].

Changing Password for 18012253078

Password

New Password

Confirm Password

New Password must be at least 6 characters in length and contain 2 of the following: special character, number, upper case letter, or lower case letter

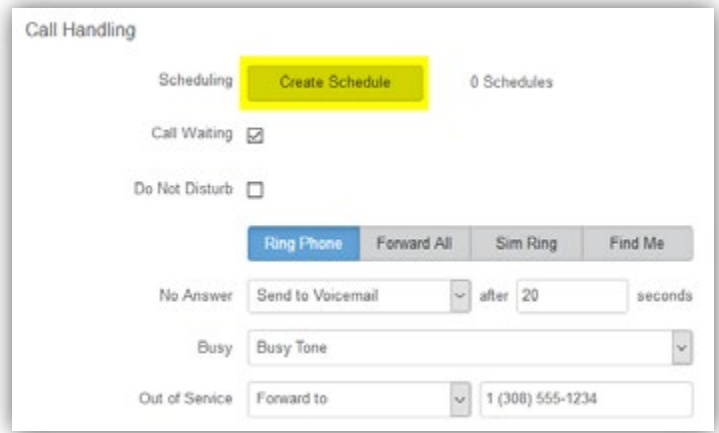
Cancel Confirm

## Create a Schedule

Within the scheduler, the call handling options will be the same as what's in the main call handling section: Ring Phone, Forward All, Sim Ring, and Find Me (see Call Handling for information on those features).

Note: The main call handling options will take effect OUTSIDE of the scheduled hours.

1. Navigate to **Call Handling**.
2. Click the [**Create Schedule**] button.
  - If there are already schedules on the account, the button will read [**Manage Schedule**].
3. Click the [**+Add Schedule**] button.
4. Enter a **Schedule Name** for the new schedule.
5. Enter the details to edit its settings, time blocks, and how incoming calls at that time will be handled.
  - See the Set Up Call Screening directions for more options.
6. Click the [**Confirm**] button.
7. Click the [**Save**] button.



Call Handling

Scheduling **Create Schedule** 0 Schedules

Call Waiting

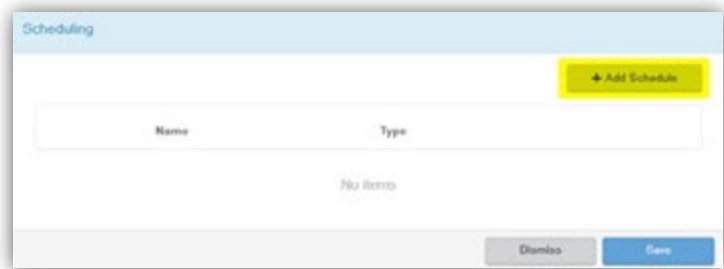
Do Not Disturb

**Ring Phone** Forward All Sim Ring Find Me

No Answer Send to Voicemail after 20 seconds

Busy Busy Tone

Out of Service Forward to 1 (300) 555-1234



Scheduling

**+ Add Schedule**

Name	Type
No items	

Dismiss Save



Scheduling

**+ Add Schedule**

Name	Type
	Weekly

Schedule Name

Custom Weekly

Sun Start Time End Time

Mon Start Time End Time

Tue Start Time End Time

Wed Start Time End Time

Thu Start Time End Time

Fri Start Time End Time

Sat Start Time End Time

**Call Handling**

Call Waiting

Do Not Disturb

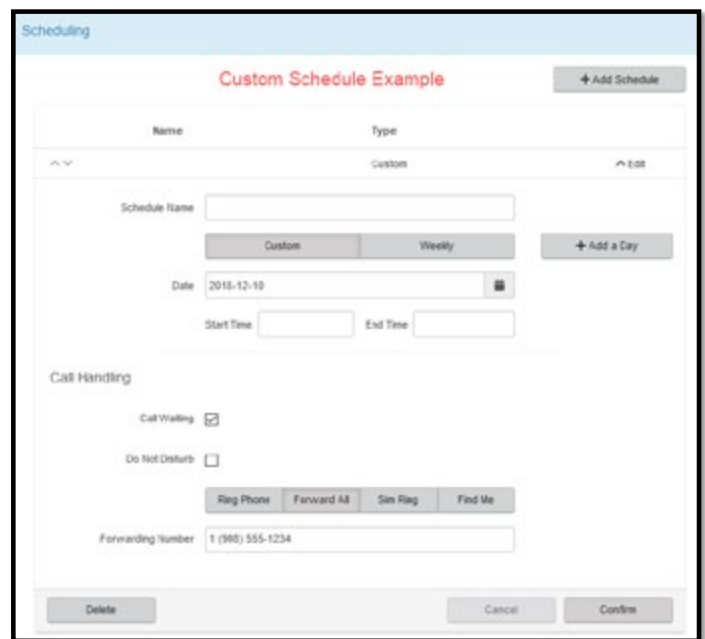
**Ring Phone** Forward All Sim Ring Find Me

No Answer Send to Voicemail after 29 seconds

Busy Send to Voicemail

Out of Service Send to Voicemail

Delete Cancel Confirm



Scheduling

**Custom Schedule Example** **+ Add Schedule**

Name	Type
	Custom

Schedule Name

Custom Weekly **+ Add a Day**

Date 2018-12-19

Start Time End Time

**Call Handling**

Call Waiting

Do Not Disturb

**Ring Phone** Forward All Sim Ring Find Me

Forwarding Number 1 (980) 555-1234

Delete Cancel Confirm