

# Genext Voice™ | User Manual

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## I. Introduction

This User Manual provides an introduction to your new Genext Voice Service. It is designed to provide you with information about your phone features, the advanced features available, troubleshooting tips and frequently asked questions.

If you do not find the information you are searching for, please contact customer service at 509.884.7791, 509.761.7791, toll-free 1.866.588.6329 or email support@genext.net.

## II. Genext Voice Features

### **VOICEMAIL**

#### About Voicemail

Genext Voice Service offers personalized voicemail that allows callers to leave messages on your phone. You can record your own outgoing message, so that when you miss a call or are on the other line with another party, callers will hear your greeting and have the option to leave a message.

#### Accessing Your Voicemail

To access your voicemail from your Genext phone, dial '123'. You will be prompted for a **password**, which by **default is '12345'**. *We strongly recommend changing your password.*

To access your voicemail from an outside line, dial your ten-digit phone number. When your voicemail picks up, dial '\*'. Enter your password and follow the prompts to listen to your messages.

A copy of the voicemail message will also be sent to the email address we have on file. It will have a .Wav file attached which can be listened to by double clicking on the Icon.

#### Resetting Your Voicemail Password

To reset your voicemail password, access your voicemail as if you were checking your messages. At the voicemail menu, press '0'. From here, just follow the prompts or dial "5" to change the password.

NOTE: Your voicemail password must be at least 6 characters.

#### Changing Your Voicemail Greeting

Access your voicemail, as if you were checking your messages. At the voicemail menu, press '0'. From here, just follow the prompts to record your new Unavailable and Busy messages.

NOTE: You can also record a Temporary message. This is frequently used if you want to set a voicemail notification informing callers you are on vacation. If you have a temporary greeting recorded, it will override all other greetings you have recorded until it is removed.

## Voicemail As Email Attachments

You should automatically receive voicemail via email. If you have not set up this option and would like to, call Genext and let us know you are interested in this feature. We will ask you for the email address to which you want your voicemail notifications sent.

If you choose to have your voicemail sent to you as an email attachment, you will receive a copy of each of your voicemail messages as an attached .WAV file (GSM-Compressed) that you can play through your computer.

The attachment you receive is a copy of your new voicemail message. When you listen to your voicemail as an email attachment through your computer, the same message will still show up as new when you access your voicemail through your phone.

## Voicemail Command Guide

### **[1] Go to new message(s)**

- 4: Play the PREVIOUS message
- 3: Advanced Options
  - 1: Send a REPLY
  - 2: HEAR message envelope (time/date/sender)
  - \*: Return to the MAIN MENU
- 5: REPEAT current message
- 6: PLAY the next message
- 7: DELETE/UNDELETE current message
- 8: FORWARD message to another user
- 1: PREPEND message before sending
- 2: FORWARD without prepending
- \*: Return to the MAIN MENU
- 9: SAVE the message
  - 0: in NEW messages
  - 1: in OLD messages
  - 2: in WORK messages
  - 3: in FAMILY messages
  - 4: in FRIENDS messages
  - \*: Help
  - #: Exit

### **[2] To change folders**

- 0: to NEW messages
- 1: to OLD messages
- 2: to WORK messages
- 3: to FAMILY messages
- 4: to FRIENDS messages
- #: to CANCEL

### **[3] Advanced options**

#### **[0] Mailbox options**

- 1: to record UNAVAILABLE message
- 2: to record a BUSY message
- 3: to record NAME
- 4: to record a TEMPORARY greeting
- 5: to CHANGE your PASSWORD
- \*: Return to the MAIN MENU

#### **[#] Exit voicemail**

## CALLER ID

### About Caller ID

The Caller ID feature allows you to identify the party calling you, so you may choose which calls you wish to accept. The Genext Voice Caller ID feature lets you see the names and telephone numbers of incoming calls on a small display unit or display phone, and provides a convenient way to manage and track your incoming calls.

### Usage Notes

- Genext Voice Caller ID works in conjunction with a Caller ID enabled device.
- Some phone numbers displayed cannot be called back because the originating numbers either do not accept incoming calls or are the main telephone numbers and not the extension of the person calling you.
- If a caller is using Caller ID Blocking, the caller's number will appear on your Caller ID display screen as "No Data," "Anonymous," "Blocked," "Private," or "P."
- If a caller is in an area that does not have Caller ID technology or the call is routed through machinery that is not equipped with Caller ID technology, a message reading "Out of Area" will appear on your Caller ID display screen.

## CALL WAITING

### About Call Waiting

Genext Call Waiting ensures that important calls are able to get through to you, even when you are on the line. A short tone alerts you when the second call is coming in and displays the incoming telephone number on your Caller ID display. You have the choice to accept the call or not.

### How To Use Call Waiting

If you are on the phone and someone else tries to call you, you will hear a beeping tone. This is your Call Waiting indicator.

If you would like to put the first call on hold and see who's trying to call you, just press the flash button on your handset. This puts the first call on hold and allows you to speak to the other person.

When you are ready to resume your first conversation, just press the flash button again. This brings you back to the first call.

## Disabling/Re-Enable Call Waiting

You can always choose not to use call waiting, if you prefer. To **disable call waiting, dial \*70**. With call waiting disabled, anyone that calls you while you are on the phone will hear a busy signal.

To **re-enable call waiting, dial \*71**.

## **3-WAY CALLING**

### About 3-Way Calling

Conversations often involve three parties. Genext Voice's 3-Way calling feature allows you to join two other parties to your line and eliminate the need to make multiple calls to relay the same information.

### How To Use 3-Way Calling

Dial the first party as you would with any other call.

Once you have established a connection, press the flash button or the switch hook on your phone. When you get a dial tone, dial the second party.

Once you are connected to the second party, press the flash button or switch hook again. This will bring back the first party, allowing the three of you to talk to each other.

### 3-Way Calling Internationally

When you make a three way call, each of the calls you place will be billed as a separate call. If you include an International number in your three way call, you will be billed the International rate for that number.

## **CALL FORWARDING**

### About Call Forwarding

Genext Voice Call Forwarding allows you to answer all of your incoming Genext phone calls when you are on the go. You can send your incoming calls to another phone number of choice such as a cell phone or your office.

### How To Forward Calls

To activate your Call Forwarding feature, call Genext and let us know the ten-digit number you would like to get your calls forwarded, to your cell phone, work number or a friend's house.

## CALL RETURN

### About Call Return

Did you miss your last incoming call? Just pick up the phone and dial the Call Return code. Genext Voice Call Return will tell you who called you last, regardless of the condition your phone was in during the missed call -- busy, idle, answered, or unanswered. You will then have the option to connect immediately to that number.

### How To Call Return

The unique technology for this feature is currently in development. The Call Return feature will be ready to work with your Genext Voice Service in the coming months. Please contact Genext for more information.

## **III. Genext Voice Advanced Features**

### **ADD ADDITIONAL LINES**

Your Genext purchased ATA supports two separate phone lines. If you would like to sign up for another line, call Genext customer service and request to add a second phone number. The Genext customer service representative will take you through a sign up process similar to when you first signed up with us, where you will be asked to select the area where you want a phone number.

Once we provision your account with that new number, your Line2 port on your ATA will be active with this new number.

### **CHOOSE YOUR AREA CODE**

We currently offer phone numbers with local area codes for 46 states within the U.S., but you can have service with us no matter where you are. Call Genext for local number availability.

### **VIRTUAL NUMBERS**

A virtual number is a number that will ring to your main phone number. Getting virtual numbers in different area codes is a good way of letting friends and family in those different areas call you without dialing a long distance number. Since a virtual number just points to your main phone number, outbound calls will always come from your main phone number.

You can add as many virtual numbers to your account as you would like. Adding virtual numbers that ring to your main phone number is an inexpensive way to have many phone numbers in multiple areas. Each virtual number is \$4.99 /mo, plus an activation fee of \$9.99.

## TOLL-FREE NUMBERS

Genext offers an inexpensive way to have a toll-free service for your home or business. Adding a toll-free number to your existing plan costs \$4.99 /mo, plus a \$9.99 activation fee. A toll-free line includes 100 incoming minutes per month, and each additional minute costs \$0.05.

## EMAILED VOICE ALERTS

You can choose to receive a copy of each voicemail message you get as an email attachment. If you choose to have your voicemail sent to you as an email attachment, you will receive a copy of each of your voicemail messages as an attached .WAV file (GSM-Compressed) that you can play through your computer.

The attachment is a copy of your new message. When you listen to your voicemail as an email attachment through your computer, the same message will show up as new when you access your voicemail through your phone.

## NUMBER PORTABILITY

### Porting Your Old Number

You should have already ported your old phone number to your new Genext Voice Service. If not, we can port your number for you. Please call Genext and fill out a Letter of Authorization, and provide us with a copy of your most recent bill with your previous provider. If you do not have a paper bill from your previous provider, just print off a copy of an electronic invoice. As long as it has your current billing address information, you can fax or bring that in to us in place of a standard paper bill. This will initiate the transfer of your existing phone number.

A number transfer typically takes 15 to 20 business days to complete. You will need to remain active with your current phone service provider until your number is transferred to our service, in order to hold the number you want to transfer to our service.

It is important that you keep both your old account and your Genext Voice account active until your number transfer is complete. If you cancel your old account before your number ports to us, we will not be able to transfer that number to us and you will lose that phone number.

### Porting Toll-Free Numbers

Genext Voice Service can also port your toll-free numbers. As with any number transfer, all we need is a signed LOA and a copy of your most recent phone bill for that number, displaying the phone number, your name and address. Porting of a toll-free number to our service may take a bit longer than a standard number port.

## IV. Troubleshooting Your Genext Voice Service

### No Dial Tone On Your Phone

If you do not hear a dial tone, first check all of your cables to make sure nothing is loose. Examine all the cables to ensure they are snugly in place and that the power is on at the electrical outlet.

If this does not resolve the problem, make sure you aren't having any problems with your Internet connection. Try rebooting your ATA, by unplugging the power for 30 seconds, and then plugging it back into your device.

If you are still unable to resolve the issue, call Genext for technical support.

### Problems Entering Touch Pad Information

If you are experiencing problems entering touch pad information such as an access code, password or other keypad numbers, referred to as DTMF tone, the problem may be caused by the compression that is used on the VoIP service if you are using the bandwidth saver. By removing the bandwidth saver, it removes the extra compression and allows you to successfully enter their DTMF tone.

### Problems Playing Voicemail Messages Online

Make sure the media player you are using is the latest version available. Older versions can sometimes cause problems with message playback online. There are a number of common, free media players you can download that will allow you to listen to your messages online.

### Calls Are Automatically Going to Voicemail

This usually means your phone is not registering with our servers. When it's not registering calls in this case, the call will skip the "dial my device" step of your call treatment (since it cannot complete this step) and will go straight to the next step. This is usually set to go to voicemail (by default).

You should check all of your cables to make sure nothing is loose. Also make sure that you aren't having any problems with your Internet connection. Try rebooting your ATA, by unplugging the power for 30 seconds, and then plugging it back into your device.

## V. Frequently Asked Questions

### 1. What is the difference between a virtual number and a second line?

A virtual number is a phone number that rings on your main phone number. You can get inbound calls on this number, but outbound calls will always be from your main phone number.

A second line is just that--a line that is completely separate from your main phone number. You can select a phone number for your second line in any area where we currently have local numbers. Like a virtual number, it can provide a way for people in other area codes to call you locally. However unlike a virtual number, you can also make outbound calls from this number.

### 2. How do I check my voicemail from a cell phone?

To listen to your voicemail remotely, just call your ten-digit telephone number. When your voicemail picks up, dial '\*'. You should be prompted to enter your password. You may then listen to your voicemail as you normally would.

### 3. Can I receive collect calls on your service?

No, collect calls are not allowed to connect to your Genext Voice Service.

### 4. Can I call 900 numbers on your service?

No, all calls to 900 numbers from our Service are blocked.

### 5. Do I need to dial the area code to call a local number?

As long as the number you are dialing is in the same area code as the area code you have entered as your "Local Dialing Prefix", you do not need to dial the area code. Just dial the seven-digit number.

### 6. Do I have to keep my computer on at all times? In other words, can I make outgoing and receive incoming calls even though the computer is off?

Your computer does not need to be left on to be able to use our service. You need only have our phone adapter connected to your Internet connection in order to make and receive calls.

### 7. How does Directory Assistance work?

You can call Directory Assistance (411) as normal using your Genext Voice Service. A standard fee of a \$1.50 per call will be charged to your account.

### 8. How do I get listed in the White Pages?

If you ported your old number when switching to Genext and selected to remain in your previous phone company's directory at the time of porting, you will continue to be listed in the white pages.

If you opted for a new number when signing up with Genext, you will need to contact the specific Directory you would like to be listed.

9. If my Internet connection goes down, can I forward my calls to another number until it is fixed?

This is what your Network Unavailability number is for. You can set your Network Unavailability number by calling Genext customer service. Simply tell us the number you want to "forward" in the event you experience problems with your Internet connection.

10. Does Genext Voice Service support faxing?

Due to difficulties inherent in faxing technology today, it is not 100% reliable. Because of this, we do not recommend that our service be used as a primary fax line at this time.



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## VI. Glossary

**ATA (Analog Telephone Adapter)** - The hardware device that connects a standard telephone to high-speed modem to facilitate VoIP calls over the Internet.

**Bandwidth** - The amount of information or data that can be sent over a network connection in a given period of time. For networks, bandwidth is usually expressed in bits per second (bps).

**Bandwidth Saver** - The bandwidth saver allows you to change the amount of upstream bandwidth that each call on your Internet phone uses. It gives you the option of changing your call quality a little to save bandwidth.

When your Bandwidth Saver is off (this is the default setting), your phone uses about 90 Kbps per call. Turning the Bandwidth Saver option on will bring your bandwidth usage down to around 30 Kbps per call.

**Broadband** - Broadband is high-speed Internet access that you get through a cable or DSL modem. It has a continuous connection to the Internet at much faster speeds than dial-up. With Genext Voice Service, high-speed broadband connection is needed.

**CAT5e** - Short for Category 5 enhanced cabling. A commonly available and standardized cable that has four twisted copper pairs designed for high signal integrity. This type of cable is often used in structured cabling for computer networks, although they are also used to carry many other signals such as Voice Service.

**DTMF (Dual Tone Multi-Frequency)** - DTMF tones are the tones you hear when you press a key on a telephone keypad.

**Modem** - A piece of hardware that lets a computer talk to another computer over a phone line.

**Network Unavailability Number** - A network unavailability number is a phone number that your inbound calls can forward to if your Internet service is disrupted. This will prevent you from missing calls. Once your Internet service is restored, you will receive calls on your Internet phone as normal.

Please call Genext if you wish to set up your network unavailability number.

Note: If you have call forwarding set to IMMEDIATELY forward your calls to a different number (your phone is set to ring for '0' seconds), calls will go to this call forwarding number instead of your network unavailability number.

**Router** - A piece of hardware that routes data from a local area network (LAN) to a phone line. It connects multiple networks together and forwards packets (of data) between them.

**VoIP (Voice Over Internet Protocol)** - The technology used to transmit voice conversations over a data network using the Internet.

**WAV file** - Short for Waveform audio format is a Microsoft and IBM audio file format standard for storing audio on PCs.