

## CALLER ID & CALLER NAME DELIVERY

Incoming calls will include the incoming caller ID and caller name, if provided by the network & phone supports this feature.

## CALL WAITING

Receive a new call while on an existing call. To answer the call waiting call, either press the Flash key, or press the hookswitch and release it after a ½ second. Original caller will be placed on hold and you will connect with the new caller. (Caller ID/name will appear during call waiting if your phone supports this feature.)

## CALL HOLD

Place a caller on hold temporarily. Either press the Flash key, or press the hookswitch and release it after a ½ second. You will hear a dial tone from your phone, but it's not necessary to dial anything. To take off hold, either press the Flash key again, or press the hookswitch and release it after a ½ second.

## 3-WAY CALLING

To place a 3-way call, either answer an incoming call or place an outgoing call. Once answered, put the 1st call on hold by either pressing the Flash key, or pressing the hookswitch and release it after a ½ second. You will hear a dial tone from your phone. Enter the destination number for the next caller. Wait until the person answers. Either press the Flash key, or press the hookswitch and release it after a ½ second to join everyone together. To end the 3-Way call, simply hang up. If any of the callers hangs up first, you will remain joined to the other user.

## CALL RETURN

To return a call to the last person that called you, simply dial \*69. The last person that called you will be called back.

## LAST NUMBER REDIAL

Redial the last call you placed by dialing \*66.

## ANONYMOUS CALL REJECTION

To reject anonymous calls, dial \*77. To re-enable, dial \*87.

## CALLING LINE ID DELIVERY BLOCKING

To block sending your caller ID call-by-call, dial \*67 followed by the number you are calling. They will receive an Anonymous call. Dial \*31 to enable. Dial #31 to restore caller ID.

## CALL FORWARD ALWAYS

If you want to forward your phone, dial \*72 followed by the number to forward calls to. To disable, dial \*73.

## CALL FORWARD NO ANSWER

To forward only unanswered calls instead of going to voicemail, dial \*92 followed by the number to forward calls to. To disable, dial \*93.

## CALL FORWARD NOT REACHABLE

You can set a number to forward calls to when your phone is offline. Dial \*94 followed by the number to forward calls. Dial \*95 to disable.

## DO NOT DISTURB

Set all calls to go to your voicemail box & not ring at home. To enable, dial \*78. To disable, dial \*79.

## SELECTIVE CALL REJECTION

Screen or block a number(s) from which you do not wish to receive calls. WRT will set up this feature for you at no additional cost for feature or set-up, however you will need to have the mobile app to have this feature.

## SPEED DIAL

Create and use speed dials using a two digit number. To set a speed dial with this service, dial \*75 plus a two digit code number plus the number you want for this speed dial. *Example: to set up a speed dial to call WRT as your first speed dial with code 00, dial \*75007017482211. To use this speed dial, simply dial #00. Up to 100 speed dials can be created using 00-99.*

## MOBILE APPLICATIONS:



Put your home phone in your pocket with access to the exclusive **HOMEXTEND** mobile application. You can make/receive calls, manage your calling features & view call history via your cell phone.



Business / multi-line customers can utilize the **NCOMMAND** mobile application to conduct business anytime, anywhere and on any device. Simply download to your device, launch and go.

*Both mobile apps are FREE to download from your favorite Apple &/or iOS app store. The \$4 monthly fee is to sync your WRT Voice service - allowing you to make or receive phone calls from any device.*



# KEEPING YOU CONNECTED



**MOBILITY APPS:**  
**HOMEXTEND** (single line /residential)



**NCOMMAND** (multi line /business)

## CALL 748-2211

**WWW.WESTRIV.COM**

## VOICEMAIL & CALLING FEATURES





## VOICEMAIL AND UNIFIED MESSAGING

Your service comes with a voicemail box & Unified Messaging. Unanswered calls will automatically be sent to voicemail.

### ACCESS YOUR VOICEMAIL:

1. Calling your own phone number will directly access your voicemail box - to listen to, delete & manage saved voicemails. Wait for message to start and push \* to access voicemail set-up.
2. Picking up your phone and dialing \*62 will put you into the main voice portal menu. The menu will access additional features, where option 1 will also put you into your voicemail box.

### INITIAL SETUP (\*62)

From your home/business phone, dial \*62, you will be prompted to set a pass code to access your voicemail and to record your personalized name. *[Pass codes should be 4 to 8 digits. They should NOT be the extension, phone number or their reversed values. Do NOT use more than 3 repeated digits, 3 sequentially ascending or descending digits, repeating pattern, or current pass code or reversed value.]* When calling from your own phone number, it's not necessary to enter your pass code to access your voicemail. Your recorded name will be played to callers as part of the default greeting callers will hear. You'll later have the option to record a longer greeting, if wanted. The default greeting users will hear is, "Your recorded name" is not available to take your call. Please leave a message after the tone.' Once you have completed the set up, you can record greetings and access your voicemails.

### VOICE PORTAL MAIN MENU (\*62)

At the main menu, the following options are available:

- 1 - To access your voicemail box
- 3 - Go to the greetings menu
- 4 - Change call forwarding options
- 8 - Change your pass code
- 9 - Exit the voice portal
- # - Repeat the menu

### ACCESSING YOUR VOICEMAIL BOX

Option 1 can also be reached by calling your home phone number from your home phone line. This option has another menu for listening to voicemails, saving and deleting messages as well as managing your voicemail greetings. *See Using Your Voicemail Box.*

### RECORDING GREETINGS

Option 3 provides a menu to let you record or re-record your name. The name is used when you don't record a custom greeting. With just the name recorded, callers will hear, "John Doe", "is not available to take your call. Please leave a message after the tone". *To record new voicemail greetings, see Using Your Voicemail Box.*

### CALL FORWARDING OPTIONS

Option 4 provides a menu for managing your call forward always feature. The \* code entries are also available *(see Calling Features on back)*. The options allow you to activate and deactivate your call forward always as well as change and listen to the current call forwarding always destination. The call forwarding always destination number is stored in case that number is always used as the call forward destination. Option 1 to activate and option 2 to deactivate is all that is required.

### CHANGING YOUR PASS CODE

Option 8 provides options to change your pass code.

### EXITING THE VOICE PORTAL

Option 9 exits the voice portal, or you can hang up at any time.

### REPEATING THE MENU

Use # to repeat the menu options.

### USING YOUR VOICEMAIL BOX

If your phone is equipped with a LED/Voicemail light, the light will blink when you have a voicemail. Also, when you pick up the phone to place a call, you will hear a stutter dial tone indicating you have a new message.

When you sign up for service and provide your email address, the Voicemail feature can be enabled. With this feature, voicemail messages can be sent to your email address as a wav file attachment, allowing for easy playback on your home computer or mobile phone no matter where you are. Simply download the message, or many email clients supporting playback of the audio file within the email client. To listen to your messages on your home phone, simply pick up the phone and dial your home phone number. The Main Menu for your voicemail box options are:

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1 - listen to messages            | 7 - delete all messages         |
| 2 - change busy greeting          | 8 - message deposit settings    |
| 3 - change no answer greeting     | * - return to voice portal menu |
| 4 - change extended away greeting | # - repeat menu                 |

### LISTEN TO YOUR MESSAGES

When you call into your voicemail box, the system will announce the number of new and saved messages. To listen to your messages, press 1. When you press 1, the system will begin auto-playing the first new or first saved message. Once you have listened to a message, you can choose the following options:

- |                                 |                           |
|---------------------------------|---------------------------|
| 2 - repeat the message          | 7 - delete the message    |
| 4 - go back to previous message | 8 - call back this caller |
| 5 - play back message envelope  | # - save the message      |
| 6 - go to next message          |                           |

While listening to a message, you can choose the following options to control the playback:

- |                                  |                                |
|----------------------------------|--------------------------------|
| 2 - pause & unpause msg playback | 4 - restart msg from beginning |
| 3 - skip ahead in playback       | 6 - skip ahead to end of msg   |

### CHANGE MAIL BOX BUSY GREETING

To change the message callers hear when your line is busy, press 2. *Initially, callers will hear the default message.* If your phone supports call waiting, callers will not receive a busy greeting unless you have one caller on hold and are talking to a second caller.

- |                                     |                             |
|-------------------------------------|-----------------------------|
| 1 - record a new busy greeting      | * - return to previous menu |
| 2 - listen to current busy greeting | # - repeat this menu        |
| 3 - revert to default greeting      |                             |

### CHANGE MAIL BOX NO ANSWER GREETING

To change the message callers hear when you do not answer, press 3. *Initially, callers will hear the default message.*

- |                                   |                               |
|-----------------------------------|-------------------------------|
| 1 - record new no answer greeting | * - return to previous menu,  |
| 2 - listen to current greeting    | change extended away greeting |
| 3 - revert to default greeting    | # - repeat this menu          |

### EXTENDED AWAY GREETING

You can also record a greeting that can be activated when you plan on being away for an extended period of time instead of recording a new no answer greeting. This allows you to keep your no answer greeting as is. The greeting can be recorded and then activated and deactivated at any time. Once activated, it will play instead of your no answer greeting. To choose this option, press 4, then:

- |                                     |                                |
|-------------------------------------|--------------------------------|
| 1 - activate extended away greeting | 4 - listen to current greeting |
| 2 - deactivate greeting             | * - return to previous menu    |
| 3 - record new greeting             | # - repeat this menu           |

### DELETE ALL MESSAGES

To delete all messages in your mailbox, press 7.

### MODIFY MESSAGE SETTINGS

To modify your settings, press 8. You can enable or disable messages left in your mailbox, if you are away & don't want messages to fill up your mailbox.

### VOICEMAIL TO EMAIL

Members can opt to have all voicemail messages also sent to an email address, which allows you to open the email & play the attached voice recorded message from your computer/device. WRT will set up this feature for you at no additional cost.