

WELCOME TO WILINE HOME PHONE SERVICE



With WiLine Home Phone Service you never have to think about where you are calling again. Local and long distance service from WiLine makes staying in touch with family and friends carefree. And our affordable international plans ensure you can call around the world with ease.

We make picking up the phone even easier than before. To ensure you get the most from your WiLine Home Phone Service, we invite you to review this guide and learn more about all of the calling features that are included in your service.

CALLING FEATURES:

- Anonymous Call Reject
- Call Forwarding
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Waiting
- Call Waiting ID
- Caller ID
- Caller ID Block Selective
- E911
- Three-Way Calling
- Voicemail
- Voicemail Message Indicator



www.wiline.com

VOICEMAIL ACCESS

To access your Voicemail

- Dial 1-888-707-1220 toll-free from domestic phones or dial 1-415-707-1201 from outside the US.
- Enter your mailbox number
- Enter your password

If your voicemail password does not work, call or email WiLine Support to reset it.

Voicemail Mailbox & Password Information

Mailbox Number: _____

Temporary Password: _____

VOICEMAIL ACTIONS

Once you have accessed your voicemail, you can listen to your messages, change your password and record your announcements.

To listen to your voicemail

- Follow the prompts to listen to your messages.

To change your password

- Press **0** for mailbox options.
- Press **5** to change your password.
- Continue to follow the prompts.

To record or change your announcements

- Press **0** for mailbox options.
- Press **1** to record your unavailable message.
- Press **2** to record your busy message.
- Press **3** to record your name.
- Press **4** to record your temporary greeting. If you record a temporary greeting, callers will hear the temporary greeting instead of your unavailable message and go directly to your mailbox. Your phone will not ring. To disable, press 4 and delete the temporary greeting.

CONTACTING US

Still have questions? We are here when you need us either by phone or electronically through our website or via email.

Customer Support: 1-888-4WILINE option 2

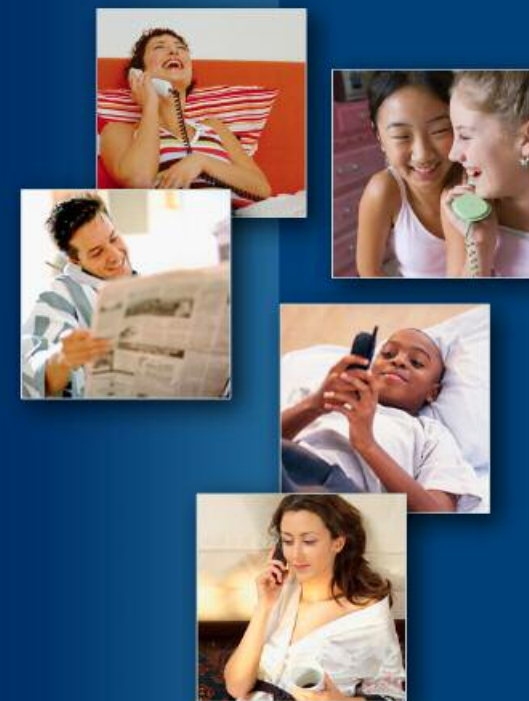
Support Inquiries: support@wiline.com

Billing Inquiries: billing@wiline.com

Website: www.wiline.com

WiLine User Guide

Home Phone Service



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ANONYMOUS CALL REJECT

Anonymous Call Reject allows you to reject calls that have blocked the display of their number. When you activate this feature, any caller blocking their number will be notified that you are not accepting unidentified calls. The caller will be prompted to enter the number they are calling from. You will receive the call and their number will be displayed.

To activate Anonymous Call Reject

- Lift the handset, listen for dial tone, press *** 7 7 #** and hang up.

To deactivate Anonymous Call Reject

- Lift the handset, listen for dial tone, press *** 8 7 #** and hang up.

CALL FORWARDING

Call Forwarding allows you to forward calls to another phone number or voicemail.

To activate Call Forwarding

- Lift the handset, listen for dial tone, press *** 7 2 #** and wait to hear the dial tone again.
- At the prompt, enter the number you want your calls forwarded to. Remember to dial a **1** plus the area code before the number if it is necessary to place the call.

To deactivate Call Forwarding

- Lift the handset, listen for dial tone, press *** 7 3 #** and hang up.

CALL FORWARDING BUSY

Call Forwarding Busy automatically forwards your calls to another number or voicemail when your line is busy.

To activate Call Forwarding Busy

- Lift the handset, listen for dial tone, press *** 9 0 #**
- At the prompt, enter the number you want your calls forwarded to. Remember to dial a **1** plus the area code before the number if it is necessary to place the call.

To deactivate Call Forwarding Busy

- Lift the handset, listen for dial tone, press *** 9 1 #** and hang up.

CALL FORWARDING NO ANSWER

Call Forwarding No Answer automatically forwards your calls to another number or voicemail when you do not answer your phone.

To activate Call Forwarding No Answer

- Lift the handset, listen for dial tone, press *** 9 2 #**

- At the prompt, enter the number you want your calls forwarded to. Remember to dial a **1** plus the area code before the number if it is necessary to place the call.

To deactivate Call Forwarding No Answer

- Lift the handset, listen for dial tone, press *** 9 3 #** and hang up.

CALLER ID

Caller ID shows the name and number of the caller. If you do not answer the call and the caller does not leave a message, the name and number will be logged. Caller ID for some calls may be blocked or otherwise unavailable. The Caller ID will appear after the first ring.

Note: Your phone equipment must support the display of Caller ID information.

CALLER ID BLOCK SELECTIVE

Caller ID Block Selective blocks your name and number from being transmitted on specific outgoing calls.

To use Caller ID Block Selective

- Lift the handset, listen for dial tone, press *** 6 7** and when you hear a second dial tone, make your call.
- Your name and number will be unblocked after you hang up.

CALL WAITING

Call Waiting alerts you when you have another incoming call so you can put one call on hold while you answer a second one. With Call Waiting, you can alternate between the two calls. If a third caller tries to reach you, they will get a busy signal or be forwarded to your Call Forwarding Busy number or voicemail.

To use Call Waiting

- When you hear the Call Waiting tone, press and release the **flash** button to answer the second call. Music will play for the first call that is now placed on hold.
- Press the **flash** button again to return to the first call.
- You can go between the two calls as often as you like by pressing and releasing the **flash** button.
- To end the first call and answer the second, simply hang up. Your phone will ring and the second caller will be on the line.
- You can end either the first or the second call by having the caller just hang up.

Note: For phones without a **flash** button, press and release the switch-hook or hang-up button.

To temporarily disable Call Waiting

- Lift the handset, listen for dial tone, press **# 7 0** before dialing the number.
- Call Waiting is restored after you hang up.

Note: Each call/conversation is private and cannot be heard by the other party. Call Waiting can interfere with fax calls.

CALL WAITING ID

Call Waiting ID allows you to see the details of an incoming call while you are on another call. If you choose not to answer, the call will be forwarded into your voicemail.

E911

For emergency calls, dial **9 1 1** and your call will be routed to your local emergency assistance center.

THREE-WAY CALLING

Three-Way Calling lets you talk to two parties at the same time.

To use Three-Way Calling

- During the first call press and release the **flash** button. The person on hold will hear music and you will hear a second dial tone.
- Dial the number of the person you want to add to the conversation.
- When the second call connects, press and release the **flash** button to bring the person on hold back into the conversation for your three-way call.

Note: For phones without a flash button, press and release the switch-hook or hang-up button. If the second party's line is busy or there is no answer, you can disconnect the second party by pressing and releasing the flash or switch-hook button twice. The first party will still be on the line.

VOICEMAIL

Voicemail allows callers to leave a message when you do not answer your phone.

A unique mailbox number and a password are issued at time of service activation and installation. Please access your voicemail and change your password from the one assigned to you.

Note: New messages automatically go into the New mailbox. Once you listen to them, they move to the Old mailbox.

VOICEMAIL MESSAGE INDICATOR

If your phone supports it, a visual indicator will show that you have voicemail. You will hear a "stutter tone" when you pick up the receiver and have new, unheard messages.