

NETCENTREX Voice Mail User Guide

NETCENTREX voice mail redirects unanswered or busy calls to a prerecorded message, then records the caller's answer, much like an answering machine except you do not need any additional equipment.

To listen to your Voice Messages, dial ***98** on your home telephone.

Press 1 to manage messages

1

Press 1 to listen to new messages

- Press 1 to repeat a message
- Press 2 to save a message
- Press 3 to delete a message
- Press 0 to return to the main menu

Press 2 to delete all messages
Press 3 to listen to saved messages
Press 4 to delete all saved messages
Press * to return to the main menu

Press 2 to manage your voice mail greeting

2

Press 3 to record a new greeting
Press 4 to return to the main menu

Press 3 to manage your password

3

Enter your current password followed by the # sign

- Press 1 to change password (default is 0000)
- Enter your new password followed by the # sign
- Press 2 to activate password protection on your account

Press 4 to access other options

4

Press 1 to change the language

Remote access to voicemail System

1. Dial your 10 digit phone number
2. Press * when greeting plays
3. Enter password (default is 0000) followed by the # sign
4. Follow the prompts to navigate the system

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Call Forwarding

This feature allows you to redirect incoming calls intended for your home telephone to another number. Your home phone can still be used for outgoing calls.

To activate call forwarding:

- Dial * 21, followed by the number where calls are to be forwarded, followed by *
- Enter 1 plus the 10 digits if the number is long distance.

To deactivate call forwarding:

Dial *211*

To check status of call forwarding:

Dial *212*

Call Return

This feature “remembers” the number of the last caller, whether the call was answered or not, and automatically dials it for you.

To activate call return:

Dial *69

To deactivate call return:

Dial *89

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Automatic Callback

This feature will continue to redial a busy number without you waiting on the phone. When the line is free, you will be alerted with a special ring and the call goes through.

To use this feature:

1. If you reach a busy line, hang up, lift the receiver and wait for dial tone.
2. Dial *66 to redial the last number you called.
3. If the line is available, your call will go through.
4. If busy, then hang up and Automatic Callback will continue to call this number for up to 30 minutes.

To disable this feature:

1. Lift the receiver.
2. Press *86. Listen for the confirmation tone.

Call Waiting

This feature alerts with a short tone, that another call is coming through when you are on the phone

To switch between two calls:

Press the "flash" key, or hold the switch down for about 1 second.

To end first call and answer second:

1. Hang up the receiver.
2. Wait for the phone to ring.
3. Lift the receiver

Caller ID /Caller ID with Name

This feature shows the name and number of the person calling you and, depending on your equipment, the date and time of the call.

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Anonymous Call Rejection

This feature works with Caller ID to blocks calls from telephone numbers that do not provide a calling number.

To activate:

Dial *77

To deactivate:

Dial *87

3 Way Calling

1. Dial the first person you wish to include in the 3 way call.
2. To add a third party to an active, press flash and then dial the third party's number.
3. If the third party answers, press flash again to add both of you to the original call. You now have a 3 way call.
4. If the third party does not answer or their line is busy, press flash again to rejoin the original call. Try the 3 way call again later when the line is free.