



PHONE SERVICE

QUICK GUIDE

Your new United Phone service is powered by the area's only fiber network, so you'll enjoy crystal-clear call quality and a variety of advanced features. We've created this handy guide to make it easy to get the most out of your voicemail system (**Page 3**) and key calling features (**Page 6**).

If you need further assistance, you'll find United Phone includes another unbeatable feature: friendly and LOCAL customer service. Feel free to call our dedicated customer service representatives whenever you have a question. Any day. Any time.

24/7 United Customer Support
Toll Free: 800-779-2227, press 0
Email: united@united.net

Visit us at united.net to learn more about our other United Communications services such as our **100% Digital High-Definition Television** and **High-Speed Internet**.

VOICEMAIL

CREATE YOUR VOICE MAILBOX

Setting up your voice mailbox by phone is easy, and it only takes a few minutes. Follow these simple steps:

- Dial ***98** from your home phone.
- Enter your temporary PIN number: **1122**
- Follow the prompts to set up your mailbox, and change your PIN number.

You can also access the voicemail system by dialing your 10 digit home phone number from any touch-tone phone and pressing *

Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges.

SECURE YOUR VOICE MAILBOX WITH A NEW PIN NUMBER

For your security, you should immediately change your temporary PIN, even if you're not yet ready to set up your voice mailbox.

- Dial ***98** and enter your mailbox PIN when prompted.
- Press **4 for Mailbox Setting**, then **3 for Security Options**.
- Follow the prompts.

Your new PIN should be at least four digits.

For increased security, we recommend you do not include any part of your phone number, repeat digits (e.g. 4444) or use sequential digits (e.g. 1234).

Guard your mailbox PIN as you would your ATM PIN, and periodically change it.

RECORD GREETINGS

Personalize your voicemail by choosing from several types of mailbox greetings – Generic System Greeting, Name Announcement, Personal Greeting or Extended Absence Greeting.

You can even create a Group Greeting, when there is more than one mailbox on an account – instructing callers to leave a message in the general mailbox or an individual's sub-account mailbox.

* Note: You must subscribe to Enhanced Voicemail to enable Group Greetings. To subscribe, call United Customer Service at **800-779-2227** and **press 2 to place an order, upgrade, or make changes to existing service.**

To record your name and greeting, dial ***98** from your home phone, enter your PIN, then follow the prompts.

You can access the voicemail system to record greetings and reminders by dialing your home number from any touch-tone phone, pressing ***** and following the instructions above.

Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges. Greetings and reminders cannot be recorded via the web.

LISTEN TO AND MANAGE VOICEMAIL MESSAGES

From your home phone: Dial ***98** from your home phone, then follow the prompts.

From a phone other than your home phone: Dial your 10 digit home phone number, press ***** to skip the voicemail greeting, and follow the prompts. Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services changes, or cellular charges. You can access voicemail at <https://commportal.united.net> with no additional charges.

Or dial **the first 6 digits of your phone (area code - first three digits) + MAIL (6245)**, enter your 10-digit home phone number and your PIN, then follow the prompts.

Manage Your Voicemail via the Web at <https://commportal.united.net>:

- Listen to voicemails
- See the last ten missed, dialed and received calls
- Make a contact list
- Set up speed dial
- Activate and deactivate Call Forwarding
- Activate and deactivate Selective and Anonymous Call Rejection
- Activate Call Blocking, including but not limited to 900, operator, & international calls
- Change voicemail password
- Forward voicemails to an email address

***COMMPORTAL – Manage your United Phone service anywhere with any Internet-enabled devices.**

Access the CommPortal Dashboard at <https://commportal.united.net>

Once you have entered your username and password, you can:

- Manage your voicemail messages
- Search contacts
- View missed calls
- Modify your settings, such as password, Call Blocking and personal alerts

You can also use the CommPortal tutorial by clicking the “help” option located in the upper right-hand corner of your screen.

* Only available with Enhanced Voicemail Services. To subscribe, please call our customer service at 800-779-2227 and press option 2 to speak with a customer service representative about upgrading or adding this service.

KEY CALLING FEATURES

CALL WAITING – *Easily switch between two calls.*

To answer an incoming call with Call Waiting, simply press the **Flash/Talk** button (or depress the receiver) to put your first call on hold and connect the new call. If you have a phone with Enhanced Caller ID, the incoming number will be displayed. Press **Flash/Talk** again to return to the first call.

To talk without interruptions, you can temporarily deactivate Call Waiting for a single call. Press ***70** and dial the number. To cancel Call Waiting during an active call, press **Flash** (or depress receiver), then press ***70 + Flash/Talk**.

THREE-WAY CALLING – *Bring a third caller into any phone conversation.*

Press **Flash/Talk** (or depress the receiver) to place the first call on hold. When you hear the dial tone, dial the new number.

When that person answers, press **Flash/Talk** to connect all three parties. If there is no answer, press **Flash/Talk** to return to the first call.

Press **Flash/Talk** to remove the third party, or hang up to disconnect both callers. Please note that **if your second call is to 911, you will not be able to add the original call to the conversation.**

Long distance charges apply when dialing out of area.

CALL TRANSFER – *Send a call to a different phone number.*

Press **Flash/Talk** (or depress the receiver) to place the first call on hold.

Dial the number where you would like to transfer the call.

When you hear the line ring, hang up to transfer the call. You can also speak with the person you call before hanging up. This allows you to wait until the call is answered, speak and then hang up to complete the call transfer.

Long distance charges apply when dialing out of area.

FIND ME FOLLOW ME (*Subscription required*) – *Have your calls follow you on multiple phones.*

You can specify a list of phone numbers that are rung whenever your line is called. Long distance charges may apply when calling out of area.

Each number is rung in order until one of them answers the call or the list is exhausted.

Dial ***312#** to enable Find Me Follow Me, then follow the voice prompts.

Dial ***313#** to disable Find Me Follow Me.

SPEED CALLING – *Fast two-digit dialing for your most frequently dialed numbers.*

You can store up to 30 of your most commonly used phone numbers on your United Phone with Speed Calling. Programming your speed call numbers is easy.

Dial ***75** plus the Speed Call number you'd like to assign (any number between 1-30). Dial the phone number you'd like to store. You will hear a tone confirming that the number has been stored.

To place a Speed Call, listen for dial tone. Dial the Speed Call code (1-30) assigned to the number you want to call. Press **#** and your call will be connected after a short pause.

To change a Speed Call code, repeat the steps for assigning or programming a phone number. The new number will automatically replace the old one.

CALL FORWARDING – *Have your calls follow you.*

Call Forwarding can be activated from your home phone. Dial ***72**, enter phone number and press **#** to activate. Dial ***73#** to deactivate.

If you are not at home, call forwarding can be activated remotely from a mobile phone or another number. To activate, call **###-###-8000 (the first 6 digits of your number + 8000)** and follow the prompts. Your PIN is the last four digits of the number to be forwarded. If you have any trouble accessing the PIN, please call Customer Service at **800-779-2227 and press 0**.

After entering your PIN, enter the 10-digit phone number and follow the prompts to activate or deactivate Call Forwarding for the number. Long distance charges apply when dialing out of area.

Remote activation and deactivation of Call Forwarding can also be performed online through <https://commportal.united.net>