

Voice Mail and Recording Greetings

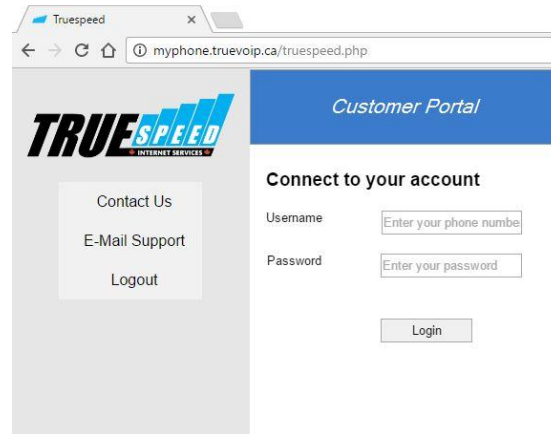
The TruePHONE Voice Mail System can be accessed three (3) different ways:

1. To access the Voice Mail system from your telephone, lift the handset and dial ***98**
 - You will be instructed to enter your PIN Number followed by the # Key. The default PIN Number is the last four (4) digits of your telephone number.
 - After you enter the Access Code, you will hear instructions on how to use your Voice Mail system.
 - To listen to New Messages, press **1**
 - To listen to Saved Messages, press **3**
 - To **Record a Message**, press **5** for “Advanced Options” then press **1**
 - To record your Greeting, press **4**
2. To access the Voice Mail system from a remote phone, dial your telephone number and then, when the outbound greeting starts, press the “*” key (you’ll hear the same instructions as above)
3. To access and administer your Voice Mail using the Web Interface Portal, refer to the section entitled Using the Web Interface Portal (next section)
 - a. Once the Administration page is open, you can change the answer delay, attach your cell phone or disable your Voice Mail
 - b. You may also view and listen to your Voice Mail by pressing the “Voicemail” button. If you have voice mail, either new or saved, they will be listed. You may listen to your voice mail messages through your computer speaker by pressing the speaker button on the screen

Using the Web Interface Portal

Open your Web Browser (this works best with Google Chrome, but it will also work with most browsers)

- Go to myphone.truespeed.ca
- You will be directed to a screen similar to the one below



- Your **Username** is your 10-digit phone number with no dashes, brackets or spaces (**XXXXXXXXXX**)
- Your **Password** ** is the last four (4) digits of your phone number (**XXXX**)
- You will then be directed to the Administration pages for your account

**** Take note that you can change your Password from within your Web Interface Administration portal**

Questions or Concerns?

We’re here to **help** so please don’t hesitate to contact **Truespeed Technical Support** with any questions or concerns about your TruePHONE service. We’re available Monday to Friday from 8:00 AM to 7:00 PM and Saturdays from 10:00 AM to 2:00 PM by calling **613-865-7733** or **844-716-7733** and selecting **Option 4** for “Technical Support”. You can also reach out to us by e-mail at support@truespeed.ca



**TruePHONE
User’s Guide**

Truespeed Internet Services

613-865-7733 | 844-716-7733

support@truespeed.ca

Making a Call:

- To make a call, lift the handset, you will hear dial tone or broken dial tone (we call it stutter dial tone). The stutter dial tone indicates you have Voice Mail
- To place a call, dial the 10 digit North American telephone number. You do not need to dial the '1' before dialling the number, but if you do, the call will complete normally
- Regardless of whether you dial the '1' or not, you will not incur long distance charges for calling USA or Canada Numbers (depending on your phone service)
- To redial the last number you called, lift the handset, hear dial tone, dial *66

Answering a call:

- When you receive a call, it will ring your phone and if your phone is equipped, it will display the name and number of the caller unless they have blocked this feature
- The name and number is displayed between the 1st and 2nd rings, so you will need to wait for the first ring to complete to see the caller information
- Lift the handset to answer the call

Call Waiting:

- If you receive a 2nd call during a conversation, you will hear a brief tone on the line indicating there is a call waiting
- If you have Call Display on your telephone, it will also display the name and number of the call waiting caller. If you hang up without going back to one of the parties on hold, your phone will ring
- To answer this call, momentarily press and release the hook switch on your telephone or press the link key/flash key
- You will be connected to the new caller and the previous caller will be placed on hold
- You may now toggle between these callers by again momentarily pressing and releasing the hook switch on your telephone. If your phone has a flash or link key, pressing this will be the same as using the hook switch
- During the period of time each party is on hold, they will hear a pleasant soft music to let them know you have not forgotten them
- If you hang-up without answering the call waiting call, after a few seconds, your phone will start ringing so, to answer the call, lift the handset and you will now be connected to the "call waiting" caller

Do Not Disturb:

- This feature will override all features such as Cell Phone, Call Forward and Voice Mail Delay before pickup
- When 'Do Not Disturb' is activated, all calls will route to Voice Mail if it is active or busy done if Voice Mail is not active
- To activate Do Not Disturb from your telephone, lift the handset, hear dial tone, dial *78.
- You will hear a message "Do Not Disturb is now activated"
- To de-activate Do Not Disturb from your telephone, lift the handset, hear dial tone, dial *79. You will hear a message "Do Not Disturb has been cancelled"
- You may also activate or de-activate "Do Not Disturb" from the Web Interface described elsewhere in this guide

Three Way Calling (Conference Calling)

- Your TruePHONE service provides the means for you to conference two external parties
- To make a conference call, first dial and speak with one party. Advise them you are going to add a second person, momentarily press and release the hook switch of your telephone (or use the link or flash key)
- The first party will be placed "On Hold" and will hear pleasant music. You will hear a slightly different dial tone, dial the second party's telephone number, when they answer, momentarily press and release the hook switch of your telephone (or use the link or flash key)
- You are now connected to both parties
- If you disconnect while the conference call in place, the other two parties will continue with their conversation until one of them disconnects. During this time, you are free to make another telephone call

Call Forward All Calls:

- Second in priority after Do Not Disturb.
- To activate Call Forwarding, lift the handset, hear dial tone, dial *72. You will hear a second dial tone, dial the 10 digit phone number you wish the call to be forwarded to, followed by the '#' key. If you do not press the '#' key, nothing will happen. After pressing the '#' key, you will hear a message, "Call Forwarding has been set"
- You may also view this or set it using the Web Interface described elsewhere in this guide

- To de-activate Call Forwarding, lift the handset and dial "*73". You will hear a message "Call Forwarding has been cancelled". You may also cancel Call Forwarding using the Web Interface

Call ID Block (per call):

- The Call ID Block feature will block your name and number display on your outgoing calls
- The Call Block Feature is activated for a single call and must be enabled for each call you make
 - To activate call block, lift your handset, dial ' *67 ". You will hear a second dial tone. Now dial your destination. It takes the system a few moments to disable the second dial tone, but do not be concerned, just keep dialling and your call will process
 - The next call you make will have the normal name and number displayed for your account.
 - Your name and number will be displayed as "anonymous" for all calls you have call block enabled
 - Call ID Block (all calls): To set your phone for Call ID Block all calls, log into your TrueSpeed Web Portal described elsewhere in this guide
 - On the main log in page (Phone Administration) the 4th item down is the CLID Privacy Indicator
 - By Default this is set to "Off". To set privacy active, use the drop down tab to select "On" and press the submit button on the bottom of the page

International Calling:

- To Place an International Call, you will require a 5 digit PIN number, the system will challenge you for this after you finish dialling your number (this is only available to TruePHONE Canada and US clients)
- To set a PIN number, log into your Web Portal, the 8th entry on the first sheet is where you enter or change your PIN Code, be sure to submit the change