

PLMW Phone Service Instructions

Basic Features

Your PLMW VOIP Phone Service will operate just the same as your old phone service in that you can simply dial the 7 digit (local) number you wish to reach. Long distance calls are completed by entering 1 followed by the area code and phone number.

Inbound calls work identical as well, the Caller ID name and phone number information should appear normally.

Call Forwarding

To forward all calls to a different phone dial *72 followed by the phone number you want calls forwarded to. To cancel call forwarding pickup the phone and dial *73

To forward calls when your line is busy dial *90 followed by the phone number you want calls to forward to. Dial *91 to deactivate.

To forward calls where nobody answers the phone to another extension dial *92 followed by destination number to activate. Dial *93 to deactivate.

411

By dialing 411 from phone you will be directed to a FREE Google 411 Directory Service feature. This allows you to lookup phone numbers and business address information free of charge.

911

By dialing 911 you will be connected to your local 911 Emergency dispatch center just as with any other phone service provider. E911 features are enabled on your phone account as a service by law that will send necessary data to the dispatch center about your home address to help them better locate you in an emergency. It is still very critical that you stay on the line with the dispatcher to give them all information they require. Not all dispatch centers are fully compatible with E911 service at this point.

VOICEMAIL

Voicemail Access Codes:

***97** to directly access the voicemail associated to the account you are dialing from.

If you don't have access to our VoIP network and would like to check your Voicemail, you can simply dial your number. Once the Voicemail system answers your call, press the asterisk key (*). The system will ask for your mailbox number. This is **4143(last 4 of phone number)** for instance if my phone number was 555-1212 then my mailbox would be 41431212. The default password when dialing in remotely to check messages is the last 4 of your phone number. This can be changed in the menu options of the voicemail system or by calling our office.

Voicemail Menu Options

* - Help

- Exit

0 – Mailbox Options

1 – Record Unavailable Message

2 – Record Busy Message

3 – Record Name

4 – Temporary Greeting

5 – Change Password

* - Return to Main Menu