

# CCVN Phone Service

*We thank you for being our customer as we take pride in providing superior and reliable Phone Service to all of our customers. Welcome to the technological world of Voice over IP.*

My Digital Voice telephone number is:

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My Account Portal login and password is:

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This booklet was designed to answer any questions you may have regarding VoIP service and how it works. In addition, we have included instructions on installing your device and how to utilize some of the main features included with Digital Voice services.

For information on additional features and options available, please refer to your account portal (which is explained in this booklet).

### What is VoIP?

The Voice over Internet Protocol (VoIP) allows you to make and receive calls through your broadband internet connection using a standard touch tone phone.

Your CCVN Phone Service works with any touchtone, corded or cordless telephone. Our adapter (MTA) converts your phone

calls to data that is sent through your high-speed Internet connection. You can call anywhere at anytime for less.

## Making Calls with Digital Voice

You can make a call using VOIP by dialing a number on your phone, as you always have. CCVN Phone Service gives you the flexibility to dial the way you want.

For calls within your area code, you may dial 7, 10 or 11 digits.

Example: 721-7473, 859-721-7473 or 1-859-721-7473

When dialing outside you area code, you may use 10 or 11 digits.

Example: 859-721-7473 or 1-859-721-7473

For international calls, you would dial just as you would with a standard analog telephone.

International Access Code + Country Code + City Code + Number

Example: 011 + 39 (Italy) +81 (Naples) +Number

To receive a call simply pick up your phone like you always have.

## Important 911 Information

**While the 911 system through the CCVN Phone Service will appear to work very similar to your standard analog telephone, there are a few important differences you need to be aware of.**

- **CCVN Phone Service 911 must be activated** through your online Account Portal. Until you physically login to the portal and enter your physical address, our system cannot determine where your device and phone is being used.
- **Each time you move, you will need to update your information** on the account portal. It may take a few days to activate and change your 911 feature, so please think ahead when moving the location of your digital telephone.

**Electrical or Broadband Outages can prevent 911 dialing**, with our system. As your phone service is relying on both your broadband connection and electrical power, if these go out, so will your Digital Voice service. Once the power and broadband connection returns, your system will function properly again.

**Important: Additional 911 information is available on the account portal or at <http://www.ccvn.com> for you to read and reference. Please be safe and read all material related to this issue.**

## How to Log into Account Portal System

You can login to your Account Portal and configure all the features by doing the following:

1. Open your web browser and point it to <https://portal.ccvn.com>
2. **Your Username is your phone number@ccvn.com** used when registering for the service (example: 5555555555@ccvn.com)
3. **Your Password was sent to you on the card with your MTA device.**
4. Click Login

## How to Change your Account Portal Password

1. Click on the **Change Password** tab. Your new password must be 4-12 nonblank characters and contain at least one number.

2. Enter old password, enter new password, confirm new password, and click submit.

## How to Access Voicemail

### Accessing Voicemail System for the First Time

- From your own phone, dial your phone number
- **The default password is 0000**
- Enter a new pass code at the voicemail prompt
- Re-enter your pass code at the prompt
- If the pass code has been accepted, you will hear a recording stating "your password has been changed successfully".
- Press #

**Once in the system, you will hear "Welcome to your Voice Messaging System. If you are not calling from your home phone press the \* key."**

- To change your mailbox busy greeting, press 2
- To change your mailbox no answer greeting, press 3
- To compose and send a new message, press 5
- To go to the CommPilot Voice Portal press the \* key
- To repeat menu Press #

### Accessing Voicemail while at Home or Away

- From your own phone, dial your phone number
- Enter your new pass code at the prompt.
- If calling from a different phone, dial your 10-digit phone number.
- Press \* to access your voicemail box once your recording picks up.
- Enter your password

### Press the \* key to go into Voice Main Portal

To repeat menu press #

### Voicemail Main Menu

1. To access your voice mail box press 1
2. To change your mailbox busy greeting press 2
3. To change your mailbox no answer greeting press 3
4. To compose and send a new message 5
5. To delete all messages press 7
6. To go to your CommPilot voice portal press \*
7. To repeat this menu press #

### To Listen to Voice Mail Messages

1. Enter your phone number and pass code
2. Press 1 to listen to your message
3. Press # to save the message
4. Press 7 to delete a voice mail message
5. Press 2 to play or repeat messages
6. To play the message envelope, press 5
7. To call back the sender of a message, press 8
8. To hear additional options, press 9
9. Press \* to return to the Main Menu

### Helpful Hint:

To eliminate the need to dial your own phone number when accessing your voicemail, please refer to the Speed Dial instructions. You can set your own phone number as a speed dial code, allowing you to only dial the code you have selected.

## FEATURES OVERVIEW

1. On the Home page of the Account Portal, you will see the Features Configuration button where you can choose the features like Call Forward, Simultaneous Ring, etc.
2. Below is a list of our top features and the instructions for configuring.

ANONYMOUS CALL REJECTION  
CALL FORWARD ALWAYS  
CALL WAITING  
DO NOT DISTURB  
SPEED DIAL  
THREE WAY CALLING  
VOICE MAIL MANAGEMENT

Please refer to your online account portal for information and instructions on the usage of additional features and options.

### Anonymous Call Rejection (\*77)

Use this feature to prevent or allow calls, from callers who have blocked their phone numbers from being identified.

Blocked callers hear a message notifying them that their calls are being rejected.

You can activate this service at any time and is configured from your Account Portal

Steps	Details
Turn Anonymous Call Rejection on or off.	Click "On" or "Off." on, Anonymous Call Rejection prevents calls from callers who have chosen to block the identification of their phone numbers. callers hear an automated message that their call is being denied because of the block. default for this service is "Off."
Save your changes.	Click <b>Apply</b> or <b>OK</b> . saves your changes. saves your changes and displays the previous page. Click <b>Cancel</b> to exit without saving.

## Call Forwarding Always (\*72)

Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. You can turn this service on or off, or edit the options, at any time.

The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. of Call Forwarding exist, such as Call Forwarding No Answer and Call Forwarding Busy. those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or are talking on your phone.

### From Your Voicemail

Call Forwarding Always can be activated or options can be changed using your voicemail. do this, on your telephone dial \* followed by the two-digit feature access code \* that has been assigned for this service. can activate this service by dialing star (\*) and the assigned two-digit code, followed by the phone number to which your calls are redirected.

Your calls remain forwarded until you dial the deactivation code.

### From Your Account Portal

Call Forwarding Always can also be activated or options can be changed using your Account Portal.

Steps	Details
Turn Call Forwarding Always on or off.	Click <b>On</b> or <b>Off</b> . on. Call Forwarding Always forwards all your incoming calls to the phone number you entered in the <i>Calls Forward to</i> text box.
Confirm or enter the phone number	If the phone number indicated is the number to which you want all of your calls forwarded, no action is necessary. can enter feature access codes * and speed codes in addition to phone numbers and extensions. To edit or delete a phone number click and drag your mouse pointer over the information in the text box. information highlights. the DELETE key on your keyboard to empty the text box of its contents, or simply begin typing to enter new information. the new phone number in a valid format (no dashes, parentheses, or spaces are necessary).To forward to a long distance number, it must be preceded by a "+" and a country code.If you type an invalid phone number, you are prompted to retype it. is required information, when the service is on.
Select whether to play a ring reminder.	The <i>Play Ring Reminder when a call is forwarded</i> check box causes the service to play a short ring burst at your home/office phone when a call is forwarded if checked. ring reminder is played if not checked.

Save your changes.	Click <b>Apply</b> or <b>OK</b> . saves your changes. saves your changes and displays the previous page.  To exit without saving, select another page or click <b>Cancel</b> to display the previous page.
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## Call Waiting

Use this feature to turn the Call Waiting service on or off. service allows you to decide whether phone calls in progress can be interrupted by other calls.

### From Your Account Portal

Call Waiting can also be activated or options can be changed using your Account Portal.

Steps	Details
Turn Call Waiting on or off.	Click <b>On</b> or <b>Off</b> . this service is on and you receive a call while taking another, you hear a beep. can put the first call on hold to answer the incoming call. When this service is turned off, the caller hears a busy tone. default for this service is "On".
Save your changes.	Click <b>Apply</b> or <b>OK</b> . saves your changes. saves your changes and displays the previous page. To exit without saving, select another page or click <b>Cancel</b> to display the previous page.
Steps	Details
Turn the service on or off.	Click <b>On</b> or <b>Off</b> . on, Do Not Disturb prevents your phone from ringing and callers are given busy treatment (such as being sent to Voice Messaging, if available, or forwarded to the specified number of the Call Forwarding Busy service, if available). The default for this service is "Off."
Select whether to play a ring reminder.	The <i>Play Ring Reminder when a call is blocked</i> check box causes the service to play a short ring burst if checked. No ring reminder is played if not checked. A ring reminder is played if this service blocks a call while this check box is checked. ring reminder is a short ringing burst, 500 milliseconds in duration.
Save your changes.	Click <b>Apply</b> or <b>OK</b> . saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click <b>Cancel</b> to display the previous page.

## Do Not Disturb (\*78)

## To Cancel (\*79)

Use this feature to prevent your phone from ringing. are sent to Voicemail or another specified location, such as a number

indicated by the Call Forwarding Busy service.

### From Your Voicemail

The Do Not Disturb service can also be activated or options can be changed using your voicemail. do this, on your telephone dial \* followed by the two-digit feature access code that has been assigned for this service. can activate this service by dialing star (\*) and the assigned two-digit code.

### From Your Account Portal

Do Not Disturb can also be activated or options can be changed using your account portal.

Steps	Details
Turn the service on or off.	Click <b>On</b> or <b>Off</b> . on, Do Not Disturb prevents your phone from ringing and callers are given busy treatment (such as being sent to Voice Messaging, if available, or forwarded to the specified number of the Call Forwarding Busy service, if available).The default for this service is "Off."
Select whether to play a ring reminder.	The <i>Play Ring Reminder when a call is blocked</i> check box causes the service to play a short ring burst if checked.No ring reminder is played if not checked.A ring reminder is played if this service blocks a call while this check box is checked. ring reminder is a short ringing burst, 500 milliseconds in duration.
Save your changes.	Click <b>Apply</b> or <b>OK</b> . saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click <b>Cancel</b> to display the previous page.

### Speed Dial (\*74)

Use this feature to program numbers for Speed Dial. service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. can dial a speed dial code instead of the full number to place calls. use speed dial from the phone, you should dial the speed dial code number, then #. example, to call the number associated with Speed Dial Code 6, the user should dial 6#.

From your phone, speed Dial can also be programmed through a Feature Access Code. example, \*74 3 8595555555 programs Speed Dial Code 3 to dial 859-555-5555.

### From Your Account Portal

Steps	Details
Enter a phone number.	Type a complete phone number, including a country code if necessary for dialing on your system.
Enter a name.	Type a name or description for the speed dial code. name does not affect the operation of the speed dial code. is just a convenience to help remember why the speed dial code was programmed. a speed dial code is programmed through the Feature Access Code, then the Name text box is blank.

Save your changes.	Click <b>Apply</b> or <b>OK</b> . saves your changes. saves your changes and displays the previous page.  To exit without saving, select another page or click <b>Cancel</b> to display the previous page.
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## Three Way Call

Use this feature to create a Three Way Call. When this service is assigned, you can place a three-way call using the flash-based services.

Steps	Details
While engaged on call	Press Flash hook on phone. The initial call is held.
Enter phone number	Enter complete phone number or extension of third party.You can press # to signal the end of the phone number, or extension.
Press flash hook	When the call is connected , press flash hook again.All parties are connected in 3 way call
Press flash hook	To drop the add on party, press the flash hook again.
Hang up	If either of the two parties hangs up, your call with the remaining party is intact. If you hang up , the other two parties remain connected.

## Voicemail Management

Voicemail Management allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone or you can choose to send messages directly to your e-mail (not using the phone).

Steps	Details
Turn your Voice Messaging service on or off.	Click " <b>On</b> " or " <b>Off</b> ".

<p>Indicate how you want to use the voice messaging service in the <b>When a voice message arrives...</b> area.</p>	<ul style="list-style-type: none"> <li>• If you want to retrieve voice messages using your phone and your e-mail account, select Use unified messaging.</li> <li>• When using unified messaging, you can check the Use Phone Message Waiting Indicator box. option provides a stuttered dial tone (and blinking light on some phones) to inform you when you have messages waiting.</li> <li>• If you always listen to your voice messages using your e-mail account and do not use the phone retrieval option, select Forward it to this e-mail address: and provide the e-mail address where you want your voice messages to be sent.</li> </ul>
<p>Indicate whether you want to be notified by e-mail of new messages.</p>	<p>If a check mark appears in the Notify me by e-mail of the new voice message at this address: box, a short e-mail message informing you about the new caller and date/time of the message is sent. In the text box, type the e-mail address where you want these notifications to be sent.</p>
<p>Indicate if you want a carbon copy of your messages.</p>	<p>If you want a carbon copy of your messages to be sent to another e-mail address, check the E-mail a carbon copy of the voice message to: box, and provide the e-mail address where you want the copy to be sent.</p>
<p>Indicate whether callers have the option to transfer to another number instead of leaving a voice message.</p>	<p>If a check mark appears in the Transfer on '0' to Phone Number: box, callers can press 0 during your outgoing voice message and be transferred to another number, such as a mobile phone or Auto Attendant. If a caller presses 0 while recording a message, the recording is aborted, no message is left and the caller is transferred.</p>
<p>Save your changes.</p>	<p>Click <b>Apply</b> or <b>OK</b>. saves your changes. saves your changes and displays the previous page.</p> <p>To exit without saving, select another page or click Cancel to display the previous page.</p>

### \* Feature Access Codes

*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*92	Call Forwarding No Answer Activation

*93	Call Forwarding No Answer Deactivation
*67	Calling Line ID Delivery Blocking per Call
*65	Calling Line ID Delivery per Call
*69	Call Return
*70	Cancel Call Waiting
*22	Flash Call Hold
*66	Last Number Redial
*74	Speed Dial
*77	Anonymous Call Rejection
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*67	Calling Line ID Delivery Blocking per Call
*65	Calling Line ID Delivery per Call
*69	Call Return
*78	Do Not Disturb
*79	Do Not Disturb Cancel
*66	Last Number Redial
*74	Speed Dial

## Frequently Asked Questions (FAQs)

### Do I need to have my computer turned on when I talk on the phone?

Your computer does not need to be turned on when using CCVN's Phone Service.

### Do the people I call need a computer?

No, they only need a working phone. They will not be aware that you are using CCVN's Phone Service, unless you tell them.

### Must I speak through a computer to use the Phone Service?

No, you speak through an ordinary touch-tone telephone connected to a CCVN provided adapter. A Soft Phone client is software that, once installed and executed, allows you to make calls through your computer using a microphone and speakers.

### Does the person I am calling need to have CCVN's Phone Service too?

No. You can call anyone at any phone number using CCVN's Phone Service.

### What types of telephones work with your service?

Virtually any touch tone telephone can be used with CCVN's Phone Service. Corded and cordless telephones both work well.

### Can I use a fax machine with CCVN's Phone Service?

Though CCVN customers have experienced high success in placing and receiving fax transmissions, however CCVN has not yet certified support for fax usage.

### Can I still use the internet while making calls?

Yes. Your computer and CCVN Phone Service can share the internet connection.

### Can I use your service with my home alarm system or personal emergency response services company?

You may connect any telephone communication device to your CCVN Phone Service adaptor. However, CCVN recommends that you keep a simple phone line for a home or personal emergency response device. Remember, the CCVN Phone Service depends upon your broadband internet connection, and electric power. If the connection goes down, or if power is not available, you will not be able to make or receive calls, nor will your alarm system. Please consult with a qualified alarm system technician before connecting your alarm system to a CCVN Phone Service line.

**How is this different from dialing 911 on a regular land line?**

CCVN routes your call to your local emergency response center over the traditional 911 network determined by the physical address you supplied when you activated 911. If we do not have the correct address, your call cannot be routed to the corresponding emergency response center for your area. You will also need to state the nature of your emergency promptly and clearly, which may include providing your location and telephone number, as the local emergency response center personnel may not be able to see the information CCVN sends along with your call.

In the event traditional 911 methods are unavailable or fail, CCVN sends your 911 call to national emergency response center. Trained emergency response agents will then route the call to local authorities.

**Which VOIP codecs are currently supported by CCVN?**

CCVN currently supports the G711 (80k) and the G729 (32k).

**What are your customer service hours and how do I contact you with questions?**

Our customer service hours are 9AM EST to 5PM EST. Please call 1-800-722-4074 or 828-682-4074. Or e-mail your questions to [staff@ccvn.com](mailto:staff@ccvn.com).

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