



Below please find a detailed set of instructions on how to use and change all the free and exciting calleveryone.com features.

Call Blocking

Telemarketer Block

When enabled, this feature will only allow incoming calls with valid Caller ID information. If the number is not valid, the caller is directed to a menu system, which prompts them to enter a valid phone number. If the caller successfully enters a called ID number, the call is completed. If no valid entry is made, the call is terminated.

Dial *77 to activate telemarketer block

Dial *87 to deactivate telemarketer block

Toll Blocking

When active, this will prevent the phone from dialing International and costly calls. Any such calls will be answered with a warning that the line is locked, and will prompt for the Account Locking Password before letting the call through.

Dial *96 and at the prompt enter your password to lock or activate Toll Blocking

Dial *97 and at the prompt enter your password to unlock Toll Blocking feature on the account

Use of the Account Locking Password to allow specific outbound calls, does not change the status of the Toll Blocking flag; it must be manually deactivated.

Account Locking Password

Dial *98 and at the prompt enter your new password and press the # key

Your Account Locking password is set to a default of 1234



Call Forwarding

Call Forward - No Answer

When activated, calls will wait the duration specified in the Call Forward Delay and the caller will be forwarded to the number specified in the *42 destination.

Dial *92 to activate the CFNA feature

Dial *93 to deactivate the CFNA feature

Dial *42 and the number to which their calls will be forwarded on no answer. **Example: *4212125551234**

Call Forward Delay

This feature allows you to select the number of seconds delay before the caller is forwarded on no answer. 20 seconds is about 4 rings and 40 seconds is about 7 rings.

Dial *95 and dial the number of seconds delay before call is forwarded on no-answer or before voicemail picks up. **Example: *9522**

Call Forward Unconditionally

This feature will make calls forward to the destination number set in *56 immediately.

Dial *72 to activate Call Forward Unconditionally

Dial *73 to deactivate Call Forward Unconditionally

Dial *56 and the number to which the calls will be forwarded.

Example: *5612125551234

NOTE: This is different than the Call Forwarding No Answer Destination, but can be set to the same number. The difference is the Unconditional mode will forward calls immediately, without a delay, like Call Forward No Answer Mode.

Call Return

Call Return will dial any NANPA number that was last received, if that call had a valid caller ID. (NANPA = North American Numbering Plan - US, Canada, USVI, and territories).

Dial ***69** to call back the last number received

Who-Called-Me?

Dial ***51** to play back the number last received (similar to *69).

Call Transfer

This is for incoming calls only. On your IP Phone press the **Transfer** button, dial the number to transfer the call to, and then press the **# key** to send the call.

If you are using an ATA box, simply press the **# key**, dial the number to transfer the call to, and then push **# key** again to send the call.

Call Waiting

Call waiting is an automatic feature of callevryone.com, which allows you to put someone on hold and answer another call.

Dial ***70** to disable call waiting for the next call(s) within 1 minute, or dial ***70** and the number for immediate dial of the number.

Example: *7012125551234



Conference Calling

Each calleeveryone.com customer has access to a 4 member conference room. Each member to the conference will have a Conference Call ID which is their 10-digit phone number.

To add people to a conference call from any phone, **call 1-301-727-9880**. At that time, you will be prompted for your Conference Call ID. Upon entering the ID, you will be prompted for a password.

*The default password is set to **9876**. This should be changed before the conference call by the administrator by dialing ***99**.*

After entering the correct password, members will hear a beep and will be added to the conference call. If you are the only member in the room, an announcement will inform you of that when added. As members enter and exit the conference, a series of ascending or descending pitch beeps will be played respectively.



Do Not Disturb

When this feature is activated, all incoming calls will go directly to voicemail.

Dial *78 to activate Do Not Disturb

Dial *79 to deactivate Do Not Disturb



Music On Hold

Calleveryone.com offers customers a choice of ten different music genres to choose from for music on hold.

Dial *94 for a menu of the music selections, and make your selection of a number between 0 and 9. You may also enter the number at the time of the call without listening to the menu. **Example: *945**

Operator

Simply dial "0" directly from your IP Phone and you will be directed to our callevryone.com customer support line.

Speed Dial

To setup your speed dial entries, simply **dial *74**. You will be prompted to enter or edit numbers in the speed dial locations between 1-9. When entering the speed dial phone number, make sure that you include the full number including the leading "1".

To dial a preset speed dial number, simply press the speed dial location number (1-9).

Three-Way Calling

To activate three-way calling, press the **Flash** key on your analog phone or the **Conference** button on your IP Phone and dial another number followed by the **# key**. When the third party answers the line, hit the **Flash** or **Conference** button again and all three parties will be connected.

Voice Mail

To setup your new callev everyone.com voicemail, simply dial your phone number, and when prompted, enter your four digit password and the # key.

Your password is set as a default to 9999. You can change it as needed. Simply follow prompts for password change.

Follow the prompts on callev everyone.com voicemail for instructions on changing your voicemail announcement, deleting messages, and more.

To Access Voice Mail:

If you are checking voicemail from your own callev everyone.com phone just dial 300.

To check voicemail from the outside the system, simply dial your callev everyone.com number. When you hear your recording hit the * key and enter your voice mail password at the appropriate prompt.

Voice Mail Main Menu:

- | | |
|--------------------------------|--------------------------------------|
| 1 - listen to new/old messages | 7 - delete message |
| 2 - change folders: | 8 - fwd message to another user |
| 0 - new messages | 9 - save message |
| 1 - old messages | 0 - mailbox options: |
| 2 - work messages | 1 - record unavailable message |
| 3 - family messages | 2 - record busy message |
| 4 - friends messages | 3 - record name |
| 3 - advanced options [tbd] | 4 - change password |
| 4 - returns to first message | Hit * to access the help menu |
| 5 - repeat message | Hit # to exit or cancel |
| 6 - next message | |



Short Cuts

- 0** Connects you directly to Calleveryone.com support line.
- 300** Takes you directly into your voice mail system. Follow the prompts for more information.
- 900** Repeats back to you the number assigned to your IP phone or ATA.

 **calleveryone.com**

Dial "0" on your calleveryone.com phone to reach our customer support center, call 1.888.258.3758 or visit our site www.calleveryone.com/support.shtml for further assistance.



Quick List Features by Number

- 0 to connect directly to Calleveryone.com customer support
- *42 and the number to forward calls on no answer
- *51 to play back the number last received (similar to *69)
- *56 and the number to forward calls unconditionally
- *69 to call back the last number received
- *70 to disable call waiting for the next call(s) within 1 minute
- *72 to activate Call Forward Unconditionally
- *73 to deactivate Call Forward Unconditionally
- *74 to setup your speed dial entries.
- *77 to activate telemarketer block
- *78 to activate Do Not Disturb
- *79 to deactivate Do Not Disturb
- *87 to deactivate telemarketer block
- *92 to activate the call forward no answer feature
- *93 to deactivate the call forward no answer feature
- *94 to enter the music selection menu
- *95 and the number of seconds delay for call forward on no-answer
- *96 to enter your password to lock or activate Toll Blocking
- *97 to enter your password to unlock Toll Blocking feature
- *98 to enter or setup a new password



Dial "0" on your calleveryone.com phone to reach our customer support center, call 1.888.258.3758 or visit our site www.calleveryone.com/support.shtml for further assistance.