





Charlestown



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Connect

Digital Voice Quick



Digital Voice User Guide

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Important E911 Information

In case of a power outage, the phone system is on an emergency power backup system. This ensures continuous digital voice services including 911 dialing at all times.

Digital Voice—Service Overview

The Charlestown Connect Digital Voice service offers unlimited domestic and international calling.

Domestic Calls and Calls to Canada

Calls in the U.S. & U.S. Territories

- American Samoa
- Guam
- U.S. Virgin Islands
- Mariana Islands
- Puerto Rico
- Canada

Dial the 3-digit area code + the 7-digit phone number

Or

1 + 3-digit area code + the 7-digit phone number



International Calls

For calls to most international locations, dial 0-1-1 + country code + city code (if applicable) + phone number.

For calls to the following locations just dial 1 + the 10 –digit phone number:

- Anguilla
 - Antigua & Barbuda
 - Bahamas
 - Barbados
 - Bermuda
 - British V.I.
 - St. Vincent & Grenadines
 - Trinidad & Tobago
 - Cayman Islands
 - Dominica
 - Dominican Republic
 - Grenada
 - Jamaica
 - Montserrat
 - St. Kitts & Nevis
 - St. Lucia
 - Turks & Caicos Islands
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Digital Voice Features

The standard features of the Charlestown Digital Voice service include:

- Ability to receive calls
- Emergency dialing to 911
- Caller ID
- Ability to place calls domestic and international
- Voicemail
- Call Waiting



Phones Not Included

The persons occupying the residence who would like to use the telephone service must provide their own touch-tone phone.

Charlestown does not provide telephones for resident apartments.

Setting Up Your Voicemail

The provided voicemail system is configured to go to voicemail after 30 seconds of the phone ringing. 5—6 rings ; however, number of rings can be adjusted if desired.



If you decide to utilize this service (voicemail), **please power off your answering machine**, if you have one, so it will not interfere with the voicemail.

For your initial voicemail setup, please follow the steps below:

1. From your home phone, dial— *86
2. Enter your pin followed by #

You will be prompted to say your name or to record a greeting for callers to hear when you are not able to answer the phone. You will also be able to choose to be listed in the resident directory or not. This is just for the community. Those who do not know your extension can reach you by spelling or saying your name.

Checking your messages

To check your messages, you follow the steps below:

1. From your home phone, dial— *86
2. Enter your pin followed by #
3. Press 1 to listen to messages
4. Listen to the prompts to listen to your messages

- Press 7 to Save
- Press 9 to Delete

Changing your Voicemail Pin

To change your voicemail pin, follow the steps below:



1. From your home phone, dial * 86
2. Enter your pin followed by #
3. Press 4 for the Setup Options
4. Press 3 for Preferences
5. Press 1 to change pin
6. Type your new pin then press #. Pin needs to be at least 4 digits long
7. Type in your new pin one more time to confirm and then press #

How to Use Other Voice Features

Call Waiting

Plays a tone indicating that an incoming call is waiting to be answered. You have the option to put the current call on hold and accept the other call or don't accept the call that's waiting and send the caller to your voicemail.

Press the "Flash" key to put the first caller on hold and



answer the second call. You can alternate between calls by pressing the “Flash” button

Three—way Calling



Three—way calling allows you to add a third party to an existing conversation. To use three—way calling:

- Press “Flash” key while on an existing call to put it on hold.
- Listen for the dial tone to dial the number for the third party
- Press “Flash” to join the 3rd party to the existing call

Message Waiting Indicator

When a voicemail is available, you will see a message waiting light, if one is provided on your phone.



You will hear a stutter tone, before the dial tone to notify you of a new voicemail message.





Caller ID

Caller ID is included in your Charlestown Connect Digital Voice Service. It allows you to see the name and phone number of an incoming call on your phone if your phone supports it. In some cases, the caller may block the display of their number. **This feature cannot be disabled.**



Frequently Asked Questions

Can I access my voicemail from outside my home?

You can call **(410) 402-2050** or

Toll free - number **(844) 532-3826**

Callers are informing me that my Caller ID information is not showing up on their phone after the phone cutover. What do I need to do?

It usually takes up to 72—96 hours for Calling Name information to process after the cutover. In some cases, it may take longer to filter out to all carriers.

How long can I retain a saved voicemail?

Saved voicemail messages can be retained up to 30 days before it gets automatically purged from the voicemail box.

I would prefer to use my own answering machine. Can I get the Charlestown voicemail system disabled?

If voicemail is enabled, please contact the IT Service Desk to get it disabled. Otherwise, continue to use answering machine as you did prior to CCI Connect

Technical Support

Erickson IT Service Desk

(800) 677-0211

Monday—Friday:

6am—12midnight

Saturday—Sunday:

8am—5pm



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