

Dialing Phone Numbers

7-digit Dialing is enabled for your area code.

Otherwise, you will need to use 1+10-digit dialing to complete your calls.

Example: 18009142943

If the call takes a while to connect once dialing is finished, dial a “#” after the phone number.

Example: 18009142943#

Phone Portal

To log into the phone portal, follow these steps:

1. Open a web browser on your computer.
2. Enter the URL for the Portal:

<http://phoneportal.quantumvoice.com>

3. Now enter your username and password as provided in the documentation that came with your phone adapter.

Faxing & Faxmail

FAXING

To send faxes through our broadband phone service, you will need to add a *99-1 prefix to the phone number you wish to send the fax to.

Example: *99-1-734-629-0409

FAXMAIL

Our Faxmail service provides a separate fax number that will deliver the fax in TIFF format as a file attachment to your email account. You read and print these faxes from your email client. To request a faxmail account, email us at: sales@quantumvoice.com.

Contact Us

Web: For troubleshooting, and other support information, please visit our web page at:

<http://www.quantumvoice.com>

Email: Support: customercare@quantumvoice.com
Billing: billing@quantumvoice.com

Phone: 800-914-2943

Star * Feature Codes

To use the star (*) feature codes, lift the handset and then enter the * code you want to use:

Dial Description

- *67** Disable outbound caller ID for all calls.
- *68** Enable outbound caller ID for all calls.
- *70** Disable Call Waiting for the current call only. A second incoming call is automatically transferred to your voice mail box.
- *81** Disable outbound caller ID for this call only. Dial *81 before dialing the number.
- *82** Enable outbound caller ID for this call only.
- *99** Dialing prefix for outbound faxing.

Troubleshooting

- If you lose dial-tone, please power cycle your cable/DSL modem, router, and phone adapter and see if that fixes the problem.
- To adjust your Caller ID time stamp, see our support web page and search for “time zone”.
- Visit the VOIP FAQ off the Customer Care section of our webpage for more assistance/tips.

Voicemail

VOICEMAIL NOTIFICATION

When you have new voicemail you will hear a stutter dial tone when you pick up the phone handset. If your phone also has a Message Waiting Indicator Light it will illuminate.

ACCESSING & CHECKING VOICEMAIL

These are the methods for checking voicemail:

- **To access the voicemail system from your broadband phone:**

Dial: ***123 -or- 1-734-527-7172**. Your default password is your 10-digit phone number.

- **To access the voicemail system from outside your home:**

Method 1: Dial: **1-(your number)** and when the voicemail system answers, press the “0” (zero) key. Your default password is your 10-digit phone number.

Method 2: Dial **1-734-527-7171**. Your mailbox is your 10-digit phone number. Your default password is your 10-digit phone number .

SETTING UP YOUR VOICEMAIL GREETING

Access the voicemail system using the directions above. At this time it will take you into the menu system:

1. Press 0 to access Mailbox Options.
2. Select:
 - 1 to record your new greeting.
 - 2 to record your busy greeting.
 - 3 to record your name.
 - 4 to change your voicemail password.
3. Follow the prompts for the option you selected.