

Dear Valued Customer,

We are proud to welcome you to the **EvenLink's Crystal Clear Digital Phone** service. Our network reliability, customer support and value pricing are a great combination. We appreciate you choosing us and look forward to a long relationship. Our **Crystal Clear Digital Phone** provides high quality features and affordability you won't find when using standard analog phone lines.

Please take time to look through this feature booklet. It explains the full range of features that are offered with your plan. You can also interact with your phone account and its features by visiting us on the Web at [phone.evenlink.com](http://phone.evenlink.com) and you will be directed to our subscriber site where you can manage your service.

Please let us know if you need anything. Our customer service number is **1-866-311-5900**. We're always happy to help.

Again, thank you for choosing us. We appreciate your business.

Sincerely,

**The Evenlink Team**

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# *Access Account*

## **Customer Account Interface**

This is how you will log into the customer interface that will allow you to make changes to your VoIP service provided to you from EvenLink. You will also be able to view your incoming and outgoing call logs, in addition to listening to your voicemail through this interface.

1. Open your preferred browser.
2. In the address bar type in [phone.evenlink.com](http://phone.evenlink.com).
3. For the username, type in the username provided at the bottom of this page.
4. For the password, type in the password at the bottom of this page.
5. Click sign in.

**Username**\_\_\_\_\_

**Password**\_\_\_\_\_

## *Address Book*

Store all of your contacts in your online **Address Book**.

### **Access Via: Internet**

6. Login to your online account
7. Click **Address Book** on the features list
8. Wait for the **Address Book** Screen to appear

### **To Add a Contact:**

1. Click **Add Contact** and wait for a new screen to appear
2. Enter the contact's information into the data fields provided
3. Click **Save**

### **To View a Contact:**

1. To view all contacts, click **View All**
2. To view one contact at a time or to view only contacts in a particular letter group, click on the first letter in the contact's first or last name
3. To sort view by last name, click **Last Name**
4. To sort view by first name, click **First Name**

### **To Delete a Contact:**

1. Check the box of the contact you want to delete
2. Click **Delete**

### **To Edit a Contact:**

1. Select the contact you want to edit
2. Click **Edit** and a data field screen will appear with the existing contact information
3. Edit the contact's
4. Click **Save**

## *Anonymous Call Rejection*

Reject incoming callers who have blocked their directory or identifying information with **Anonymous Call Rejection**.

### **Access Via: Telephone**

#### **To Activate:**

1. Dial **[\*][7][7]**

#### **To Deactivate:**

1. Dial **[\*][8][7]**

### **Access Via: Internet**

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Anonymous Call Rejection** under Settings
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

## *Call Block*

Block unwanted callers with **Call Block**.

### **Access Via: Internet**

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Call Block**
4. In the boxes provided, enter the 10-digit phone number that you want to block.
5. Click **Add**
6. Click **Save**
7. To delete a number from your **Call Block** list, re-enter the telephone number in the boxes provided
8. Click **Remove**
9. Click **Save**

**Note:** Use your **Call Log Incoming** information to help identify numbers you wish to block

## Call Forward

Forward your callers to another number with **Call Forward**.  
The following **Call Forward** features are available:

Feature Name:	Forwards callers when your telephone service is:	Used Primarily for:
<b>Call Forward Always</b>	Called	Forwarding all callers to another number
<b>Call Forward Busy Line</b>	Busy	Voicemail
<b>Call Forward Don't Answer</b>	Not answered within a specified number of rings	Voicemail
<b>Call Forward Not Reachable</b>	Offline	When service is unavailable

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate the appropriate **Call Forward** feature
4. To activate, click **On** and enter the 10 digit phone number where you want to forward your calls. If activating **Call Forward Don't Answer**, select the appropriate number of rings from the drop down list.
5. Click **Save**
6. To Deactivate, click **Off**
7. Click **Save**

## Call Forward (continued)

**Call Forward Always** is the only **Call Forward** feature that can be changed via the telephone.

### Access Via: Telephone

#### To Activate:

1. Dial **[\*][7][2]**
2. Enter the phone number, area code first, where you wish to have all the incoming calls transferred

#### To Deactivate:

1. Dial **[\*][7][3]**

**Note:** If your number is in a hunting arrangement, do not activate the **Call Forward Always** feature. Also, the **Find Me** feature takes priority over **Call Forward Always [\*72]**. If both features are activated at the same time, **Find Me** will override **Call Forward Always**. If **Find Me** is turned off, the phone will revert back to **Call Forward Always** status. We recommend choosing one or the other feature, but not both at the same time.

## Call Hold

Put callers on hold using the **Call Hold** feature.

### Access Via: Telephone

To place a caller on hold:

1. Dial **[\*][2][2]**

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate the **Call Hold** feature
4. To activate, click **On**
5. Click **Save**
6. To Deactivate, click **Off**
7. Click **Save**

## **Call Log**

Review records of all your incoming and outgoing calls with your **Call Log**. **Call Log** information is updated every fifteen (15) minutes.

### **Access Via: Internet**

1. Login to your online account
2. The **Call Log** screen will pop up showing all of your incoming and outgoing calls
3. To view your incoming calls, click **Incoming**
4. To view your outgoing calls, click **Outgoing**

## **Call Return**

Dial the last incoming caller with **Call Return**.

### **Access Via: Telephone**

1. Dial **[\*][6][9]**
2. The number of the last incoming caller will be dialed

**Note:** The **Call Return** feature does not verify the number of the last incoming call. It only dials the number.

## Call Waiting

Missed calls from important people are a thing of the past when you have **Call Waiting**.

### Access Via: Telephone

#### To Answer Via Telephone:

1. A tone will sound alerting you that you have another call coming in
2. While on the call, press the **flash** button once. The first call will be placed on hold and you will be connected to the second call.
3. To return to the original call, press the **flash** button again one time only. You will be able to switch back and forth between two calls by pressing the **flash** button.

#### To Activate Permanent:

1. Dial **[\*][4][3]**

#### To Deactivate Permanent:

1. Dial **[#][4][3]**

#### To Deactivate:†

1. Dial **[\*][7][0]**
2. Enter the 10 digit telephone number. The area code must be dialed even if call is local.
3. **Call Waiting** is now disabled so that any incoming calls are sent to **Vicemail**

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Call Waiting** under **Settings**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

*†Note: **[\*][7][0]** deactivates **Call Waiting** for one (1) outgoing call only. Once the call disconnects, your **Call Waiting** feature is reactivated automatically.*

## Caller ID

Identify your caller before picking up the telephone with **Caller ID**. Your phone must have name and number display compatibility for this feature to work

### Access Via: Telephone

1. Wait two full rings when you receive an incoming call
2. Check the **Caller ID** reader for the name and number of the incoming call

### Access Via: Internet

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Caller ID** under **Settings**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

*†Note: The “Off” option deactivates **Caller ID** for incoming calls to your phone, not outgoing calls you make.*

## Outgoing Caller ID Deactivation Per Call

Block your **Caller ID** information from being displayed with **Outgoing Caller ID Deactivation**.

### Deactivate Outgoing Caller ID Via: Telephone

1. Dial **[\*][6][7]**
2. Enter 10 digit telephone number (Area code must be dialed even if call is local).

***Note:** When deactivating **Outgoing Caller ID**, your number will not be displayed on the recipient’s **Caller ID**. Instead, the recipient’s **Caller ID** will display “**Private Number**”. The star code **[\*][6][7]** will deactivate the **Caller ID** for one outgoing call only.*

## ***Outbound Caller ID Block***

Block your **Caller ID** information from displaying to called parties with **Outbound Caller ID Block**.

### **Access Via: Telephone**

#### **To Activate:**

1. Dial **[\*][3][1]**

#### **To Deactivate:**

1. Dial **[#][3][1]**

#### **To Deactivate Per Call:**

1. Dial **[\*][6][5]**

### **Access Via: Internet**

1. Login to your online account
2. Click **Settings** on the features list
3. Once the **Settings** screen appears, locate **Outbound Caller ID Block** under settings
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

***fNote:** The “**On**” option deactivates your **Caller ID** from the displaying for outgoing calls you make, not Incoming calls to your phone.*

## ***Do Not Disturb***

Redirect all your incoming calls to your **Voicemail** when you're busy with **Do Not Disturb**.

### **Access Via: Telephone**

#### **To Activate:**

1. Dial **[\*][7][8]**
2. Listen for a busy signal indicating the feature is activated
3. All incoming calls will be forwarded directly to
4. **Voicemail** unless requested otherwise

## *Do Not Disturb (continued)*

### **To Deactivate:**

1. Dial **[\*][7][9]**
2. Listen for a busy signal indicating the feature is deactivated
3. All incoming calls will now ring to your phone

### **Access Via: Internet**

1. Login to your online account
2. Click **Settings** on the Features list
3. Once the **Settings** screen appears, locate **Do Not Disturb**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Manual Off**
7. Click **Save**

**Note:** To help you remember that your **Do Not Disturb** feature is on, check the **Ring Reminder** box and every call will ring just one time.

## *Find Me*

Forward your calls to up to five alternate locations with the **Find Me** feature.

### **Access Via: Internet**

1. Login to your online account
2. Click **Find Me** on the Features list
3. Enter the sequence name(s) and number (s) in the data fields provided
4. Select **Ring Type**
  - a. **Sequential Ringing** (numbers are called in the order given)
  - b. **Parallel Ringing** (numbers are called simultaneously)
5. Click **Save**
6. To turn feature on, click **Activate**
7. Click **Save**
8. To turn feature off, click **Deactivate**
9. Click **Save**

**Note:** If **Find Me** is activated and unable to locate you, your call will be directed to **Voicemail**.

## Hunt Groups

Utilize all your lines and prevent unnecessary busy signals with **Hunt Groups**.

When an incoming call is generated to a line that is busy, the call rolls over to the next number in the **hunt group**.

**Note: Call Forwarding** takes precedence over **hunt groups** when activated on the main number of a **hunt group**.

**Note: Call Waiting** is only assigned to the last number of a **hunt group**. If all lines in a **hunt group** are in use, then the next incoming call will go directly to **Voicemail** if **Call Waiting** is not answered.

**Note:** Hunt groups are business group features. They are created and modified by your System Administrator.

## Speed Dial

Enter all your frequently dialed numbers for quick and simple access with **Speed Dial**.

### Access Via: Telephone

Speed Dial 8 Dialing Instructions	Speed Dial 100 Dialing Instructions
<ol style="list-style-type: none"><li>1. Listen for a dial tone</li><li>2. Dial the specific 1 digit <b>Speed Dial</b> code for the number you wish to call</li><li>3. Dial <b>[#]</b> and the call will be connected</li></ol>	<ol style="list-style-type: none"><li>1. Listen for a dial tone</li><li>2. Dial <b>[#]</b></li><li>3. Dial the specific 2 digit <b>Speed Dial</b> code for the number you wish to call and the call will be connected</li></ol>

### Set up Speed 8 Via: Telephone

1. Listen for a dial tone
2. Dial **[\*][7][4]**
3. Select a one-digit code (2 through 9)
4. Dial the code selected and the 10 digit telephone number (Example: 2+800-555-1212)
5. Listen for a confirmation message

## *Speed Dial (continued)*

### **Set up Speed Dial 100 Via: Telephone**

1. Listen for a dial tone
2. Dial **[\*][7][5]**
3. Select a code from 01 through 99 (*unavailable codes are: 21, 31, 40, 41, 43 & 80-89*)
4. Dial the code selected and the telephone number (Example: 03+800-555-1212)
5. Listen for a confirmation message

### **Set up Via: Internet**

1. Login to your online account
2. Click **Address Book** on the Features list and wait for the **Address Book** screen to appear
3. For new entries, click **Add Contact** and wait for a new screen to appear
4. Enter contact information and then select a **Speed Dial** code from the drop down list
5. Click **Save**
6. For an existing contact, click **Edit** and wait for a new screen to appear with the contact's information
7. Select a **Speed Dial** code from the drop down list
8. Click **Save**

## *Three-Way Calling*

Chat with two people at once with **Three-Way Calling**.

### **Access Via: Telephone**

1. While on the first call, press the **flash** button
2. Listen for a dial tone
3. Dial your other party's number
4. When you are ready to add the original caller, press the **flash** button again

**Note:** To add more people, follow the same steps.

## *Voice*mail

Whether you are on another call, not at home, or just too busy, we will send the caller to your own personal **Voice**mail inbox. You can retrieve your messages at a time that is convenient to you by phone, online account, and now via Email.

### **Access Via: Telephone**

#### **To Set Up:**

1. Dial **[9999]** or **[\*][6][2]** from your phone
2. Enter your temporary passcode **[0000]** and press the **[#]** key
3. You'll receive a prompt telling you the passcode has expired, and prompting you to enter a permanent passcode and press **[#]**
4. Once you've entered the permanent passcode and pressed **[#]**, you'll receive another prompt asking you to re-enter it and press **[#]**
5. Follow the rest of the prompts to record your name and greetings

#### **To Access:**

1. Dial **[9999]** or **[\*][6][2]** from your phone. To access from a remote location, dial your home telephone number and press **[\*]** when the greeting begins to play.
2. Enter your passcode and press the **[#]** key

#### **Main Voice**mail Menu Options:

- [1]** To access your **Voice**mail box
- [3]** Record your name
- [4]** To change your **Call Forwarding** options
- [6]** To make a call
- [8]** To change your passcode
- [9]** To exit the voice portal
- [#]** To repeat this menu

#### **Access Voice**mail box options:

- [1]** To listen to your messages
- [2]** To change your mailbox busy greeting
- [3]** To change your mailbox no answer greeting
- [5]** To compose and send a new message
- [7]** To delete all messages
- [\*]** To go to the ComPilot voice portal
- [#]** To repeat this menu

## ***Voicemail (continued)***

### **Access Via: Internet**

1. Login to your online account
2. The **Voicemail** option at the bottom of the page will display your message list
3. Click on the sound icon to the right of the message and the message will play in your computer's media program (i.e., Media Player, iTunes or Quicktime Player)
4. To delete a message, click **Delete**

## ***Voicemail Message Waiting Indicator***

Receive notifications when you have received a new **Voicemail** message with **Message Waiting Indicator**. **Message Waiting Indicator** will remain on the phone until the new message has been played.

**Audible MWI:** Notifies you in the form of a “stutter dial tone” when a message is waiting to be retrieved.

**Visual MWI:** Notifies you by triggering a light and/or notice on the display of your telephone when a message is waiting to be retrieved. The **Visual MWI** requires you to have a compatible telephone.

### **Set up Via: Internet**

1. Login to your online account
2. Click **Profile** on the options list and locate **Message Waiting Indicator**
3. To activate, click **On**
4. To deactivate, click **Off**

## ***Voicemail to Email***

### **Set up Via: Internet**

1. Login to your online account
2. Click **Profile** on the options list and locate **Voicemail to Email**
3. Enter the email address where you would like your **Voicemail** messages forwarded.
4. Click **Save**

***Note:** These emails may not be accepted by your email provider. If you do not receive your new **Voicemail** messages via email, try adding **autoFwd@ipvoicemail.com** to your email account contact list to unblock the email notifications. If you are still experiencing issues, you may be unable to use this feature with your existing email provider at this time.*

## ***Important EvenLink Contact Info.***

### **Sunbury Location**

Address - 650 Champ Avenue  
P.O. Box 170  
Sunbury, PA 17801

Phone- 570-988-1800

### **Lebanon Location**

Address - 38 S. 8<sup>th</sup> Street  
Lebanon, PA 17042

Phone- 717-274-3030

### **Hours**

Monday thru Friday-	7:30am – 10pm
Saturday-	8:00am – 10pm
Sunday-	1pm – 8pm

### **Customer Care Email**

[custcare@evenlink.com](mailto:custcare@evenlink.com)

### **Tech Support Email**

[help@evenlink.com](mailto:help@evenlink.com)

### **Online Live Support**

<http://evenlink.com/support.asp>



From all of us at EvenLink, Thank you for your business! Your patronage helps EvenLink grow and provide local jobs in our community.



**EvenLink is proud to provide 100% U.S. based Support! We DO NOT outsource our customer service or technical support.**

For all your communication needs this EvenLink!

