

# *Digital Phone User Guide*



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## Contents

<i>Address Book</i> .....	4
<i>Anonymous Call Rejection</i> .....	5
<i>Call Block</i> .....	5
<i>Call Forward</i> .....	6-7
<i>Call Logs</i> .....	7
<i>Call Return</i> .....	7
<i>Call Waiting</i> .....	8
<i>Caller ID</i> .....	9
<i>Outbound Caller ID Block</i> .....	9-10
<i>Do Not Disturb</i> .....	10-11
<i>Find Me</i> .....	11
<i>Selective Call Forwarding</i> .....	12
<i>Speed Dial</i> .....	12-13
<i>Three-Way Calling</i> .....	13
<i>Voicemail</i> .....	14-15
<i>Voicemail Message Waiting Indicator</i> .....	15
<i>Voicemail to Email</i> .....	15

**Control your calling features online 24/7.**

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## ***Address Book***

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

1. Login to your online account
2. Click **Address Book** on the features list
3. 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**
5. To sort view by **Speed Dial** number, click **Speed Dial**

### **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 information in the data fields provided
4. Click **Save**

**Speed Dial** numbers can be assigned via your **Address Book**. Please see the **Speed Dial** instructions found in this user guide for more information.

## Anonymous Call Rejection

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

### To Activate

1. Dial **77**
2. Listen for a confirmation message stating your request was successful

### To Deactivate

1. Dial **\*87**
2. Listen for a confirmation message stating your request was successful

### 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 feature 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:

Call Forward Feature:	Forwards:
Call Forward Always	All Calls
Call Forward Busy Line	When line is busy
Call Forward Don't Answer	When line is unanswered within a certain number of rings
Call Forward Not Reachable	When your phone is offline or unavailable

### Access Via Internet

1. Login to your online account
2. Click **Settings** on feature list
3. Once the **Settings** screen appears, locate the appropriate **Call Forward** feature
4. To active, 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**

**Note:** Find Me overrides **Call Forward Always**. If **Find Me** is turned off, the phone will revert back to **Call Forward Always** status. We do not recommend using both features at the same time.

## Call Forward (Continued)

### Access Via Telephone

Call Forward Feature:	To Activate:	To Deactivate:	Then:
Call Forward Always	1. Dial [*72], wait for tone 2. Enter the 10-digit phone number you wish to forward calls to and then the [#] key	Dial [*73]	Listen for confirmation message.
Call Forward Not Reachable	1. Dial [*94], wait for tone 2. Enter the 10-digit phone number you wish to forward calls to and then the [#] key	Dial [*95]	
Call Forward Busy Line	Activation and Deactivation controlled through your online account. <i>Telephone Activation/Deactivation is not available – Please set through your online account.</i>		
Call Forward Don't Answer			

## Call Logs

Review records of all your incoming and outgoing calls with your **Call Logs**. Call Log information is updated every forty-five (45) minutes.

1. Login to your online account
2. Click **Call Logs** on the feature list and a screen will display 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**. The **Call Return** feature does not verify the number of the last incoming call. It only dials the number.

1. Dial **69**
2. The number of the last incoming caller will be dialed

## Call Waiting

Missed calls from important people are a thing of the past when you have **Call Waiting**. You can deactivate the feature per call if you are making a call where you do not want to be interrupted.

### Access 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 **\*56**
2. Listen for a confirmation message stating your request was successful

### To Deactivate Permanent

1. Dial **\*57**
2. Listen for a confirmation message stating your request was successful

### To Deactivate Per Call

1. Dial **\*70**
2. Enter the 10-digit telephone number. The area code must be dialed even if the call is local.
3. **Call Waiting** is now disabled so that any incoming calls are sent to **Voicemail**
4. This only deactivates **Call Waiting** for one (1) outgoing call. Once the call disconnects, your **Call Waiting** feature is reactivated automatically.

### 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**

## Caller ID

Know who is calling you before answering 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 on outgoing calls, click **Off\***
7. Click **Save**

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

## Outbound Caller ID Block

Block your Caller ID information from displaying to called parties with Outbound Caller ID Block. This feature deactivates your Caller ID from displaying for outgoing calls you make, not incoming calls to your phone.

### Access Via Telephone

#### To Permanently Block Your Information from Being Delivered

1. Dial **\*68**
2. Listen for a confirmation message stating your request was successful

#### To Deactivate Permanent Block

1. Dial **\*81**
2. Listen for a confirmation message stating your request was successful

#### To Deactivate Permanent Block Per Call

1. Dial **\*82**
2. Listen for a confirmation message stating your request was successful
3. This will only deactivate the caller ID block on the call you are making. The block will start again on the next calls you make.

## ***Outbound Caller ID Block (Continued)***

### **To Block Your Information from Being Delivered Per Call:**

1. Dial **67**
2. Enter the 10-digit telephone number to be dialed. This will only block your caller ID from being delivered on that single call. It will show on the next call you make.

### **Access Via Internet**

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

## ***Do Not Disturb***

Incoming callers will receive a message stating you are busy and will be sent to your Voicemail when you have activated **Do Not Disturb**. You must have **Voicemail** activated for this to work.

### **Access Via Telephone**

#### **To Activate**

1. Dial **78**
2. Listen for a confirmation message stating your request was successful
3. All incoming calls will receive a message you are busy and be sent to your **Voicemail**

#### **To Deactivate**

1. Dial **79**
2. Listen for a confirmation message stating your request was successful
3. All incoming calls will now ring to your phone

## ***Do Not Disturb (Continued)***

### **Activate 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 your **Do Not Disturb** feature is on, check the **Ring Reminder** box and every call will ring just one time.

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## ***Find Me***

Forward your calls to up to five alternative 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**.

## ***Selective Call Forwarding***

Forward specific callers to specific locations.

### **Access Via Internet**

1. Login to your online account
  2. Click **Find Me** on the features list
  3. Once the **Find Me** screen appears, locate **Selective Call Forwarding**
  4. To give clearance, enter the number you want forwarded into the **Number to Forward** field and click **On**
  5. Enter the **Destination Name** and **Destination Number**
  6. Once all the numbers and destinations are entered, click **Save**
  7. When you no longer want a number forwarded, click **Off**
  8. Click **Save**
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## ***Speed Dial***

Enter frequently dialed numbers for quick and simple access.

### **Access Via Telephone**

#### **Set up Speed Dial**

1. Listen for a dial tone
2. Dial **(75)** and wait for the tone
3. Select a code from 01 through 20 and dial the code and the telephone number (Example: 03+800-555-1212)
4. Listen for a confirmation message stating your request was successful

#### **Dialing Instructions**

1. Listen for a dial tone
2. Dial # and the specific 2-digit **Speed Dial** code for the number you wish to call and the call will be connected

## ***Speed Dial (Continued)***

### **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.

#### **New Entries**

1. Click **Add Contact** and wait for a new screen to appear
2. Enter contact information and then select a **Speed Dial** code from the drop down list
3. Click **Save**

#### **Modify Existing Entries**

1. Click **Edit** and wait for the contact's information to appear
2. Select a **Speed Dial** code from the drop down list
3. Click **Save**

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## ***Three-Way Calling***

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

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

## ***Voicemail***

Whether you are on another call, not at home, or just too busy, we will send the caller to your own personal **Voicemail** 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 **(98)** from your phone
2. Enter your temporary passcode (**8642**) 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 **(98)** from your phone. To access from another phone number, dial your home telephone number and press **[\*]** when the greeting begins to plays.
2. Enter your passcode and press the **[#]** key

<b>Main Voicemail Menu Options</b> <b>[1]</b> To access your Voicemail box <b>[3]</b> Record your name <b>[8]</b> To change your passcode <b>[9]</b> To exit the voice portal	<b>Access Voicemail Box Options</b> <b>[1]</b> To listen to your messages <b>[2]</b> To change your mailbox busy greeting <b>[3]</b> To change your mailbox no answer greeting <b>[5]</b> To compose and send a new message <b>[7]</b> To delete all messages <b>[*]</b> To go to the ComPilot voice portal <b>[#]</b> To repeat this menu
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## ***Voicemail (Continued)***

### **Access Via Internet**

1. Login to your online account
  2. Click **Voicemail** on the options list
  3. The **Voicemail** option at the bottom of the page will display your message list
  4. 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)
  5. 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](mailto: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.

