

Voicemail Guide



Setup your Voicemail	Setup a New Passcode and Name 1. Dial *15 and listen to the voice instructions. 2. Enter the Passcode 8642 followed by # when prompted. 3. Follow the instructions to set up a new Passcode. 4. Follow the instructions to record your name.
Setup your Voicemail Greeting	No Answer Greeting (This will be played if you are unable to answer the call) 1. Dial *15 and listen to the voice instructions. 2. Enter your Passcode, followed by # when prompted 3. Press 1 to access your Voicemail. 4. Press 3 to enter the no answer greeting menu. • Press 1 to record a new no answer message Busy Greeting (This will be played if your phone is Busy) 1. Dial *15 and listen to the voice instructions. 2. Enter your Passcode, followed by # when prompted 3. Press 1 to access your Voicemail. 4. Press 2 to enter the no answer greeting menu. • Press 1 to record a new Busy message Extended Away Greeting (This will be played when you have activated the Extended Away Greeting) 1. Dial *15 and listen to the voice instructions. 2. Enter your Passcode, followed by # when prompted 3. Press 1 to access your Voicemail. 4. Press 4 to enter the no answer greeting menu. • Press 3 to record a new extended away greeting 5. Follow the instructions and Press 1 to activate/deactivate the extended away greeting.

Retrieve Voicemail	From your Home phone: 1. Dial *15 and listen to the voice instructions. 2. Enter your Passcode, followed by # when prompted 3. Press 1 to access your Voicemail box. 4. Follow the instructions and Press 1 to listen to your messages. From another phone: 1. Dial your home phone number. 2. When the voicemail announcement starts, Press the * key. 3. Enter your Passcode, followed by # when prompted.
Know you have a Voicemail	Flashing Light on the Phone 1. A flashing light on the Phone indicates Voicemail message that is yet to be retrieved. Stutter Dial Tone 1. When you pick up your handset and hear a Stutter Tone followed by a normal dial tone, it indicates a Voicemail message that is yet to be retrieved.
Voicemail to Email (Optional)	By Phone 1. Please contact Hotwire Customer Service at 800-355-5668 to request activation and setup of sending copies of your Voicemail messages to your email. By Web Portal 1. Login to voice web portal, https://voiceportal.fision.com by using your username and password. Default Username: customer_phone_number@hotwirephone.com (e.g. 9541234567@hotwirephone.com) Default Password: Hotwire + customer phone number (e.g. Hotwire9541234567) 2. Click on the User Service Settings option in the sidebar. 3. Click on the Voice Messaging User. 4. Once on the Voice Messaging User page, click on the gear (or Cog) icon on the right-hand side of the screen. 5. Click on the Send Carbon Copy Voice Message option to enable it. 6. Then, enter your email address in the Delivery Email and Carbon Copy To fields, then click on the Save button.



What is Nomorobo?

Nomorobo is a product that automatically blocks bad robo and telemarketing calls using the customer's simultaneous ring feature.

How to setup Nomorobo by Telephone

1. Please sign up for a Nomorobo account at <https://www.nomorobo.com/login> before contacting **Hotwire** for support. This process is required to obtain a Nomorobo number.
2. Once a Nomorobo account is set up and verified, Nomorobo will provide you with a Simultaneous-Ring-To number that can now be activated by Hotwire on your account.
3. Hotwire Customer Service can be reached at **800-355-5668** to enable the Simultaneous-Ring-To feature for **FREE**.
4. Once setup, you can now go back into your Nomorobo account and click Next. Nomorobo will call your phone number. Pick up the call only when the status bar changes color. When the setup process is complete, the status bar will turn green, and your phone number(s) will be listed as “protected.”

Digital Voice Features



ANONYMOUS CALL REJECTION

Automatically reject calls from callers who have blocked their number from being displayed.

Dial *77: to Enable

Dial *87: to Disable

3-WAY CALLING

Enjoy calls with three separate parties. Use these instructions to use a three-way call:

1. Press Flash / Conference while on an active call.
2. Dial the second person when the dial tone sounds.
3. Press Flash / Conference again to bridge callers.

CALL HOLD

1. Once you are on a call, click the flash button or the hang-up button once to place the call on hold.
2. Press flash button or hang-up button once to take call off hold and resume conversation

DO NOT DISTURB

Block your line temporarily to prevent incoming calls.

Dial *78: to Enable

Dial *79: to Disable

CALL FORWARDING ALWAYS

Allows you to forward all your incoming calls to a different phone number

Dial *72: Wait for the voice prompt to enter the destination phone number. Enter the telephone number that should receive your incoming calls followed by the # sign.

Dial *73: Disable

CALL FORWARDING BUSY

Set all your incoming calls that reach a busy signal to forward to a different number.

Dial *90: Wait for the voice prompt to enter the destination phone number. Enter the telephone number that should receive your incoming calls followed by the # sign.

Dial *91: to Disable

CALL FORWARDING NO ANSWER

Enables you to redirect calls to another destination when an incoming call is not answered within 5 rings. Contact Customer Service if you want to set to 2, 3, 4 or 6 rings.

Dial *92: Wait for the voice prompt to enter the destination phone number. Enter the phone number to which you wish your calls to be redirected followed by the # sign.

Dial *93: Disable

411 DIRECTORY ASSISTANCE

Directory Assistance helps you find local and national listings.

1. Dial 411