



# NETGain One Users Guide

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## Verilink NetEngine/Cisco 2421 IAD

These IAD's feature 8 to 16 derived voice lines and a 10/100 BaseT interface for high-speed data connections via a single T1 or SDSL WAN interface. They also deliver robust features such as routing, bridging, NAT and DHCP all in one unit.

### **DSL.net Voice Service**

#### Place a Call:

- Lift the handset and dial the number.
- Press the Speaker button if available, then dial.
- If you are using a headset, press the headset button, then dial

#### Answer a Call:

- Lift the handset.
- If you are using a headset, press the headset button. If necessary, press the line button of the incoming call.
- To use the speakerphone, press Speaker button.

#### End a Call:

- Hang up the handset
- If you are using a headset, press the headset button.



## Call Waiting

This service is on all lines by default except fax lines and on lines that are part of a Hunt Group.

- When a new call comes in while you are on another call, a beep will sound notifying you of an incoming call.
- Press the **Flash** button or depress the hook-flash button on your phone.
- If party on first line is still on phone you can Flash back to first call.

## Transfer a Call:

- Lift Handset and dial first party or another party has called you.
- While on the first call press the **Flash** button or depress the hook-flash button.
- Dial the number you wish to transfer call to
- After connecting with the second caller simply hang up the call and the first and second parties will now be connected

Note: This type of transfer is referred to as consultative transfer which means that you must Consult with the party you are attempting to transfer to before connecting the callers.

## Voice Mail:

- Dial the Voice Portal Number.
- If voice mail is setup on the line you are dialing from the system will only prompt you to enter a password. If you would like to check a different voice mailbox press \* key at prompt, enter your voice mailbox extension number and password.
- Record your Personalized Name
- Listen to prompts depending on what you would like to do.



### Voice Portal Branding:

This service allows you to record your own voice mail portal greeting. Not to be confused with your own voice mailbox greeting.

- Dial the Voice Portal Number.
- Enter the extension of the Voice Portal. Enter Password of the Voice Portal.
- Listen to prompts to record new Voice Portal Greeting.

### Hunt Groups:

This service allows the hunting of numbers to occur to find an available line that is not busy. Its possible to have multiple hunt group so long as you do not place the same numbers within separate hunt groups

- Configuration setup by DSL.net

## **Feature Access Codes (Star Codes)**

### \*72 Call Forwarding Always Activation:

- Pick up handset.
- Dial \*72.
- Enter 10-digit number to forward calls to.
- Hang up.

**\*73 Call Forward Always Deactivation:**

- Pick up handset.
- Dial \*73, listen to prompt.
- Hang up.

**\*90 Call Forward Busy Activation:**

- Pick up handset.
- Dial \*90.
- Enter 10-digit number to call forward busy calls to.
- Hang up.

**\*91 Call Forward Busy Deactivation:**

- Pick up handset.
- Dial \*91, listen to prompt.
- Hang up.

**\*92 Call Forward No Answer Activation:**

- Pick up handset.
- Dial \*92.
- Enter 10-digit number to forward no answer calls to.
- Hang up.

**\*93 Call Forward No Answer Deactivation:**

- Pick up handset.
- Dial \*93, listen to prompt.
- Hang up.

#### \*67 Calling Line ID Delivery Blocking per Call:

This service allows you to block your Calling ID on a per call basis

- Pick up handset.
- Dial \*67, then phone number of person you are calling.
- Will not be active on next call unless \*67 dialed again.

#### \*69 Call Return

- Pick up handset.
- Dial \*69 to return last caller that called

#### \*67 Last Number Redial

- Pick up handset
- Dial \*67 to dial last number that you called

#### \*22 Place a Call on Hold

The Flash Call Hold feature allows a user to hold one call for any length of time until either party goes on-hook. Activation requires using a feature activation code that is dialed after a switch-hook flash.

- While on a call simply press **Flash** button or depress the hook-flash button.
- A special dial tone will be received
- Dial \*22
- To return to call press **Flash** button again