COMPAS
X-STREAM
Service. Speed. Reliability.

VOICE

Digital Phone
User guide

COMPAS

X-STREAM

Service. Speed. Reliability.

Dear Valued Customer,

We are proud to welcome you to the COMPAS X-STREAM Voice 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.

You can also interact with your phone account and its features by visiting us on the Web at www.compascable.net 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 (828) 438-5353. We're always happy to help. Again, thank you for choosing us. We appreciate your business.
Sincerely,

The COMPAS X-STREAM Voice Team

Contents

Tech Support: 1-877-646-6408

Address Book

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

Access Via: Internet
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**.

Access Via: Telephone

To Activate:
1. Dial **[∗][7][7]**
2. Listen for a confirmation message stating your request was successful

To Deactivate:
1. Dial **[∗][8][7]**
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 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:

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 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**

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

Telephone instructions:

Call Forward Feature:	To Activate via Telephone:	To Deactivate via Telephone:	Then:
Call Forward Always	1. Dial **[∗][7][2]** 2. Enter the destination's 10 digit phone number followed by the **[#]** key.	Dial **[∗][7][3]**	Listen for a confirmation tone
Call Forward Not Reachable	1. Dial **[∗][9][4]** 2. Enter the destination's 10 digit phone number followed by the **[#]** key.	Dial **[∗][9][5]**	
Call Forward Busy Line	Telephone Activation/Deactivation is not available – Please set through your online account.		
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 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 **[∗][5][6]**
2. Listen for a confirmation message stating your request was successful

To Deactivate Permanent:
1. Dial **[∗][5][7]**
2. Listen for a confirmation message stating your request was successful

To Deactivate Per Call:†
1. Dial **[∗][7][0]**
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**

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.*

Outbound Caller ID Block

Block your **Caller ID** information from displaying to called parties with **Outbound Caller ID Block**. The "On" option deactivates your **Caller ID** from displaying for outgoing calls you make, not Incoming calls to your phone.

Outbound Caller ID Block continued

Access Via: Telephone

To Permanently Block Your Information from Being Delivered:
1. Dial **[∗][6][8]**
2. Listen for a confirmation message stating your request was successful

To Deactivate Permanent Block:
1. Dial **[∗][8][1]**
2. Listen for a confirmation message stating your request was successful

To Deactivate Permanent Block Per Call:
1. Dial **[∗][8][2]**
2. Listen for a confirmation message stating your request was successful

To Block Your Information from Being Delivered Per Call:
1. Dial **[∗][6][7]**
2. Enter the 10 digit telephone number to be dialed

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**

Do Not Disturb

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

Access Via: Telephone

To Activate:
1. Dial **[∗][7][8]**
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 **[∗][7][9]**
2. Listen for a confirmation message stating your request was successful
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 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**.*

Speed Dial

Enter frequently dialed numbers for quick and simple access

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:	Modify Existing Contacts:
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**	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**

Access Via: Telephone

Set up Speed Dial via Telephone:
1. Listen for a dial tone
2. Dial **[∗][7][5]**
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

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

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 **[∗][9][8]** 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 **[∗][9][8]** 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 Voicemail Menu Options:
[1] To access your **Voicemail** 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 Voicemail 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

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.*

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