



Conway
Corporation

Digital Telephone User Guide



Proud to provide Conway's Electric, Water, Cable, Internet and Telephone services.



Conway Corporation

Welcome to Conway Corporation Digital Telephone Service

We take pride in providing superior and reliable voice services to our valued customers.

This booklet should answer any questions you may have regarding Conway Corporation's telephone service, including how it works, installation instructions, and how to use some of the main features.

For information on additional features and options available, please go to your online Account Portal at <https://phone.conwaycorp.com> or call 501-450-6000.

My digital telephone number is:

Telephone number will serve as account portal username.

Password: _____

Inside this Booklet

- General Information..... 3
- What is Digital Telephone? 3
- Making Calls with Digital Telephone..... 3
- Important 911 Information 4
- Getting Started 5
- Managing Your Account Online 5
- Updating Account Portal Info and Password 5
- How to Access Voicemail..... 6
- Features of Digital Voice Services..... 7
- Features Overview 7
- Anonymous Call Rejection (*77)..... 8
- Call Forwarding 8
- Call Forwarding Always (*72)..... 8
- Call Forwarding Remote Access 9
- Call Forwarding Busy (*90)..... 9
- Call Forwarding No Answer (*92)..... 10
- Call Forwarding Selective..... 11
- Call Forwarding Not Reachable (*94)..... 12
- Call Hold 12
- Call Return (*69)..... 12
- Call Waiting On/Off 13
- Inbound Caller ID Delivery 13
- Inbound Caller Name Delivery 13
- Outbound Caller ID Blocking 13
- Connected Line ID Restriction..... 14
- Last Number Redial (*66)..... 14
- Do Not Disturb (*78) / To Cancel (*79) 14
- Speed Dial (*74) 15
- Speed Dial 100 (*75)..... 16
- Three-Way Calling 16
- Selective Call Acceptance/Selective Call Rejection 17
- Sequential Ringing..... 17
- Simultaneous Ringing 18
- Two Stage Dialing..... 19
- Broadworks Anywhere (*11)..... 19
- Voicemail Management (*62)..... 20

*Any services with a + symbol next to them indicate add-on services. If you are unsure whether you have subscribed to these service offerings or wish to sign up for any of them please contact us at 501-450-6000.

What is Digital Telephone?

Digital Telephone allows you to make and receive calls through your broadband Internet connection using a standard touch tone phone.

Your Conway Corporation digital telephone service works with any touch tone, corded or cordless telephone. Our cable modem converts your phone calls into a data stream that is sent through your high-speed Internet connection. You can call anywhere at any time for less, and your phone number can go everywhere you do!

Making Calls with Conway Corporation Digital Telephone

You can make calls by dialing the number on your phone, as you always have.

For calls within your area code, you may dial 7, 10 or 11 digits.

Example: 555-1212, 859-555-1212 or 1-859-555-1212

When dialing outside your area code, you may use 10 or 11 digits.

Example: 859-555-1212 or 1-859-555-1212

To activate the International calling feature you will need to contact Conway Corporation Customer Service at 501-450-6000 or email comments@conwaycorp.net.

To place international calls, dial just as you would with a standard analog telephone. (International Access Code + Country Code + City Code + Number)

Example: 011 + 39 (Italy) +81 (Naples) +Number

To answer a call pick up your phone's handset like you always have.

Important 911 Information

While the 911 system through Conway Corporation's Digital Telephone services will work very similarly to your standard analog telephone, there are a few important differences of which you need to be aware.

- If you move, you will need to call our support line at 501-450-6000 to update your information. It may take a few days to activate and change your 911 feature, so please think ahead when planning a move.
- Electrical or broadband outages can prevent 911 dialing with our system. As your phone service is relying on both your broadband connection and electrical power, if these go out, so will your telephone service. Once the power and broadband connection returns, your system will function properly again.

Additional 911 information is available on the Account Portal for you to read and reference. Please be safe and read all material related to this issue.

Learn more at: <https://phone.conwaycorp.com>

Getting Started

Managing Your Account Online

Configure your Digital Voice account online.

1. Open your web browser and in the address bar type: <https://phone.conwaycorp.com>
2. Your username is your 10 digit phone number.
3. Your temporary password should have been given to you when your service was activated. Click “forgot password” to generate a new password on the login screen.
4. Enter your phone number (username) and password into the appropriate fields and then click the “Login” button.
5. When you log in for the first time you will be prompted to create a four digit CPNI security code. This verifies your identity when requesting a change from our service department. Please keep this code in a safe place for future reference to make changes to your account.
6. On the “Home” page of the portal you will see a “Features” button which, when you click on it, will enable you to configure all of your features (e.g., Call Forwarding, Simultaneous Ringing, etc.).

Updating Account Portal Info and Password

1. Click on the “Account Info” button to update account, personal, service address or billing address information. When you are done, click the “Update” button to save your changes.
2. To change your password, click on the “Change Password” tab and follow the directions.
 - The password length must be at least 6 characters.
 - The password must contain at least 1 number, at least 1 lower case letter, and at least 1 upper case letter.
 - The password should not consist of any personally identifiable information, or easily guessed words or digits.
3. Enter your old password, enter your new password, confirm your new password, and then click “verify”.
4. Changing your CPNI security code: Click on “Account Info” in the top menu, then select “Update Account”. Once you are in your account, enter the new CPNI code in the CPNI field then click “Update”.

How to Access Voicemail

Accessing the Voicemail System for the First Time

1. From your own phone, dial your phone number, or dial *62
2. The default pass code is 4227
3. Enter a new pass code at the voicemail prompt
4. Re-enter the same new pass code at the prompt
5. If your new pass code is accepted, you will hear “your password has been changed successfully”
6. Press the # key

Once in the system, you will hear “Welcome to your Voice Messaging System. If you are not calling from your home phone press the * key.”

Hint: To eliminate the need to dial your own phone number when accessing your voicemail, please refer to the Speed Dial instructions on page 14. You can set your own phone number as a speed dial code.

Accessing Voicemail while at home or away

1. From any phone, dial your home number, or dial *62
2. Press * to access your voicemail, once your recording picks up
3. Enter your pass code at the prompt

Voicemail Main Menu

1. To listen to your messages, press 1
2. To change your mailbox busy greeting, press 2
3. To change your mailbox no answer greeting, press 3
4. To compose and send a new message, press 5
5. To delete all messages, press 7
6. To go to the CommPilot Voice Portal press the * key
7. To repeat this menu, press the # key

While Listening to the Messages Menu

1. To save this message, press the # key
2. To erase this message, press 7
3. To repeat this message, press 2
4. To go back to the previous message, press 4
5. To play the message envelope, press 5

6. To go to the next message, press 6
7. For additional options, press 9
8. To go back to the previous menu, press the # key

CommPilot Voice Portal Menu

1. To access your voicemail box, press 1
2. To record your name, press 3
3. To change your call forwarding options, press 4
4. To make a call, press 6
5. To change your pass code, press 8
6. To exit the CommPilot Voice Portal, press 9
7. To repeat this menu, press the # key

Features of Conway Corporation Digital Telephone service

Features Overview

On the Home page of the Account Portal, you will see the “Features Configuration” button where you can choose features like Call Forwarding, Simultaneous Ringing, etc.

Below is a list of our top features:

- Anonymous Call Rejection
- Call Forwarding Always
- Call Forwarding Selective
- Call Forwarding Not Reachable
- Call Waiting
- Do Not Disturb
- Speed Dial
- Simultaneous Ringing
- Three-Way Calling
- Voicemail Management

The following pages contain instructions for configuring these listed features. Refer to the online Account Portal for support and information about additional features and options. You must choose the appropriate phone line to enable each feature.

Anonymous Call Rejection (*77)

Use this feature to prevent or allow calls from callers who have blocked their phone numbers from being identified. Blocked callers hear a message notifying them that their calls are being rejected.

From Your Phone

Anonymous Call Rejection can be activated using your phone. To do this dial *77. Your calls remain forwarded until you dial the deactivation code (*87).

From Your Account Portal

You can activate this service at any time and configure it from your Account Portal.

Steps	Details
Turn Anonymous Call Rejection on or off	Click “ On ” or “ Off .” When on, Anonymous Call Rejection prevents calls from callers who have chosen to block the identification of their phone numbers. These callers hear an automated message that their call is being denied because of the block. The default for this service is “Off.”
Save your changes	Click Apply to save your changes.

Call Forwarding

Call Forwarding Always (*72)

Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone.

From Your Phone

Call Forwarding Always can be activated, and its options changed, using your phone. To do this dial * 72, followed by the phone number to which you wish your calls to be redirected. Your calls remain forwarded until you dial the deactivation code (*73).

From Your Account Portal

Call Forwarding Always can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding Always on or off	Click “ On ” or “ Off ”. When on, Call Forwarding Always forwards all your incoming calls to the phone number you entered in the “Calls Forward to” text box.
Confirm or enter the phone number	Add the forward-to number in a valid format (no dashes, parentheses, or spaces are necessary) and click Apply . Please note: Forwarding to an international number will not be accepted.
Select whether to play a ring reminder	The “Play Ring Reminder when a call is forwarded” check box causes the service to play a short ring burst on your phone when a call is forwarded. No ring reminder is played if this box is not checked.
Save your changes	Click Apply to save your changes.

Call Forwarding Remote Access

You can activate or deactivate Call Forwarding Always via your voicemail. Simply press * in the main menu, then select option 4.

Call Forwarding Busy (*90)

Use this feature to activate and edit the options for the service.

The Call Forwarding Busy service enables you to redirect calls to another destination when an incoming call encounters a busy condition. If activated, you must specify the forwarding number.

From Your Phone

Call Forwarding Busy can be activated and its options changed, using your phone.

To do this dial *90 followed by the phone number to which you wish your call to be redirected. Your calls remain forwarded until you dial the deactivation code (*91).

From Your Account Portal

Call Forwarding Busy can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding Busy on or off	Click “On” or “Off” . When on, Call Forwarding Busy forwards all your incoming calls to the phone number you entered in the “Calls Forward to” text box.
Confirm or enter the phone number.	To edit or delete a phone number, enter the applicable phone number, in a valid format (no dashes, parentheses, or spaces are necessary) and click Apply . Please note: Forwarding to an international number will not be accepted.

Call Forwarding No Answer (*92)

Use this feature to activate and edit the options for the Call Forwarding No Answer service.

The Call Forwarding No Answer service enables you to redirect calls to another destination when an incoming call is not answered within a specified number of rings. If activated, you must specify the forwarding number and the number of rings before forwarding.

From Your Phone

Call Forwarding No Answer can be activated, and its options changed, using your phone. To do this dial * 92, followed by the phone number to which you wish your calls to be redirected. Your calls remain forwarded until you dial the deactivation code (*93).

From Your Account Portal

Call Forwarding No Answer can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding No Answer on or off	Click “On” or “Off” . When on, Call Forwarding No Answer forwards all your incoming calls to the phone number you entered in the “Calls Forward to” text box.

Confirm or enter the phone number.	To edit or delete a phone number, enter the applicable phone number, in a valid format (no dashes, parentheses, or spaces are necessary) and click Apply . Please note: Forwarding to an international number will not be accepted.
Select Number of Rings	Specify the number of rings you would like to occur before the call is forwarded.
Save your changes	Click Apply to save your changes.

Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

From Your Account Portal

Call Forwarding Selective can be activated, or its options changed using your Account Portal.

Steps	Details
Add Default Call forward to phone number	Enter the default forward to number.
Add Call Forward Selective Entry	Add Description, Select Time Schedule, choose to use default forward phone number or forward to default number. Choose between Calls from Any Phone Number or Any Private Number or Any Unavailable Number or up to 12 Specific Phone Numbers, then Click Add .
Activating and Deactivating Call Forward Selective Service	Once the Call Forwarding Selective entry has been added click the check box under the active column to activate or deactivate.

Call Forwarding Not Reachable (*94)

Call Forwarding Not Reachable automatically forwards your incoming calls to a phone number of your choosing, when activated, if the device your phone is connected to loses contact with our telephone service.

From Your Phone

Call Forward Not Reachable can be activated and its options changed, using your phone. To do this dial *94 and enter the phone number you wish your call to be redirected to during an internet outage. Dial *95 to deactivate this service.

From Your Account Portal

Call Forwarding Not Reachable can be activated, or its options changed using your Account Portal.

Steps	Details
Turn Call Forwarding Not Reachable on or off	Click “ On ” or “ Off ” then click Apply .
Adding the Forward To number	Type in the number and click Apply .

Call Hold

Press the flash hook key and the call will be placed on hold. Hit the flash hook key again to remove the call from hold.

Call Return (*69)

Use this feature to call the last party who called your number, whether or not the call was answered.

From Your Phone

Call Return can be accessed using your phone. Simply dial * 69. If you wish to hear an audio playback of the number of the last caller, press * 69, then option 1 when prompted.

Call Waiting On/Off

Use this feature to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.

NOTE: This service is not available with all access device types.

From Your Phone

Call Waiting can be deactivated from your phone for individual calls by dialing *70 before dialing your called number.

From Your Account Portal

Call Waiting can be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Waiting on or off	Click “On” or “Off” . When this service is on and you receive a call while another call is already in progress, you will hear a beep. You can put the first call on hold to answer the incoming call. When this service is turned off, the caller hears a busy tone. The default for this service is “On” .
Save your changes	Click Apply to save your changes.

Inbound Caller ID Delivery

A caller's identity (phone number) will be displayed (if available).

Inbound Caller Name Delivery

A caller's name will be displayed (if available).

Outbound Caller ID Blocking [*67]

Caller ID Delivery Blocking allows you to block your number from being shown when you're calling other numbers.

From Your Phone

You can block outbound calling on a per call basis by Pressing *67 before making any call.

From Your Account Portal

Outbound Caller ID Blocking can also be turned on or off using your account portal, turning on this feature in the portal blocks all calls until it is turned off.

Steps	Details
Turn Outbound Caller ID Blocking on or off	Click “On” or “Off” . When on, Caller ID Blocking prevents your phone from being displayed during outgoing calls. The default for this service is “Off.”

Connected Line ID Restriction

Caller ID Delivery Blocking allows you to block your number from being shown when receiving a call.

From Your Account Portal

Select “Connected Line Identification Restriction” in the Features list, click “on”, then click “Apply”.

Last Number Redial (*66)

Use this feature to redial the last number you called. Simply dial *66 from your phone.

Do Not Disturb (*78) To Cancel (*79)

Use this feature to prevent your phone from ringing. Callers are sent to Voicemail or another specified location, such as a number indicated by the Call Forwarding Busy service.

From Your Phone

The Do Not Disturb service can be activated, or options can be changed, using your phone. To do this, dial *78. To deactivate, dial *79.

From Your Account Portal

Do Not Disturb can also be activated, or its options can be changed, using your account portal.

Steps	Details
Turn the service on or off	Click “On” or “Off” . The default for this service is “Off.”

Select whether to play a ring reminder	The “Play Ring Reminder when a call is blocked” check box causes the service to play a short ring burst if checked. No ring reminder is played if not checked. A ring reminder is played if this service blocks a call while this check box is checked. The ring reminder is a short ringing burst, 500 milliseconds in duration.
Save your changes	Click Apply to save your changes.

Speed Dial (*74)

Use this feature to program numbers for Speed Dial. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. You can dial a speed dial code instead of the full number to place calls. To use speed dial from your phone, dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 6, dial 6#.

From your phone, Speed Dial can also be programmed by dialing *74. For example, *74 3 8595551212 programs Speed Dial Code 3 to dial 859-555-1212.

From Your Account Portal

Speed Dial can also be activated, or its options can be changed, using your account portal.

Steps	Details
Enter a phone number	Type a complete phone number, including a country code, if necessary for dialing on your system.
Enter a name	Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is just a convenience to help you remember why the speed dial code was programmed. If a speed dial code is programmed using *74, then the “Name” text box is blank.
Save your changes	Click Apply to save your changes.

Speed Dial 100 (*75)

This feature allows you to set up to 100 speed dial phone numbers that can be dialed with the push of a few buttons.

From Your Account Portal

Speed Dial can also be activated or its options can be changed, using your account portal.

Steps	Details
Select "Speed Dial 100" from the Feature list.	Click "Add" to set up a new number. First you may select which "Speed Code 100" prefix you would like to assign the number to. Next, you may enter a description and then the phone number. Click "Apply" once you're finished to save your progress. Repeat the process for as many new numbers (up to 100) that you'd like to add.

From Your Phone

Dial *75, then dial the 2-digit code you wish to program (i.e. 02), followed by the number you wish to have dialed. Press # when complete. A successful confirmation announcement should then play. To dial the previously provisioned speed dial code, dial the code then # (i.e. 02#).

Three-Way Calling

Use this feature to create a three-way call. When this service is assigned, you can place a three-way call using the flash-based services.

From Your Phone

Steps	Details
While engaged on call	Press Flash hook on phone. The initial call is placed on hold.
Enter phone number	Enter complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.

Press flash hook	When this third party is connected, press flash hook again. All parties will then be connected in three-way call.
Press flash hook	To drop the third party, press the flash hook again.
Hang up	If either of the two parties hangs up, your call with the remaining party is intact. If you hang up, the three-way call ends.

Selective Call Acceptance/Selective Call Rejection

Selective Call Acceptance and Selective Call Rejection allows you to define criteria that causes certain incoming calls to be allowed or blocked. If an incoming call meets your specified criteria for acceptance, the call is allowed to complete. All other calls are blocked and the caller is informed that you do not wish to receive the call. If an incoming call meets your specified criteria for being blocked, the call will not be completed. Criteria can be based on incoming caller identity, time of day, and day of week. Multiple criteria sets can be defined.

From Your Account Portal

Selective Call Acceptance can also be activated, or its options can be changed, using your account portal.

Steps	Details
Add Selective Call Acceptance or Rejection Entry	Add Description and select Time Schedule. Choose between Calls from Any phone number or Any Private Number or Any Unavailable number or up to 12 Specific Phone Numbers, then Click Add .

Sequential Ringing

Use this feature to define a “find me” list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message.

From Your Account Portal

Sequential Ringing can also be activated, or its options can be changed, using your account portal.

Steps	Details
Set up Sequential Ringing	Add Description and select Time Schedule. Choose between Calls from Any phone number or Any Private Number or Any Unavailable number or up to 12 Specific Phone Numbers, then Click Add .
Use Base Location First	If you want your base line to be the first location to ring, check the Base Location box to set up then click Apply .
Number of Rings for Base Location	Choose the number of rings for Base Location then click Apply .
Skip Search Process	If you check Skip Search Process box, it will enable callers to skip the search process and leave a message.
Enter Secondary Search Locations	You can enter telephone numbers for up to five Search Locations and the number of rings for each.

Simultaneous Ringing

Simultaneous Ringing allows you to list phone numbers you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ringing when you are at your desk on a call. Warning: if your cell phone or other phone has voicemail that picks up before your office voice messaging picks up, your voicemails could be on your cell phone messaging system.

From Your Account Portal

Simultaneous Ringing can be activated, or its options changed using your Account Portal.

Steps	Details
Turn Simultaneous Ringing on or off	Click "On" or "Off" then click Apply .

Choose how to handle incoming calls	Choose to not ring your Simultaneous locations if you are on a call or ring all numbers all the time.
Adding Locations	Enter phone number to simultaneously ring and click Add .

Two Stage Dialing

This feature allows you to originate calls from your cell phone or landline phone as if you were dialing from the primary device. This feature can be turned on or off via your Account Portal.

Steps	Details
Go to “Advanced Features” in Portal options	Select “Two Stage Dialing” in list of Advanced Features.
Activation	Click the “on” button and enter additional number you wish to originate calls from. Click on “Apply”.
De-Activation	To de-activate, click the “off” button then click “Apply”.

Broadworks Anywhere (*11)

This feature is similar to Simultaneous Ringing, but allows you to pull active calls from your cell phone to your office line (or vice versa). This feature can be activated, or its options changed using your Account Portal.

Steps	Details
Go to “Broadworks Anywhere” in Portal options	Add new number information (i.e. cell number), then click Add .

How to handle calls	<p>To pull a call from a cell phone to a desk phone, draw dial tone and press*11.</p> <p>To pull a call to a cell phone, go off hook on the cell phone and dial the 10-digit Broadsoft Anywhere Number (i.e. the “specified number”). A recording will state: “enter your passcode followed by the # key”. The passcode is the 4-digit Voicemail passcode the subscriber activated for voicemail services. Another recording will then state “please enter the destination digits” and a second dial tone will be heard – at this time enter *11.</p>
Activation/De-Activation	<p>To activate from a cell phone, call specified number, enter passcode, then *12 when you get a dial tone. To de-activate from a cell, call specified number, enter passcode, then *13 when you get a dial tone.</p>

Voice Mail Management

Voice Mail Management allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone or you can choose to send messages directly to your e-mail (not using the phone).

From Your Account Portal

Voice Mail can be activated, or its options changed using your Account Portal.

Steps	Details
Turn your Voice Messaging service on or off	Click “ On ” or “ Off ”.

*** Feature Access Codes**

- *11 Broadworks Anywhere (pulling call to alternate phone)
- *62 Access Voicemail
- *72 Call Forwarding Always Activation
- *73 Call Forwarding Always Deactivation
- *90 Call Forwarding Busy Activation
- *91 Call Forwarding Busy Deactivation
- *92 Call Forwarding No Answer Activation
- *93 Call Forwarding No Answer Deactivation
- *67 Caller ID Delivery Blocking per Call
- *65 Caller ID Delivery per Call
- *69 Call Return
- *70 Cancel Call Waiting (per call)
- *94 Call Forwarding Not Reachable Activation
- *95 Call Forwarding Not Reachable Deactivation
- *78 Do Not Disturb Activation
- *79 Do Not Disturb Deactivation
- *77 Anonymous Call Rejection Activation
- *87 Anonymous Call Rejection Deactivation
- *75 Speed Dial 100

<p>Indicate how you want to use the voice messaging service in the “When a voice message arrives...” section</p>	<p>If you want to retrieve voice messages using your phone and your e-mail account, select “Use Unified Messaging”.</p> <p>When using Unified Messaging, you can check the “Use Phone Message Waiting Indicator” box. This option provides a stuttered dial tone (and blinking light on some phones) to inform you when you have messages waiting.</p> <p>If you always listen to your voice messages using your e-mail account and do not use the phone retrieval option, select “Forward it to this e-mail address:” and provide the e-mail address where you want your voice messages to be sent.</p>
<p>Indicate whether you want to be notified by e-mail of new messages</p>	<p>If a check mark appears in the “Notify me by e-mail of the new voice message at this address:” box, a short e-mail message informing you about the new caller and date/time of the message is sent. In the text box, type the e-mail address where you want these notifications to be sent.</p>
<p>Indicate if you want a carbon copy of your messages</p>	<p>If you want a carbon copy of your messages to be sent to another e-mail address, check the “E-mail a carbon copy of the voice message to:” box and provide the e-mail address where you want the copy to be sent.</p>
<p>Indicate whether callers have the option to transfer to another number instead of leaving a voice message</p>	<p>If a check mark appears in the “Transfer on ‘0’ to Phone Number:” box, callers can press 0 during your outgoing voice message and be transferred to another number, such as a mobile phone or auto attendant. If a caller presses 0 while recording a message, the recording is aborted, no message is left and the caller is transferred.</p>
<p>Save your changes</p>	<p>Click Apply to save your changes.</p>