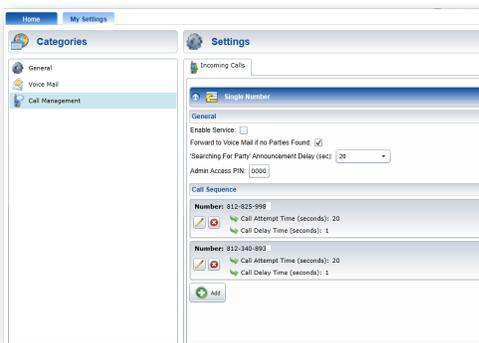


SINGLE NUMBER-FOLLOW ME SERVICE SET UP INSTRUCTIONS

Setting up Single Number-Follow Me Service in the Web Portal

Note: There are no phone system controls for this service. The only way to manage this service is through the Smithville Voicemail Web Portal at smithville.net/webportal.

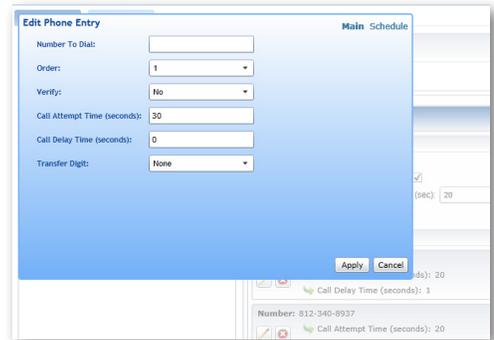
1. In the web portal, click on the “My Settings” tab at the top.
2. Click on “Call Management” under the Categories list on the left.
3. Click on the arrow in the “Single Number” bar that appears in the main screen.



4. Check the “Enable Service” check box to turn the Single Number-Follow Me Service on. Uncheck the “Enable Service” check box to turn it off.
5. Check the “Forward to Voice Mail if no Parties Found” to forward incoming calls to voicemail if there is no answer. If you uncheck this box, any unanswered incoming call will end at the last number in your list. The caller will hear “we’re sorry, single number subscriber could not be located please call back later.”
6. The “Searching for Party Announcement Delay” feature allows you to choose how long to delay this announcement if you so choose. This announcement is played to alert the caller that it is attempting to locate you. You can choose the number of seconds to delay this message from the drop down box, or you can choose to not have this announcement play.
 - a. If you wish for the caller to hear your voice saying your name during this announcement, you can use the “Record Name” feature on the voice mail system. To record your name follow the instructions below:
 - i. Call into your voice mail service from the phone.
 - ii. Press 9 to enter the Set Up Menu
 - iii. Press 8 to Record Your Name
 - iv. The system will ask you to record your

name and press the pound (#) key to save it. Once you have recorded your name. This recording can be used to announce your name when the Single Number-Follow Me service is trying to locate you.

7. The Admin Access PIN is not in use at this time and does not need to be set up.
8. The “Call Sequence” section will allow you to add up to 9 phone numbers to your list. Click “Add” to get started.

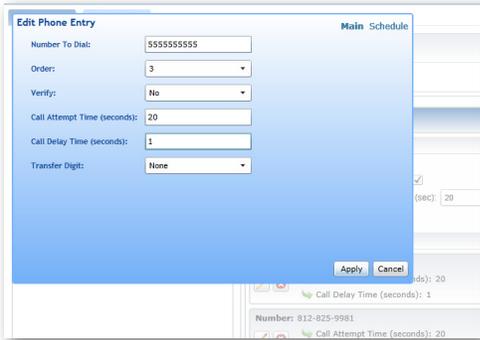


9. Fill in the following items for each number. Always make your home phone number the first entry. Settings are suggested below, where applicable:

- A. **Number to Dial:** Put in the 10-digit phone number you wish to add.
- B. **Order:** Use the drop down box to select the order number you wish to position this phone number in the search sequence. For example: if you want this to be the first phone number called, choose “1”, If you want all of the configured numbers to ring at the same time, you can set them all to “1”.
- C. **Verify:** If you select “Yes”, anyone who answers the configured number will hear the message, “I have a call for Single Number subscriber. If this person is available, press 1, otherwise please hang up.” If the person answering hangs up or does not press 1, the call will continue to the next phone number in the sequence. If you select “No”, the first party that answers the call will complete the call sequence.
- D. **Call Attempt Time (seconds):** this setting works best for most users when set to 20 seconds. This should give you the same amount of time to answer the call as you would normally have, but instead of forwarding the call to voicemail if you don’t answer, it forwards the call to the next number in the sequence.
- E. **Call Delay Time (seconds):** this setting works best for most users when set to 0 (zero). Changing this setting will increase the delay before the service dials each number in the sequence.

F. Transfer Digit: this setting allows you to choose a single digit that can be used to transfer an answered call from one configured phone number to another. By pressing the star (*) key followed by the transfer digit, your call will be transferred to the corresponding phone number in the phone list. Note: With this setting, if the call is not answered at the transferred number, the caller will be cutoff after 20 seconds without the opportunity to leave a voice mail.

10. Click "Apply" once you've set up a new number. The new number will be added to the list.



11. Click "Save" at the bottom of your screen to save your changes.

12. Follow these steps for each number you wish to set up. Place the numbers in sequential order when setting them up.

- You can quickly activate or deactivate a number from the call sequence by clicking on the green check mark or red minus sign. The green check mark indicates that the number is active while the red minus sign indicates that the number is not active.

- The schedule feature allows you to set up certain numbers to be active only during specific times. If you want to add a schedule to a number in your list, click the pencil icon. If you want to add a schedule to a number you have not added yet, click the add button and set up all the above settings. Before clicking "apply," click "Schedule" in the top right hand corner of the pop up window. A weekly calendar will appear. All numbers automatically default to being scheduled all day, every day. If you wish to change the schedule for a specific day, click the box on the day you want to change, (the box will change from green to blue). Select a new start time and a new end time then click the "apply" button within the same dark blue box containing the drop down menus you used. The box you were working on will change shapes to cover only the times you chose. To change a different day, click on a different green box and follow the same steps, always clicking "apply" before moving on to the next day you want to change. When you are finished setting the schedule for that number, click the second "apply" button within the box you are working in, in the bottom, right hand corner. The box will disappear. You must click "save" to finalize your schedule.

- This service does not work with the call feature "Do Not Disturb – Telemarketer." If you have that call feature and want to keep it, you cannot use Single Number-Follow Me. If you want to use Single Number-Follow Me, you must unsubscribe to the Do Not Disturb – Telemarketer call feature.