



# VoIP Quick Reference Guide

NTInet's VoIP is easy to use, provides great features, and saves you money. This reference guide will help you get started once you've installed your VoIP telephone adapter. For frequently asked questions, visit [www.ntinet.com](http://www.ntinet.com) and click on Support.

## Basic Phone Functions

Use your phone, speakerphone, or headset just like you always have to make, answer or end a call. Dial the full 10 digit area code for US local and US/Canada long distance calls. Dial 011 plus the country code and phone number for International calls.

## Online Account Management

The NTInet VoIP online control panel is located at <https://control.ntinet.com>. Use it to edit your profile, configure features, listen to voicemail, and update your address on record for 911 dialing. Login information is included on the welcome letter that was sent with your VoIP telephone adapter.

## Listening to Voicemail

If you have a voicemail message, you'll hear a stutter tone when you pick up your VoIP phone. To access the message, dial your 10 digit number and enter the password provided in your welcome letter when prompted. To remotely access voicemail, dial your VoIP number from any phone. When the greeting begins, press the \* key and enter your password when prompted. You can also listen to voicemail over your PC via the online control panel.

## NTInet VoIP Mobility

Your VoIP phone can be used anywhere you have a broadband Internet connection, universal power supply and compatible telephone cabling (RJ11). **Remember if you move your telephone adapter, even temporarily, you must change your address on record for 911 emergency services.**

Customer Support 1-800-937-0953  
Password resets, billing questions, ordering, help...

Feature	Instructions
<b>Call Return</b>	Use *69 to return your last incoming call.
<b>Caller ID Block</b>	Hide your identity when you make a phone call. Enable Caller ID Block by pressing *67 before making your call.
<b>Call Block</b>	Reject calls from specified numbers. Use the online control panel to enter the telephone numbers you wish to block.
<b>Do Not Disturb</b>	Send callers right to voicemail – even before the first ring. Use the online control panel to activate and deactivate this feature.
<b>Speed Dial</b>	Store up to 100 of the numbers you call most often, and then retrieve those numbers with a 2-digit combination. This feature is controlled through the online control panel.
<b>Call Forwarding</b>	Use the online control panel to forward your VoIP phone to another number.
<b>Three-Way Calling</b>	Dial the first party's number. Once you are connected, press the flash button on your telephone and them *25. When you hear a dial tone, dial the second party's number. Once they are connected, press the flash button again and *92. All parties will be connected on the call.
<b>Call Waiting</b>	Allows you to place a caller on hold to accept a second incoming call. A soft beep will alert you of the incoming call, which you can answer using the flash button on your phone. Unanswered calls will go to voicemail.
<b>Call Failover</b>	Automatically forward calls to a designated landline or mobile number in the event of a power failure, Internet outage, or any other issue that renders your VoIP system unavailable. The call forwarding takes over automatically and stops as soon as connectivity is restored.

