



BROADSTRIPE
an Anne Arundel Broadband Company



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Home Phone Quick Reference Guide

**Important information
about your phone service.**

Effective October 2, 2012

On October 2, 2012, we are transitioning current phone customers to a new, more robust platform to better serve you. You'll benefit from a quicker turn-around on phone feature changes and a better support experience if you ever need help with your phone service.

Keep this guide for reference as your phone service is switched to the new system.

Setting Up Your New Voice Mailbox on October 2

- To set up your new voice mailbox for the first time, you must dial ***9** or your telephone number from your home phone
- You will be prompted to create a PIN of four to twenty digits
- Record a name announcement
- Record a personal greeting or select one of the standard greeting options available
- To update your greetings in the future, press 3 after logging into your voice mailbox

Accessing Your Voice Mailbox (after October 2)

- **From home**, dial ***9** or your telephone number.

If you have a new voice mail, you will notice a “staggered” dial tone when you pick up the line. This will continue until you have called and checked your voice mail.

- **Away from home**, dial your telephone number and press * during the greeting
- **Online**, go to <http://myaabphone.com>

Listening to Voice Mail Messages Saved Before October 2

- Call 1-855-605-1331 and hit * during the message, then enter your phone number and previous voice mail PIN
- Messages will remain available through November 2

Your New Online Phone Portal (after October 2)

- Check your voice mail online at <http://myaabphone.com>
- Use new voice mailbox PIN to log in
(PIN created during new voice mailbox set up; instructions above)
- Set preferences and manage features, such as voicemail/call forwarding, call screening, email notifications, and more

Voice Mail Features (after October 2)

- Incoming calls will be forwarded to voice mail after 24 seconds or 4 rings by default. You can change this setting at <http://myaabphone.com>
- Each message is time and date stamped
- Messages can be up to 2 minutes in length
- You can store up to 30 messages or 60 minutes worth of messages
- Messages can be saved for up to 30 days. To save messages, press **2**
- To fast-forward 5 seconds during the message playback, press **99**
- To rewind 5 seconds during the message playback, press **77**
- Press # to keep the current message and skip to the next message
- To delete a message, press **3**
- To reply to a message, press **4**
- Press **0** for helpful hints

Calling Features (after October 2)

- Cancel Call Waiting.....*70
- Caller ID Block*67
- Disable Caller ID Privacy*82
- Repeat Dial*66
- Cancel Repeat Dial*86
- Return Call*69
- Cancel Return Dial.....*89
- Call Forward.....*72
- Cancel Call Forward.....*73
- Selective Call Forwarding.....*63
- Selective Call Rejection*60
- Selective Call Acceptance*64
- Anonymous Call Rejection*77
- Cancel Anonymous Call Rejection*87
- Distinctive Alert*61