



**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 your 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