



## ■ **Netphone (VoIP) User Guide**

## Standard Features

Your Netphone (VoIP) service or Enhanced Fibre Phone (VoIP) service includes a range of standard features which you can enable or disable in Toolbox.

### Calling line ID delivery blocking (CLID)

CLID Blocking (Calling Line ID Blocking) blocks your phone number from being displayed to the person you're calling. It is disabled by default.

1. In Toolbox, select **My Products** from the top menu bar and then select **Phone**. If you have multiple phone services, you may need to select the relevant phone number from the **Product** drop-down menu in the upper right-hand corner.
2. Select **Configure netphone** or **Configure enhanced fibre phone** from the left-hand column.
3. Tick the box "Calling line ID blocking"
4. CLID Blocking can be enabled by setting its toggle switch to **ON** and then click **Submit**.
5. While CLID Blocking is enabled, you can disable it for a single call by dialing **\*65** before the number you're calling.

### Call forwarding Always, Busy and No Answer

Standard call costs apply when any call forwarding features forward a call to a new destination. All call forwarding features are disabled by default.

1. In Toolbox, select **My Products** from the top menu bar and then select **Phone**. If you have multiple phone services, you may need to select the relevant phone number from the **Product** drop-down menu in the upper right-hand corner.
2. Select **Configure netphone** or **Configure enhanced fibre phone** from the left-hand column.

3. Open your Call Forwarding options by setting its toggle switch to **ON**. You then have the following options:  
**Always forward calls to:**  
**When busy, forward calls to:**  
**When unanswered, forward calls to:**

4. Simply enter a destination phone number in the text box next to the desired option. Leaving a text block blank will keep that type of call forwarding disabled.

5. Click **Submit** to save your settings.

### Call forwarding Selective

Standard call costs apply when any call forwarding features forward a call to a new destination. All call forwarding features are disabled by default.

1. In Toolbox, select **My Products** from the top menu bar and then select **Phone**. If you have multiple phone services, you may need to select the relevant phone number from the **Product** drop-down menu in the upper right-hand corner.
2. Select **Configure netphone** or **Configure enhanced fibre phone** from the left-hand column.
3. Open your Call Forwarding options by setting its toggle switch to **ON**.
4. You'll see **Selective call forwarding** at the bottom of the box. This feature will immediately forward all calls from up to 2 phone numbers to a different phone number.
5. Click **Show Options** to expand the Selective call forwarding options.
6. Enter the phone numbers in the **Phone 1** and **Phone 2** text boxes.
7. Enter the destination phone number in the **Selectively forward to** text box.
8. Click **Submit** to save your changes.

## Call waiting

If someone calls your phone number while you're on a call, Call Waiting allows you to put someone on hold. Call Waiting is disabled by default.

1. In Toolbox, select **My Products** from the top menu bar and then select **Phone**. If you have multiple phone services, you may need to select the relevant phone number from the **Product** drop-down menu in the upper right-hand corner.
2. Select **Configure netphone** or **Configure enhanced fibre phone** from the left-hand column.
3. Call Waiting can be enabled by setting its toggle switch to **ON** and then clicking **Submit**.
4. When Call Waiting is enabled, you'll hear a tone when there is a call waiting. To switch back and forth between the two calls, press the **CALL** button on your handset and then dial **2**.
5. To hang up on the person you're currently speaking to and switch to the other caller, press the **CALL** button on your handset and then dial **1**.

## Do not disturb

When Do Not Disturb is enabled, all incoming calls will be immediately forwarded to voice mail. If no voice mail is set up, then callers will hear a busy tone. It is disabled by default.

1. In Toolbox, select **My Products** from the top menu bar and then select **Phone**. If you have multiple phone services, you may need to select the relevant phone number from the **Product** drop-down menu in the upper right-hand corner.
2. Select **Configure netphone** or **Configure enhanced fibre phone** from the left-hand column.
3. Do Not Disturb can be enabled by setting its toggle switch to **ON**, and then clicking **Submit**.

## Setting up Voicemail

Voicemail allows people to leave you an audio message if they call you and you don't answer. It is also possible to have voicemail forwarded to your email address as a .wav sound file attachment.

1. In Toolbox, click **My Products** in the top menu bar and then select **Phone**. If you have multiple phone services, you may need to make sure the right number is selected from the **Product** drop-down menu.
2. Select **Configure netphone** or **Configure enhanced fibre phone** from the left-hand column.
3. Make sure that the Voicemail toggle switch is set to **ON**. If you'd prefer to disable voicemail, set this switch to **OFF**.
4. The default voicemail PIN is **0000**. To change this, type a new 4-digit PIN in the text box next to **Voicemail PIN**.
5. Select the **Ring length before diverting to voicemail** from the drop-down menu (25, 35 or 45 seconds).
6. You can also choose to forward or copy your voicemail to an email addresses by setting **Voicemail forwarding** to **ON** and entering an email address.
  - **Forward** will deliver your voicemail to the nominated email address as a .wav sound file. It will not leave a copy in your voicemail box.
  - **Copy** will send a .wav sound file to your email address, but it will also leave a copy in your voicemail box.
7. Click **Submit** to save your changes. It may take up to 1 hour for your changes to come into effect.

## Accessing Voicemail

When you have new voicemail messages, you'll hear a stuttered tone instead of the normal dial tone when you lift your Netphone or Fibre Phone handset. You can clear this stuttered tone by dialling **\*99** on your handset.

1. To listen to your voice mail using your VoIP of Fibre Phone handset, dial **101** and then enter your **voicemail PIN** using the keypad.
2. If you're using a different phone service to retrieve voice mail left for your Netphone or Fibre Phone service, call the appropriate number for the state you're in. Please note that this option is not available in the Northern Territory.
  - ACT** - 02 6104 9000
  - NSW** - 02 9029 0000
  - TAS** - 03 6294 6000
  - VIC** - 03 9029 0000
  - QLD** - 07 3122 0000
  - WA** - 08 6262 0000
  - SA** - 08 7122 0000
3. Following the prompts, you'll need to enter your **Netphone or Fibre Phone number** and then your **voicemail PIN** using the keypad.

## Call return

Call Return is a standard feature that does not need to be enabled or disabled. When used, it will dial the last number that called your phone number (it doesn't matter if the call was answered or not).

1. To use call return, dial \*69 on your handset. Standard call costs apply.

## 3 Way Call

3 Way Call is a standard feature that does not need to be enabled or disabled. It allows you to talk to 2 callers at the same time (conference call).

1. To make a 3 way call, call one of the of the participants. When the call is answered, press the **CALL** button on your handset and dial the number of the other participant.
2. Press the **CALL** button again and then dial **3** to begin the 3 way call. Standard call costs apply.

## Optional features

You may choose to to add these optional features to a Netphone (VoIP) service at an additional monthly cost. All optional features are disabled by default.

Please note that these features are not available on Enhanced Fibre Phone (VoIP) services.

### Simultaneous ring (\$1.95 per month)

If a call to your VoIP number is not answered, Simultaneous Ring will forward the call to up to 3 other phone numbers at the same time. The first number to answer will take the call. Standard VoIP call costs apply to answered calls that were forwarded by Simultaneous Ring.

Simultaneous Ring cannot be enabled at the same time as Sequential Ring.

1. In Toolbox, select **My Products** from the top menu bar and then select **Phone**. If you have multiple phone services, you may need to select your Netphone number from the **Product** drop-down menu in the upper right-hand corner.
2. Select **Configure netphone** from the left-hand column.
3. Scroll down to the **Add ons** heading to see your optional features.
4. You can enable Simultaneous Ring by setting the Multiple Rings toggle switch to **ON**. Select **Simultaneous** from the drop-down menu and then click **Submit**.
5. Once Simultaneous Ring is enabled, you can enter the destination phone numbers in the text boxes, and then click **Submit** to save your changes.

### Sequential ring (\$1.95 per month)

If a call to your VoIP number is not answered, Sequential Ring will forward the call to up to 3 other phone numbers in the order you've specified. Standard VoIP call costs apply to answered calls that were forwarded by Sequential Ring.

Sequential Ring cannot be enabled at the same time as Simultaneous Ring.

1. In Toolbox, select **My Products** from the top menu bar and then select **Phone**.  
If you have multiple phone services, you may need to select your Netphone number from the **Product** drop-down menu in the upper right-hand corner.
2. Select **Configure netphone** from the left-hand column.
3. Scroll down to the **Add ons** heading to see your optional features.
4. You can enable Sequential Ring by setting the Multiple Rings toggle switch to **ON**. Select **Sequential** from the drop-down menu and then click **Submit**.
5. Once Simultaneous Ring is enabled, you can enter the destination phone numbers in the text boxes (in the order desired) and then click **Submit** to save your changes.

## Music on hold (\$1.95 per month)

Music on hold allows you to set different types of music for your callers to listen to while they are on hold. Music choices include classical, rock, pop, jazz and dance.

1. In Toolbox, select **My Products** from the top menu bar and then select **Phone**.  
If you have multiple phone services, you may need to select your Netphone number from the **Product** drop-down menu in the upper right-hand corner.
2. Select **Configure netphone** from the left-hand column.
3. Scroll down to the **Add ons** heading to see your optional features.
4. You can enable Music on Hold by setting its toggle switch to **ON** and then clicking **Submit**.
5. Once Music on Hold is enabled, you can select the type of music to use by clicking **show options**.
6. Select the type of music from the drop-down menu and then click **Submit**.

## Need a hand?

If you have any trouble setting up your Netphone (VoIP) or Enhanced Fibre Phone service, just give our friendly Support Team a call and they'll be happy to help.

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Westnet	1300 786 068	support@westnet.com.au
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