



Unlimited Phone – Instructions & Features Guide

One Number Access is the feature that allows you to configure an alternate number where you can be reached, how long your phone rings, whether voicemail answers if you do not, and an optional email address and/or text message address for the delivery of voice messages.

Voicemail can be configured to answer your calls if you do not. You can also configure voicemail to deliver a copy of all messages as an audio file attachment to an email address of your choice, or the details of the message to a text message address of your choice.

To access your voicemail dial your number, press the * key during your voicemail greeting, and then follow the prompts. If you are calling from your VoIP (digital) phone line, and your caller ID number is not blocked, your mailbox number will be detected and you will only need to enter your password.

To turn voicemail on or off, configure the amount of time before voicemail picks up, and set an email address and/or text message address for delivery of messages, use the One Number Access Configuration page.

Please note that deleting a voicemail message from our email does not delete the message from your voicemail box. Your voicemail box has a storage limit of 50 messages.

Your mail box number is your full 10-digit phone number.

When your service was established, you may have been given the option to choose a 7-digit dialing plan or a 10-digit dialing plan. If you were not given the option, the 10-digit dialing plan applies.

10-Digit Dialing Plan: All numbers in North America that have a 3-digit area code area dialed as the area code plus the 7-digit local number, for a total of 10 dialed digits. A leading 1 is not required, but can be included if you wish.

7-Digit Dialing Plan: All numbers within your home code can be dialed with just the 7 local digits, the area code is not required. All numbers outside of your home area code MUST be dialed with a leading 1 and the area code, for a total of 11 dialed digits.

Failure to dial according to your selected dialing plan may result in unpredictable dialing and long connection delays. If you are unsure about which plan you selected or you would like to change your selected plan, please contact Technical Support. 7-digit dialing is not supported in all markets.

Start by dialing 011 for international calls, then the country code, then any remaining digits. Because international numbers vary in length, you will notice a brief pause after dialing and before the call is completed. All international calls and calls to U.S. territories not within the 50 state local calling area will be billed at the current rate for the destination dialed. International rates can be viewed on “International Rates” tab (on the Skybeam Webpage “My Skybeam-Phone” section).

Feature

Basic Account Set-up
Once Number Access

Voicemail

Dialing a number in
the USA or Canada
(and locations with a
3-digit North
American area code)

International Calls

Features	Description	Enable Code	Disable Code
Caller Id	Displays the caller's telephone number and name when available. Requires a telephone with Caller ID display capability.	NA	NA
Block Caller ID - All Calls	Enable or disable presentation of your telephone number on ALL outgoing calls. Enable prevents presentation of you number. Disable allows presentation of your number.	*67	*68
Block Caller ID - Per Call	Enable or disable presentation of your telephone number for a SINGLE outgoing call. Enable prevents presentation of your number. Disable allows presentation of your number.	*81	*82
Call Waiting - All Calls	Notifies you when a 3rd party calls during an active call. A call waiting tone will alert you of a new call. On telephones with Call Waiting Caller ID capability, the 3rd party's number and name will be displayed when available. Use the flash button on your phone to accept the 3rd call, placing the original call on hold, you can use the flash key to switch between calls as often as you like. If you do not have a flash button on your phone, you can momentarily press the "hook switch" on your phone to simulate the flash feature.	*56	*57
Call Waiting - Per Call	Allows you to disable or enable Call Waiting for a single call.	*71	*70
Call Transfer and 3-Way Calling	During a call you can press the flash key or hook switch momentarily and you will hear 3 short beeps followed by dial tone, the other party will be placed on hold, you can then dial a third party. Once the third party starts ringing you can either press the flash key or hook switch to join all three parties in a single 3-way call, or hang up to connect the remaining 2 callers. You can perform a blind transfer by hanging up before the third party answers or an attended transfer by hanging up before the third party has answered.	NA	NA
Last Call Return	Dials the phone number of the last caller if call ID information was available for the last call. Can be used for answered or unanswered calls.	*69	NA
Auto Redial	Redials the last number you called. If the number called is idle, the call will ring through and complete normally. If the called number is busy, the user will hear a special announcement and the feature will monitor the called number for up to 30 minutes. When both lines are idle, the user hears a special ring. During the monitoring process, the user can continue to originate and receive calls without affecting the Call Return on Busy request. Call Return on Busy requests can be canceled by dialing the disable code	*66	*86

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