



# Voicemail - Digital Phone Quick Start Guide

<b>Login</b>	Web Portal: <a href="https://digitalphone.onlinenw.com">https://digitalphone.onlinenw.com</a> or <a href="https://dp.onlinenw.com">https://dp.onlinenw.com</a>
Welcome to the OnlineNW Digital Voice user web portal.	<b>Login</b>
Enter your username and password to the right to proceed.	<b>Username:</b> <input type="text"/> (10 digit telephone number no spaces or dashes)
	<b>Password:</b> <input type="password"/>
	<input type="button" value="Login..."/>
	Web Portal Features include: Calling Logs, Call Routing/Forwards, Download voicemail, Send Out Faxes

Have questions regarding your phone services? Visit <http://www.onlinenw.com/support/phone-services/>

### **To Retrieve Voicemail via WEB PORTAL:**

- Login to the Web Portal using your Login & Password
- Click on the tab labeled 'Voice Mail' (third from top left)
- In 'Folders' section, Click 'Old Messages' on left hand navigation column
- Click "Play" to the right of the message you want to hear
- It will download the voicemail to your default download file, and you can open and listen to it from there.

### **To Retrieve Voicemail via PHONE:**

- Dial 8500
- Once you hear the prompt press #
- Enter your PIN
- Follow the Prompts

### **To Retrieve Voicemail via PHONE (Offsite)**

- Dial your phone number
- Once Voicemail picks up, press \* (asterisk / star)
- Enter your PIN
- Follow the Prompts

### **To Record your Voicemail Greeting or Change your PIN/Password via PHONE**

- Dial 8500
- Once you hear the prompt press #
- Enter your PIN
- Dial 0 (zero) for Mailbox Options
  - Press 1 to Record your "Unavailable Message"
  - Press 2 to Record your "Busy Message"
  - Press 3 to Record your "Name"
  - Press 4 to Record your "Temporary Greeting"
  - Press 5 to Change your PIN/Password
  - Press \* to Return to the Main Menu



# Basic Features - Digital Phone Quick Start Guide

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### **3 way calling:**

- Call initial party member & let them know you are starting a 3 way call
- Use “Flash” or “Talk” button
- Once you hear dialtone, dial the second party’s phone number
- After it starts ringing (or after they answer) press “Flash”/“Talk” again to connect the whole group

### **To Forward your calls (via WEB PORTAL):**

- Login to the OnlineNW Digital Phone Web portal: <https://dp.onlinenw.com>
- Click on the “Call Mgt” tab at the top of the page
- Under “Call Routing” where it says “Forward All Calls To:” - enter the phone number you want to forward calls to.
- Click the “Save” Button

### **To Remove your Call Forward (via WEB PORTAL)**

- Login to the OnlineNW Digital Phone Web portal: <https://dp.onlinenw.com>
- Click on the “Call Mgt” tab at the top of the page
- Under “Call Routing” where it says “Forward All Calls To:” - delete the phone number listed
- Click the “Save” Button

### **To View your Calling Logs (via WEB PORTAL)**

- Login to the OnlineNW Digital Phone Web portal: <https://dp.onlinenw.com>
- Click on the “Logs” tab at the top of the page
- Use the “Search” Feature to quickly find the entry you are looking for.

### **To Send A Fax (via WEB PORTAL – note you can send faxes, but receiving requires an actual fax line service)**

- Login to the OnlineNW Digital Phone Web portal: <https://dp.onlinenw.com>
- Click on the “Faxes” tab at the top of the page
- Click “Choose File” next to where it says “Send Fax (PDF)” —Note: it does need to be a .pdf file
- In the field next to where it say “To Fax Number” enter the number you want to fax the file to
- Click the “Send Fax” Button