Feature	Description	Activation
911	911 is available on all accounts.	To update your 911 address, scroll down and click on "edit location" to allow the form to be filled out.
Alternate Caller ID Number	Switch which caller ID number is sent out between your primary and virtual numbers. (Note: This feature is not available for virtual 800 numbers)	Activation: Web Only Deactivation: Defaults to Primary Number
Anonymous Call Rejection	Reject calls from anyone that has blocked their name or number. The caller will automatically be sent to a recording informing them you do not wish to receive blocked calls.	Online: Enable and disable this feature via your 1-VoIP account management site.
Blacklist	Block calls from phone numbers you specify. Blacklisted callers will receive an automated message informing them their number has been blocked. Your phone will not ring when they call. (Maximum 40 phone numbers)	Online: Add/remove numbers via your 1-VoIP account management site. You may use "X" (Capital 'X' only) as a wild card character. If for example you would like to block all numbers from the 277 area code, you could enter 277XXXXXXX in one of the fields.
Call Filter	Automatically redirect specified callers to a different phone number. For example, while on vacation you can specify which incoming calls you want transferred to your cell phone.	Online: Schedule, add/remove numbers via your 1-VoIP account management site.
Call Forwarding	Forward incoming calls to any telephone number within the United States (all 50 States) and Canada.	Activation: Press *72 and follow the voice prompts. Your extension is your phone number. Deactivation: Press *73 and wait for confirmation. Online: Enable and disable this feature via your 1-VoIP account management site.
Call Waiting	Hear a tone that indicates you have a second call incoming on your line.	This feature has been pre-programmed into your service. It functions the same way you answer Call Waiting calls on your phone today. Assuming you have a Flash button, to answer the second call: 1. Press the Flash button. This puts the first caller on hold. 2. You are now connected to the second caller.
Caller ID	See the phone number of the person that is calling you.	This feature has been pre-programmed into your service.

Caller ID Blocking	Block your number from appearing on the Caller ID box of the person you called. *Your call may be blocked if they have "block anonymous calls" enabled on their phone	Activation: **Press *67** and then the number to call. Caller ID returns to normal after the call. Online: Enable and disable this feature via your 1-VoIP account management site.
DNIS	Dialed Number Identification Service - When someone calls you, we normally show the Caller ID information for that caller. Some customers prefer to see the number the caller dialed instead.	Web only – when activated, you will see the number called rather than the caller's information.
Do Not Disturb	Automatically send calls to your Voicemail without your phone ever ringing.	Activation: **Press *78** and wait for confirmation. Deactivation: **Press *79** and wait for confirmation. Online: Enable and disable this feature via your 1-VoIP account management site.
Find Me Follow Me	Forward incoming calls to up to 3 telephone numbers (including your 1-VoIP number) within the United States (all 50 States) and Canada. Find Me Follow Me will try to dial each of the numbers in a specific order or simultaneously.	Online: Manage, enable and disable this feature via your 1-VoIP account management site.
International Call Blocking	Block all outgoing calls to international destinations.	Call us to activate this feature on your account.
Music On Hold	Play music while you have a caller on hold.	Active on your account. Press the Hold button on your phone or place someone on hold via the Call Waiting feature and they will hear hold music.
Voicemail	Callers can leave you a recorded message if you are unable to answer the phone. Retrieve voicemails via your 1-VoIP account online, email, or phone.	Phone: *97 to access voicemail from your home phone. The password is 1234 by default. Press 0 to change the password and outgoing voicemail greeting. Online: Change voicemail settings. Listen to and delete voicemails.
Voicemail Notification via Email	Receive notification of a Voicemail via your personal email along with a .wav file of the voicemail.	This feature has been pre-programmed into your Service with the Email address you provided at signup. Online: Manage, enable and disable this feature via your 1-VoIP account management site.

NoMoRobo/Spam Filter	Like email spam filters, you can't stop them all but you can certainly reduce the annoyances.	Web only-activate under "Spam Filter"
Repeat Dial	Redial the last number you called.	Press the redial button on your phone.
Speed Dial	Automatically pre-program up to 10 frequently called numbers into the system for easy dialing.	Online: Add / remove numbers via your 1-VoIP account management site.
Three-way Calling	Conference with two parties simultaneously. (This feature is only available with devices that support it.)	This feature has been pre-programmed into your Service. 1. Dial your first party. 2. Once connected, **Press the flash button**. This puts the first caller on hold. 3. Dial your second party. 4. **Press the Flash button again** to connect both parties.
Wake-Up Call	Have your 1-VoIP phone ring at a preset time.	Schedule this feature online via your 1-VoIP account management site.
White List	Accept calls only from phone numbers you specify. When enabled, white listed callers will be forwarded to your phone.	Web only-Add phone numbers with 10 digits, no spaces or hyphens. All other callers will receive an automated message informing them their number has been blocked. You may use "X" (Capital 'X' only) as a wild card character. If for example you would like to block all numbers from the 277 area code, you could enter 277XXXXXXX in one of the fields.

Frequently Asked Questions / Troubleshooting Tips

1. What type of Internet connection do I need for 1-VoIP service?
   You will need an Internet connection via cable modem, DSL, or other high speed dedicated connection that can provide you with at least 300 Kbps upstream and downstream. Not all Internet connections are the same or provide the same quality of connection.
   Please keep in mind that at this time our VoIP service is not supported over a dial-up or Satellite Internet connection.

2. Can I use my computer and VoIP device at the same time?
   Yes, you should be able to work on your computer, surf the web, make and receive VoIP calls all at the same time. Please keep in mind that streaming video or moving large amounts of data can affect call quality.

3. Can traditional phone(s) I currently have be used with the VoIP service?
   Yes, existing traditional phone(s) can be used with VoIP service but, will require a VoIP adapter. Cordless phone sets work fine with VoIP if you want to have phones throughout your home.

4. Can I keep my existing telephone number to use VoIP service?
   Yes, in most cases your phone number can be ported to your VoIP service (porting means to transfer your number from one telephone company to another). Please contact customer service to check on your specific number's portability. If we can confirm that it can be ported or you have already confirmed this, please follow these steps to begin the process:

   1.) Print the letter of authorization (LOA) available from https://www.1-voip.com/LNP_LOA.pdf.
   2.) Make a copy of the most recent invoice for the number you wish to port. Please note that the number you wish to port, your name, and address must appear on the bill copy.
   3.) Fill out the LOA with the name and address as it appears on the bill copy. The LOA must be completed and signed by the person whose name appears on the bill copy. Do not make notes on the LOA. If you need to make a notation, please include your notations on a separate page.
   4.) Sign and date the LOA. Please note that LOAs are only valid for 30 days.
   5.) Either Fax the LOA along with the bill copy to 866-387-0948 or scan the LOA and bill copy and email them to numberporting@1-voip.com. You should receive a confirmation email indicating the port request was received within 2 business days.
   6.) To complete the process, you must keep your account active with your current provider and cannot have any pending orders with your current provider until the number is transferred.

5. Can I order extra phone numbers to ring to into my VoIP device?

Yes, you may order as many numbers as you like from our available area codes. You can order numbers by clicking on the link titled "my account" on your web interface page and follow the easy instructions for ordering remote virtual numbers. Virtual numbers are $2.95 per month.

6. How does your VoIP 911 emergency service work?

Enhanced 911 will provide emergency personnel with your location information when they receive your phone call.

If you are moving or you take your VoIP device away from the service address that you originally registered, you MUST log back into the Member's Area of the website and click the link to update your 911 information so your current address will be provided to the 911 operator.

7. What ports do I need to ensure are open on my router/firewall?

The VoIP phone service uses several OUTBOUND UDP connections utilizing Ports 5060-5160 and 10000-20000

If you have questions regarding the compatibility of your router with your new VoIP service you should contact the router manufacturer directly. Some of the most common manufacturers' tech support numbers and web sites are listed below.

   Belkin   Tech Support 800.223.5546 x 2263 www.belkin.com/support
   DLINK   Tech Support 877.453.5465 support.dlink.com
   Linksys   Tech Support 800.326.7114 www.linksys.com/support/default.asp
   Netgear   Tech Support 888.638.4327 kbserver.netgear.com/main.asp

If you do not see your router manufacturer's information listed above, please refer to their website for further information.

8. I cannot make or receive calls after I connected my VoIP device to my cable/DSL modem or I cannot connect to the Internet. What should I do?

This problem can usually be corrected by a quick reboot of the devices connected to your network. Assuming you have a modem, our VoIP adaptor, and a router, follow these simple procedures:

   a. Unplug all your devices from power.
   b. Power on just the modem and wait for it to completely boot back up.
   c. Power on the router (if you do not have a modem/router combination)
   d. Power on the VoIP adaptor and wait for 4 lights (sometimes this can take a few minutes)

If it takes too long after you have powered on your VoIP adaptor and you do not see 4 lights, please contact technical support or our customer service line at the numbers indicated below. If you have a combination modem/router, you may need to enable port forwarding with the ports listed above.

Frequently Asked Questions about Voicemail

1. How do I record my personal greeting?

You can record and change your greetings by dialing *97, then your password. Your default voicemail password is 1234 unless you have already changed it. Once in the audio menu hit "0" to access the "greetings" menu and then follow the prompts. You can access the voicemail system remotely by dialing the number listed on your member portal under the "Voicemail" menu option.

2. How do I retrieve my Voicemail messages?
    You can retrieve messages online, through email, or over the VoIP device by dialing *97.
    The password is 1234 by default.

3. How does voicemail email notification work?
    You will receive email notification of a new Voicemail. This email will include an
    attached .wav file with the Voicemail message so you can listen to it on your PC.
    Please make sure your speakers are on and are set at an audible level.   You can
    change which email address receives the notification through your Voicemail
    preferences menu on the website.

How do I contact Customer Service/Technical Support?
Customer Service: 888-369-8647 or
customerservice@1-voip.com
Technical Support: 888-661-8647 or
support@1-voip.com