

AKVoice Analog Device User Guide

You're just steps away from setting up your new AKVoice® system. This user guide provides you with step-by-step instructions on how to configure your phone and features. Let's get started!

SET UP VOICEMAIL

1. Dial ***95** from the telephone handset
2. Follow the prompts to set your
 - a. Recorded Name
 - b. Password
 - c. Greeting

VERIFY YOUR e911 INFORMATION

Your telephone line will remain disabled until you set an e911 response location.

1. Open a web browser and go to <https://oneplace.alaskacommunications.com>
2. Log in with your 10-digit telephone number and password.
3. From the ONEplace home screen, select the **Set Emergency Location** link in the lower left corner of the screen.
4. Verify your e911 information displayed on the screen.
5. To enter a new emergency location begin typing the address in the box as indicated. Select your address when displayed, this will update the map indicating your location.
6. Scroll down to verify both the map pin location and the address entered below.
7. You may modify **ONLY** the **Name** and **Comment** boxes. Do not change any other values as this is your official emergency address.
8. Scroll down to read the important notices and press the **Save** button. The system will process your request and notify that the address is updated.

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HANDSET OPERATION

MAKING CALLS

To make an outbound local or long distance call, simply lift the handset and dial the phone number. No access code (e.g., 9) is required. To speed up call processing, press the # key when done dialing.

Example: 565 2556#

EMERGENCY CALLS

In an emergency, lift the handset and dial 911.

Remember, you must update your e911 address through the ONEplace portal if your address changes

CALL WAITING

Call Waiting lets you know when a call is incoming while you are on another call. A beep tone alerts you that another call is waiting.

How to use:

1. To answer the second call (without losing the first call), press the **Flash** key or **Hook Switch** on your phone to place the first call on hold. You are now connected to your second call.
2. To return to your first call, press the **Flash** key or **Hook Switch** to place the second call on hold.
3. If you hear the tone indicating that a second call is coming through, and you would like to end your current call rather than putting them on hold, simply hang up your phone, and it will ring with the second call.

THREE-WAY CONFERENCING

To add a third person into a regular two-way phone call:

1. Press the **Flash** key or **Hook Switch**.
2. Dial the person you want to join your call.
3. Press the **Flash** key or **Hook Switch** again to join all 3 parties.

TRANSFERRING A CALL

To transfer a call:

1. While on a call, press the **Hook Switch** - this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. Wait until the new call is answered and announce the call.
4. Complete the transfer by hanging up.

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CALL FORWARDING

Call forwarding is available through the handset or via the ONEplace web portal. Your phone system supports several different types of call forwarding:

1. **Immediate Call Forwarding:** All calls are forwarded to the number of your choice.
2. **Busy Call Forwarding:** Forwards all calls received while on the phone.
3. **No Answer Call Forwarding:** Forwards all unanswered calls.
4. **Selective Call Forwarding:** Forwards calls from certain numbers to another number.
5. **Unavailable Call Forward:** Redirects calls during a power outage or when your service is otherwise not operating.

IMMEDIATE, BUSY, AND NO ANSWER CALL FORWARDING USING THE HANDSET

Enabling Call Forwarding

Enable *Immediate*, *Busy* or *No Answer Call Forwarding* by dialing the access code for the type of call forwarding you want to enable, followed by the extension or local telephone number you wish to forward calls to.

Access Codes

Type of Forwarding	Enable Code	Disable Code
Immediate/Unconditional	*72	*73
Busy	*90	*91
No Answer/Delay	*92	*93

Enable example: To use immediate call forwarding to forward all calls to local number (907) 565-2556

1. *Dial *725652556*
2. *The phone system will then place a test call to the number you are forwarding calls to.*
3. *The system will only enable call forwarding if this courtesy call is answered.*

Disabling Call Forwarding

To disable call forwarding, dial the disable code for that type of call forwarding.

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USING THE VOICEMAIL SYSTEM

When you have unheard voice messages waiting, your phone will display a flashing light (if equipped) or stutter dial tone. To listen to your messages, log in by dialing voicemail access code ***95**.

Follow the prompts to select the preferred voicemail option.

For your convenience, the most frequently used mailbox prompts are:

- Press **1**: To listen to your voice messages from the main menu
- Press **2**: To save a message
- Press **3**: To delete a message
- Press **4**: To change your mailbox settings from the main menu
- Press *****: To cancel the current operation or return to the previous menu
- Press **#**: To finish entering digits, or recording an announcement

ONEPLACE ADVANCED FEATURES

Advanced features are configured through ONEplace at <https://oneplace.alaskacommunications.com/>

ONEplace provides a personal portal to view and manage features including:

- Voicemail to email
- Find Me/Follow Me
- Call Forward Busy/No Answer
- Anonymous Call Rejection
- Selective Call Forwarding
- Voicemail Preferences
- Call Forward Unavailable
- Speed Call Short Codes
- Selective Call Rejection
- Call Logs

For guidance on setting up features select the **Help** link on the lower right of your ONEplace user portal. Some settings, including **Password Reset**, are done through the **ONEplace Admin Portal**. Please refer to the [AKVoice Administrator Setup](#) guide.

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ALASKA VOICE APP

You may download the Alaska Voice App to place and receive calls on your AKVoice number.

Available from:

- [Apple iTunes Store](#)
- [Android Play Store](#)
- **PC/MAC version is available in the [ONEplace portal](#)**

To log into the app, use your 10-digit telephone number and ONEplace password.

If you require additional assistance, please open a support ticket through your AccountView portal.