

OBi1022/OBi1062 FEATURE GUIDE

WELCOME

Thank you for choosing AKVoice® by Alaska Communications. Let's set up your phone in 5 easy steps.

GETTING STARTED

As a new user, you will need to set a permanent ONEplace portal password, set a voicemail security PIN, and record a greeting. Once you verify your emergency response (e911) location, you'll be able to make and receive calls.

Note: Your telephone line will remain disabled until e911 information is entered.

STEP 1 – LOG INTO ONEPLACE PORTAL

Open a web browser and go to <https://oneplace.alaskacommunications.com/>

Log in with your 10-digit AKVoice telephone number and the single-use password provided by your system administrator or in the welcome email. Your administrator may reset your password if needed.

STEP 2 – SELECT A NEW PASSWORD

Select a minimum 8-character password containing at least one upper and lower case letter, number, and special character (e.g., \$).

STEP 3 – SELECT A VOICEMAIL PIN

Choose a minimum 4-digit PIN to protect your privacy when accessing voicemail messages.

STEP 4 – RECORD NAME AND GREETING

You may use a computer microphone to record your name and greeting. You may also choose to complete this later using your telephone by logging into your voicemail box and following the prompts.

STEP 5 – VERIFY YOUR e911 INFORMATION

1. From the ONEplace home screen, select the **Set Emergency Location** link in the lower left corner of the screen.
2. Verify your e911 information displayed on the screen.
3. 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.
4. Scroll down to verify both the map pin location and the address entered below.
5. You may modify ONLY the **Name** and **Comment** boxes. Do not change any other values as this is your official emergency address.
6. 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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USING YOUR TELEPHONE

To make a call, lift the handset and dial the phone number (no access code (e.g., 9) is required). To speed up call processing, press the **Dial** soft key when done.

SOFT KEYS

Most OBiHai telephone features are activated using the 4 context-sensitive feature keys at the bottom of the display. These feature keys change depending on call state. Remember, if in doubt look at the soft keys.

EMERGENCY CALLS

In an emergency, lift the handset and dial 911.

Remember: you must update your e911 address through the ONEplace portal if you change your service address.

VOICE INTERCOM

Lift the handset and press the **Intercom** key, or dial ***96#** followed by the extension number.

BLOCK YOUR CALLER ID

To block your outgoing caller ID for a single call, dial ***67** before the telephone number.

ANSWERING CALLS

Calls can be answered by lifting the receiver or pressing the **Speaker** key. Default answer options are controlled in the **Preferences** menu displayed on the screen.

GROUP PICKUP

To pick up a call ringing in your assigned pickup group, lift the handset and press the **Group Pickup** key or dial ***12**.

DIRECTED PICKUP

To pick up a specific ringing line, lift the handset and dial ***11 + extension**.

PAGING

To make a page announcement through the OBiHai telephones, lift the handset and press the **Page** key.

CALL PARK

- While on a call, press the **Call Park** feature key.
- Retrieve the call by pressing the **Call Park** feature key.

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TRANSFERRING A CALL

1. While on a call, press the **More** soft key and select **Transfer**.
2. Dial the phone number, then press the **Dial** soft key.
3. Wait for the called party to answer and announce the call.
4. Press the **Transfer Now** soft key.

IMMEDIATE TRANSFER

1. While on a call, press the **More** soft key and select **Blind Transfer**.
2. Dial the phone number or extension on the dial pad (e.g., 21).
3. Press the **Dial** soft key.

TRANSFERRING DIRECTLY TO VOICEMAIL

1. While on a call, press the **More** soft key and select **Blind Transfer**.
2. Dial 00 plus the extension number on the dial pad (e.g., 0021).
3. Press the **Dial** soft key.

THREE-PARTY CONFERENCE

1. While on a call, press the **Conference** soft key.
2. Dial the phone number then press the **Dial** soft key.
3. Wait for the called party to answer and announce the call.
4. Press the **Conference Now** soft key.

DO NOT DISTURB

While your phone is idle, press the **Do Not Disturb** soft key. All calls will be sent directly to voicemail. To cancel, press the **Do Not Disturb** soft key again.

CALL FORWARDING

To forward a call, press the **Call Forward** soft key, then enter the destination number to enable.

Note: ONEplace provides call forwarding options including time of day routing and selective call forwarding.

VOICEMAIL

Unheard voice messages will display an envelope icon on the shift keys and red light. Lift the handset and use the **Voicemail** soft key or dial ***95** to access.

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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.

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 are still having problems, please open a support ticket through your AccountView portal.