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# Digital Phone @ Home

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Information & FAQs

For a complete tutorial on the Customer Portal, Digital Phone @ Home Features & Voicemail, and FAQs, please click on the link "Digital Phone @ Home Tutorial" on the portal.  
Or call Customer Service Department at **877.599.3087**.

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## Features

In addition to using your phone, you can also use the Customer Portal to configure features. To learn how, refer to the Digital Phone @ Home tutorial on your customer portal.

**Immediate Call Forwarding**..... **Dial \*72 immediately followed by #**

*Forwards all incoming calls on to an alternative number, without ringing your phone first.*

**Busy Call Forwarding**..... **Dial \*90 immediately followed by #**

*Forwards all incoming calls on to an alternative number if your phone is busy.*

**No Answer Call Forwarding**..... **Dial \*92 immediately followed by #**

*Forwards all incoming calls on to an alternative number if there is no answer at your phone.*

**Selective Call Forwarding**..... **Dial \*63 to set up, then follow prompts**

*Allows you to set up a list of 10 numbers which will automatically be forwarded to an alternate number.*

**Find Me Follow Me**..... **Set up your list on the Customer Portal, dial \*371 to enable**

*Allows you to set up additional numbers that will be rung instead of or as well as your own number, any of which can answer the call.*

**Caller ID with Name/Number**..... **Turn on \*65, Turn off \*85**

*Displays the name and number of the incoming caller.*

**Caller ID Name/Number Block**..... **Dial \*67 before you call**

*It allows you to block delivery of your own calling name and number on outgoing calls.*

**Call Return**..... **Dial \*69**

*Allows you to return the most recent incoming call.*

**Selective Call Rejection**..... **Dial \*60 and follow prompts**

*Allows you to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the caller.*

**Anonymous Call Rejection**..... **Turn on \*77, Turn off \*87**

*Automatically rejects all calls from withheld numbers.*

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**Do Not Disturb** ..... **Turn on \*78, Turn off \*79**

*Allows you to block the line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that you are not currently accepting calls.*

**Selective Call Acceptance** ..... **Dial \*64 and follow prompts**

*This feature is used in conjunction with Do Not Disturb (above). It allows you to pre-configure numbers that you wish to receive calls from when Do Not Disturb is enabled. Enabling this feature will also enable Do Not Disturb.*

**Call Reminder** ..... **Dial \*310 and follow prompts**

*Allows you to set up a call for a set time of day. An announcement is played when you answer. If the call is not answered, it will retry once after 1 minute. Reminder calls can be individual or regular reminders: individual reminders are one-time calls; regular reminders are recurring calls.*

**3-Way-Calling** ..... **Flash, Dial #, Flash again**

*Allows you to call another party during an existing call and add this party to the call, creating a three-way conversation.*

**Call Waiting with Caller ID** ..... **Use the Flash button on the phone**

*Notifies you that a second call is on the line, gives you the name and number of the caller, and allows you to switch between the calls.*

**Call Waiting Cancel** ..... **Dial \*70 before the call or flash then dial \*70**

*Allows you to disable call waiting for an individual call, so that important calls are not interrupted.*

**Speed Dial** ..... **Refer to the Digital Phone @ Home Tutorial on Customer Portal**

*Allows one-digit or two-digit codes to be used as shortcuts for selected phone numbers. You dial the code and this is interpreted as if you had dialed the phone number to which the short code maps.*

**Call Barring** ..... **Refer to the Digital Phone @ Home Tutorial on Customer Portal**

*This service allows you to bar outgoing calls to certain types of numbers from your line.*

**Voicemail** ..... **Dial \*86# from your phone**

*Allows others to leave you a message when your phone is busy or when you do not answer. You can check your messages by calling your voicemail box, or by going online to your Customer Portal.*

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## Voicemail Setup

Before you can take advantage of Powernet's voicemail services, you will need to set up your account. Review the step by step instructions below.

**1. From your telephone, dial \*86#.**

(You can also call 877.490.3589 from another phone).

**2. Enter you PIN** (your 10-digit phone number).

**3. Listen and follow the simple instructions to create a new PIN.**

**4. You will prompted to record your name.**

- a. Record your name and press # when finished.
- b. An announcement plays your recording back to you.
  - If you want to re-record it, press 1.
  - If you want to keep it, press #.

**5. You will be prompted to record a greeting.**

- a. To record your own personal greeting, press 1.  
Record your greeting and press # when you're finished.
- b. To use a greeting that announces your recorded name only, press 2.
- c. To use a greeting that announces your phone number only, press 3.
- d. To use a greeting that does not announce your name or phone number, press 4.
  - You will hear your chosen announcement played back, if you want to keep it, press #, to record or select another greeting, press 1.

**6. Your voicemail and greeting system is now set up and complete!**

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## To Check Messages

The following step-by-step instructions will explain to you how to retrieve your voicemail messages.

1. Dial \*86# or your own number from your Powernet phone, or 877.490.3589 from another phone to get into the voicemail system.
2. Enter your PIN number when prompted.
3. To listen to your messages, press 1.
4. To record a new message for another Powernet customer, press 2.
5. To work with your greetings, press 3.
6. To change your mailbox settings, press 4.
7. To manage your reminders settings, press 5.
8. To manage any erased messages, press 6.
9. To listen to helpful hints, press 0.
10. To end the call, hang up or press \*.

## Quick Key Reference

The following keys are shortcuts that can be used when navigating through any menu in your voicemail box.

- |          |                                                     |           |                                                       |
|----------|-----------------------------------------------------|-----------|-------------------------------------------------------|
| <b>1</b> | Will play your message from the beginning.          | <b>9</b>  | Speeds up playback of the message.                    |
| <b>2</b> | Will save your message and go to the next.          | <b>0</b>  | Plays helpful hints.                                  |
| <b>3</b> | Will erase your message.                            | <b>66</b> | Gives details about the date and time of the message. |
| <b>4</b> | Will reply to your message.                         | <b>77</b> | Skips back 5 seconds.                                 |
| <b>5</b> | Forwards your message to another Powernet customer. | <b>99</b> | Skips forward 9 seconds.                              |
| <b>6</b> | Increases your volume.                              | <b>*</b>  | Takes you back 1 step.                                |
| <b>7</b> | Slows down the playback of the message.             | <b>#</b>  | Moves you forward to the next step.                   |
| <b>8</b> | Pauses for 30 seconds.                              |           |                                                       |

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## Customer Portal

### To Access the Customer Portal

1. Go to **[portal.pngcom.com](http://portal.pngcom.com)** and click on “customer login.”
2. Enter your Username and Password. (These were provided in your welcome email.)

### To Access Account Information

1. Locate the “My Account Information” in the upper left-hand box.
2. Click on the “View Account” to update account information.
  - a. This section will allow you to update contact information or billing information.
3. Click on “View Services” to update service information.
  - a. This section will allow you to view service information such as your profile, features, phone book, call log and voicemail.

### To Access Invoices

1. Locate “My Invoices” in the center of the Home page — this displays all invoices on the account.
2. Click on the invoice number to see a printable copy of the invoice details.

### To Access Payments

1. Locate “My Payments” in the center of the Home page — this displays all payments made on the account.
2. Click on the date of the payment to see the payment details.

### To Access Features

1. Locate “My Services” in the center of the Home page — this displays all the services on the account.
2. Click on a service number to see service information or to utilize the digital phone features.

### To Make a Payment

1. Click on the “Pay Now” icon on the left of the Home page.
2. Payments can be made by credit card.
3. To make automatic monthly payments to “View Account” and “Update Payment Method.”
  - \* You will receive an email notification (from [DoNotReply@powernetco.com](mailto:DoNotReply@powernetco.com)) each month when your new invoice is ready.

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## 911 Information

At Powernet, we provide a safe and reliable means of communication in times of emergency.

Most PowerNet Global customers have access to either Enhanced 911 (E911) or Basic 911 service. With E911 service, when you dial 911, your telephone number and registered address are simultaneously sent to the local emergency center assigned to your location. Emergency operators have access to the information they need to order to send help and call you back if necessary.

With Basic 911 service, the local emergency operator answering your call will not have your callback number or your exact location, so you must be prepared to give them this information. As additional local emergency centers become capable of receiving our customers' information, Powernet will automatically upgrade customers with Basic 911 to E911 service.

If you do not have access to Basic 911 or E911, your 911 call will be sent to the Powernet national emergency call center. A trained agent at the emergency call center will ask for the name, telephone number, and location of the customer calling 911, and then contact the local center in order to send help.

Please note that if you move your device to another location, you must update your new location. It's easy! If you do not register your new location, any 911 call you make may be sent to an emergency center near your old location.

Remember that our 911 Dialing service will not function in the event of a broadband or power outage, or if your broadband ISP or Powernet phone service is terminated.

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## FAQs: General

**Q: What do I need to get Digital Phone @ Home service?**

**A:** In order to get Digital Phone @ Home service, you need:

- A broadband Internet connection.
- A Powernet Phone Adapter (which we will send you).
- A touchtone phone.

**Q: How does Digital Phone service work?**

**A:** It works just like regular phone service, except it uses the Internet to connect your calls instead of physical phone lines.

**Q: What is a phone adapter?**

**A:** It is a small piece of equipment which allows you to plug your phone into the Internet.

**Q: Will my Digital Phone @ Home service work through the phone jacks in my house?**

**A:** No. Since Digital Phone service uses the Internet to complete calls, you don't need to use the existing phone lines in your house. Instead, you can just plug your phone directly into the Phone Adapter.

**Q: Is Digital Phone @ Home difficult to install?**

**A:** No, it's very easy! Simply follow the instructions which we included with your Phone Adapter.

**Q: What do I do if I need help with installing my Digital Phone @ Home?**

**A:** You can call us at 877.599.3087 and we will walk you through the installation.

**Q: Can I keep my existing number?**

**A:** Yes, you can. We may need a copy of your current phone bill to help with the transfer.

**Q: How long will it take to transfer my phone number?**

**A:** Some transfers can be as quick as a few days, while others can take up to 14 business days. We will do our best to transfer your number as quickly as possible. We will send out your Phone Adapter before the transfer is complete, so it's possible that you receive it while your incoming calls are still ringing to your old service.

You will be able to make outgoing calls on your Digital Phone service right away. You will know when the transfer is complete because your incoming calls will begin ringing to your new Digital Phone @ Home service. You can also call us at 877.599.3087 to check on the status of your phone number transfer.

**Q: Should I call my current local phone company to cancel my service?**

**A:** No, do not call them right away. If you cancel your old service too soon you could be without any phone service, and you could lose your phone number. You should wait until you can both make outgoing calls and receive incoming calls on your Digital Phone @ Home service to cancel your old service.

## FAQs: General continued

**Q: Can I use my current telephone with Digital Phone @ Home?**

**A:** You can use any touchtone phone with Digital Phone @ Home.

**Q: What should I do if I move?**

**A:** It is important to keep your address information updated with Powernet because we rely on that information to decide where to send your emergency calls. If we have the wrong address on file we could send an emergency call to the wrong response center, which could delay someone responding to you.

If you move, call us right away at 877.599.3087 to update your address. It's important to us that you are safe if an emergency should happen.

## FAQs: Features

**Q: What is my Call Services PIN?**

**A:** When you are configuring features using your telephone, some features will require you to enter a PIN before making the changes you are requesting. We set your PIN to the last 4 digits of your phone number, but you should change it when you start using your service to ensure your privacy.

You can change your PIN at any time by dialing \*319 from your telephone, or by going online to your Customer Portal at [portal.pngcom.com](http://portal.pngcom.com) then clicking on "customer login."

## FAQs: Billing

**Q: How will I receive my bill?**

**A:** You can view and pay your bill at any time by going online to your Customer Portal at [portal.pngcom.com](http://portal.pngcom.com) and logging in through "customer login." It's free and very convenient. We will also send you an email from [DoNotReply@powernetco.com](mailto:DoNotReply@powernetco.com) each time a new bill is available. To ensure that these emails don't go to your spam folder, add this address to your address book. You can also request to receive a paper bill in addition to your eBill when you sign up for service.

**Q: What is the Compliance Cost Recovery Fee?**

**A:** The Compliance Cost Recovery Fee is a \$1.99 monthly fee in addition to your Digital Phone package charge. It is designed to help us recover costs associated with complying with certain federal and state regulations. The Compliance Cost Recovery Fee is subject to change and is not a government mandated tax or surcharge.

**Q: Which International countries are included in the Digital Phone @ Home Unlimited Plus plan?**

**A:** A list of the included countries is on the Customer Portal at [portal.pngcom.com](http://portal.pngcom.com). You can also call us at 877.599.3087 to find out if the country you call is included in the list.

**Q: Does the unlimited International calling in the Digital Phone @ Home Unlimited Plus plan include calling to International mobile phones or International "special" numbers?**

**A:** Probably not. Some International mobile or International special numbers in some countries may be included. Check the list of included destinations before making any calls.

We still offer great rates to countries that aren't included in the unlimited package!

**Q: Why is my first bill more than I expected?**

**A:** Just like other phone companies, we bill you in advance for the phone service. Your first bill will include a partial month's charge from the date of activation through the end of the billing cycle, and the next full month in advance. If you were to cancel for any reason, we will refund any payments for service after the cancellation date.

We also charge a \$29.95 Activation Fee on your first bill. It allows you to avoid signing a contract, which other Digital Phone providers require!

## FAQs: Service

**Q: Can I use Digital Phone @ Home service with my home alarm system?**

**A:** We don't recommend it. Digital Phone service will not work if your Internet is not working or if your electrical power is out. If you were to have a break-in during an Internet or power outage, your alarm system would not be able to alert your alarm company. It's best to keep your alarm system on a regular telephone line, or you can contact your alarm company about possible cellular options.

**Q: My phone isn't working. What should I do?**

**A:** Follow these steps:

1. Check your electrical power. If your power is out, then your Digital Phone service will not work.
2. Check your Internet service. If you can't get online on your computer, then your Internet service is probably down. Your Digital Phone service will not work if your Internet service is down.
3. Check your Phone Adapter. Make sure that the Power light is on.
4. If all three of the above checks turn out OK, then call our Customer Service Center at 877.599.3087 and we will help you to get your service back up and running as quickly as possible.

**Q: Will my Digital Phone @ Home service work for emergency calls?**

**A:** As with any Digital Phone service, you will not be able to make any calls, including 911 calls, if you have a power outage and/or a broadband outage. Also, to ensure that your 911 calls are routed to the correct response center, your service address (the location where you're using the digital phone) must be accurate and up-to-date at all times.

If you move, call us right away at 877.599.3087 to update your address. It's important to us that you are safe if an emergency should happen.



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For Customer Service, please call 877.599.3087 or email [solutions@powernetco.com](mailto:solutions@powernetco.com)