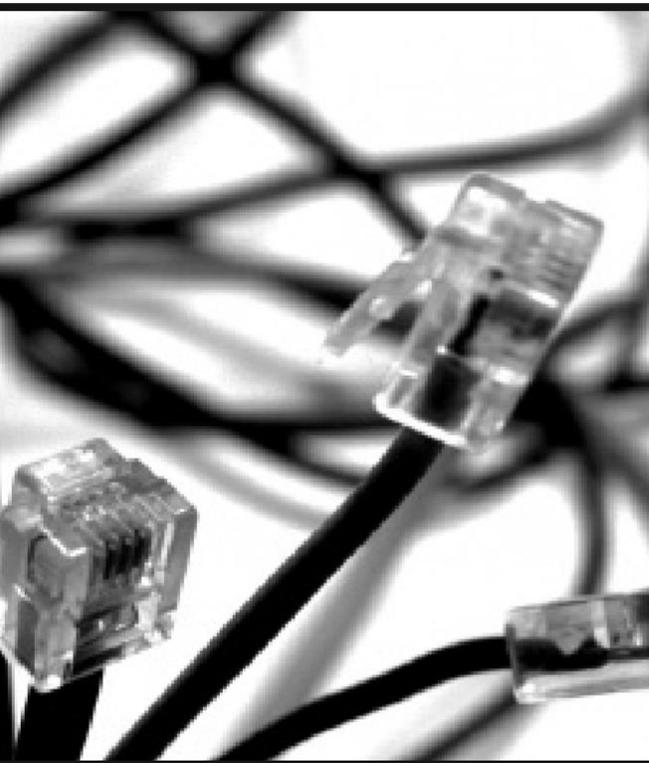


Co-Mo Connect



**Telephone
User Guide**

WELCOME



Welcome to Co-Mo Comm Inc.. We are pleased to provide you with our quality service and support. We value relationships with our customers and look forward to being of service to you.

Co-Mo Comm Inc. is dedicated to ensuring quality customer satisfaction and strive to instill product and service confidence in all our customers.

CONTACT INFO

Phone: (800) 781-0157

Website: www.Co-Mo.net

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CALLING PACKAGE



Unlimited Package

The Unlimited Telephone Package includes your Local Telephone Service, Advanced Calling Features, Voicemail and Unlimited domestic calling. The features and services included in this package can be seen below.

Local Telephone Service

Three-Way Calling

Caller ID (Number Only)

Caller ID on Call Waiting (Number Only)

Call Forwarding

Call Waiting

Voicemail

Unlimited Domestic Long Distance

Note: Unlimited Domestic Long Distance includes Hawaii and Alaska. Also included are the Nations of Canada, Dominican Republic, Bahamas, U.S. Virgin Islands, Puerto Rico and Guam.

Additional Features

There are additional features available to Calling Package subscribers on an individual basis. These features have an additional charge associated with them. Please be sure to check with Co-Mo Comm Inc. for the current rates for add-on calling features. A list of additional features is listed below:

Caller ID (Name Delivery)

Remote Access to Call Forwarding

Phone Number Change

vFax (Virtual Facsimile)

Caller ID Block Per Line

Call Block (Selective Call Rejection)

Call Return

Distinctive Ring

Unlisted Telephone Number

Simultaneous Ring (SimRing)

Anonymous Call Rejection

FEATURES



Call Forwarding

This service forwards all of a subscriber's incoming calls to an alternative number, without ringing the subscriber telephone first.

1. To Activate:
 - a. Dial *72
 - b. Dial your 10-digit phone # that you would like to forward to
 - c. Hang up the telephone

2. To Deactivate:
 - a. Dial *73
 - b. Hang up the telephone

Three Way Calling

This service allows a subscriber to call another party during an existing call and add this party to the call, creating a three-way conversation.

1. To add a third party to an active call, press the flash-hook and then dial the third party's number. If the third party answers, hit the flash-hook again to add both of you to the original call, connecting all three parties.
2. If the third party does not answer or their line is busy, hit the flash-hook twice to rejoin the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold, and can rejoin the call by picking up the phone.

FEATURES



Caller ID Service (Number)

This service displays the Number of the incoming caller on the subscriber's telephone, if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

Caller ID Service (Name)

This service displays the Name of the incoming caller on the subscriber's telephone, if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality. This is an optional add-on service.

Call Return

This service allows the subscriber to return the most recent incoming call.

1. To return the last call
 - a. To return the last call instantly press *69

Call Waiting (With Caller ID)

This service notifies a subscriber that a second call is on the line and allows the subscriber to switch between the calls. The called party is notified by a tone when the call is waiting. The calling party receives an announcement telling them the system has alerted the called party.

1. When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

Note: To disable call waiting for the next call only, press *70 before the call

FEATURES



Distinctive Ring

This feature allows customers to have one line and two phone numbers. Each number rings with a distinctive pattern so the owner knows which number is being called. Typically, the original number rings with the standard ring pattern. Regardless of what ring pattern the called party hears; the calling party hears the standard ring pattern.

Remote Access to Call Forwarding

This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone. Subscribers are provided with a Telephone Number to call Remote Access to Call Forwarding, which can be called from any phone.

1. To Activate
 - a. Call 573-388-2006
 - b. Enter your Telephone Number and PIN when prompted
 - c. Enter the Call Forwarding Access Code you require
(for example, to access Call Forwarding, enter *72)
 - d. Configure the call service as for normal Call forwarding configuration.

Simultaneous Ring (SimRing)

This service allows up to 4 phones to ring at one time. When the call is picked up either by the customer or voicemail, the other phones stop ringing. At least one of the phone numbers must have service provided by Cable partner service.

FEATURES



vFax

vFax is a virtual fax service. This service sends incoming faxes directly to one or multiple email addresses. The person sending the fax sends it to a ten-digit number just like a traditional fax. However, instead of receiving it in paper form on a fax machine, it will show up in the subscriber's email inbox.

FEATURES



Voicemail

Setting up your mailbox

Access the voice messaging system:

1. Dial your phone number or *333, wait for your recorded message to begin playing, then press *.
2. Enter your pass code after the prompt, then hit the 4 key. (Your default pass code is the last 4 digits of your phone number). (Please note you must change your pass code to something other than the last 4 digits of your phone number for security reasons. If you do not, your voicemail could become unusable).
3. The following commands are available:
 - 1) Change Greeting
 - 1-Use system greeting
 - 2-Use personal greeting
 - 3-Create personal greeting
 - 2) Record Name
 - 2-Use recorded name
 - 3-Create recorded name
 - 3) Change Pass code-follow the prompts
 - 4) * Exit

Checking your messages via the telephone

Access the voice messaging system:

1. Dial your phone number, wait for your recorded message to begin playing, then press * and follow the prompts.
2. To listen, delete and save messages press the following key:
 - 1 Replay current message
 - 2 Skip current message
 - 4 Skips back 5 seconds while playing a message
 - 5 Skips ahead 5 seconds while playing a message
 - 7 Delete current message
 - 8 * Exit

FEATURES



Caller ID Block Per Line

This service is permanent on a subscriber's line and blocks the Caller ID so when an outbound call is made, the called party sees "private" instead of the Caller ID information. This feature is not enabled by code, but must be set up by service provider

Anonymous Call Rejection

This service automatically rejects all calls from withheld numbers.

1. To enable Anonymous Call Rejection, press *77
2. To disable Anonymous Call Rejection, press *87

Call Block (Selective Call Rejection)

This service allows the subscriber to block the last incoming call by immediately dialing *60 after hanging up the phone. Subscriber may block up to 10 numbers.

INTERNATIONAL CALLING



International Calling Plans

Mexico Calling Plans	
Minutes Allotted	Type of Service
75 Minutes	Block of Time
150 Minutes	Block of Time
375 Minutes	Block of Time
750 Minutes	Block of Time
Other International Calling Plans	
Minutes Allotted	Type of Service
100 Minutes	Block of Time
250 Minutes	Block of Time
500 Minutes	Block of Time

Countries Available

The countries included in our International Calling Plans are Australia, Austria, Belgium, China, Denmark, France, Germany, Greece, India, Ireland, Italy, Japan, South Korea, Malaysia, Netherlands, New Zealand, Norway, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, Thailand and the United Kingdom.

Note: Calls to cellular telephones are not included in Mexico or International Calling Plans

WEB SELF CARE



You can manage your own voicemail and many other features identified in this guide by registering to Web Self Care (WSC) by accessing this link. Note that you will need your Account Number and Telephone Number to register.

<http://selfcare.co-mo.net/users/login/>

Co-Mo Connect

[Home](#)

Account Login

Username

Password

[Register](#)

[Reset Password](#)
[Forgot Username](#)