



TALK AMERICA SERVICES
PHONE USER GUIDE



talkamericaservices.com

VOICE MAIL

Voice Mail answers your calls when you are unable to reach the phone. Your voice mail system has a message capability of 30 minutes and allows for remote message access. Messages will be stored for 25 days.

Setting Up Your Account

Dial the Voice Mail access number that corresponds with your area (page 3). To set up your mailbox you *must call from your telephone*.

Press # when the greeting begins. You will then be asked for your mailbox number. The mailbox number is your 10-digit telephone number. Enter your temporary password, followed by the # key (your temporary password is the last 4 digits of your telephone number).

First-time sign-in involves three steps:

- First, you must change your Password. Enter a 4 to 8 digits password followed by the # sign. The system will read it back to you for confirmation.
- Then, you must record a name announcement.
- Finally, you must record a greeting that callers will hear when they reach your voice mailbox. If you do not set up a greeting a standard preset greeting will be used for your callers.

To Check Your Messages from Home:

- Dial the Voice Mail access number that corresponds to your area (page 3)
- Listen to the recorded name.
- You will be prompted to enter the mailbox password.
- You will then hear the main menu.

To Check Your Messages from a Remote Location:

- Dial the telephone access number that corresponds with the area that you are in (page 6)
- At the greeting, press # and enter your 10-digit phone number (area code + phone number).
- Follow the voice prompts.

Note: Long Distance charges may be incurred if the number you are calling to access your voice mail is not in the local area of the phone you are calling from. Please see the following list to choose the appropriate number for your calling area.

VOICE MAIL ACCESS NUMBERS

DELAWARE

Kent County	302-389-4090
New Castle County	302-221-4090
Sussex County	302-330-4090

GEORGIA AND MICHIGAN

All	866-400-8660
-----	--------------

MARYLAND

Baltimore	443-919-4090
D.C. Area	240-361-4090
Elkton	443-374-4090
Salisbury	443-664-4090

NEW JERSEY

Atlantic City	609-887-4090
Berlin	856-306-4090
Blackwood	856-290-4090
Burlington (Willingboro)	609-232-4090
Camden	856-576-4090
Cherry Hill	856-348-4090
Cinnaminson	856-314-4090
Collingswood	856-957-4090
Glassboro	856-243-4090
Marlton	856-817-4090
Mercerville	609-245-4090
Millville	856-413-4090
Moorestown	856-996-4090
Mount Holly	609-354-4090
Pennsville	856-851-4090
Pleasantville	609-872-4090
Princeton	609-681-4090
Runnymede	856-961-4090
Trenton	609-475-4090
Vineland	856-641-4090

NEW YORK

Buffalo	716-464-4090
Syracuse	315-530-4090

OHIO

All	877-730-3644
-----	--------------

PENNSYLVANIA

City of Philadelphia	267-925-4090
	267-232-4090
	267-803-4090
Exton, Kennet Square, Paoli, West Chester	484-736-4090
Pittsburgh	412-482-4090
Suburban Philadelphia	484-438-4090
	484-586-4090

VIRGINIA

Fredericksburg	540-604-4090
Northern Virginia	571-323-4090
Richmond	804-422-4090
Tidewater	757-248-4090
Williamsburg	757-476-4090

ANONYMOUS CALL REJECTION

Anonymous Call Reject allows you to reject callers whose name or number have been “blocked”. Callers who have chosen to block the display of their number will hear an announcement that you do not accept anonymous calls and that they should remove “blocking” and call again. All other calls will ring through as usual.

To Activate: Lift the receiver and Press ***77** (***88** in NJ and DE). Listen for the confirmation tone and hang up.

To Cancel: Lift the receiver and press ***87**. Listen for the confirmation tone and hang up.

CALL WAITING

Call Waiting provides you with the ability to take a second call without disconnecting from your original call.

- A special tone will signal that another caller is trying to reach you.
- To connect with the incoming call, depress the receiver hook or “flash button” of your phone. You are now connected to the second caller.
- Your first call is now on hold, and you can take the second call.
- To switch back to the first caller, depress the receiver hook or “flash button” again.

CALL WAITING CANCEL

Call Waiting Cancel allows you to disable the call waiting feature for the duration of a telephone call.

To Cancel:

- Lift the receiver and press ***70**. You will hear confirmation tone followed by dial tone.
- Dial the number you wish to call.

CALL FORWARDING

Call Forwarding allows you to forward your incoming calls to any phone number you choose.

From your home phone:

- Pick up the handset and listen for dial tone.
- Press ***72** (some areas may require **72#**).
- Dial the 10-digit phone number to which calls will be forwarded.
- Your calls will forward until you deactivate the call forwarding.

From another location:

- Dial the Remote Call Forwarding Access number (found in this guide).
- Enter in your own 10-digit telephone number and your PIN number. Your PIN number is usually 1234 unless you requested that it be changed.
- Press ***72** (some areas may require **72#**).
- Dial the 10-digit phone number to which calls will be forwarded.
- The phone you are forwarding to will start to ring.
- When the receiving number is answered, the call forwarding is enabled.
- If the call forwarding number is busy or no one answers, you must repeat these steps.

Note: Long Distance charges may be incurred if the number you are calling to access your voice mail is not in the local area of the phone you are calling from.

Cancel Call Forwarding

- Lift the receiver of your home phone and Press ***73** (some areas may require **73#**)
- You will hear a confirmation tone.
- Hang up, your call forwarding has been cancelled.

REMOTE CALL FORWARDING ACCESS NUMBERS

DELAWARE

Kent County	302-389-1234
New Castle County	302-221-1234
Sussex County	302-330-1234

GEORGIA

All	678-681-0500
-----	--------------

MARYLAND

Baltimore	443-919-1234
D.C. Area	240-361-1234
Elkton	443-374-1234
Salisbury	443-664-1234

MICHIGAN

Byron Center	616-730-0500
Northville, Saginaw	
Lansing, Grand Rapids	880-670-0501
Roseville	586-222-0500
Royal Oak	248-556-0500
Southfield	248-200-0501
Walled Lake	248-313-0500

NEW JERSEY

Atlantic City	609-887-1234
Berlin	856-306-1234
Blackwood	856-290-1234
Burlington (Willingboro)	609-232-1234
Camden	856-576-1234
Cherry Hill	856-348-1234
Cinnaminson	856-314-1234
Collingswood	856-957-1234
Glassboro	856-243-1234
Marlton	856-817-1234
Mercerville	609-245-1234
Millville	856-413-1234
Moorestown	856-996-1234
Mount Holly	609-354-1234
Pennsville	856-851-1234
Pleasantville	609-872-1234
Princeton	609-681-1234
Runnymede	856-961-1234
Trenton	609-475-1234
Vineland	856-641-1234

NEW YORK

Buffalo	716-464-1234
Syracuse	315-530-1234

OHIO

All	888-548-5364
	888-681-5364

PENNSYLVANIA

City of Philadelphia	267-925-1234
	267-232-1234
	267-803-1234
Exton, Kennet Square, Paoli, West Chester	484-736-1234
Pittsburgh	412-482-1234
Suburban Philadelphia	484-438-1234
	484-586-1234

VIRGINIA

Fredericksburg	540-604-1234
Northern Virginia	571-323-1234
Richmond	804-422-1234
Tidewater	757-248-1234
Williamsburg	757-476-1234

THREE-WAY CALLING

Three-Way Calling allows you to create a conference call with yourself and two additional parties simultaneously. This feature can be used during any call, regardless of which party originated the first call. Local and Long Distance charges may apply.

To set up a Three-Way Call:

- Dial the number of the first person (or answer an incoming call).
- While on the line with the first caller, press the receiver hook or “flash button” once.
- Listen for three short tones and a dial tone, then dial the number of the person you want to add to the conversation.
- If someone answers the line, press the receiver hook or “flash button”. All three people will now be on the line at the same time. If the third party’s line is busy, or no one answers, press the receiver hook or “flash button” twice to return to your original call.
- To disconnect either call, ask one person to hang up, or press the receiver hook or “flash button” once to disconnect the third party. You can then continue to speak with the remaining person.
- When you hang up, all callers will be disconnected.

LAST CALL CONNECT

Last Call Connect provides you with information regarding your last incoming call, and the option to dial the caller back. Last Call Connect also works if you have Call Waiting and hear a second call, but don’t want to interrupt your conversation.

To Use:

- Pick up the receiver and listen for dial tone.
- Press ***69**. The system will announce the number, date and time of the call and prompt you to press 1 if you want to call that number back.

If The Line Is Busy:

- Listen for the confirmation tone.
- Hang up and the system will attempt to complete your call for up to 30 minutes.
- Your phone will ring when the line is free.

To Cancel Call Return:

- Listen for dial tone.
- Press ***89**.
- Listen for confirmation announcement or tone and hang up.

CALLER ID

Caller ID service allows you to identify the telephone number and name of incoming, unblocked calls.

This service helps reduce interruptions, allows you to screen for important calls and provides extra security. Since you know the name and number before you pick up the handset, you can decide when to answer a call.

CALLER ID SUPPRESSION

Caller ID Suppression allows you to temporarily block delivery of both your telephone number and name to Caller ID equipment. This feature is then active only for the current call.

To Use:

- Lift the receiver and listen for dial tone.
- Press ***67** and listen for sequence of tones, followed by a dial tone. This confirms your caller ID has been suppressed.
- Continue to dial the number.

SPEED CALLING

Speed Calling allows you to dial up to eight pre-programmed Local or Long Distance numbers.

To Set Up Speed Calling:

- Pick up receiver and listen for dial tone.
- Dial ***74** (some areas may require **74#**).
- Listen for dial tone.
- Dial the one-digit speed dial code (between 2 and 9) you would like to assign to a particular phone number.
- Dial that particular telephone number.
- Two short tones will confirm your request.
- When entering a number requiring an area code, you must enter **1**, plus the area code, followed by the number.

To Dial a Programmed Numbers:

- Pick up the receiver and listen for dial tone.
- Enter the Speed Call number (2-9) followed by the ***** key (or **#** if required during setup).
- The telephone number will be automatically dialed.

CALL BLOCK

Call Block allows you to select up to 6 phone number from your local calling area to be blocked from reaching you. Once activated, all future calls from blocked numbers will be routed to a recorded message.

To Use:

- Lift the receiver and listen for dial tone.
- Press ***60** and follow the prompts.
- To deactivate, press ***80** and follow the prompts.

REPEAT DIALING

Repeat Dialing will automatically dial a busy number for up to 30 minutes. Once the line is free, Repeat Dialing will alert you with a ring and connect you automatically.

To Use:

- After reaching a busy signal, press the receiver hook or "flash button".
- Listen for dial tone.
- Press ***66**.
- You will hear an automated voice telling you Repeat Call will attempt the connection.
- When the number is free, your phone will ring.

PAYMENT OPTIONS

Pay by Phone

855.546.5000 (follow prompts)

Pay Online

Conveniently with your Visa, MasterCard, American Express, Discover or Check.

<http://talkamericaservices.com/online>

Pay by Mail

Talk America Services

P.O. Box 9001111

Louisville, KY 40290-1111

Pay by Cash

At any MoneyGram, Western Union, Global Express or CheckFree location. **Note:** Call to confirm if the location nearest to you accepts Talk America Services Payments.

- For MoneyGram locations call **800.666.3947** or visit www.moneygram.com
- For Western Union locations call **800.325.6000** or visit www.westernunion.com
- For Global Express locations call **800.989.6669**, option 3
- For CheckFree locations call **800.309.7668** or visit www.checkfreepay.com

Make Automatic Payments

Complete Online Application at <http://talkamericaservices.com/online>

Paperless Billing

View your bill online and sign up for paperless billing at <http://talkamericaservices.com/online>

Website

<http://talkamericaservices.com>
Feature Guides, High-Speed Internet Installation Instructions, and more.

Billing Inquiries

855.546.5000 (follow prompts)

Customer Care Support

Hours of Operation:
M-F 8:00 am to 8:00 pm ET
Sat 8:00 am to 5:00 pm ET
Phone: **855.546.5000**
Email: customerservice@talkamericaservices.com

Changes or modifications to existing accounts can only be made by primary account holder or secondary users on the account by calling Customer Care.

New Sales:

Hours of Operation:
M-F 8:00 am to 8:00 pm ET
Sat 8:00 am to 5:00 pm ET
Phone: **855.546.5000**

Repair:

24 hours, 7 days a week
Phone: **855.546.5000** (follow prompts)

Additional Information regarding Talk America Services can be found at www.talkamericaservices.com.



talkamericaservices.com