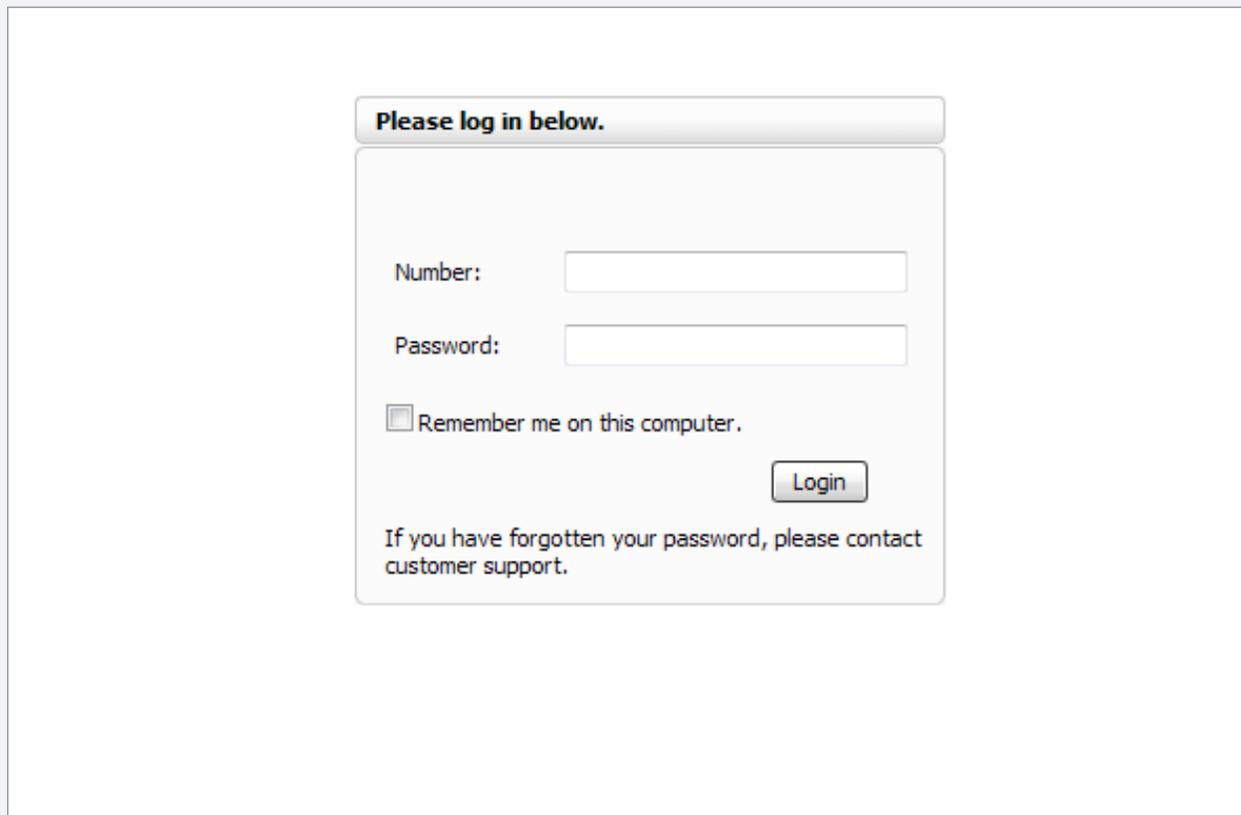


This document provides a quick overview of how to activate/deactivate or modify voice feature attributes associated with your Frontier Voice service via the Unified Messaging Portal.

Access the Unified Messaging Portal by going to <http://um.frontier.com> . To log in to the portal, enter your 10-digit telephone number, without dashes or spaces, and your 6-digit PIN (in password field). **For subscribers that are converting over from AT&T, the PIN number is the same PIN number used for your AT&T Telephone User Interface or AT&T Voicemail viewer application.** If you select the "Remember me on this computer" check box, a cookie will be saved on your PC and this screen may be bypassed when accessing the Portal in the future.

Click the "Login" button to continue.



The screenshot shows a login form with the following elements:

- A header box containing the text "Please log in below."
- A label "Number:" followed by a text input field.
- A label "Password:" followed by a text input field.
- A checkbox labeled "Remember me on this computer."
- A "Login" button.
- A footer note: "If you have forgotten your password, please contact customer support."

Once successfully logged into the Unified Messaging Portal, you will be presented with the following screen called the "Dashboard." From here you can see call logs, messages, selected line status, contacts, or select other tabs to see and modify your Unified Messaging, Voice features and their settings.

The screenshot shows the Unified Messaging Portal interface for a user named John Doe. At the top, there is a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. The Dashboard tab is currently selected. Below the navigation bar, there are several sections:

- Messages & Calls:** A red-bordered box contains the text "You have no messages".
- Call Status:** A green button labeled "Available for Calls" is visible, along with a dropdown menu for "Incoming calls will:" set to "Ring your phone".
- Missed Call:** A table with columns "Missed Call" and "Time of call" is shown, but it is currently empty.
- Contacts:** A search bar labeled "Search for..." is present, and a yellow message box states "You have no contacts. Go to the **Contacts tab** to start adding them."

From the Dashboard, you can change your line status to either "Available for Calls" or "Do Not Disturb." If you select "**Do Not Disturb**" your phone line will reject incoming calls. Please see the "Do Not Disturb" feature for more information.

The screenshot displays a user interface for "John Doe" with a navigation bar containing "Dashboard", "Messages & Calls", "Contacts", "Call Manager", and "Settings". A red box highlights a "You have no messages" notification. A dropdown menu is open, showing "Available for Calls" (selected) and "Do Not Disturb". Below this, a "Missed Call" table is empty, and a "Contacts" section contains a search bar and a yellow message: "You have no contacts. Go to the [Contacts tab](#) to start adding them."

Select the "Call Manager" tab to view and modify your Voice Feature settings. Here you will see the account phone number, the incoming call status of your phone, and the feature settings for No Answer Call Forwarding and Busy Call Forwarding.

For **No Answer Call Forwarding**, select the radio button for "Forward to another phone," or "Send to Voicemail." If you select "Forward to another phone," enter the phone number you want to forward the calls to by clicking "another phone" and selecting a previously saved number or entering a number in the pop-up box.

For **Busy Call Forwarding**, you can select the radio button to "Forward to another phone," or "Send to Voicemail" under "If your phone is busy" header. If you select "Forward to another phone," enter the phone number you want to forward the calls to by clicking "another phone" and selecting a previously saved number or entering a number in the pop-up box.

John Doe

Dashboard Messages & Calls Contacts **Call Manager** Settings

Available for Calls

Incoming Call Settings

Incoming calls will: Ring your phone

**A** Account Phone  
(555) 555 5555

If there is No Answer

- Forward to another phone
- Send to Voicemail

If your phone is Busy

- Forward to another phone
- Send to Voicemail

Advanced Settings

Apply Cancel

In the pull down menu next to "Incoming calls will:" you can activate the **Find Me Follow Me** or **All Call Forwarding**. To activate **Find Me Follow Me**, select either "Ring your phones in order," or "Ring your phones together" from the pull down menu. With either option selected, you can enter a list of telephone numbers. By selecting "Ring your phones in order," the system will ring each number in the list one at a time in the order listed. If you select "Ring your phones together," then each of the numbers in the list will ring at the same time.

From the same pull down box, select "Forward to another phone," to use the **All Call Forwarding** feature. When you select "Forward to another phone," you will be presented with a pop-up window to select or enter a "forward to" telephone number.

John Doe

Dashboard Messages & Calls Contacts Call Manager Settings

Available for Calls

Incoming Call Settings

Incoming calls will: Ring your phone

- Ring your phone
- Ring your phones in order
- Ring your phones together
- Forward to another phone..

Account Ph (555) 555 5

If there is No Answer

- Forward to another phone
- Send to Voicemail

If your phone is Busy

- Forward to another phone
- Send to Voicemail

Advanced Settings

Apply Cancel

When you select **“Do Not Disturb”** from the pull-down on the **“Call Manager”** tab, you will not receive incoming calls. Here you can modify other setting for **“Do Not Disturb.”** By checking the box next to **“Allow priority callers to ring when in Do Not Disturb”**, you are activating **Call Screening** which allows only the numbers in the priority callers list to ring through. You can also get more information about a feature by clicking the information icon **“i”** beside it. If you select the check box next to **“Notify me when calls are rejected,”** your phone will ring once to let you know that a call has been rejected.

**John Doe** [Settings]

Dashboard Messages & Calls Contacts **Call Manager** Settings

**Do Not Disturb**

Incoming calls will be forwarded to voicemail

Allow priority callers to ring when in Do Not Disturb ⓘ

Notify me when calls are rejected. ⓘ

Incoming Call Settings Priority Callers only

Incoming calls will: Ring your phone

**A** Account Phone  
(555) 555 5555

If there is No Answer

Forward to another phone

Apply Cancel

On the right hand side of the Call Manager screen, you can control additional features by moving your cursor over the icons in the Advanced Settings section on the right hand side of the window. Select the "Selective Forwarding" button to activate/modify the settings for the **Selective Call Forwarding** feature. You can add a list of select telephone numbers that will be forwarded to another phone. To add numbers to the list, click on "list", and you can select or add the "forward to" number by clicking on "another phone." The icon will become slightly darker when feature is active.

The screenshot displays the Call Manager interface for John Doe. At the top, there is a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager (selected), and Settings. Below the navigation bar is a green button labeled "Available for Calls". The main content area is divided into two panels. The left panel, titled "Incoming Call Settings", shows "Incoming calls will:" set to "Ring your phone". Below this, there is a box for "Account Phone" with the number "(555) 555 5555". Underneath, there are two sections: "If there is No Answer" and "If your phone is Busy". Each section has two radio button options: "Forward to another phone" and "Send to Voicemail". The "Send to Voicemail" option is selected in both sections. The right panel, titled "Advanced Settings", contains four icons representing different call management features: "Selective Forwarding", "Selective Rejection", "Unavailable", and "Anonymous Rejection". The "Selective Forwarding" icon is highlighted, and its description reads: "Callers from the forwarding list will be forwarded to another phone". At the bottom of the interface, there are "Apply" and "Cancel" buttons.

Select the "Selective Rejection" button to activate/modify the settings for the **Selective Call Rejection** feature. You can add a list of select telephone numbers that will be not ring your phone or go to voicemail. To add numbers to the list, click on "list", and you can select or add the "forward to" number by clicking on "another phone." The icon will become slightly darker when feature is active.

The screenshot shows a user interface for 'John Doe' with a navigation bar containing 'Dashboard', 'Messages & Calls', 'Contacts', 'Call Manager', and 'Settings'. The 'Call Manager' tab is active. Below the navigation bar is a green button labeled 'Available for Calls'. The main content area is divided into two panels: 'Incoming Call Settings' and 'Advanced Settings'. The 'Incoming Call Settings' panel includes a dropdown for 'Incoming calls will:' set to 'Ring your phone', a box for 'Account Phone (555) 555 5555', and two sections of radio button options: 'If there is No Answer' and 'If your phone is Busy', both with options for 'Forward to another phone' and 'Send to Voicemail'. The 'Advanced Settings' panel features a list of icons for 'Selective Forwarding', 'Selective Rejection', 'Unavailable', and 'Anonymous Rejection'. The 'Selective Rejection' icon is highlighted, and a text box below it states: 'Callers from the rejection list will be rejected without going to voicemail'. At the bottom right of the settings area are 'Apply' and 'Cancel' buttons.

Finally, to modify the amount of time before a call is forwarded, go to the "Settings" tab, "Messages" sub tab and change the default of 24 seconds (...or about 5 rings) to a length of time that suits your needs better.

John Doe

Dashboard Messages & Calls Contacts Call Manager Settings

Account Calls Messages Notifications Reminders Group Mailbox

▼ **General**

Incoming calls are forwarded to voicemail after  seconds

Forward messages and faxes as emails

**add an email address**

Leave original in Inbox

▶ **Mailbox Access**

▶ **Voicemail Greeting**

Apply Cancel

Select the "Unavailable" button to activate/modify the settings for the **Unavailable Call Forwarding** feature which will forward your calls to another number if your phone cannot be reached. Select or add the "forward to" number by clicking on "another phone." The icon will become slightly darker when feature is active.

John Doe ⚙️

Dashboard Messages & Calls Contacts **Call Manager** Settings

📞 Available for Calls

### Incoming Call Settings

Incoming calls will: Ring your phone

**A** Account Phone  
(555) 555 5555

**If there is No Answer**

Forward to another phone

Send to Voicemail

**If your phone is Busy**

Forward to another phone

Send to Voicemail

### Advanced Settings

Selective Forwarding

Selective Rejection

**Unavailable**

Forwarding

If your phone is unavailable calls will be forwarded to another phone

Anonymous Rejection

Apply Cancel

By selecting "Anonymous Rejection" you will activate **Anonymous Call Rejection**. The icon will become slightly darker when feature is active. All calls that do not deliver their Calling Name ID or Calling Number ID will be rejected and will not be sent to VM.

### John Doe

- Dashboard
- Messages & Calls
- Contacts
- Call Manager
- Settings

Available for Calls

#### Incoming Call Settings

Incoming calls will: Ring your phone

**A** Account Phone  
(555) 555 5555

If there is No Answer

- Forward to another phone
- Send to Voicemail

If your phone is Busy

- Forward to another phone
- Send to Voicemail

#### Advanced Settings

- Selective Forwarding
- Selective Rejection
- Unavailable
- Anonymous Rejection**  
Calls from anonymous callers will be rejected without going to voicemail

Apply Cancel

There are also some Frontier Voice feature settings that are accessed via the "Settings" tab, "Calls" sub tab.

Under the "General" section, you can enter a Call Transfer number.

**Caller ID Blocking**, where your name and number is not displayed when you make a call is activated by selecting "Caller ID Blocking for outgoing calls"

**Calling Name Display**, where an incoming caller's name when available will be presented on phone equipment that supports the feature is activated by selecting, "Calling Name Display for incoming calls."

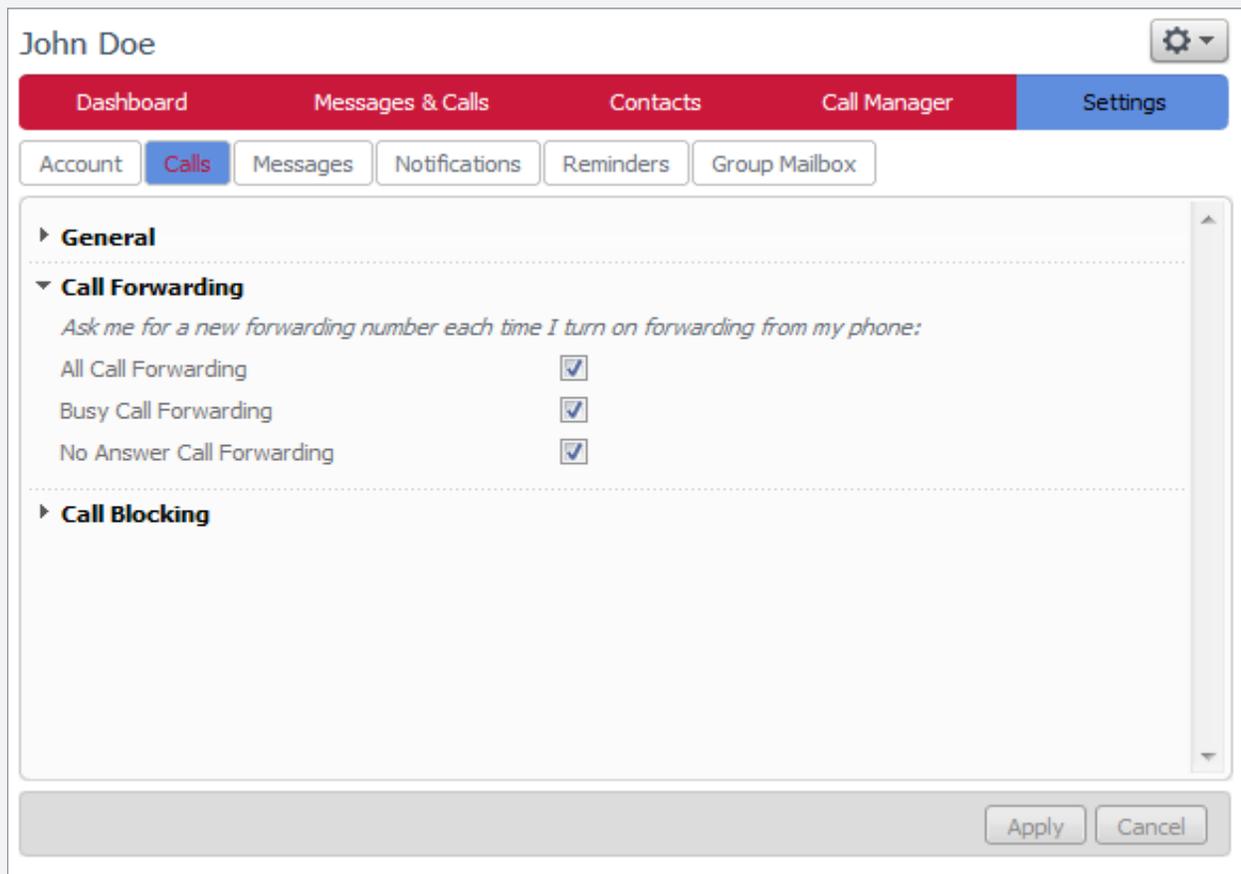
**Calling Number Display**, where an incoming caller's telephone number when available will be presented on phone equipment that supports the feature is activated by selecting, "Calling Number Display for incoming calls."

The screenshot shows a web interface for a user named John Doe. At the top, there is a navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. Below this is a sub-navigation bar with buttons for Account, Calls, Messages, Notifications, Reminders, and Group Mailbox. The main content area is titled 'General' and contains three settings:

- Caller ID Blocking - for outgoing calls:
- Calling Name Display for incoming calls:
- Calling Number Display for incoming calls:

Below these settings are two expandable sections: 'Call Forwarding' and 'Call Blocking'. At the bottom right of the settings area are 'Apply' and 'Cancel' buttons.

Additionally, in the Call Forwarding section, you can choose to have the system ask you to enter a new “forward to” number when you turn on forwarding by selecting the check box beside the forwarding feature.



The screenshot shows a settings window for a user named John Doe. The window has a title bar with a gear icon and a dropdown arrow. Below the title bar is a navigation bar with five tabs: Dashboard, Messages & Calls, Contacts, Call Manager, and Settings. The Settings tab is selected and highlighted in blue. Below the navigation bar is a sub-navigation bar with six buttons: Account, Calls, Messages, Notifications, Reminders, and Group Mailbox. The Calls button is selected and highlighted in blue. The main content area is divided into sections by dotted lines. The first section is titled "General" and is expanded. The second section is titled "Call Forwarding" and is expanded. It contains a sub-section titled "Ask me for a new forwarding number each time I turn on forwarding from my phone:" with three options, each with a checked checkbox: "All Call Forwarding", "Busy Call Forwarding", and "No Answer Call Forwarding". The third section is titled "Call Blocking" and is collapsed. At the bottom right of the window are two buttons: "Apply" and "Cancel".

Call Blocking features are also user selectable. By selecting the check box beside a blocking feature it will be activated for the user's phone.

The screenshot shows a user settings window for "John Doe". At the top, there is a navigation bar with tabs for "Dashboard", "Messages & Calls", "Contacts", "Call Manager", and "Settings". Below this is a sub-navigation bar with tabs for "Account", "Calls", "Messages", "Notifications", "Reminders", and "Group Mailbox". The "Calls" tab is selected. The main content area is titled "Call Blocking" and contains the instruction "Choose which types of phone numbers should be blocked." followed by three options, each with an unchecked checkbox: "International", "900 Call Blocking", and "Operator". At the bottom right of the window are "Apply" and "Cancel" buttons.