

Voicemail & Caller ID on VoIP

THE 60-SECOND VERSION

- 1 Voicemail, caller ID, and call waiting all carry over to the new service.
- 2 You set them up on a web portal or app now — or ask the provider to do it.
- 3 Voicemail comes with a PIN you pick and a greeting you record.
- 4 Voicemail-to-email and transcription can read your messages for you.
- 5 You can forward your home phone to your cell in about a minute.

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Setting Up Voicemail, Caller ID & Call Waiting on a VoIP Phone

Setting up the everyday features on your new internet phone.

————— **An Extended Guide · No. 1733** —————

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What's Inside

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SUMMARY

The 60-Second Version

In a hurry? Here's the whole thing on one page. When your home phone moves to the internet — a cable phone or a VoIP box like Ooma — the familiar features come right along with it. Voicemail, caller ID, call waiting, Do Not Disturb, and call forwarding are all there. The one change is where you turn them on: instead of dialing an old star-code by ear, you'll usually log in to a simple web page or a phone app, or just ask the provider to set it up for you. The newer services even add nice touches, like emailing you a voicemail or typing out the message so you can read it.

- Voicemail, caller ID, and call waiting all carry over to the new service.
- You set them up on a web portal or app now — or ask the provider to do it.
- Voicemail comes with a PIN you pick and a greeting you record.
- Voicemail-to-email and transcription can read your messages for you.
- You can forward your home phone to your cell in about a minute.

GOOD TO KNOW

If the idea of a web page sounds like a headache, don't let it stop you. Every one of these features can be turned on for you — by the provider on the phone, or by me on a visit, with the steps written down so you can change things later.

1. First, the Good News

Your favorite features all come along.

Let me start where it matters most, because I hear this worry a lot. People switching to an internet phone are afraid they'll lose the things they use every day — their voicemail, the little screen that shows who's calling, the beep when a second call comes in. The honest answer is a relief: all of it comes along. Nearly every modern home phone service includes voicemail, caller ID, and call waiting as standard.

What changes is small. On the old copper line, you set these features up by dialing codes you'd punch in by ear, or you called the phone company. On the new services, you usually have a tidier option: a simple web page or a phone app where you can see every setting laid out and click to change it. And if that's not your cup of tea, you can still just ask the provider to turn things on for you.

So this guide is a calm, practical walk through setting up each feature — what you'll see, step by step. Take it one chapter at a time. Nothing here is hard, and none of it is permanent; you can change any setting later whenever you like.

WATCH OUT

If you only want the essentials, read the chapters on voicemail and caller ID. The rest — Do Not Disturb, forwarding, transcription — are there when you're ready for them.

2. Where You Set Things Up Now

A web portal, an app, or a friendly phone call.

The first thing to understand is where these settings now live. With an internet phone, your provider keeps an online account for you — Ooma calls theirs My Ooma, the cable companies have their own named accounts — and that's the control panel for your features. You get to it three ways, and you only need whichever one feels comfortable.

- A web page you log in to from any computer or tablet browser.
- A phone app you download, which does the same thing from your pocket.
- A plain phone call to the provider, asking them to set it up for you.

There's no wrong choice here. A lot of my customers never touch the web page — they call the provider once, have everything turned on, and leave it. Others enjoy poking around the app. The point is that the settings are all in one place now, and you don't have to memorize a single code to reach them.

GOOD TO KNOW

The web portal is also where you'd update your 911 registered address, see your call history, and manage your voicemail — it's worth knowing it exists even if you rarely use it.

3. The Old Star-Code Way vs the New Way

Both reach the same settings.

You may remember the old star-codes — dialing something like star-seven-two to turn on call forwarding, then listening to a robot voice confirm it. Many internet phones still support those codes, so if you've got them memorized, they often still work. But there's an easier path now, and it's worth knowing about.

On the web portal or app, the same settings appear as plain options on a screen — a switch you click for call waiting, a box you check for Do Not Disturb. You can see at a glance what's on and what's off, instead of guessing from a tone. For most people, especially if the codes never stuck, seeing it on a screen is far less fuss.

TIP

If you like the star-codes, keep using them. If they always confused you, the web page shows everything plainly — and you can switch back and forth freely. There's no single right way.

4. Setting Up Your Voicemail

A PIN, your name, and a greeting — that's it.

Voicemail is the feature people care about most, so let's do it first. The very first time, the service walks you through a short setup. On an Ooma box, for instance, you pick up the phone, press the play button, and it guides you. On a cable phone you dial your voicemail access number and follow the prompts. Either way, it asks you for the same three things.

- 1 Choose a PIN — a short number only you know, so no one else can hear your messages.
- 2 Record your name, so callers know they reached the right house.
- 3 Record a greeting — the message callers hear before the beep.
- 4 Hang up. That's it — voicemail is now answering when you can't.

The whole thing takes a few minutes, and you do it once. After that, any call you don't pick up goes to voicemail, and you can listen whenever you like. If you ever want to change your greeting or PIN, you dial back into voicemail and pick the options menu — usually by pressing a number the robot voice reads out.

GOOD TO KNOW

The setup prompts tell you exactly which buttons to press as you go. You don't need to memorize anything — just follow the voice, one step at a time.

5. Recording a Greeting People Will Like

Short, friendly, and clear.

Your greeting is the little message callers hear before they leave their message. You don't need anything fancy. A short, warm greeting that says your name and asks them to leave a message is perfect. People mostly just want to know they reached the right place.

When you record, speak a touch slower than feels natural and smile while you talk — it really does come through warmer. If you fumble, no harm done: the system lets you listen back and re-record as many times as you like until you're happy with it. Nobody hears the practice runs.

TIP

A good plain greeting: say your name or number, that you can't come to the phone, and to please leave a message and you'll call back. That's all a caller needs to hear.

6. Setting a PIN and Keeping It Safe

A short number that protects your messages.

The PIN is a short number — usually four digits — that keeps your voicemail private, especially when you check it from away from home. Pick something you'll remember but that isn't obvious, so steer clear of one-two-three-four or the last four of your phone number. A date that means something to you, that others wouldn't guess, works well.

Write the PIN down somewhere safe — not stuck to the phone, but in whatever place you keep important numbers. If you forget it, don't worry; the provider can reset it for you after confirming who you are. It's a small thing, but it keeps your messages yours.

WATCH OUT

Never give your voicemail PIN to anyone who calls you claiming to be from the phone company. A real provider never needs to ask you for it. If someone does, hang up.

7. Checking Your Messages

From the phone, the web, or your email.

Once voicemail is set up, listening to your messages is easy, and you've got more than one way to do it. The familiar way still works: when there's a new message, your phone shows a light or a little icon, and you press the voicemail button or dial your access number to hear it.

- From your home phone — press the voicemail button or dial the access number.
- From any phone away from home — call your own number and enter your PIN.
- On the web portal or app — see your messages listed and tap to play.
- In your email — if you turn on voicemail-to-email, covered next.

The newer services shine here. Instead of dialing in and listening in order, you can see all your messages on a screen and pick the one you want, like reading a list. For a lot of folks, that alone is worth the switch — no more sitting through five old messages to reach the new one.

GOOD TO KNOW

Checking messages from away from home is handy when you travel. Just call your own home number, and when your greeting starts, press the key the system uses for the owner — then enter your PIN.

8. Voicemail-to-Email — Messages in Your Inbox

The message arrives where you already look.

Here's a feature a lot of people end up loving: voicemail-to-email. When someone leaves you a message, the service emails it to you as a little sound file you can play right there in your inbox. You never have to dial in at all — the message comes to where you already check your mail every day.

You turn this on in the web portal. On Ooma, for example, it's under the voicemail preferences, where you add your email address for a forwarding notification. The cable companies have a similar setting in their account page. Once it's on, every new voicemail lands in your email automatically, and it's still saved in the normal voicemail too, so you don't lose anything.

TIP

Voicemail-to-email is wonderful if you check email more than you check the phone, or if the phone's little light is easy to miss. The message simply shows up where you'll see it.

9. Voicemail Transcription — Reading Your Messages

The message typed out as words.

One step beyond emailing you the sound is transcription — the service listens to the message and types it out as text, so you can read the message instead of listening to it. It arrives in your email alongside the recording, so you get both: the words to read and the audio to play if you want to hear the voice.

On most services this is a small extra — Ooma offers it as a low monthly add-on, and some cable plans include a version. It's worth knowing the typing is done by a computer, so it isn't always perfect — names and unusual words can come out a little garbled — but for getting the gist of a message at a glance, it's genuinely useful.

GOOD TO KNOW

Transcription isn't flawless, especially with names and numbers. If a message looks important or the wording seems off, play the recording to be sure you've got it right.

10. A Real Help if Hearing Is Hard

Reading a message when listening is a struggle.

I want to dwell on transcription for a moment, because for anyone with hearing trouble it's more than a convenience — it can be a real help. If straining to make out a mumbled message on a tinny speaker is a daily frustration, having that message typed out in plain words removes the struggle entirely. You simply read it.

Pair it with voicemail-to-email and the whole thing lands in your inbox as readable text, at whatever size you've set your screen to show. No cupping your ear, no asking someone to replay it for you. For folks who've started avoiding voicemail because it's hard to hear, this feature often brings them right back to using it comfortably.

TIP

If hearing is a bigger challenge, also ask me about captioned phones, which show live captions of the whole call as the person speaks. Transcription handles voicemail; a captioned phone handles the live conversation.

11. Visual Voicemail Explained

Your messages as a list you can see.

You may hear the term visual voicemail and wonder what it means. It's simpler than it sounds. Instead of dialing in and listening to messages one after another in the order they came, visual voicemail shows your messages as a list on a screen — in the app or web portal — with who called and when. You tap the one you want to hear or read.

It's the same idea as the voicemail on a smartphone, where you can see your messages laid out and jump straight to the one that matters. For a home phone, it usually lives in the provider's app. If you've got a tablet or smartphone, it makes managing messages far easier than the old dial-in-and-listen routine.

GOOD TO KNOW

Visual voicemail, voicemail-to-email, and transcription often come as a bundle on the newer services. Turning on one usually puts the others within easy reach too.

12. Caller ID — Seeing Who's Calling

The little screen that shows who it is.

Caller ID — the display that shows a caller's number and often their name before you pick up — carries right over to the new service, and it usually works out of the box with no setup at all. When the phone rings, the number shows on your handset's screen just as it always has.

If the name isn't showing, only the number, that's worth a quick check. Caller-ID name is a separate little service the provider supplies, and sometimes it needs switching on in your account. A quick call to the provider, or a look in the web portal, sorts it out. The number almost always shows regardless.

WATCH OUT

Caller ID is your best friend against junk calls — if you don't recognize the number, let it go to voicemail. A real caller will leave a message; a robocaller usually won't.

13. Your Caller-ID Name — What Others See

The name that shows up on their phone.

There's a flip side to caller ID worth knowing about: the name that shows up on other people's phones when you call them. That's called your outbound caller-ID name, and it's set by your provider. When you switch services, it sometimes comes across as something odd — a city name, or the previous account holder — rather than your name.

If friends mention your calls show up wrong, it's an easy fix. Ask the provider to update your caller-ID name — often called CNAM in their system — to what you'd like it to say. It can take a little while to update across all the phone networks, so give it some time after they change it.

GOOD TO KNOW

Your outbound name updating slowly is normal — the networks that store these names refresh on their own schedule. If it's still wrong after a couple of weeks, call the provider back.

14. Call Waiting — A Second Call

The beep that says someone else is ringing.

Call waiting is the gentle beep you hear during a conversation that means a second person is trying to reach you. It comes standard on the new services, and it works just the way it always did: you press the flash or talk button to switch to the second caller, and press it again to switch back.

If you find call waiting more of a nuisance than a help — some folks don't like being interrupted mid-conversation — you can turn it off in the web portal, or dial a star-code before a call to silence it just for that call. Many services also show the second caller's number on your screen so you can decide whether to switch over.

TIP

On most services you can turn call waiting off for a single important call so you aren't interrupted, then it comes back on automatically for the next call. Ask the provider for the code if you'd use it.

15. Do Not Disturb — Quiet When You Want It

Send calls straight to voicemail for a while.

Do Not Disturb is a handy feature that sends your calls straight to voicemail without ringing the phone, for as long as you leave it on. It's perfect for a nap, dinner, or an evening when you just don't want the phone going off. Callers still reach your voicemail, so nothing's lost — the phone simply stays quiet.

You switch it on in the web portal or app with a single click, and off again the same way. Some services let you schedule it — quiet hours overnight, say — so you don't have to remember to toggle it. And some let you make exceptions, so a few important numbers still ring through even when Do Not Disturb is on.

GOOD TO KNOW

If you live with a medical alert or expect urgent calls, set an exception so family or the doctor can still get through, or use scheduled quiet hours only overnight. Don't silence a line you truly need.

16. Call Forwarding — Send the Home Line to Your Cell

Never miss a home call when you're out.

This is one of the most useful features of a modern home phone, and a lot of people don't realize they have it. Call forwarding sends calls that come to your home number over to another phone — most often your cell phone. So when you're out running errands, a call to the house rings your pocket instead of an empty room.

- 1 Open the web portal or app, or dial the forwarding star-code.
- 2 Turn on call forwarding and type in the number to forward to — usually your cell.
- 3 Save it. Now calls to your home number ring your cell phone.
- 4 Turn it off the same way when you're home and want the house phone to ring.

For someone who's often away from home but doesn't want to miss calls on the number everyone knows, this is a small miracle. You keep giving out your home number, and it

quietly follows you to your cell whenever you flip the switch.

TIP

Some services offer a version that rings your home phone and your cell at the same time, so you can grab whichever is closer. Ask the provider if they call it simultaneous ring or find-me.

17. Forwarding for Travel and Snowbirds

Take your home number south for the winter.

If you spend part of the year somewhere warmer, call forwarding is a gift. Before you leave, forward your home number to your cell — or to the phone at your winter place — and your home line follows you. Friends and family keep calling the number they've always used, and it reaches you wherever you are.

When you come home, you turn forwarding off and the house phone rings again as usual. It's far simpler than the old days of forwarding a copper line, and it means you never have to hand out a different number or worry about missing calls while you're away.

GOOD TO KNOW

If you physically take a VoIP box like Ooma south with you, remember to update its 911 registered address to where you actually are — so an emergency call sends help to the right place. Change it back when you return.

18. If You'd Rather Just Ask the Provider

No computer required.

Let me say this plainly, because I don't want anyone feeling shut out: you do not have to touch a web page or an app to have any of these features. Every one of them can be set up for you by calling the provider. You tell them what you want — voicemail on, forward to my cell, turn on Do Not Disturb overnight — and they do it on their end.

There's no shame in this at all. Plenty of perfectly sharp people simply don't care to fiddle with online accounts, and that's fine. The one thing I'd suggest is to have them walk you through how to check voicemail from the handset, since that's the part you'll use daily — the rest they can manage behind the scenes.

TIP

When you call the provider, have a little list ready of what you want turned on. It makes the call quick, and you won't forget a feature and have to call back.

19. A Closer Look at the Web Portal

What you'll actually see when you log in.

If you do want to try the web portal, let me take the mystery out of it. You open a web browser, go to the provider's account page, and sign in with the username and password you set up. What you'll see is a dashboard — a page with your phone number at the top and a row of sections you can click into: voicemail, call features, call history, and settings.

Each feature is usually a plain switch or a short form. Call waiting is a toggle you click on or off. Forwarding is a box where you type the number. Voicemail has a tab where you see your messages and set your email options. It's designed to be read and clicked, not memorized, so poke around — you can't break anything by looking.

GOOD TO KNOW

Write your account username and password in your safe spot the day you set them up. Forgetting the login is the number one reason people get locked out of their own portal.

20. Using the App on a Tablet or Phone

The same controls, in your hand.

Most providers also offer a phone app — a little program you download onto a smartphone or tablet — that does everything the web page does, from your hand. If you're comfortable with a tablet, the app is often the easiest way to manage voicemail, because it shows your messages as a tidy list you tap to play or read.

Some of these apps even let you make and take your home phone calls right on the tablet or smartphone, using your home number, over wifi. That's more than most folks need, but it's there if you want it. At the least, the app is a pleasant way to check messages from your chair without getting up to the phone.

TIP

Installing an app can be the fiddly part. If you'd like the provider's app set up on your tablet and a quick lesson on using it, that's a simple thing I can do on a visit.

21. Blocking Junk Callers While You're In There

The portal usually has a block list too.

While you're learning the web portal, it's worth noticing that most of them include call blocking right alongside the other features. You can add a nuisance number to a block list so it never rings your phone again, and many services also offer a spam filter that screens out likely robocalls for you.

It's not a cure-all — the scammers change their numbers constantly, so no block list catches everything — but blocking the worst repeat offenders does cut down the nuisance. Combine it with the simplest defense of all: if you don't know the number on your caller ID, let it go to voicemail.

GOOD TO KNOW

If robocalls are a real problem for you, ask me about the different ways to fight them — the provider's filter, the block buttons on your handset, and dedicated blocking tools. There's a whole guide on it.

22. Setting Up on the Cable-Company Phone

Spectrum, Xfinity, and the like.

If your home phone comes from the cable company, your features live in their online account — the same login you might use for your internet or TV bill. Inside, there's a phone or voice section where voicemail, caller ID, call waiting, and forwarding all sit. It looks a little different from one company to the next, but the pieces are the same.

Setting up voicemail on a cable phone usually starts by dialing an access number from your home phone — often your own number, or a short code they give you — and following the voice prompts to set your PIN and record your greeting. After that, you can manage everything from the online account or keep using the phone. If you get stuck, their support line can switch things on for you.

TIP

The cable company's first-time setup prompts are the fastest way in. Dial the voicemail access number they give you, follow the voice, and you'll have voicemail working before you hang up.

23. Setting Up on Ooma or Vonage

The standalone internet phones.

If you went with a standalone box like Ooma or Vonage, the features live in that company's account — My Ooma, for example. With Ooma, you start voicemail by picking up the phone and pressing the play button on the Telo box; it walks you through your PIN, your name, and your greeting right then. After that, the My Ooma web page is where you manage voicemail, turn on email delivery, and set forwarding.

These standalone services often pack in extra features — a second phone number, better voicemail options, and the like — on their paid tiers, while the basics come with the plain service. You don't need the extras to have good voicemail and caller ID; they're there if you want them. Everything important is reachable from the web account or by asking their support.

GOOD TO KNOW

Features like voicemail-to-email forwarding are sometimes part of a provider's paid tier rather than the free basic service. Ask what's included before you count on a particular feature.

24. Message Storage — Don't Let the Box Fill Up

Clear out the old to make room for the new.

Voicemail isn't bottomless. Every service keeps a limited number of messages, and once it's full, new callers can't leave one — they'll hear that your mailbox is full and hang up. It's an easy thing to let slip, especially if you've been saving messages you meant to deal with.

The habit to build is simple: after you've listened to a message and dealt with it, delete it. If there's one you truly want to keep — a grandchild's voice, say — the newer services let you save it permanently by emailing it to yourself, which is far safer than leaving it to crowd your mailbox. Keep the mailbox tidy and it'll always be ready.

TIP

If you want to keep a message forever, turn on voicemail-to-email and that message becomes a file in your inbox you can keep as long as you like — no risk of it being lost when the mailbox clears.

25. A Little Practice Goes a Long Way

Try each feature once, with no pressure.

The best way to get comfortable with all this isn't to read about it — it's to try it once, calmly, when nothing's urgent. Call your own home number from your cell and let it go to voicemail, so you hear your greeting and leave yourself a test message. Then go check that message every way you've set up: on the handset, and in your email if you turned that on.

Do the same with forwarding — turn it on, call the house from a friend's phone, and confirm your cell rings. Ten minutes of playing around like this does more than any manual. Once you've seen each feature work with your own eyes, the worry melts away and it all feels ordinary.

GOOD TO KNOW

There's no way to break anything by testing. Leave yourself a message, try the switches, and undo whatever you don't like. It's the fastest way to feel at home with the new phone.

26. When Something Doesn't Work

The usual fixes, in order.

Now and then a feature acts up — voicemail won't pick up, or caller ID shows nothing, or forwarding didn't stick. Before you worry, run through the simple checks, because the fix is almost always one of a small handful of things.

- Check the phone box has power and the lights look normal — most problems trace back to a box that lost power or internet.
- Confirm the feature is actually switched on in the portal, not just assumed on.
- For a dead handset screen, check the cordless phone's own battery and base.
- Try unplugging the phone box for a slow count of thirty, then plug it back in — the old trusty restart.
- If it's still wrong, call the provider — the trouble may be on their end.

Most feature hiccups aren't your fault and aren't serious. A restart of the box or a quick call to the provider clears the great majority of them. And if it's got you stumped, that's exactly the sort of thing I can sort out quickly.

TIP

The humble restart — unplug the phone box, wait, plug it back in — fixes a surprising number of phone and internet gremlins. Try it before anything more complicated.

27. Common Mistakes I See

The slip-ups that cause the head-scratching.

After setting these up for a lot of people, the same few stumbles come up again and again. None of them are your fault — the companies don't make it obvious — but knowing them ahead saves the frustration.

- Forgetting the account login, then being locked out of the web portal.
- Setting a PIN nobody can remember, with no note of it anywhere.
- Leaving call forwarding on by accident, so the house phone never rings.
- Letting the voicemail box fill up, so callers can't leave messages.
- Assuming a feature is on when it was never actually switched on.

WATCH OUT

Call forwarding left on is the sneaky one. If your home phone suddenly stops ringing, check whether forwarding got switched on and never turned back off — it's a common surprise.

28. Writing Down Your Settings for Family

So the people who help you aren't guessing.

A lot of the calls I get come from adult children helping a parent with the phone from out of town. If that's your situation — on either end — it helps enormously to write down a few things, so nobody's guessing when a question comes up over the phone.

- Which company provides the phone, and the account login.
- The voicemail PIN, kept in your safe spot.
- Whether voicemail-to-email is on, and to which email address.
- Whether call forwarding is set, and to what number.
- The provider's support phone number for when something needs fixing.

It sounds fussy, but when a setting needs changing and you're trying to talk a worried daughter through it on the phone, having this little sheet by the phone turns a half-hour of frustration into a two-minute fix.

29. A Few Plain Words to Know

The jargon, translated.

The phone company's terms can sound like alphabet soup. Here's the short translation so nothing throws you.

- Portal / account page — the web page where your features are controlled.
- Caller ID — the number and name that show when someone calls you.
- CNAM — the fancy term for the caller-ID name on your outgoing calls.
- PIN — the short number that protects your voicemail.
- Transcription — your voicemail typed out into words you can read.
- Call forwarding — sending your calls to another phone, like your cell.

TIP

Keep this little list with your guide. When the provider or a help page uses one of these words, you'll know exactly what they mean.

30. Questions I Get All the Time

Quick, plain answers.

Do I lose voicemail when I switch to an internet phone? No — voicemail comes along, and it's often better, with email delivery and transcription on top.

Do I have to use the website? No. You can ask the provider to set up every feature for you over the phone.

Can I still see who's calling? Yes — caller ID carries over and usually works right away. If the name's missing, ask the provider to switch on caller-ID name.

Can my home phone ring my cell? Yes — that's call forwarding, and it takes about a minute to set up or turn off.

GOOD TO KNOW

If your question isn't here, it's probably one I've answered many times — just call and ask. There's no charge to ask a question over the phone.

31. When to Just Call Me

You don't have to set any of this up alone.

I wrote this guide so the features wouldn't feel like a mystery. But understanding a thing and wanting to set it up yourself are two different matters, and there's no shame in handing it off. Setting up voicemail, getting your greeting recorded, turning on email delivery and transcription, sorting out caller-ID name, and getting forwarding working is a quick, ordinary visit for me.

I come to you, here in Portage County and the nearby towns. The first in-home visit is a flat ninety-nine dollars, and if something can be handled without a trip, I offer remote help too. If you're not completely happy with a visit, I'll make it right or refund it. That's the whole deal — no fine print.

TIP

When you call, my assistant Sophie may answer and take down the details so I can call you back — she's there so you always reach a friendly voice, not a dead end.

32. What I'd Tell My Own Neighbor

The short, honest version.

After 30+ years of professional experience helping folks with exactly this kind of thing, here's the plain advice I'd give over the fence. Don't fret about losing your features — they all come along. Set up voicemail first, with a PIN you'll remember and a short, friendly greeting. Turn on voicemail-to-email if you check email, and transcription if hearing is hard. Then learn forwarding, so the house phone can follow you to your cell.

That's really the whole thing. The phone on your counter works the same as ever — same number, same ring. The only real difference is that the settings now live on a tidy web page instead of behind a maze of star-codes, and you can always just ask the provider, or me, to handle them for you. It's meant to be easier, and once it's set, it stays set.

GOOD TO KNOW

If any of this feels like a lot, that's normal. You can hand the whole setup to me — voicemail, caller ID, forwarding, the lot — and I'll write the steps down so you can change things yourself later.

CHEAT SHEET

Everyday Cheat Sheet

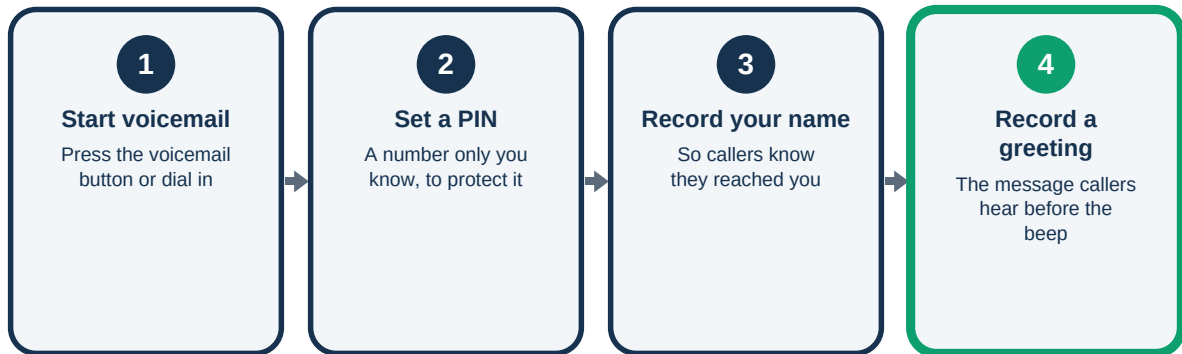
Keep this by the phone. I want to... Do this. Set up voicemail — dial your voicemail access number or press the voicemail button, then follow the voice to set a PIN, record your name, and record a greeting. Check messages — press the voicemail button at home, or call your own number and enter your PIN from away. Get messages in email — turn on voicemail-to-email in the web portal. Read messages instead of hearing them — turn on transcription. See who's calling — caller ID is usually on already; ask the provider to add the name if it's missing. Quiet the phone — switch on Do Not Disturb. Send the home phone to my cell — turn on call forwarding and enter your cell number; turn it off when you're home. Prefer not to fuss with a website — ask the provider to set any of it up for you. Get help — call Bill: (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

Setting Up Voicemail, Step by Step

A few minutes, once — then it just works



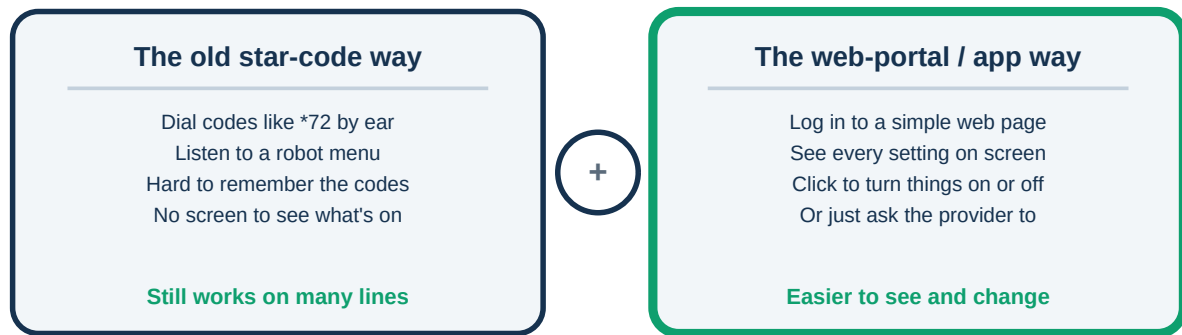
You can change any of these later — it's never locked in.

AT A GLANCE

A Second Look

Two Ways to Change Your Settings

The old codes still exist — but there's an easier way now



Both reach the same settings — pick whichever feels comfortable.

Not a computer person? The provider can turn any of it on for you.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.