

# Breezeline Voice Manager

Your Voice service that lets you manage your phone service online so you can stay connected with friends and family.

With Unlimited Voice from Breezeline™ you can enjoy more ways to stay connected with friends and family.

Talk as much as you want with unlimited nationwide calling and popular calling features like free Voicemail with online access, Caller ID, Call Waiting and more.

Learn more at [breezeline.com/support/phone](http://breezeline.com/support/phone).

## PHONE FEATURES

Calling Features	To Activate/Access	To Deactivate
<b>Call Waiting</b>	Automatically activated unless deactivated prior to call.	*70
<b>Call Forwarding</b>	*72	*73
<b>Selective Call Forwarding</b>	*63	*83
<b>Speed Dial</b>	74 (digits 2–9) 75 (digits 20–49)	84 (digits 2–9) 85 (digits 20–49)
<b>Three-Way Calling</b>	Press the switchhook/flash button. Dial 3rd participant. Once answered, press the switchhook/flash button again.	Simply hang up to end Three-Way Call. To just disconnect 3rd participant, press the switchhook/flash button twice briefly.
<b>Automatic Callback</b>	*69	
<b>Do Not Disturb</b>	*53	*54
<b>Caller ID Blocking</b>	*67	Automatically deactivated at end of call.
<b>Voicemail*</b>	Simply dial *86 from your home to: <ul style="list-style-type: none"> <li>• Set up your Voicemail</li> <li>• Create a personalized greeting</li> <li>• Retrieve/save messages</li> <li>• Suspend service to use personal answering machine</li> </ul> You can also listen to your Voicemail messages online via our Online Phone Manager.	
<b>Online Phone Manager</b>	Breezeline Voice Manager lets you quickly and easily: <ul style="list-style-type: none"> <li>• Manage Voicemail settings</li> <li>• Manage your calling features</li> <li>• View your call history</li> </ul> Simply go to <a href="http://phonemanager.breezeline.net">phonemanager.breezeline.net</a> . Enter Username and Password.	

## VOICEMAIL SERVICE

With Breezeline Voice Manager, you'll never miss an important call, whether you're out of town or on the other line. You can listen to your Voicemail through any computer connected to the Internet at: [phonemanager.breezeline.net](http://phonemanager.breezeline.net). Check out Breezeline Phone Manager on page 3.

### Voicemail service features

Listen to messages at home, away from home or online

Message playback controls (rewind/fast forward)

Send messages to other Breezeline users

Create multiple personal greetings

Activate and manage multiple mailboxes

Advanced mailbox management tools

Spanish language menu option

### Notification Via Email

You can opt to get email notification of new Voicemail messages. To set up this email notification, you must use Breezeline Voice Manager at: [phonemanager.breezeline.net](http://phonemanager.breezeline.net).

### TURNING Email Notification on/off

1. Dial \*86
2. Follow Prompts

### Using Breezeline Voice Manager

You can also use our Voice Manager to receive notifications of new Voicemails or to get copies of Voicemail messages via your email. For more information, please go to page 4.

### Accessing your Voicemail

#### FROM HOME

1. Dial \*86
2. When prompted, enter your PIN, and then press #

#### AWAY FROM HOME

1. Dial your Breezeline phone number
2. Press # anytime during your recorded greeting
3. When prompted, enter your PIN, then press #

## Voicemail Main Menu options

When you access Voicemail, you will start at the Main Menu. There are 3 options:

Main Menu option	Key
Listen to messages	1
Leave message in another mailbox	2
Manage mailbox options	4

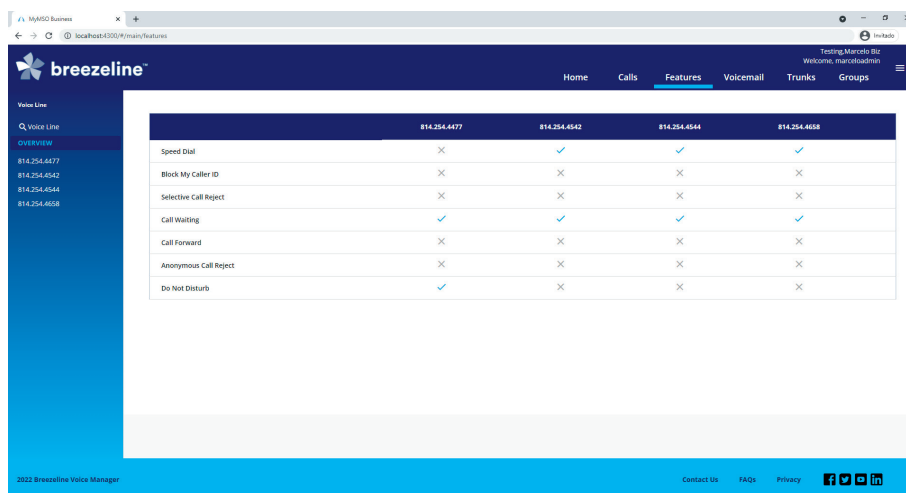
## Setting up your Voicemail

1. Dial \*86 from home.
2. When prompted, enter your default PIN, which is the last four digits of your phone number, then press #.
3. Listen to the instructions for creating a new PIN and enter your new 4–10 digit PIN, then press #.
4. When prompted, re-enter your new PIN, then press #. Be sure to write down your PIN so you do not forget it.
5. When prompted, choose your desired language for menu options: English or Spanish.

## BREEZELINE VOICE MANAGER

1. To access Breezeline Voice Manager, go to [phonemanager.breezeline.net](http://phonemanager.breezeline.net) on a Windows PC or Mac.
2. Type in your Zip Code and then click on the green Go button.
3. You will then be taken to a screen prompting you to login. Type in your Voice Manager ID and Password (this is your Breezeline account number and CPNI Password, that can be found on your monthly bill), as well as the CAPTCHA letters you have on your screen. Note: If you are unsure of your Voice Manager ID/Password or unable to login, please contact our Tech Support at 888.536.9600.
4. Check the box for Remember my ID on this computer if it is one of your personal computers you are using, and then proceed to click the Sign In button to log in.

## Breezeline Voice Manager



You can listen to any Voicemail messages you have right from this screen by clicking the button to the left of the ✗.

To change any of your phone features such as Call Forwarding and Call Waiting simply click on any of the sections listed under Features. (Under each feature, instructions will be right on your screen informing you what the feature does and how to use it.)

**NOTE:** Any features you currently are not using will have a ✗ instead of a ✓ as shown above. To view your Call History click on View All under the Call Logs section.

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To view your Calling Statements click on any of the links with the date under Call Detail Statements.

## Backup battery

Breezeline has backup batteries available for purchase to supply power to the phone modem/gateway for a limited period of time in the event of a power outage at the Voice Service customer's premises.

Depending on the model of your modem/gateway, there will be options of batteries for purchase that vary by battery life hours. Battery options offered will have a minimum of 8 hours of standby service (4 hours of talk time) up to 24 hours of standby service (12 hours of talk time).

The phone modem has a battery indicator light on the front of the device, which displays the status of the battery.

In the event of a power outage, this battery enables phone service using a corded phone connected directly to the phone modem or gateway's working jack. Please note that, as with any phone service, a wireless phone will not work in a power outage so you should have a working non-cordless phone in your home at all times.

During a power outage, you will not be able to use your phone without an installed battery.

In most cases, this battery will not need to be replaced for several years but it is recommended that you periodically check the status of your battery.

Breezeline offers easy ways for you to purchase a new or replacement battery:

- Arris models – Visit [shop.surfboard.com/breezeline-store](https://shop.surfboard.com/breezeline-store)
- All other models – call Breezeline at 888.536.9600

## 911 services

Breezeline Voice Service provides 911 emergency calling access to police, fire and medical services.

Our 911 emergency calling will automatically relay your phone number and address in the event you are unable to do so, provided your public safety system supports this feature. In locations where this service is not available, you will be asked for your phone number and address.

As an added protection during a power outage, we offer the opportunity to purchase a battery for backup as an option to your Breezeline Voice Service. So even if you don't have power, you can still dial 911.

Please note that, as with any phone service, a wireless phone will not work in a power outage so you should have a working non-cordless phone in your home at all times.

The rates and ordering information for batteries are posted at <https://shop.surfboard.com/breezeline-store>. You can also call Breezeline Customer Service 888-536-9600 for assistance.