PES ENERGIZE

FEATURE & INSTRUCTION
GUIDE

Dear Valued Customer,

We are proud to welcome you to the **PES Energize** and the **Energize** calling plans. Our network reliability, customer support and value pricing are a great combination. We appreciate you choosing **PES Energize** and look forward to a long relationship. **PES Energize** phone service provides high quality features and affordability you won't find when using standard analog phone lines.

Please take time to look through the feature booklet. It explains the full range of features that are offered in your plan. You can also interact with your account and its features by visiting us on the Web at **www.energize.net**. Click on **"Account Info"** and you will be directed to our subscriber site where you can manage your service.

Again, thank you for choosing us. You have made the right choice and we appreciate your business. Please let us know if you need anything. The **PES Energize** customer service number is **363-2522**. We're always happy to help.

Sincerely,

The PES Energize Team

PES Energize *FEATURES*
AND INSTRUCTIONS

Contents

Address Book

Store all of your contacts in one place.

Access Via:

1. Login to your online account
2. Click **Address Book** on the options list
3. Wait for the **Address Book** screen to appear

To Add a Contact:
1. Click **Add Contact** and wait for a new screen to appear
2. Enter the contact's information into the data fields provided
3. Click **Save**

To View a Contact:
1. To view all contacts, click **View All**
2. To view one contact at a time or to view only contacts in a particular letter group, click on the first letter in the contact's first or last name
3. To sort view by last name, click **Last Name**
4. To sort view by first name, click **First Name**

To Delete a Contact:
1. Check the box of the contact you want to delete
2. Click **Delete**

To Edit a Contact:
1. Select the contact you want to edit
2. Click **Edit** and a data field screen will appear with the existing contact information
3. Edit the contact's information in the data fields provided
4. Click **Save**

Anonymous Call Rejection

The Anonymous Call Rejection feature allows you to reject incoming calls from parties that have blocked their directory or identifying information.

Access Via:

To Activate:
1. Dial **[*] [7] [7]**
2. Listen for a fast-busy tone
3. All incoming calls that are blocked, unavailable, or unknown will receive a busy signal

To Deactivate:
1. Dial **[*] [8] [7]**
2. Listen for a fast-busy tone
3. All incoming calls that are blocked, unavailable, or unknown will now be able to get through

Access Via:

1. Login to your online account
2. Click **Phone Settings** on the options list
3. Once the **Phone Settings** screen appears, locate **Anonymous Call Rejection** under settings
4. To activate, click **On**
5. Click **Save**
6. To deactivate, Click **Off**
7. Click **Save**

Call Block

Unwanted caller? Just program that number into your phone to make sure they never get through to you again.

Access Via:

1. Disconnect from unwanted/harassing phone call
2. Listen for a dial tone
3. Dial **[*] [1] [5]**
4. Listen for a fast-busy tone
5. The last incoming number is now placed in your **Call Block** list. If that number attempts to reach you again, the caller will receive a busy signal and will not be able to complete the call.

Note: Use this feature when you do not know the number of the unwanted caller. The unwanted caller's number will then show up in your **Call Block** list located on the **Phone Settings** page.

Note: The only way to remove a number from the **Call Block** list is via the website.

Access Via:

1. Login to your online account
2. Click **Phone Settings** on the options list
3. Once the **Phone Settings** screen appears, locate **Call Block**
4. In the boxes provided, enter the 10-digit phone number that you want to block
5. Click **Add**
6. Click **Save**
7. To delete a number from your **Call Block** list, re-enter the telephone number
8. Click **Remove**
9. Click **Save**

Call Forwarding

The **Call Forwarding** feature allows you to transfer incoming calls to another telephone number by dialing a code and the telephone number to which calls are to be transferred.

Access Via:

To Activate:
1. Dial **[*] [7] [2]**
2. Enter the phone number, area code first, you wish to have all incoming calls transferred

To Deactivate:
1. Dial **[*] [7] [3]**

Note: The **Find Me** feature takes priority over **Call Forwarding [*72]**. If both features are activated at the same time, **Find Me** will override **Call Forwarding.** Also, if **Find Me** is turned off, the phone will revert back to **Call Forwarding** status. We recommend choosing one or the other but not both at the same time.

Call Log

With the **Call Log** feature, you will have a record of all incoming and outgoing calls.

Access Via:

1. Login to your online account
2. Wait for your **Home** page to appear
3. The **Call Log** screen will pop up showing all of your incoming and outgoing calls
4. To view your incoming calls, click **Incoming**
5. To view your outgoing calls, click **Outgoing**

Call Return

When activated, **Call Return** dials back the last missed call. In the near future, thetelephone number of the missed call will also be provided.

Access Via:

1. **Dial [*] [6] [9]**
2. The number of the last incoming caller will be dialed

Note: The **Call Return** feature does not verify the number of the last incoming call. It only dials the number.

Call Waiting

When you are on the phone and another call is coming in, the **Call Waiting** feature will alert you of the second call.

Access Via:

1. A tone will sound alerting you that you have another call coming in. While on the call, press the flash button once. The first call will be placed on hold and you will be connected to the second call.
2. To return to the original call, press the flash button again one time only. You will be able to switch back and forth between two calls by pressing the flash button.

To Deactivate:
1. Dial **[*] [7] [0]**
2. Enter 10 digit telephone number (Area code must be dialed even if call is local.)
3. Customer should be able to complete an outgoing call
4. **Call Waiting** is now disabled so that any incoming calls are sent to **Voicemail**

Note: **[*] [7] [0]** deactivates **Call Waiting** for 1 outgoing call only. Once the call disconnects, your **Call Waiting** feature is reactivated automatically.

Access Via:

1. Login to your online account
2. Click **Phone Settings** on the options list
3. Once the **Phone Settings** screen appears, locate **Call Waiting** under **Settings**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

Caller ID

With **Caller ID**, you are able to identify your caller before picking up the phone; Allowing you the convenience of choosing which calls to take at a time that is right for you. This feature even works when you are already on the phone and a 2nd party calls in. When you hear the **Call Waiting** tone, your 2nd party's identifying information will display, just as it would if you were off the phone.

Access Via:

1. Wait two full rings when you receive an incoming call
2. Check the **Caller ID** reader for the name and number of the incoming call

Note: Your phone must have name and number display compatibility for this feature to work.

Access Via:

1. Login to your online account
2. Click **Phone Settings** on the options list
3. Once the Phone Settings screen appears, locate **Caller ID** under **Settings**
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Off**
7. Click **Save**

Note. The "**Off**" option deactivates **Caller ID** for incoming calls to your phone, not outgoing calls you make.

Outgoing Caller ID Deactivation

Deactivate Outgoing Caller ID Via:

1. **Dial [*] [6] [7]**
2. Enter 10 digit telephone number (Area code must be dialed even if call is local.)

Note: When deactivating **Outgoing Caller ID**, your number will not be displayed on the recipient's Caller ID. Instead, the recipient's Caller ID will display "Blocked/Unavailable". The star code **[*] [6] [7]** will deactivate the Caller ID for one outgoing call only.

Do Not Disturb

The **Do Not Disturb** feature allows you to have all incoming calls redirected to your **Voicemail** without ringing the phone.

Access Via:

To Activate:

1. Dial **[*] [7] [8]**
2. Listen for a busy signal indicating the feature is activated
3. All incoming calls will be forwarded directly to **Voicemail**, unless requested otherwise

To Deactivate:

1. Dial **[*] [7] [9]**
2. Listen for a busy signal indicating the feature is deactivated
3. All incoming calls will now ring to your home phone

Access Via:

1. Login to your online account
2. Click **Phone Settings** on the options list
3. Once the **Phone Settings** screen appears, locate Do Not Disturb
4. To activate, click **On**
5. Click **Save**
6. To deactivate, click **Manual Off**
7. Click **Save**
8. To deactivate at a specific time and date, select **Scheduled Off** and the time and date you want to schedule **Do Not Disturb** to turn off
9. Click **Save**

Note: To help you remember that your **Do Not Disturb** feature is on, check the **Ring Reminder box** and every call will ring just one time.

E-911

With **Enhanced 911** (E-911), dial 911 just as you would with your traditional phone service. Should an emergency arise and you need to contact your local authorities, the center that receives your call will have your phone number and address show up on their display.

Find Me

Expecting a call, but want to get on with your day? **Find Me** lets you forward your calls to up to five alternate locations. You have the freedom to do what you need to do without worrying about whether you're going to get a call or not. If **Find Me** is activated and unable to locate you, your call will be directed to **Voicemail**.

Access Via:

1. Login to your online account
2. Click **Find Me** on the options list
3. Enter the sequence name(s) and number(s) in the data fields provided
4. Select **Ring Type**
   a. **Sequential** (numbers are called in the order given)
   b. **Parallel** (numbers are called simultaneously)
5. Click **Save**
6. To turn feature on, click **Activate**
7. Click **Save**
8. To turn feature off, click **Deactivate**
9. Click **Save**

Note: If **Find Me** is activated and unable to locate you, your call will be directed to **Voicemail**.

Hunting

This feature is included in business plans only. **Hunting** is a feature offered to business customers with two or more lines. When an incoming call is generated to a line that is busy, the call rolls over to the next number in the hunt group. This feature provides maximum utilization of lines to handle incoming calls and prevent unnecessary busy signals.

Note: **Call Forwarding** takes precedence over Hunting when activated on the main number of a hunt group.

Note: **Call Waiting** is only assigned to the last number of a hunt group. If all lines in a hunt group are in use, then the next incoming call will go directly to **Voicemail** if **Call Waiting** is not answered.

Note: **Hunting** can only be activated by calling the Customer Service number at **363-2522**.

Message Waiting Indicator

The **Message Waiting Indicator (MWI)** feature notifies you when a new voicemail message is waiting to be retrieved.

MWI: Notifies you in the form of a "stutter dial tone" when a message is waiting to be retrieved.

Message Waiting Indicator will remain on the phone until the new message has been played.

Selective Call Forwarding

Use this feature to forward specific callers to specific locations and numbers.

Access Via:

1. Login to your online account
2. Click **Find Me** on the options list
3. Once the **Find Me** screen appears, locate **Selective Call Forwarding**
4. To give clearance, enter the number that you want forwarded into the **Number To Forward field** and select **On**. When you no longer want this number forwarded select **Off**.
5. Enter the name(s) and number(s) in the destination fields. The number(s) entered in Step 3 will then be forwarded to this destination.
6. Once all numbers and destinations are entered,
    click **Save**

Speed Dial

With **Speed Dial** you can program all your frequently dialed numbers for quick and simple access.

Access Via:

1. Listen for a dial tone
2. Dial the specific code (2-9 or 20-39) for the number you wish to call
3. Dial **[#]** and the call will be connected

Access Via:

1. Login to your online account
2. Click **Address Book** on the options list and wait for the **Address Book** screen to appear
3. For new entries, click **Add Contact** and wait for a new screen to appear
4. Enter contact information and then select a **Speed Dial** code from the drop down list
5. Click **Save**
6. For an existing contact, click **Edit** and wait for a new screen to appear with the contact's information
7. Select a **Speed Dial** code from the drop down list
8. Click **Save**

Three-Way Calling

With **Three-Way Calling** you can chat with two people at once.

Access Via:

1. While on the first call, press the flash button
2. Listen for a dial tone
3. Dial your other party's number
4. When you are ready to add the original caller, press the flash button again

Virtual Number

A great feature that allows you to have a second phone number that rings to your primary line. You can even give the second number a different area code, which means your friends and family living far away can call you for the price of a local call. It's only for incoming calls, so any calls you make will still be coming from your primary number.

Note: **Virtual Numbers** can only be activated by calling the Customer Service number at **363-2522.**

Voicemail

Whether you are on another call, not at home or just too busy, we will send the caller to your own personal **Voicemail** inbox where you can retrieve your messages at a time that is convenient for you.

Access Via:

To Set Up From Home:

1. Dial **[*] [9] [8]** from your home phone
2. Enter your password (your temporary password is the last 5 digits of your home number) and then press the **[#]** sign
3. Record your greeting and then press the **[#]** sign

To Access From Home:

1. Dial **[*] [9] [8]** from your home phone
2. Enter your 5 digit password (your temporary password is the last 5 digits of your home number) and then press the **[#]** sign

To Set Up From A Remote Location:

1. Dial **1.877.7.MYINBOX**
2. When you are prompted for your mailbox number, enter your full 10 digit number
3. Enter your password (your temporary password is the last 5 digits of your home number) and then press the **[#]** sign
4. Record your greeting and then press the **[#]** sign

To Access From A Remote Location:

1. Dial **1.877.7.MYINBOX**
2. When you are prompted for your mailbox number, enter your full 10 digit number
3. Enter your 5 digit password (your temporary password is the last 5 digits of your home number) and then press the **[#]** sign

Main Voicemail Menu:

Press [1] to listen to new messages

> **[1]** to skip back**
> **[5]** to call sender**
> **[6]** to forward message**
> **[7]** to delete**
> **[8]** to get envelope information
> **[9]** to save**
> **[11]** to replay message**
> **[#]** to skip message**
> **[*]** to return to main menu

Note: These options also apply on main menu option **[3]** when listening to other messages.

**You have to be listening to the message to use these options.

Press [2] to leave a message

Press [3] to listen to other messages

Press [4] to change your personal options

        [1] to record personal greeting
        [2] to change password
        [3] to manage distribution lists
        [4] to record name
        [6] to manage other greetings
        [7] to manage message waiting notification
        [*] to return to main menu

Press [5] to place a call

To Access Via:

To Set Up:

1. Login to your online account
2. Click **Profile** on the options list and locate Voicemail
3. To change your 5 digit pin number, enter a new number and click Save
4. To turn Voicemail On or Off, select option and click Save
5. To select the number of ring intervals before Voicemail pick up, click on the scroll bar option and pick a number, then click Save

To Access Via:

1. Login to your online account
2. Click Home on your options list
3. The Voicemail page will appear displaying your message list
4. Click on the sound icon to the right of the message and the message will play in your computer's media program (ie. Media Player, itunes or Quicktime Player)
5. To delete a message, click Delete