



### Accessing your Voicemail:

1. Dial your Voice Service number.
2. When the voice starts talking for you to leave a message, hit “ \* ” (star)
3. Enter your password when prompted. Default = Service street address number, plus the needed amount of zeros to complete six digits for the password.

**Example: The password for address “1234 MAIN ST.” will be “123400”.**

### Star Key (\*) Options:

*69	Call Return	*92 plus num	Forward all busy or unanswered calls to the number
*60	Block Last Act	*93	Cancel forwarding calls
*07	Call Redial	*67	Block Caller ID for all outbound calls
*66	Call Back	*82	Unblock caller ID for all outbound calls
*72 plus num	Call forward to new number	*77	Block calls from anonymous callers
*73	Cancel forwarding of all calls	*87	Unblock calls from anonymous callers

### There are 4 lights on your Voice box:



When everything is working properly, the Power, Planet, and Line 1 lights will be solid green.

**Note: Your Line 2 light will only activate if you have set up two Digital phone lines (two numbers).**

**No lights at all** — The box has no power. Make sure your Voice box power adapter is plugged into the wall and into the back of the Voice box securely. If the connections are perfect but no lights appear, the power adapter or Voice box may need either replacement or servicing.

**Note: Make sure that the outlet being used is in working condition. Also, make sure said outlet is not controlled via a wall-switch.**



All (3 or 4) lights blinking — This indicates that the Voice box software is being updated. DO NOT UNPLUG the box during this process as it can be permanently damaged.

**Blinking Power light** — Your Voice box is booting up. If the light remains flashing for a long period of time (over 15 minutes), the box should be powercycled: unplug the box, wait 30 seconds, then plug it in again. It will blink again, momentarily, then show solid blue when it has connected.

**No Planet light** — No Planet light indicates that there is no Internet connection to the box. Please check any other devices (PC, laptop, smartphone, etc...) to see if your Internet is working. If not, your Internet may be down (see your Conifer Internet troubleshooting guide). If your other devices do have connection to the Internet, the Ethernet cable between your Voice box and your router should be checked. The plugs should 'click' when plugged into the Ethernet ports on your Voice box and router.

**Blinking Planet light** — The Planet light will blink consistently when there is data being sent or received.

### Line 1 and Line 2 Light Combinations:

1. No light/s — The line is unregistered or disconnected (if Line 1 is dark, but was previously functioning, contact Conifer).
2. Solid green light/s — The line is registered and available.
3. Light blinks about once per second — The line is either in use, or off-hook.
4. Light blinks slowly — New voicemail is available.

**No Dial Tone** — Your phone should be plugged into the Phone 1 port of the Voice box. Phone 2 should only be used if you have set up a second Voice number. Make sure your phone cable plug is clicked into the port securely. There is a tab on the side of the plug. Make sure you hear it 'click' into place when you plug it into the port. This tab often breaks off and can cause intermittent to complete loss of connectivity, especially with frequent removal and insertion of the plug. The problem can also be with your phone-set. Try connecting another phone to the Voice box, then check for dial tone.

**Phone Does Not Ring and/or Calls go to Voicemail** — In this case the call is being received, but with no 'ring' sound, you will not be alerted to incoming calls. This will send the caller to your voicemail.

### Things to check:

1. Make sure your ring volume is set to a sufficient level and that your phone is not muted.
2. Check your \*Star settings on Side 1 of this guide to make sure you have not enabled call forwarding.



Avoid using the Voice box reset button for any reason. Pressing this will erase the current configuration. The unit can only be re-configured on-site by a Conifer technician.

**Still no luck? No problem, give us a call: 866-378-8393**

**Form Date**  
6/1/20