

**BELKIN®**

**callEverywhere™**

# Broadband Phone Service



## Features Overview

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# User Account Notes

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Keep record of your account information  
for future reference.

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Phone number

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User Name

---

Password

---

Product Serial Number

---

Date Purchased

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Product Purchased at (Store name)

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# Making A Phone Call

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## Use a standard phone and just dial the 11 Digit number for all calls

You will need to dial all 11 digits for ALL calls including local and long distance calls.

**For example: 1+ (area code)+555-1234**

For customers who do not have an unlimited rate plan, a low per minute charge will apply to calls made after you have exceeded your plan limit. Please check the **www.everywhere.net** site for the most recent per minute charge that will apply.

## International Calling Rates

International calling allows you to make calls throughout the world.

One phone provides all of the functionality of your local phone service.

To make an international call pick up the phone and dial 011+ ( country code) + phone number.

International calling rates and country code information are available at **www.everywhere.net**

## callEverywhere to callEverywhere Calling

You can use the callEverywhere Broadband Phone Service to place calls to anyone in the world who also has callEverywhere. Calls between callEverywhere customers are always free and never count toward your monthly phone plan minutes. This allows friends and family to gain additional savings. Perfect for long distance or International users who want to talk for as long as they want.

**NOTE:** Requires both callers to have a current Belkin callEverywhere subscription. Place the call to the other callEverywhere subscriber and talk for as long as you want.

# 911 Service

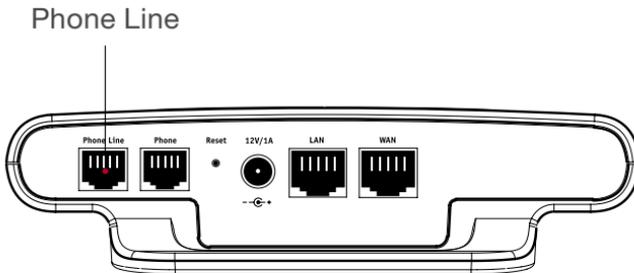
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## 911 Emergency Dialing

The Belkin Broadband Phone Service provides two forms of 911 service.

## 911 Pass-Through

This allows 911 calls to be routed through the local telephone service line connected from the wall into the **phone line port** on the back of the message manager. This requires that you keep your local phone service active. We strongly recommend that you connect a phone line from the wall jack that provides local phone service to the “phone line” on the Belkin Message Manager. To place a 911 call, simply dial 911 from the analog phone connected to your Belkin Message Manager.



**NOTE:** Do not “test” the 911 service.

# 911 Service

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## callEverywhere 911

When you dial 911 on your callEverywhere service and a phone line is not connected from the wall to the Belkin Message Manager, we route your call from our network to the Public Safety Answering Point (PSAP) in the area which you designate as your physical address. Since callEverywhere gives you the flexibility of choosing phone numbers in area codes other than your area of residence, 911 service must be able to alert emergency crews closest to your actual location.

**IMPORTANT:** In order to use 911 emergency service on callEverywhere, you must activate your 911 dialing capability.

## To activate your 911 Calling Service

Just follow the simple steps outlined on the **www.everywhere.net** website. First, sign onto your account page at **www.everywhere.net**. Go to the “**Features**” menu, and select “**Activate 911 Service**”. Follow the instructions to activate your service. You will be asked to provide your physical address in order to activate 911 service. The reason this is critical is that when you dial 911 on your callEverywhere service, we route your call from our network to the Public Safety Answering Point (PSAP) in the area which you designate as your physical address. Since callEverywhere gives you the flexibility of choosing phone numbers in area codes other than your area of residence, 911 service must be able to alert emergency crews closest to your actual location.

A few days after completing the activation process on the **www.everywhere.net** website, your 911 service will be fully functional. To verify that your service has been activated, you will receive an e-mail to your callEverywhere e-mail account.

**IMPORTANT:** DO NOT test your 911 service by calling 911.

# 911 Service

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## How callEverywhere 911 service works

callEverywhere directs your calls to PSAP, which is different from the Emergency Response Center to which 911 calls are directed from your traditional phone service. The PSAP personnel will NOT have your personal information handy, so you will need to state your name, address, and telephone clearly, as well as the nature of your emergency.

## Some considerations important to your safety

**NOTE:** Because the Belkin Message Manager is connected to your modem which is powered by an AC electrical source, your callEverywhere phone service, including 911 service, will **NOT** work during a power outage. Additionally, you may have to reset your Belkin Message Manager or callEverywhere service to restore 911 service after a power outage. Be sure to have an alternative means of calling for assistance (such as a cellular telephone) available to assure your safety in an electrical blackout condition.

You may also wish to keep a local-usage only traditional telephone account that will connect you to your area emergency services if needed. (Important: Do not use a cordless telephone for this purpose because it will not work in a power outage.)

**IMPORTANT:** If you cancel your callEverywhere Broadband Phone Service, your 911 Service will also be cancelled within 30 days. If your broadband service is suspended or cancelled by either you or your service provider, the 911 service provided by Belkin via the callEverywhere service will no longer function until your broadband service is restored.

# Voicemail

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CallEverywhere Voicemail gives you complete control, you can playback your messages online, receive e-mail notifications when you have new messages and access your voicemail by phone when you are away.

## **Play back your voicemails online**

Access your voicemails without a phone. You can check for messages online through your User Home Page via any web browser and listen to them through your computer's media player from anywhere in the world. All the most popular media players are supported.

## **Receive E-mail notifications when you get new messages**

You can receive e-mail, pager, or text message notification every time you receive a voicemail. You may also choose to receive e-mail notifications with the actual message attached as an audio file that can be played back by most media players. Now you can forward voicemails to others, or save them on you local PC drive as a permanent record. These features can be enabled or disabled anytime you want through the User Home page.

## **Access your voicemail from everywhere**

Check your messages by phone simply by calling your own phone number. When you place a call, if you have a new voicemail message a quick stutter tone will sound right before you hear the dial tone. Call your own phone number and use the interactive voice response menu to listen to your voice mail.

# Call Waiting

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Call Waiting lets you put one call on hold while you answer a second one, then alternate between the two with a push of a button. Call Waiting lets you get through when calling home even when the phone is in use. Likewise, you'll know that others will be able to reach you when you're on the phone. Avoid the busy signal with Call Waiting.

## How does it work?

While on the phone, a gentle tone will alert you when receiving another call. To take the other call just press the flash key. You can press the flash repeatedly to alternate between the two calls. If a third caller tries to reach you they'll get forwarded to voicemail

## How to use Call Waiting while on the phone

You will receive a 3 tone beep notifying you of an incoming call. If you choose to answer the call, you can press the flash button or switch hook on your phone to activate Call Waiting. The first call is placed on Hold while you take the other call. You can jump back and forth between calls by pressing the flash button or switch hook on your phone.

# 3 Way Calling

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Three-Way Calling allows you to talk to two people in two different places at the same time.

Talk with two friends or family members in separate locations, or discuss a business project with two people on the line.

## How do I use it?

To add a third person to an existing call

- Press the flash key to get a second dial tone
- Dial the number of the person you would like to add to the existing call
- When they answer, press and release the receiver or flash key to connect the calls at once

**NOTE:** Three way call minutes will be deducted from your minutes as if you were making two calls simultaneously. If an international number is involved in the 3way call, you will be charged international rates for those calls.

## User Tips

If you don't want to make a three-way call, be sure to hang up for at least five seconds between all calls until you hear a normal dial tone.

If you don't hang up long enough, you will hear an intermittent dial tone and could place a three-way call by mistake.

# Caller ID

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With Caller ID you can see who's calling before you answer. Caller ID records the time and date of each call you get and saves the information in a paperless directory—even if you don't answer. See caller ID information on your phone or on your User Home page recent call history.

- You're busy and would like to screen your calls before you answer—View the Caller ID information to see if it's a number you would like to answer.
- Missed a call and no voice message was deposited to your inbox—view the Caller ID history to see which number you missed.

## How do I use it?

- Set up your Caller ID display equipment according to the manufacturer's instructions provided with the unit.

**NOTE:** You can purchase a variety of Caller ID equipment at many retail stores.

- When you receive a call, the caller's name and number will be displayed on the screen after the first ring, unless the caller has chosen to block it. The time and date of the call will also be displayed.

**NOTE:** Some calls may be blocked or otherwise unavailable. Display equipment required.

# forwardEverywhere (Call forwarding)

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The **forwardEverywhere** feature enables you to use your voice mail/fax number as an all-purpose phone number. When you enable **forwardEverywhere**, you supply alternate phone numbers (like your cell phone or business phone) which voice mail calls will be forwarded to in real time. You can prioritize which alternate phone number will be called first, second, third, etc. or you can even have all alternate phone numbers called simultaneously.

1. Click the **Options** button (on far left column).
2. Click the **Voice Management** link.
3. Select the **forwardEverywhere** tab.
4. Select the **Enable** option.
5. Click **Next**.
6. On the following page, type the alternate phone number to dial for incoming voice mail calls.
7. Type the priority (order that the phone numbers will be dialed) for each alternate phone number. Select the number of rings allowed per phone number.
8. (Optional) Check the **Call all at once (Call Blasting)** to dial all alternate phone numbers simultaneously.
9. (Optional) Check **Call Screening** to enable the ability to accept/reject incoming forwarded calls.
10. Click **Update**.

# forwardEverywhere (Call forwarding)

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## To disable forwardEverywhere

1. Click the **Options** button (on far left column).
2. Click the **Voice Management** link.
3. Select the **forwardEverywhere** tab.
4. Select the **Disable** option.
5. Click **Update**.

**NOTE:** You can also temporarily disable dialing for specific alternate numbers by checking the Do Not Disturb option.

## To enable/disable Call Blasting

Call blasting allows simultaneous dialing of all your alternate phone numbers when someone calls your voice mail number.

1. Click the **Options** button (on far left column).
2. Click the **Voice Management** link.
3. Select the **forwardEverywhere** tab.
4. On the following page click **Next**.
5. Uncheck the **Call all at once** (Call Blasting) box.
6. Click **Update**.

# Online Billing

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## **Real-Time billing statement**

Never be surprised at your bill. Our service offers around the clock 24/7 real-time billing information, plus real-time account information from your fingertips. View all the details through your web interface or print the printer friendly version for your convenience.

## **How it works**

Log in to your user home page to access the easy to read billing and service information. The site is fast easy and secure so you can view and manage your account without worries.

- View your account balance in real-time so you know how many minutes are remaining
- View records of all calls made and received including caller ID information
- View payments and adjustments to your bill
- View your entire billing history since the day you activated your service
- Change your billing plan or add additional services
- Change your credit card information

# Briefcase – Content Sharing

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Briefcase is a convenient and powerful way to securely store, access, share and back up files and folders on line.

## **Briefcase offers you Private and Public storage**

By uploading files to your Private and public folders you can access files from the office, at home, or on the road; collaborate online with colleagues; and share, backup, and archive files through an easy-to-use interface.

- **Store-your files online**  
Easily upload and store documents, music, pictures, power points, and price sheets to a secure online connection.
- **Access your data remotely**  
Get to your files from everywhere. Whether at work, home, or on the road, you will be connected
- **Share Files and Folders**  
Share files and folders with friends and family. Share files that are too big to e-mail
- **Backup important data**  
Protect yourself and your files form computer crashes, viruses, theft and prying eyes

# Briefcase – Content Sharing

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## How do I use it?

Go to your User Home Page at [www.everywhere.net](http://www.everywhere.net) and log in.

1. On the left toolbar click on “**Public Folders**” to create a either a public folder or “**Private Folders**” to create a Private folder. This will determine where you would like to upload content.
2. Once you choose a “private” or “public” folder you will then need to choose a **subfolder** (Example: Public sub folders are: Music, Office, Photo).
3. Each Subfolder has a “**Manage Folders**” link which will give you the choice to: **Create Folder, Share Access, or Upload Files.**
4. Click on the link and follow the instructions to complete the action.

## Requirements

Your account includes 4MB of storage space and can be upgrade on your User Home Page to meet your needs

**NOTE:** Additional fees for storage apply.

# Free Email Service

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Your new phone service includes a free and robust e-mail account and service capable of handling your personal and business needs.

Enjoy the benefits of sending and receiving e-mail and voicemail in the same location.

## Your free e-mail service includes:

- **4 MB of storage space**—Storage can be upgraded on your User Home Page to meet your e-mail needs.
- **Spam Guard**
- **POP3 Access**
- **Mail Forwarding**
- **Search**
- **Message Filtering**
- **Message Notification**
- **Address Book**

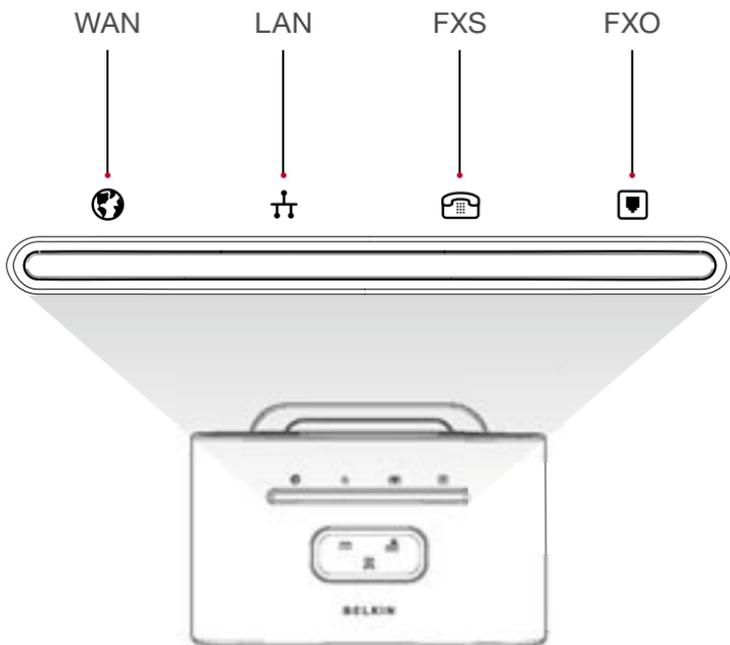
# Ports and LED's

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## Getting familiar with the LED's

### LEDs

When you apply power to the Message Manager or restart it, a short period of time elapses while the Message Manager boots up (about 5 minutes). During this time, you will see all the LED flash on then off. When the Message Manager has completely booted up, the LEDs will light, indicating the Belkin Message Manager is ready for use.



# Ports and LED's

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This LED lights in GREEN to indicate that your modem is connected properly to the Internet. It blinks rapidly when information is being sent over the port between the Belkin Message Manager and the modem.

WAN	Green On	Internet is connected; phone service is registered
	Green Blink	Internet is connected; no phone service is registered
	Amber On	Internet connection has failed or cable is not connected

callEverywhere features



This LED lights in GREEN to indicate that your Belkin Message Manager is connected properly to a network switch or computer. It blinks rapidly when information is being sent over the port between the Belkin Message Manager and Computer/switch.

LAN	Green On	Cable is connected
	Green Blink	Data traffic
	Amber On	Cable is not connected

# Ports and LED's

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This LED lights in GREEN when you go off hook to indicate that your Belkin Message Manager is ready to make or accept a call. It blinks rapidly voice data is being sent over the phone and through the Belkin Message Manager

FXS	Green On	Phone is off hook
	Green Blink	Voice traffic
	OFF	On hook



This LED lights in GREEN when you connect the Belkin Message Manager to a telephone line. The LED lights in RED when there is no Telephone line connection notifying the user that 911 Emergency calls are not supported thru your local phone service. **IMPORTANT:** In order to use 911 emergency service on callEverywhere, you must have local phone service OR you must activate your 911 dialing capability on the User Home Page.

FXO	Red On	No cable connected for 911 dialing
	Green On	Phone line connected

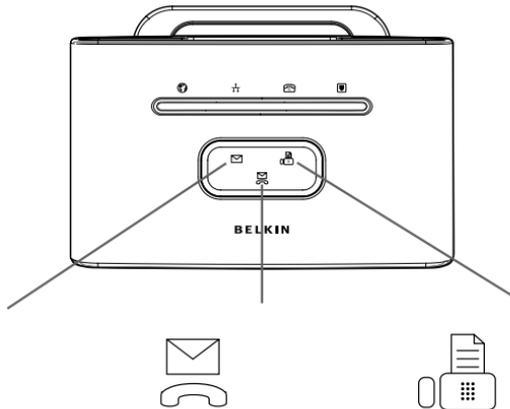
**NOTE:** You do not have to have this port connected in order to use the Belkin Message Manager.

# Ports and LED's

## Message Wait indicator Lights (MWI)

The message wait indicator lights are a quick and easy way to check for new messages. The LED lights in GREEN when you have a message waiting in your mailbox. The LED lights in the ring around the Message LED light AMBER when you have an urgent message.

Email	Green On	New e-mail message waiting in mailbox
Fax	Green On	New fax message waiting in mailbox
Voice Mail	Green On	New voicemail message waiting in mailbox
Ring LEDs	Amber Blink	Urgent message waiting
	Green Rotation	VoiP call ringing
	Amber Rotation	PSTN call ringing



(MWI) Email Notification	(MWI) Voicemail Notification	(MWI) Fax Notification
Let's you know when you have a new Email	Let's you know when you have a new Voicemail	Let's you know when you have a new Fax.
		* Requires activation of callEverywhere Fax Service

# Contact Information

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## **Belkin Customer Service**

For Billing or service questions:

call **1-888-542-2207** or

e-mail **callEverywherebilling@belkin.com**

Please provide your user name, account number

## **Belkin Tech Support**

Belkin Offers **24/7 Tech support**  
by Phone or e-mail.

Call **1-888-542-2207** or

e-mail at **techsupp@belkin.com**

# BELKIN®

# callEverywhere™



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