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Simultaneous Ring User Guide

Simultaneous Ring is a simple and convenient communications enhancement that allows you to get all your calls, no matter where you are. The service works by ringing designated phone numbers on your Ring List when your main phone number (the pilot number) is dialed. By dialing one number, your family, friends, clients and co-workers are able to reach you on any of your Ring Numbers, which keeps them from having to dial a different number and saves you from missing an important call. If the numbers on your Ring List also have Caller ID, the caller's information will come through, so you know who's calling. Easy online personal access allows you to regularly and frequently self-manage the service as you need, giving you the assurance that your calls will find you wherever you are.

Your Simultaneous Ring Service.

Your main phone number (pilot number) is linked with up to 5 additional numbers. When someone rings the pilot number, all the numbers on your Ring List will ring simultaneously, along with your pilot number. The numbers on your Ring List can be anywhere nationwide. If a number on your Ring List is long distance from your pilot number and that long distance number answers the call, long distance toll charges will be applied to your bill for that call.

If the pilot number or any of the numbers on your Ring List has voice messaging and that phone is busy when a call comes, then voicemail will usually pick up the call. For example:

Your pilot phone number and your wireless phone are ringing simultaneously. Your pilot phone's answering machine is programmed to pick up on fewer rings than your wireless phone's voicemail. In this case, the main number's answering machine will most likely pick up the call.

Call Waiting will allow the phone with voicemail to ring the normal number of rings and will override forwarding to voicemail when busy.

If you include a wireless phone on your Ring List and the wireless phone is either turned off, has no signal, or is being used to make a call, the caller will be sent to that wireless phone's voicemail.

Get the Most from Simultaneous Ring

Integrated Voicemail is a great way to simplify your voicemail messaging. This service is available for your NTELOS landlines (home and/or business) and NTELOS wireless phones. All your messages are left in one mailbox, making it quick and convenient for you to get all your messages with one call.

Caller ID is a practical companion to your Simultaneous Ring service. If any of your numbers on the Ring List have Caller ID, you will be able to see who is calling even though the caller dialed your pilot number.

Call Waiting will enhance your Simultaneous Ring by signaling that a call is coming through even if that line is busy. It allows you to take the call before it forwards to voicemail.

NTELOS Customer Care representatives are ready to assist you with more details on these enhancements and can quickly activate them for you. Call us by dialing 611 to get the most out of your Simultaneous Ring.



877-468-3567
www.NTELOS.com

Self-Manage Your Service

Once Customer Care has added Simultaneous Ring to your pilot telephone number, simply login on NTELOS Web site for easy online access. There, you will be able to turn the service on or off and manage the numbers on your Ring List.

Instructions

1. In your browser's address field, type the address www.ntelos.com/myaccount; this will take you directly to the Simultaneous Ring page. Or from www.ntelos.com, under **Get Wired**, click **For Your Home**, then click **Simultaneous Ring**.
2. In the login field, enter your 10-digit pilot phone number without hyphens or spaces. Your default password will also be your 10-digit pilot number without hyphens or spaces. If you wish to change your password, call Customer Care for assistance at 611 or 1-877-468-3567. For a higher level of security, choose a password that includes both letters and numbers, in a sequence that is only meaningful to you. Your password should be private; do not share it with anyone else.

Simultaneous Ring allows you to list phone numbers that you would like to ring when your primary phone number (the pilot number) is dialed. This service is a simple and convenient communications enhancement that prevents you from missing your calls, no matter where you are. As needed to suit your schedule, you can activate or temporarily deactivate Simultaneous Ring and you can add or remove numbers from your Ring List. Remember to click **Save All Changes**.

Please note: If the pilot number or any of the numbers on your Ring List has voice messaging and that phone is busy when a call comes, that voicemail will usually be the first device to answer. Call Waiting will allow the phone with voicemail to ring the normal number of rings and will override forwarding to voicemail when busy.

For local numbers, enter 10 digits. For long distance numbers, add a 1 in front of the 10 digit number (i.e. 15409449999).

Created On: 2006-11-22 09:21:56
Last Modified: 2006-11-22 09:21:56

Pilot Number: 5405559999
Service: Simultaneous Ring
Status: } See #3 below

Ring Number 1:
Ring Number 2:
Ring Number 3:
Ring Number 4:
Ring Number 5: } See #4 below

Note: Click once

3. To temporarily turn off or deactivate Simultaneous Ring, use the pull down Status menu and choose Off. To reactivate Simultaneous Ring, choose the status On. Status changes will not take effect until you click **Save All Changes**.
4. The numbers on your Ring List must always include the area code and have no hyphens or spaces. Any number that is long distance from your pilot number must be entered with a 1 as the first digit (a total of 11 digits). To edit or delete a number on the Ring List, simply click in the field and make changes to the number or remove the number. Edits, additions and deletions of your Ring Numbers do not take effect until you click **Save All Changes**.