



Lakeland
Networks

Home Phone Service

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Conventions used in this document

Special Message Format



Important:



Note:



Tip:



Warning:

Connecting the phone

To start, physically plug the home phone into the Phone1 port on the router. Phone2 port is for a secondary phone line only.

If the phone line is being plugged into the house wiring, ensure all other carriers are disconnected.

For troubleshooting, plug a phone directly into our Phone1 of the router.

Call Display

Call Display shows an incoming caller's name and telephone number (if available) on a caller ID-equipped phone or caller ID unit.

To use Call Display

Watch the display screen on your caller ID-equipped phone or caller ID unit when a call comes in. After the first full ring, the phone number and name will appear if the call is from an area where Call Display service is available.

"Unknown Number" and "Unknown Name" will be displayed if the call is from a pay phone, some cellular phones, areas where Call Display features are not available, or an operator-assisted call where operator assisted blocking was requested.

Call Display blocking Call Display blocking prevents your name and phone number from being displayed when you make a call. To activate Call Display Blocking, dial *67 before placing a call. "Unknown Number" and "Unknown Name" will be displayed instead of your name and number.

Call Waiting

With Call Waiting, you will know if another call is coming in when you are already on the line.

How to use Call Waiting

1. You will hear a single tone when another call is waiting. If you have Visual Call Waiting, you will hear a brief screech followed by a single tone. The caller's ID information will appear on your phone's display (if so equipped).
2. Press and release the receiver-disconnect button (or **LINK** or **FLASH**). Caller #1 is now on hold and will hear a repeated "Please hold" message while they wait.
3. You can now speak privately to caller #2.
4. Press the receiver-disconnect button again to return to caller #1.

Call Waiting will not work if a phone extension is in use. All other phones in the house must be hung up to switch to a waiting caller.

When Call Waiting is activated

- Callers will hear a normal ring instead of a busy signal when you are already on the phone.
- Waiting calls that are not answered will be routed to Voicemail.
- If you lose a call, hang up. The phone will automatically ring, and the call will be re-established. Similarly, if you hang up while the original caller is on hold, the phone will ring to re-establish that call.
- Call Waiting does not work when you are on a 3-way call. Additional callers will be routed to Voicemail.
- If you have temporarily turned Call Waiting off, second callers will be routed to your Voicemail.

Voicemail

Your voicemail can be accessed from within your home or while you are away. Voicemail can also be converted a .wav file and transferred to the user's email account. Users can be notified via the VM light on the handset, a stuttered tone. The default Voice Mailbox capacity is up to 40 messages at 180 seconds in length each. The Voicemail greeting can be up to 60 seconds and must be at least 3 seconds in length. The voice mail box picks up the call after 5 rings (customizable).

Home Phone service includes a robust Voicemail service with all lines. Callers can leave messages for you when you are unable to answer the phone or are talking to another caller and do not want to be interrupted.

To see voicemail options in the portal, [Click Here](#)

To access Voicemail

1. Pick up your Home Phone and dial ***98**.
2. You will be prompted to enter your password.

To access Voicemail remotely

1. Call your Home Phone line and when the Voicemail answers, press *****.
2. Enter your password. You will now have full access to your Voicemail.

To set your Voicemail greeting

1. After accessing your voicemail, press **0**.
2. Press **1** to record your unavailable message (nobody available to answer the phone). Alternatively, press **2** to record your busy message.
3. Follow the system prompts to save your greeting.

To change your Voicemail password

1. After accessing your voicemail, press **0**.
2. Press **5** to change your password. Follow the system prompts. You will need to enter your new password twice **to** ensure accuracy.

Checking Voicemail messages

1. If you have a message waiting, you will hear a stutter tone when you pick up your phone. If your phone is appropriately equipped, the message waiting indicator will light up.
2. After accessing your voicemail, press **1**.
3. Any new messages will play. During playback, the following options are available:
 - Press **#** to fast-forward message by 3 seconds.
 - Press ***** to rewind message by 3 seconds.
 - Press **0** to pause message.
 - Press **0** again to un-pause message.
 - Press **4** to go to previous message.

- Press **5** to repeat current message.
- Press **6** to go to next message.
- Press **7** to delete current message.
- Press **9** to save the current message (ie. to save as a new message for another user to access later).

To change the number of rings before Voicemail picks up

1. Pick up your Home Phone and dial ***94** followed by the number of rings you would like before your voicemail answers, from 0-9. (Example: To set the number of rings to **6** – Dial ***946**)
2. After a second or 2 your will hear “Thank-You. You entered <number> Goodbye”
3. You can now hang up.

3-Way Calling

The 3-Way Calling feature lets you talk with two other people in one call. Use it to save time, or just have fun!

To make a 3-way call

1. Phone the first person and tell them you are going to bring another participant in.
2. Press the receiver-disconnect (or **LINK** or **FLASH**) button to place them on hold.
3. When you hear the dial tone, call the next participant.
4. When the second participant answers, press the receiver-disconnect button again (or **LINK** or **FLASH**). All three people will be connected in one call.

3-Way Calling tips

1. If your telephone has a **LINK** or **FLASH** button, use it rather than the receiver-disconnect button.
2. If you are unable to reach the second participant, press the receiver-disconnect button (or **LINK** or **FLASH**) twice to connect back with the first person you called.
3. If you reach a participant’s voicemail, press ***** three times to disconnect.
4. As long as you remain on the line, either one of the other participants can hang up and you can continue to talk to the remaining person.
5. During a 3-way call, Call Waiting will not work. The caller will be routed to Voicemail.
6. All extension phones must be hung up in order to use 3-Way Calling.

Calling Name Delivery (Name & Number Display)

Provides the calling name for incoming calls by querying an external database for the information if it is not received in the call set-up messaging. Calling Line ID Delivery provides the calling number and name for all calls within Feature Server. Calling name information is typically not passed with calls received from external parties (for example, PSTN-originated calls).

Call Return (Last Number)

Enables a user to call the last party that called, whether the call was answered or not. To call back the last party that called, the user activates the Call Return by dialling ***69**

Last Number Re-dial

Enables users to redial the last number they called by pressing a Redial button on their telephone.

Call Forwarding

Call Forwarding redirects your incoming calls to another phone number. You can forward calls to any 10 – 11 digit number you choose.

To see call forwarding options in the online Portal, [Click Here](#)

To activate Call Forwarding with your phone

To forward calls to another number:

1. Lift the receiver and dial ***72**.
2. Immediately enter the ten-digit or eleven-digit number you want your calls forwarded to.
3. After a second or 2 your will hear “Thank-You. You entered <phone number> Goodbye”
4. You can now hang up. Call Forwarding is activated.

To deactivate Call Forwarding with your phone:

1. Lift the receiver and dial ***73**.
2. When you hear “Thank-You, Good-bye”, you can hang up. Call Forwarding has been deactivated.

Note You can only deactivate Call Forwarding from the phone that has Call Forwarding activated.

When Call Forwarding is activated

1. You may still make calls from your phone.
2. Callers will receive a busy signal when the number that your calls are forwarded to is busy.
3. Call Waiting is inoperable.
4. Calls that are unanswered at the forwarded number will not route to your Voicemail.

Call Forwarding Always* (Call Forwarding Variable)

Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialling a feature access code (or configuring the service via a web interface). If activated, a user must specify the forward-to number.

***72** – Enable

***73** – Disable

Call Forwarding – No Answer*

Enables a user to redirect calls to another destination, such as a voice mail system, when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialling a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding.

***92** – Enable

***93** – Disable

Call Forwarding Busy*

Enables a user to redirect calls to another destination, such as a voice mail system, when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialling a feature access code on the telephone or configuring the service via their web interface. If activated, the user must program or enter the forward-to number.

***90** – Enable

***91** – Disable

Calling Line ID Blocking*

Enables a user to block delivery of his/her identity to the called party. The user controls the service via a web interface, which provides the ability to activate and deactivate the service. If activated, all calls made by the user have the user's identity blocked. Feature Activation Code:

***81** – Enable

***82** – Disable

Calling Line ID Blocking, per Call*

Enables users to block their outgoing caller ID on a per-call basis by dialling a feature access code before making the call. Feature Activation Code: ***67**

***67<phone number>**

Example: ***679055554444** – This will block caller ID when dialling 905-555-4444

Call Trace

Enables a user to document a particular call. This can be used if receiving threatening or obscene calls, you can trace who is sending them. The Call Trace feature can be activated by dialling ***57**

The Call Trace feature is used by hanging up the offending call and dialling ***57**. Once the call has been traced you will hear a "thank you". This will log the call. The customer will need to phone in to report the issue.

Star Code Quick Reference

***67+<number>** - Block caller ID on outbound call (one time)

***69** - Return call (dial the last inbound call)

***72** - Call forward all calls

***73** - Disable call forward all calls

***90** - Call forward only when line is busy

***91** - Disable call forward only when line is busy

***81** - Block caller ID on all outbound calls

***82** - Enable caller ID on all outbound calls

***77** - Block inbound anonymous calls

***87** - Allow inbound anonymous calls

***94+#** - Change the number of rings before voicemail picks up

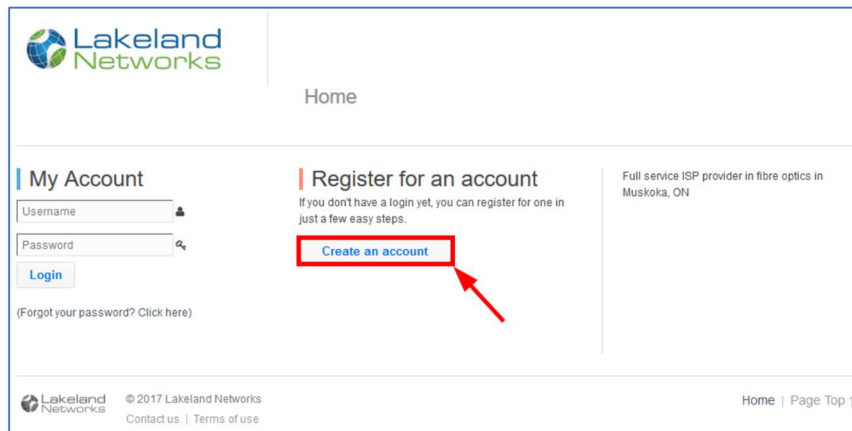
***98** - Dial voicemail (once you hear Password - enter your passcode)

Accessing voicemail away from home - Call your landline, once you hear the voicemail, dial (*).

Phone Portal

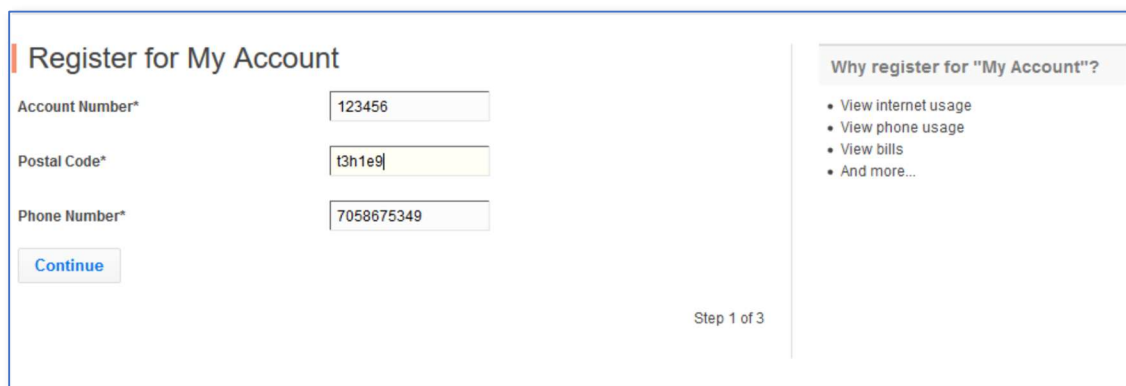
Registering

1. Go to <https://portal.lakelandnetworks.com>
2. Click on "Create an Account"



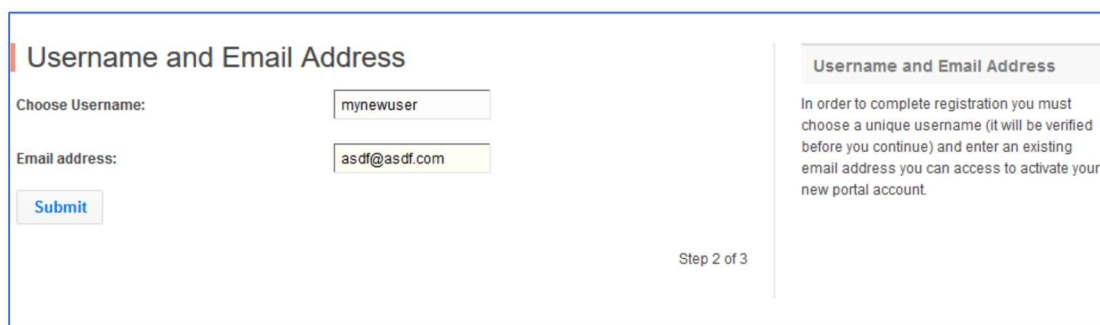
The screenshot shows the Lakeland Networks Home page. On the left, there is a 'My Account' section with fields for Username and Password, and a Login button. In the center, there is a 'Register for an account' section with a 'Create an account' button highlighted by a red box and a red arrow. On the right, there is a sidebar with text about being a full service ISP provider in fibre optics in Muskoka, ON. The footer contains the Lakeland Networks logo, copyright information, and links for Contact us and Terms of use.

3. Type in your Account Number, Postal Code and Phone Number and click continue



The screenshot shows the 'Register for My Account' form. It has three input fields: 'Account Number*' with the value '123456', 'Postal Code*' with the value 't3h1e9', and 'Phone Number*' with the value '7058675349'. Below these fields is a 'Continue' button. On the right side, there is a section titled 'Why register for "My Account"?' with a list of benefits: 'View internet usage', 'View phone usage', 'View bills', and 'And more...'. At the bottom right, it says 'Step 1 of 3'.

4. Choose a username and type in the e-mail address your e-mail.



The screenshot shows the 'Username and Email Address' form. It has two input fields: 'Choose Username:' with the value 'mynewuser' and 'Email address:' with the value 'asdf@asdf.com'. Below these fields is a 'Submit' button. On the right side, there is a section titled 'Username and Email Address' with text explaining that a unique username must be chosen and an existing email address must be entered to activate the account. At the bottom right, it says 'Step 2 of 3'.

5. You will receive a link in your e-mail, click the link to complete registration.

Registration Ready

You have completed the second step of account registration. You will receive an email with an activation link to complete the registration process.

[Back to Home](#)

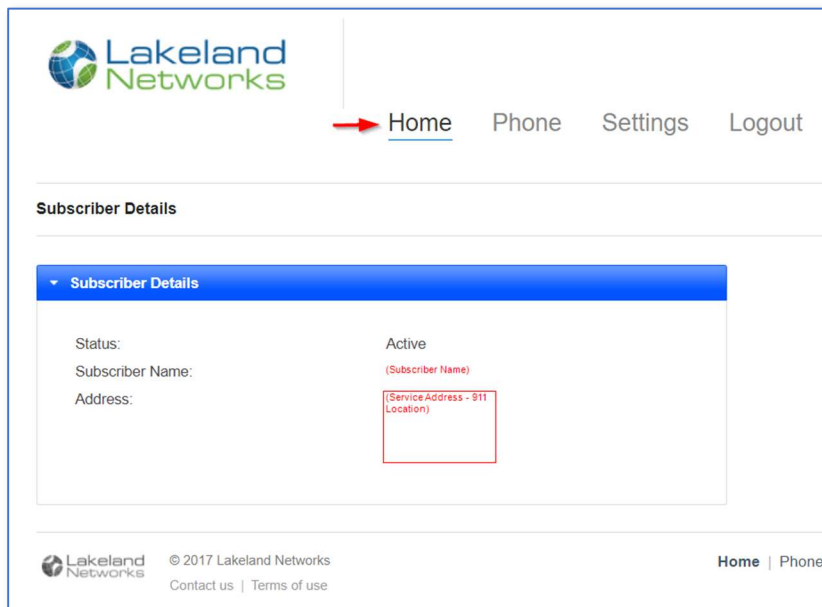
NOTE your account number appears at the top of your bill and looks like this 00x-xxxxxxx. When creating your account, use the last six digits.

 		Page 1 of 2 Account Number 003-000000 Invoice Number 29-000100 Bill Date 06-14-18
www.lakelandnetworks.com		
Billing 705-646-1846 1-844-662-7722 billing@lakelandenergy.com	24/7 Technical Support 705-646-1846 support@lakelandnetworks.com	

Features

Subscriber Details

- Click Home to list all the subscriber's information for this account
 - Status – Shows if the phone number is currently active
 - Subscribers Name – Shows the Name of the person on the account
 - Address – Lists the Service address that is associated to this phone number. This is also used for 911 information



The screenshot shows the Lakeland Networks web interface. At the top, there is a navigation bar with the Lakeland Networks logo and a menu with links: Home (highlighted with a red arrow), Phone, Settings, and Logout. Below the navigation bar, the page title is "Subscriber Details". Underneath, there is a blue header for "Subscriber Details". The main content area displays the following information:

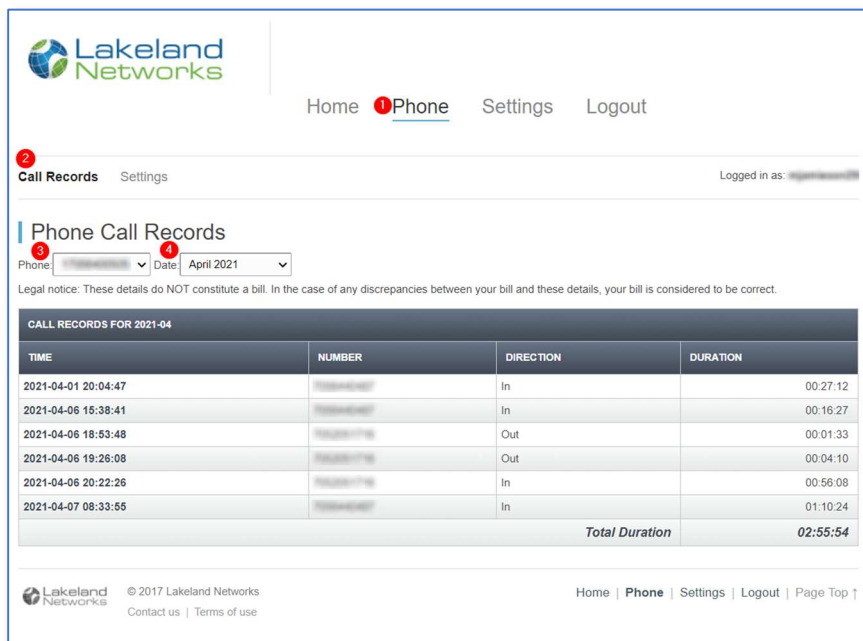
- Status: Active
- Subscriber Name: (Subscriber Name)
- Address: (Service Address - 911 Location)

At the bottom of the page, there is a footer with the Lakeland Networks logo, copyright information "© 2017 Lakeland Networks", and links for "Contact us" and "Terms of use". On the right side of the footer, there are links for "Home" and "Phone".

Call Detail Records

To see all the incoming and outgoing calls for this Subscriber

1. Click 'Phone' in the top Bar
2. Click 'Call Records' in the Submenu
3. Next to 'Phone', select the Phone number that you wish to look at. This only applies if there are multiple phone numbers under the same subscriber
4. Next to 'Date' select the Month that you wish to investigate



Phone Call Records

Phone: [Dropdown] Date: April 2021 [Dropdown]

Legal notice: These details do NOT constitute a bill. In the case of any discrepancies between your bill and these details, your bill is considered to be correct.

TIME	NUMBER	DIRECTION	DURATION
2021-04-01 20:04:47	[Redacted]	In	00:27:12
2021-04-06 15:38:41	[Redacted]	In	00:16:27
2021-04-06 18:53:48	[Redacted]	Out	00:01:33
2021-04-06 19:26:08	[Redacted]	Out	00:04:10
2021-04-06 20:22:26	[Redacted]	In	00:56:08
2021-04-07 08:33:55	[Redacted]	In	01:10:24
Total Duration			02:55:54

VoiceMail Options

VoiceMail to Email

To receive a copy of your voicemails to and email address



Important: All voicemails sent to email are copies of the original. Please remember to log into your voicemail on the phone to delete the original.



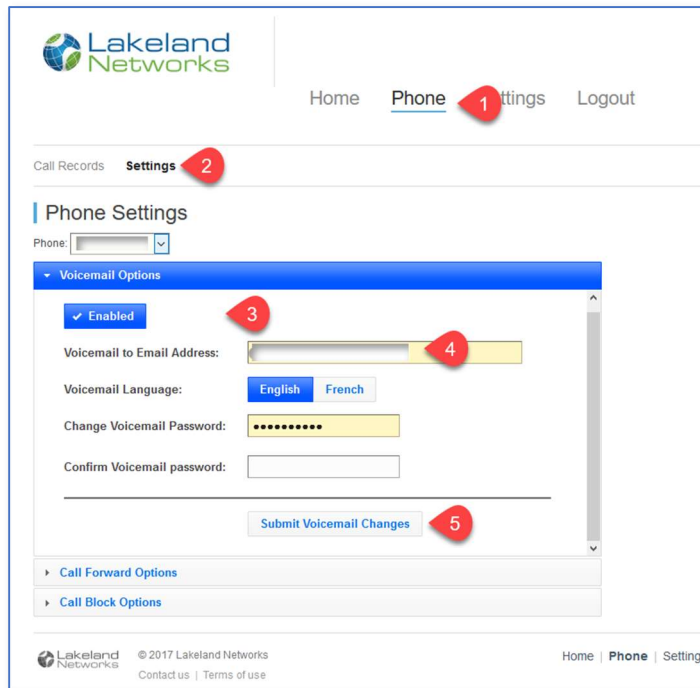
Warning: The Lakeland Networks Voicemail service only holds a total of 40 voicemails per subscriber number.

1. Click 'Phone' in the top Bar
2. Click 'Settings' in the Submenu
 - Verify the number that you wish to be editing next to the 'Phone' button
 - To make changes to the Voicemail make sure the 'Voicemail Options' is selected
3. Make sure the voicemail service is 'Enabled'
 - This feature will completely turn on and off the subscriber's voicemail service.

4. Enter the Email address that you wish to send a copy of your voicemails to.
 - Only one email address is allowed
5. Click 'Submit Voicemail Changes'



Important: It could take up to 5 minutes for the changes to take affect



Voicemail Password

In the online phone portal, the subscriber can change their voicemail password remotely

1. Click 'Phone' in the top Bar
2. Click 'Settings' in the Submenu
 - Verify the number that you wish to be editing next to the 'Phone' button
 - To make changes to the Voicemail make sure the 'Voicemail Options' is selected
3. Type new password into 'Change Voicemail Password'



Important: This is a numerical password only with a minimum of four characters Example: '0000'

4. Re-type new password into 'Confirm Voicemail password'
5. Click 'Submit Voicemail Changes'



Important: It could take up to 5 minutes for the changes to take affect

Call Forwarding

In the online phone portal, the subscriber can change activate and change their call forwarding options

1. Click 'Phone' in the top Bar
2. Click 'Settings' in the Submenu
 - Verify the number that you wish to be editing next to the 'Phone' button
3. Select 'Call Forwarding Options'
4. Enter the phone number that you want all calls to forward to
 - **'Call Forward Always'** – All calls coming into the subscriber's number will be sent to the number entered
 - **'Call Forward on Busy'** – With call waiting disabled and the subscriber is already on a call or if there are already two incoming calls in progress, instead of the caller getting a busy signal the call will be sent to the number entered
 - **'Call Forward No Answer'** – Any inbound call that is not answered will be sent to the number entered instead of going to voicemail.

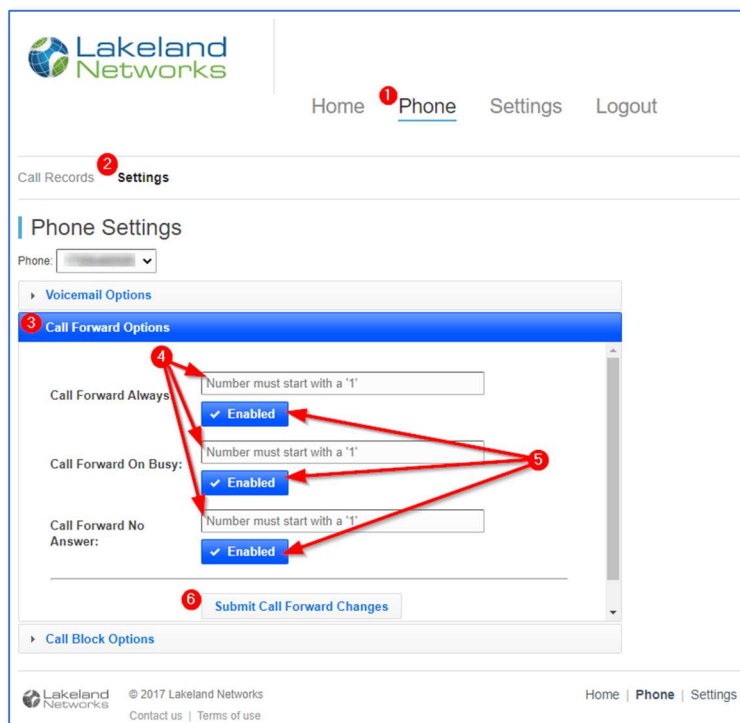


Important: For 'Call Forward No Answer' the stander number of rings apply before the call is sent to the entered number

5. Allows Subscriber to Enable or Disable the call forwarding options at their leisure
6. Click 'Submit Call Forwarding Changes' for the changes to take affect



Important: It could take up to 5 minutes for the changes to take affect



Call Blocking

In the online phone portal, the subscriber can enter phone numbers that they no longer wish to receive calls from.

1. Click 'Phone' in the top Bar
2. Click 'Settings' in the Submenu
 - Verify the number that you wish to be editing next to the 'Phone' button
3. Select 'Call Block Options'
4. Enable the ability to Block incoming calls
5. Enter the phone number that you no longer want to receive calls from
 - To add more than one number, click 'Add New Block'

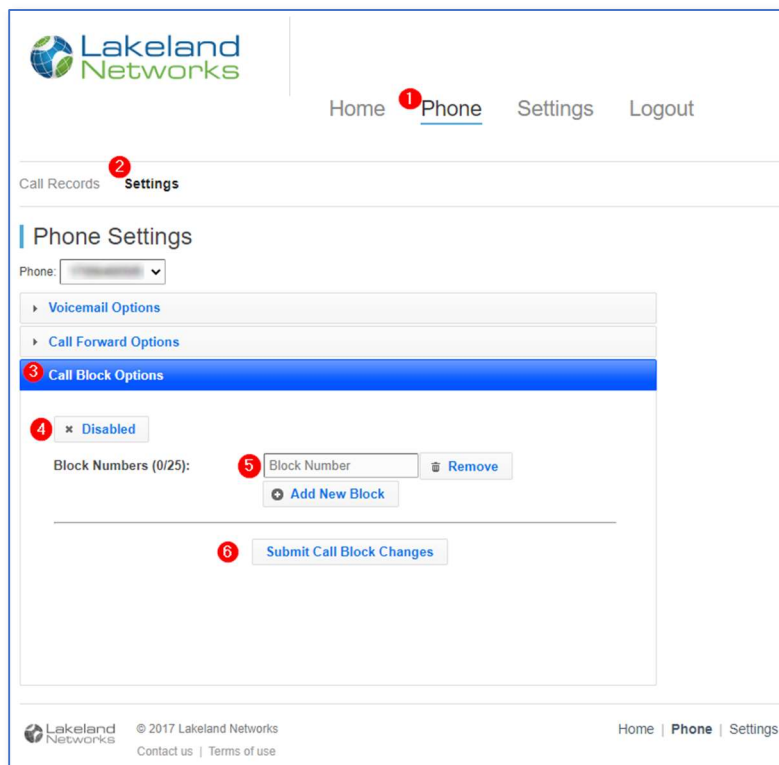


Important: The system will only block 25 numbers per subscriber's phone number.

6. Click 'Submit Call Block Changes' for the changes to take affect



Important: It could take up to 5 minutes for the changes to take affect



Modify Account Profile

Gives the subscriber the ability to change their Portal information.

- Subscriber Name – Change the name in the phone portal only
- Email Address – Changes the email address in the phone portal only

Changing Phone Portal Password

To change the subscriber password into the portal

1. 'Current password' – Enter your current password
2. 'New password' – Enter the password that you want to change it to
3. 'Confirm new password' – Re-enter the password that you want to change it to



Important: The password should be a minimum of 8 characters long

