



GrandMarc Phone User Guide

All tenants are to provide their own telephone. These phones may be analog or digital and intended for residential use. OneNet USA also offers a variety of corded and cordless phones for purchase.

HOW TO PLACE A CALL:

To make a call, **DIAL 8+** the number that you are calling.

Caller ID

Caller ID information will be passed to tenant provided telephones. It is the responsibility of the tenant to provide a Caller ID compliant phone.

Call Waiting

All tenants will have access to call to Call Waiting functionality. The following will outline to use call waiting.

While you are on a call and a second call rings you will hear a tone. This tone is announcing the presence of a second call.

To access the second call, do the following:

1. How to respond to call waiting tone:

a) If you wish to end the current call, hang-up, then:

- The waiting call rings your phone
- Lift the handset to speak to the waiting caller

b) If you wish to place the current call on hold:

- Press **hookflash**
- Dial **336**

You will be connected to the waiting caller.

2. To return to the first call on hold:

a) If you wish to end the current call, hang up, then:

- Return to the holding call by lifting the handset
- Press **hookflash**
- Dial **336**

2. To return to the first call on hold: (cont.)

You will be connected to the waiting caller.

b) If you wish to place the current call on hold and connect with the original call;

- Press **hookflash**
- Dial **336,336 (twice)**

You will be connected to the waiting caller.

3. To toggle between callers:

- Press **hookflash**
- Dial **336**
- Pause
- Press **hookflash**
- Dial **336**

This can be repeated as many times as needed.

NOTE: HOOKFLASH is accomplished by depressing the button on your phone that hangs-up your handset. If you have a cordless phone you will need to use the FLASH button.

Voicemail

Voicemail service has been provided for each apartment's phone line. Please reference the **GrandMarc Voicemail Guide** for details.



GrandMarc Voicemail Guide

Each apartment's phone line has voicemail automatically included at no cost. You will be notified of waiting voicemail via a stutter dial tone. *NOTE: If the tenant wishes to their own answering machine they must notify OneNet USA to remove the system voicemail option from their line.*

FIRST-TIME VOICEMAIL SETUP:

When accessing your voicemail box the **first time**, you **MUST FOLLOW** the instructions below.

Please note that In Step 5, you will be required to change your password, record your name and listen to a voicemail introduction.

1. Dial **2502**
2. Enter your default password (which is 1+ the last three digits of your phone number).
3. FOLLOW ALL PROMPTING! You can press * to go back to the previous menu.

Accessing Your Voicemail From Your Phone:

Accessing your Voice Mailbox:

1. Dial **2502**
2. Enter password, then press #

YOU WILL BE NOTIFIED OF VOICEMAIL MESSAGES VIA STUTTER DIAL TONE

Accessing Your Voicemail Remotely:

YOUR MAILBOX NUMBER IS 1+ THE LAST THREE DIGITS OF YOUR PHONE NUMBER.

Accessing your Voice Mailbox:

1. Dial **612-843-0775**
2. During Greeting, press *
3. Dial mailbox number,
4. Enter password, then press #

Listening to Voicemail Messages:

1. Access VM as described above.
2. Press 1 to listen to new messages. During the greeting you may do the following:
 - Press 1 to Back Up
 - Press 2 to Pause
 - Press 3 to Fast Forward
 - Press 4 to Lower the volume
 - Press 6 to Raise the volume
 - Press 7 to SAVE
 - Press 9 to DELETE
 - Press # to skip to the end.
3. When the message has finished you may do the following:

Listening to Voicemail Messages (Cont.):

- Press 1 to Replay
- Press 4 to listen to the previous message
- Press 6 to listen to the next message
- Press 7 to SAVE
- Press 9 to DELETE

Recording a Personal Greeting:

1. Access VM as described above.
2. Press 4, Personal Options
3. Press 1, Personal Greetings
4. Record your greeting then press #
5. Press 1, to replay
6. Press 2, to add to the greeting
7. Press 3, to erase and re-record
8. Press #, to accept the greeting
 - * TIP Make sure you hear confirmation.
9. Hang-up

Changing your Mailbox Password:

1. Access VM as described above.
2. Press 4, Personal Options
3. Press 3, Enter your NEW password
4. Press # and your new password is confirmed
5. Press # to accept, or 3 to erase and re-enter.
 - * TIP Make sure you hear confirmation.
6. Hang-up