

call Everywhere™ Call Screening on Unified Communications

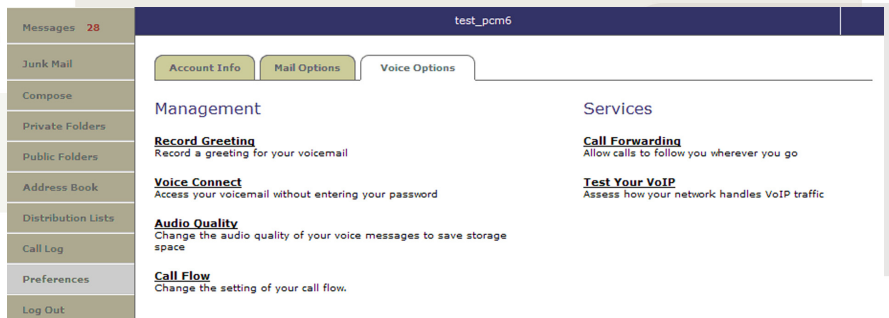
This information is in regards to the Call Screening changes to the Unified Communications Service.

Call Screening is an optional feature that you can turn on and off through your personal web portal www.everywhere.net. The ANI (or caller's "call back" number) will still appear on your caller ID if you have it on your device (i.e. cell phone/home phone). Enabling Call Screening allows you the ability to listen to the callers who are attempting to reach you and decipher whether you wish to connect to the caller or send the caller to voicemail.

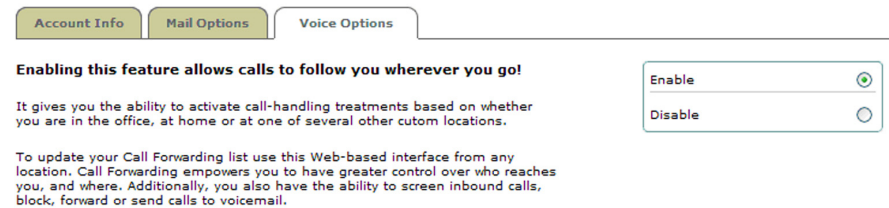
To Enable Call Screening

- Log into www.everywhere.net
- Enter your login and passcode
- On the left hand navigational pane, click on Preferences
- Under the Voice Options/Services tab, click on Call Forwarding
- Make sure that your call forwarding is enabled and then click Next
- At the Find Me/Follow Me #s Input Section, there is a checkbox toward the bottom of the page that allows you to "Enable Call Screening"
- Click on "Update" and then click on "Done" when complete.

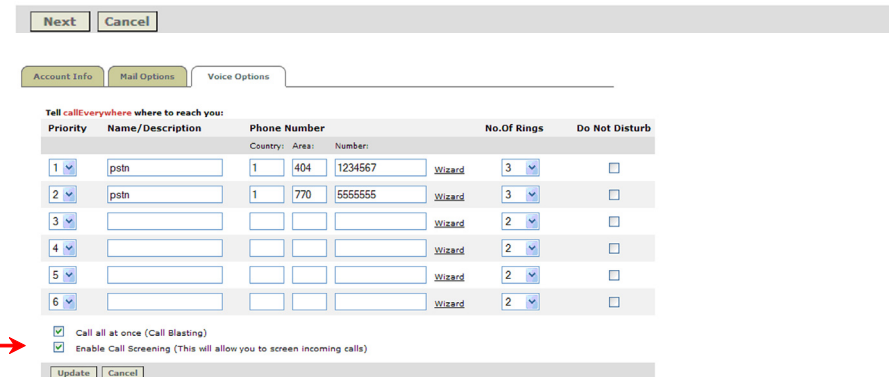
Preferences/Voice Options/Services



Call Forwarding/Enable



Call Forwarding/Enable



call Everywhere™

Caller Experience

1. The caller will hear the following greeting when Call Screening is enabled:

Ex: "You've reached ___John Doe___. Please listen to the following options. To call your party, press 1. To leave a voice message for your party, press 2."

The _____ is determined by you ahead of time. If you have recorded a name announcement (see below on how to record a name announcement), the caller will hear your recorded name. If you have not recorded a name, the caller will hear a recording of your CEA number.

2. If the caller presses "1" to call you, the caller will then hear this: "To tell your party who is calling, please state your name after the tone"

3. The caller will then need to verbally state their name.

4. The system will then attempt to locate you using the numbers pre-programmed by you on the web portal. If you are unreachable (it will only attempt all numbers once), the caller will be sent to voicemail.

5. If the caller presses "2" to leave a voice message, the caller will hear the generic greeting unless you have personalized your greeting (see CEA instruction booklet on how to record a greeting)

Your Experience

1. When Call Screening is enabled, you will hear the following:

"Caller's Name is holding for ___John Doe___. To accept, press 1. To send your caller to voicemail, press 2."

The _____ is determined by you ahead of time. If you have recorded a name announcement (see below on how to record a name announcement), the caller will hear your recorded name. If you have not recorded a name, the caller will hear a recording of your CEA number.

2. NOTE: If the caller does not record a name when attempting to reach you, you will hear nothing (dead air) followed by: "___ Is holding for ___John Doe___. To accept, press 1. To send your caller to voicemail, press 2.

3. If you do not press "1" or "2" to accept or send the caller to voicemail, and simply hang up, the caller will be automatically sent to voicemail.

Recording a Name Announcement

Call your UC number and press * to interrupt the first ring.

Enter your password

Press 0 to Manage your mailbox

To Update your Name Announcement, Press 0

Press 1 to hear the current Name Recording

Press 2 to append to current Name Recording

Press 3 to record a new Name Recording

Press 4 to cancel

Press # to save

Recording a Greeting for Voicemail

Call your CEA number and press * to interrupt the first ring.

Enter your password

Press 0 to Manage your mailbox

To Update your Personal Greeting, Press 1

Press 1 to hear the current Personal Greeting

Press 2 to append to current Greeting

Press 3 to record a new Greeting

Press 4 to cancel