



# Phoneline+ User Guide

[wildanet.com](http://wildanet.com) | 0800 0699906



# Welcome



  
wildanet  
From anywhere to everywhere

# Contents

- 5 [Phoneline+](#)
  - [How to Setup: Grandstream HT801](#)
  - [How to Setup: Polycom VVX 150](#)
  - [How to Setup: Yealink W73P](#)
- 9 [Phoneline+ Features](#)
  - [Keep your existing landline number](#)
  - [Voicemail](#)
  - [Withhold your number](#)
  - [Call forwarding](#)
  - [Anonymous call rejection](#)
  - [Receive calls on your mobile phone](#)
  - [Add or remove your number from Directory Enquiries](#)



# Calls as clear as a bell?

## They could be with Phonenumber +

Now you've got Full Fibre broadband why not route your landline calls over it too? Enjoy the familiar features of your home phone, such as answer phone and call waiting.

Keep your existing number but get crystal clear calls. Don't get caught out by the Copper Switch Off – move to a better VoIP service today.

Visit:

[www.wildanet.com/home-broadband/phonelineplus](http://www.wildanet.com/home-broadband/phonelineplus)



# Phonenumber + Telephone Service

If you have purchased a landline telephone service from Wildanet, you will receive either an adapter for use with your own handset or a new telephone. Your telephony device may resemble Image A, B or C.

If you have been provided with an adapter (the Grandstream HT801 ATA) shown in Image A, follow: [How to Setup: Grandstream HT801](#)

If you have been provided with a corded phone (the Polycom VVX 150) shown in Image B, follow: [How to Setup: Polycom VVX 150](#)

If you have been provided with a cordless phone (Yealink W73P) shown in Image C follow: [How to Setup: Yealink W73P](#)



Image A  
Grandstream HT801



Image B  
Polycom VVX 150



Image C  
Yealink W73P

# How to Setup: Grandstream HT801

## To connect your existing telephone using the Grandstream HT 801 ATA

**Step 1:** Connect the power adapter to the power port on the HT 801.

**Step 2:** Plug the other end into a power outlet.

**Step 3:** Use an Ethernet cable to connect the blue LAN port of the HT 801 to one of the yellow LAN ports on your router.

**Step 4:** Connect your telephone to the green telephone port on the HT 801 using the cable that came with your telephone. If you have an older analogue telephone, you may need to use the supplied adapter to connect it to the phone port on your device.

## In the box you should find:

- Grandstream HT801
- RJ11 Adapter
- Power Adapter



# How to Setup: Polycom VVX 150

## To connect your Polycom VVX 150

**Step 1:** Plug the provided power adapter into the power port located at the bottom of the device.

**Step 2:** Connect the ethernet cable to one of the yellow ports on the back of your router.

**Step 3:** Take the other end of the ethernet cable connected to your router and securely plug it into the LAN port on the bottom of the Polycom VVX 150.

## In the box you should find:

- Polycom VVX 150
- Power Adapter



# How to Setup: Yealink W73P

## To connect your Yealink W73P

**Step 1:** Use an ethernet cable to connect the base station to one of the yellow LAN ports on your router.

**Step 2:** Insert the included power adapter into the power port on the base station and plug the other end into a power outlet.

**Step 3:** Insert the included power adapter into the power port on the cradle and plug the other end into a power outlet.

**Step 4:** Insert the battery into the handset and replace the back cover.

**Step 5:** Place the handset in the cradle to charge.

## In the box you should find:

- Yealink W73P
- Charging Cradle
- Base Station
- Power Adapter x2
- Battery



# Phoneline + Features

## Keep your existing landline number

If you want to keep your existing phone number, we have to follow a number porting process. Part of that process requires us to submit a Letter of Authorisation to your old provider which you must sign.

If you disconnect your phone number before porting to us, we only have 30 days to complete the port before your old provider can refuse to release that disconnected number to us.

**Please make sure you sign and return the Letter of Authorisation to us as quickly as you can.**

## Voicemail

To switch on your voicemail, dial \*41 from your phone.

Dialling #41 will de-activate it again.

Once activated, to access your voicemail, dial 1571. The first time you dial 1571, you will be asked to set a 6-digit PIN to keep your messages secure. If you wish to change your PIN, you can do so by dialling 1571 and selecting option 3 from the first menu.

## Voicemail

Follow the steps below to navigate your voicemail settings by pressing the appropriate numbers.

Enter passcode, press #

- 1 Access Mailbox
- 2 Change forwarding options
- 3 Change passcode
- 4 Exit Voice Portal
- # Repeat Menu

- 1
  - 1 Listen to message
  - 2 Change no answer greeting
  - 3 Delete all messages
  - \* Back to previous menu
  - # Repeat Menu

2 Enter forwarding number, press #

- 3
  - Enter new passcode, press #
  - \* Back to previous menu

- 1
  - 2 Repeat this message
  - 3 Delete this message
  - 4 Return to the previous message
  - 5 call back this number
  - 6 Listen to next message
  - 8 Listen to message details (date/time/caller ID)
  - \* Back to previous menu
  - # Save this message

- 2
  - 1 Record new greeting
  - 2 Listen to current greeting
  - 3 Select system default greeting
  - \* Back to previous menu
  - # Repeat Menu

- 3
  - 1 Delete all messages
  - \* Back to previous menu

## Withhold your number

Dial 141 before making a call to withhold your number.

## Call forwarding

You can forward all calls to another number by dialling \*72 and then inputting the number you wish the call to be forwarded to. Dialling \*73 will de-activate all-call forwarding and you will start to receive incoming calls again.

You can forward unanswered calls to another number by dialling \*92 and then inputting the number you wish the unanswered calls to be forwarded to. Dialling \*93 will de-activate unanswered-call forwarding and you will start to receive incoming calls again.

## Anonymous call rejection

You can automatically reject calls from callers who are withholding their number by dialling \*77. The calling party will hear an announcement declaring that this number is not accepting calls. Dialling \*87 will de-activate this feature. Dialling \*52\* will tell you if you have this feature enabled or disabled.

## Receive calls on your mobile phone

If you download and install the PhoneLine+ app (by Gamma Communications), you can make and receive landline calls from your mobile phone.

## Add or remove your number from Directory Enquiries

To add, remove or edit your Directory Enquiries record we have to submit a form on your behalf. Please call us on 0800 06 999 06 to request this. We do not add any numbers to Directory Enquiries by default.



[wildanet.com](https://www.wildanet.com) | 0800 0699906

