

Digital Voice

Set up guide



Digital Voice

Setting up your Digital Voice Service couldn't be easier. In this short guide we will cover the essentials to getting you up and running, or should we say calling. First things first, you should have already set up the Fritz box router for your FTTP service. As a reminder here are the instructions.

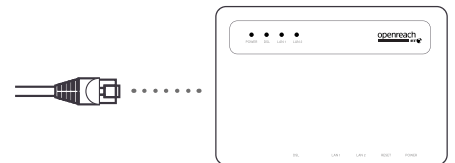
Setting up your router

Via a modem for G.fast & FTTP:

If you connect via your phone socket then skip to **Step 3**.

1

Make sure to unplug any existing broadband kit. If you have a white Openreach modem you DO NOT need to use the Micro Filter. Plug the white network cable into the Ethernet LAN port on the white Openreach Modem.



2

Connect the black power cable to the rear of the router and switch on the socket.



3

Plug the other end of the white network cable into the LAN 1 port on the back of the router - the first yellow port on the left.



4

Go on and make a cup of tea! The router will now take between 5 and 10 minutes to test your broadband and reboot itself.





Setting up your phone

Digital Voice works slightly differently to a standard phone line, instead of plugging your phone in to the socket on the wall, your phone plugs directly in to the back of the Fritz!Box router in the port indicated in the picture below. It may be necessary to use the RJ-11 to BT adapter (supplied with the Fritz!Box router).



Once your phone is plugged in, you'll be ready to start making and receiving calls.

Making a call

Making a call on Digital Voice is the same as you are used to with your standard landline. You don't need to dial the area code for local calls, but you will for other national calls outside of your immediate area.

Setting up Voicemail

When you first connect your phone, we recommend you set up your voicemail/answerphone. You can do this by dialling **600 from your phone and following the instructions below:

Main Menu (level 1)	Level 2	Level 3
Option 1 - Play back messages	Option 3 - Return call Option 5 - Delete message Option 7 - Previous message Option 9 - Next message	
Option 2 - Delete all messages		
Option 3 - Voicemail on/off		
Option 4 - Record greeting	Option 1 - Greeting message Option 3 - Closing message	Option 1 - Listen/select greeting Option 5 - Delete greeting Option 8 - Record greeting

Number withheld

Dialling 141 before the destination number will prevent your telephone number being displayed.

Call diversion/forward

To forward your inbound calls to another number, dial *21* followed by the number you wish for your calls to go to and then # e.g *21*01511234567#. Dialling #21# will turn it back off.

It is important to know that some services you may be used to using will work slightly differently with Digital Voice, we have outlined some of these below:

Voicemail:

You no longer need to dial 1571 to access voicemail, instead this is done by dialling **600 as outlined above.

Call history:

The best way to access your call history, is via your phone.
The 1471 service to access the number of the last caller will no longer be available.



01706 902 001



support@zen.co.uk



zen.co.uk