

Virtual Phone

It's Simple As



- 1** Dial the local phone number from the list below.
- 2** Enter your default **PIN number**.
- 3** Follow the voice prompts to navigate the functions.

- 1** Visit www.rsfiber.coop/VM2-Go to access VM2-Go, your online Virtual Phone management portal.
- 2** Log in by entering your **10-digit phone number** and **online web password**.*
- 3** Access and manage your voicemail and calling features online.

Virtual Phone Instructions:

With RS Fiber's Virtual Phone service, you get a local phone number with a listing in the phone book and advanced voicemail functionality, without the cost of a traditional phone line.

Virtual Phone provides easy access for message retrieval through the VM2-Go (Voicemail 2-Go) online portal. Setup is fast and easy and no special equipment is needed! With Basic Virtual Phone, incoming calls go directly to your customized voicemail box. With Premium Virtual Phone, you can choose to forward your calls to a traditional landline, mobile phone, or voicemail box, and get advanced features including voicemail to email, call forwarding, call screening, and more!

**Your online web password and telephone PIN number will be different. For security purposes, the online portal will prompt for your password to be changed every 180 days. If you have not accessed your online account in excess of 180 days, and need assistance with your password, please call Technical Support at (800) 628-1754.*

Telephone Interface Instructions:

Set up Tutorial

1. To get started, dial **(507) 702-7049** in Gaylord, **(507) 834-7049** in Gibbon, **(507) 326-1049** in Green Isle, **(507) 543-7049** in Lafayette, **(320) 510-7049** in New Auburn, or **(507) 614-7049** in Winthrop.
2. Enter your telephone number with area code followed by the # key.
3. You will be prompted to assign a PIN number for your account followed by pressing the # key.
4. Follow the setup tutorial to complete your Virtual Phone setup.

- You must complete the entire tutorial for your changes to take effect. If you forget your PIN or need assistance with setup and operation of your mailbox, please contact Technical Support at (800) 628-1754.

Managing Settings and Greetings

1. To get started, dial **(507) 702-7049** in Gaylord, **(507) 834-7049** in Gibbon, **(507) 326-1049** in Green Isle, **(507) 543-7049** in Lafayette, **(320) 510-7049** in New Auburn, or **(507) 614-7049** in Winthrop.
2. Enter your telephone number with area code followed by the # key.
3. Enter your PIN number and press the # key.
4. Follow the voice prompts to navigate the functions.

Telephone Interface Instructions, Continued:

Quick Reference Guide

Main Menu

<div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px;">1</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Review Messages</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Review Messages Menu</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Voicemail <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">3</div> Faxes <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">9</div> Future Delivery Messages 	<div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px;">N</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Listen to Message</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Hear message</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Repeat <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">2</div> Save <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">3</div> Erase <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">4</div> Reply <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">5</div> Send a Copy <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">2</div> <div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">2</div> Mark Saved Message as New 	<div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px;">2</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Send Message</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Enter phone or GL number, then #</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Review Message <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">2</div> Mark as Urgent <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">3</div> Mark as Private <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">4</div> Re-Record Message <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">5</div> Report on Send <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">6</div> Report on Read <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">7</div> Add Recipient <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">9</div> Schedule for Future Delivery <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">#</div> Send as is 	<div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px;">3</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Work with Greetings Menu</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Greeting Options Menu</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Personal Greeting <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">2</div> Extended Absence <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">3</div> Sys-Gen Greetings and Name Recording <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">4</div> Group Mailbox Greetings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">5</div> Busy Greeting <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">6</div> Out-of-office hours greeting <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">7</div> Shared Greetings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">9</div> Forward all Calls to Voicemail Greeting <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">*</div> Exit Menu
<div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px;">4</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Mailbox Settings</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Mailbox Settings Menu</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Group Lists <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">2</div> Handsfree and Time Saver Options <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">3</div> Security Options <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">4</div> Group Mailbox Settings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">5</div> Notification Settings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">6</div> Additional Settings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">7</div> Advanced Call Features Settings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">9</div> Live Message Screening Settings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">*</div> Exit Menu 	<div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px;">5</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Reminders</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Reminders Menu</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Reminders Settings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">2</div> Add New Reminder <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">3</div> Recurring Reminders Settings <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">4</div> One-Off Reminders Settings <div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px; margin: 10px 0;">7</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Switch Account</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Enter Phone Number, then #, or * if error</div>	<div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px;">6</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Review Erased Messages</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Select Message Type</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Voicemail <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">3</div> Faxes <div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px; margin: 10px 0;">0</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Help</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Helpful Hints</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">#</div> Next Hint <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">*</div> Return to Main Menu <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Replay from Start of Menu 	<div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px;">N</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Erased Messages</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Hear Message</div> <ul style="list-style-type: none"> <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">1</div> Repeat <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">2</div> Restore <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">3</div> Permanently Erase <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">4</div> Reply <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">5</div> Send a Copy <li style="margin-bottom: 5px;"><div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">#</div> Next Message <div style="text-align: center; border: 1px solid gray; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 18px; margin: 10px 0;">*</div> <p style="text-align: center; font-weight: bold; margin: 5px 0;">Exit</p> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; margin-bottom: 5px;">Goodbye and Exit TUI</div>

Common Keys

<div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">*</div> Cancel input or move up a level	<div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">0</div> Helpful Hints
<div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">#</div> End input or move forward in a list	<div style="border: 1px solid gray; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center; font-weight: bold; font-size: 12px;">8</div> Pause / Resume

Version 7.1

Online Interface Instructions:

- To use the online interface, you must first set up your Voicemail PIN through the telephone interface. To set up your Voicemail PIN number, see page 1 of this document.

Log in to VM2-Go

1. Visit www.rsfiber.coop/vm2-go to access VM2-Go, your online Virtual Phone portal.
2. Enter your **10-digit phone number** (including your area code), type in your **Password**, and click **Login**. (Fig. 1)



Phone Number/Password Fig. 1

VM2-Go Dashboard

Messages

Displays the number of messages in your mailbox. (Fig. 2)

Missed Calls

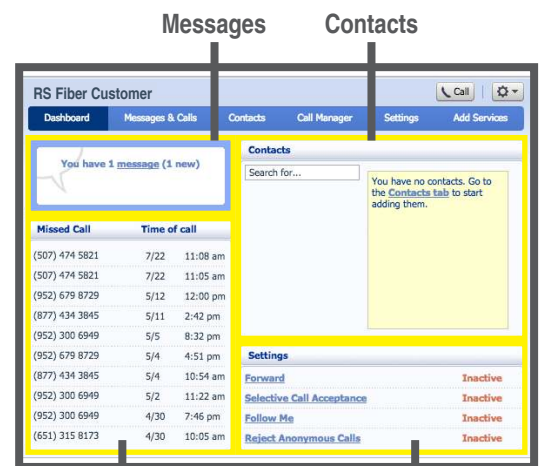
Displays a list of calls not answered on the line. (Fig. 2)

Contacts

Displays a list of your contacts. The **Search for...** field allows you to look up a contact by name, organization name, phone number, or address. (Fig. 2)

Settings

Displays call forwarding and redirect settings. (Fig. 2)



Missed Calls Settings Fig. 2

Messages & Calls

Messages

Displays a list of voicemail messages in your mailbox. Listen to your message(s) by clicking the **Play** button located to the left of each message. A dialog box appears. You have the option to **Play**, **Pause**, **Adjust Sound**, **Delete**, **Forward and Save**, **Go to Previous** or **Next** message, or **Close** the dialog box. (Fig. 3)

Missed

Displays a list and number of missed calls.

Dialed

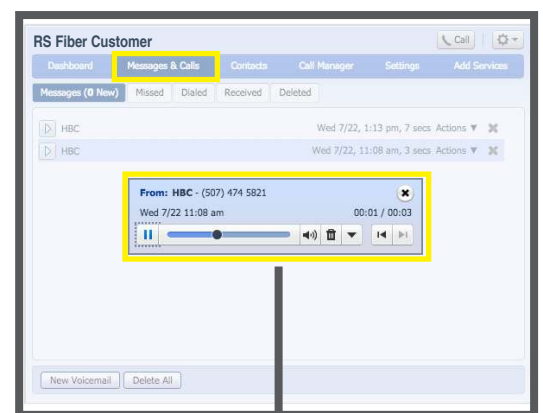
Displays a list and number of the dialed calls.

Received

Displays a list and the number of received calls.

Deleted

Displays a list of deleted voicemail messages.



Message Dialog Box Fig. 3

Online Interface Instructions, Continued:

Contacts

Contact List

Displays a list of your contacts. The **Search for...** field allows you to look up a contact by name, organization name, phone number, or address. Add a **New Contact**, **New Group**, or **Import** contacts by clicking the respective tabs. (Fig. 4)

Speed Dials

Makes dialing faster by allowing you to assign a one or two-digit code to speed dial different telephone numbers. One-digit codes can range from 2-9. Two-digit codes can range from 20-49. **Clear List** removes assigned speed dial numbers.



Fig. 4

Call Manager

Summary

Provides a summary of your configured services.

Forwarding

Allows you to change forwarding options for calls. (Fig. 5)

Immediately

Forwards calls to an assigned number.

Selected Callers

Forwards calls to an assigned number only if they are on a list of specified callers.

Forwarding Destinations

Allows you to create predetermined numbers and assign them a label.

Follow Me*

Allows you to forward calls you receive to your other phone numbers, either in sequence or at the same time. (Fig. 6)

SimRing*

Allows you to setup calls to simultaneously ring a number of phone numbers. (Fig. 7)

Screening

Allows you to control settings for screening incoming calls.

Selective Acceptance

Allows you to accept incoming calls only from selected callers.

Selective Rejection

Allows you to reject specific incoming call numbers. The caller is informed that you are not accepting calls from them.

Anonymous Rejection

Allows you to reject any anonymous calls.

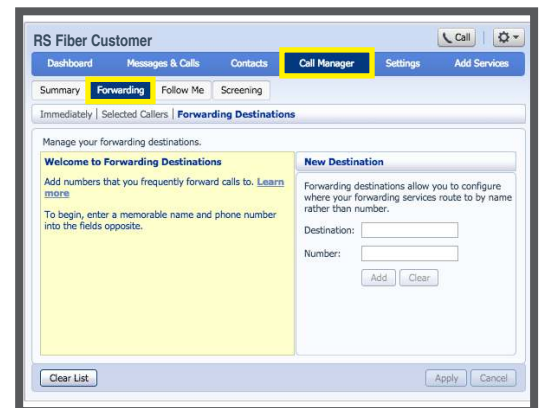


Fig. 5

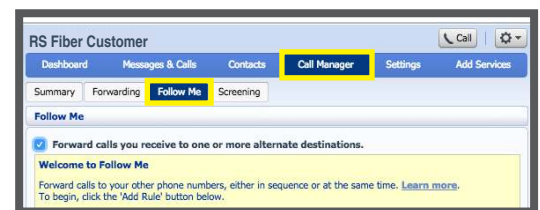


Fig. 6

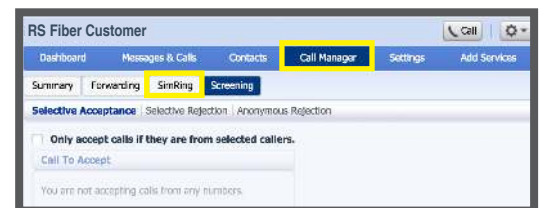


Fig. 7

**Follow Me and SimRing are features that you must subscribe to and will have a monthly recurring charge. You can only have one of the features at a time. Your online portal will appear as shown in Fig. 6 if you subscribe to Follow Me service, and Fig. 7 if you subscribe to SimRing service.*

Online Interface Instructions, Continued:

Settings

Account

Allows you to edit personal details and manage your account password, call services PIN, and Voicemail PIN. (Fig. 8)

Calls

Allows you to manage Call Forwarding and Call Blocking preferences.

Messages

Allows you to manage general messaging, mailbox, and voicemail greeting preferences. (Fig. 9)

Account Codes

Allows you to manage which types of phone numbers require a code before dialing.

Notifications

Allows you to manage notifications of incoming messages on your phone.

MWI (Message Waiting Indicator)

Determines when the light on your phone and stutter tone on pickup will be enabled. The system defaults to **all voicemail**.

Email

Allows you to send a voicemail or fax message(s) to one or more email accounts.

Pager

Allows you to send out a page to your pager when you receive a new voicemail.

Outdial

Calls a specific number when you get a voicemail.

Override

Will override your settings for **Pager** or **Outdial** based on a schedule.

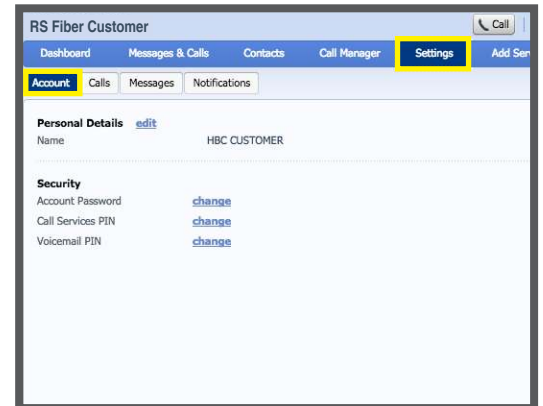


Fig. 8

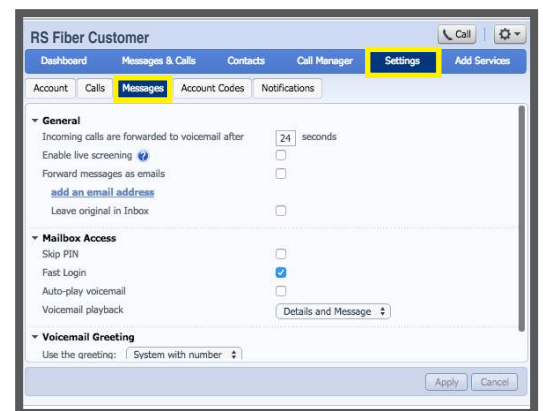


Fig. 9

Need help? Visit our support page at www.rsfiber.coop/support or contact Technical Support at (800) 628-1754.