

"Free" Features	Description	Activation
Alternate Caller ID Number	Switch which caller ID number is sent out between your primary and virtual numbers. (NOT available if you have a Toll-Free virtual numbers.)	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Anonymous Call Rejection	Reject calls from anyone that has blocked their name or number. The caller will automatically be sent to a recording informing them you do not wish to receive blocked calls.	Phone: Press *80 and wait a few seconds for confirmation. To de-activate, press *81 and wait for confirmation. Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Blacklist	Block calls from phone numbers you specify. Blacklisted callers will receive an automated message informing them their number has been blocked. Your phone will not ring when they call.	Phone: To activate, press *98 and follow the voice prompts. Please wait for the voice prompt to end prior to entering your response. To de-activate, press * 99 and follow the voice prompts. Please wait for the voice prompt to end prior to entering your response. Web: Manage, enable, and disable these features via your VoIP of North America portal.
Call Filter	Automatically redirect specified callers to a different phone number. For example, while on vacation, you can specify which incoming calls you want transferred to your cell phone.	Phone: To activate, press *96 and follow the voice prompts. To de-activate, press * 97 and follow the voice prompts. Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Call Return	Call back the last number you received.	Press *69
Call Waiting	Hear a tone that indicates you have a second call coming in on your line.	This feature has been pre-programmed into your Service. To answer the second call: 1. Press the Flash button. This puts the first caller on hold. 2. You are now connected to the second caller. 3. To return to the first caller press the Flash button again.
Caller ID	See the phone number of the person that is calling you.	This feature has been pre-programmed into your Service.
Caller ID Blocking	Block your number from appearing on the Caller ID box of the person you called.	Phone: To activate, press *67 and wait for the beep. Hang up and then dial the 11-digit phone number you wish to call. To de-activate, press *68 and wait for the beep. Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Do Not Disturb	Automatically send calls to your Voicemail without your phone ever ringing.	Phone: Press *78 and wait for confirmation: "Do Not Disturb has been activated." To de-activate, press *79 and wait for confirmation: "Do Not Disturb has been de-activated." Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
International Call Blocking	Block all outgoing calls to international destinations.	Phone: Press *82 and wait for confirmation. To de-activate, press *83 from the original phone and wait for confirmation. Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Music on Hold	Play music while you have a caller on hold.	Press the Hold button on your phone.
Repeat Dial	Redial the last number you called.	Press the Redial button on your phone.
Short-Digit Dialing	Dial calls in your area without having to dial all the numbers. Any numbers you do not dial will be automatically 'filled in' using your Primary Number. For example, if your Primary Number is: 212-660-0001 - dialing "123" dials 212-660-0123 AND - dialing "231-4523" dials 212-231-4523.	Defaults setting is Off Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Speed Dial	Automatically pre-program up to 10 frequently called numbers into the system for easy dialing.	Phone: To program, press *74 and follow the voice prompts. Speed Dial numbers are 0-9. To de-program a number, press *75 and follow the voice prompts. To Speed Dial, press ** and the Speed Dial Number. Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).

“Free” Features	Description	Activation
Three-way Calling	Conference with two parties simultaneously. (This feature is only available with the Sipura SPA-2100 or SPA-1001.)	This feature has been pre-programmed into your Service. 1. Dial your first party. 2. Once connected, Press the Flash button. This puts the first caller on hold. 3. Dial your second party. 4. Press the Flash button again to connect both parties..
Receive Email Notification When You Have New Messages	Receive notification of a Voicemail via your personal email.	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Receive your messages as email file attachments	If activated, VoIP of North America will notify you by email with the actual audio message (wav file) with the caller ID information attached, so you can listen, save or forward messages.	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Listen to your messages online from anywhere around the World	Now you can check your voicemail without picking up a phone. You can check your messages online using a web browser. You now have the convenience of checking your message from anywhere in the world, any time you want.	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Phone Access to Your voicemail anytime, anywhere	VoIP of North America makes voicemail simple. Check your messages by phone by simply calling your own VoIP of North America number, entering your PIN, and using easy touchtone menus.	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Wake-Up Call	Have your VoIP Phone ring at a preset time.	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Privacy List	Enabling Privacy List, only numbers that are entered into the feature will be able to call you. You have the ability to set the feature to work at all times, or you can schedule specific times when only numbers set in the feature will be able to call. You can program up to 20 numbers into the feature.	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site).
Call Forwarding “Free” (Basic Plans pay \$0.19/min.)	Forward incoming calls to any telephone number within the United States (all 50 States) and Canada.	Phone: Press * 72 and follow the voice prompts. To de-activate, press * 73 and wait for confirmation. Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site)..
Find Me/Follow Me (FM/FM) Sequential Ring “Free” (Basic pay \$0.019/min.)	Forward incoming calls to up to 3 telephone numbers within the United States (all 50 States) and Canada. Find Me Follow Me will try to dial each of the numbers in a specified order.	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site). Defaults to Sequential Ring May be set to Simultaneous Ring
Simultaneous Ring under (FM/FM) “Free” (Basic pay \$0.019/min.)	Forward incoming calls to up to 3 telephone numbers within the United States (all 50 States) and Canada. Find Me Follow Me will dial each of the numbers simultaneously.	Web: Manage, enable, and disable these features via your VoIP of North America personal portal (account management site)..