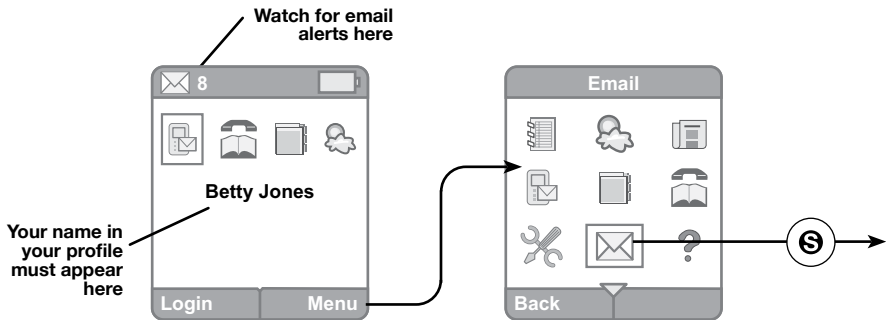### Email

This feature allows you to receive and reply to Email messages. Follow these instructions to access your inbox messages:

> You **must** be logged in under your **User Profile** before you will have access to this feature.

> Watch for the **Email Alert** icon along with the number of new emails in your queue located in the top bar of the idle screen.

Access to your email

While in the "Menu" screen, use your *navkey* to highlight the

Email icon and confirm by pressing the **Select** key in the middle of the *navkey* to access your emails. "You have no email messages" will display if your inbox is empty.
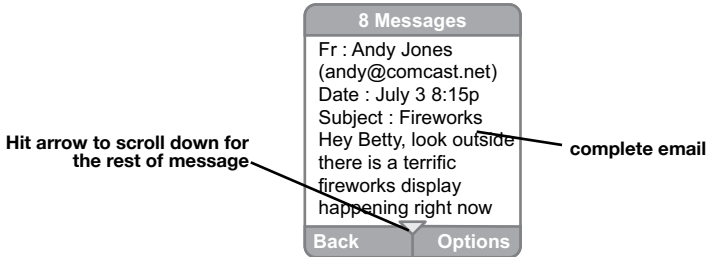
If your inbox does contain messages, the most recent email will be listed at the top of the next screen. At this point, you have a choice of how you want to proceed.

Handset

Highlight the message you want to view with the *navkey* and confirm by hitting the **Select** key in the middle of the *navkey*.

8 Messages	Message Preview
1. Bill Jones	Date : July 3 8:15p
2. Andy Jones	Subject : Fireworks
3. Liz@comcast.net	Hey Betty, look outside
4. Helen@gmail.com	there is a terrific
5. EasyBank@check.com	fireworks display
6. Mom@aol.com	happening right now
7. Susan@mywork.net	...

preview only

Get Full Message → ⑤ → **Press Select to get the entire message**

Back   **Back**
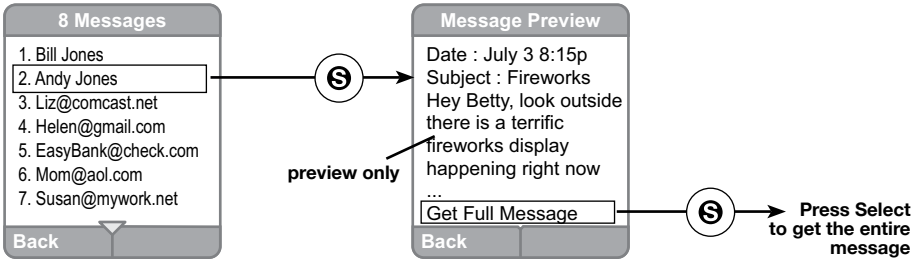
The first screen that displays when you confirm a message will be a "Message Preview".

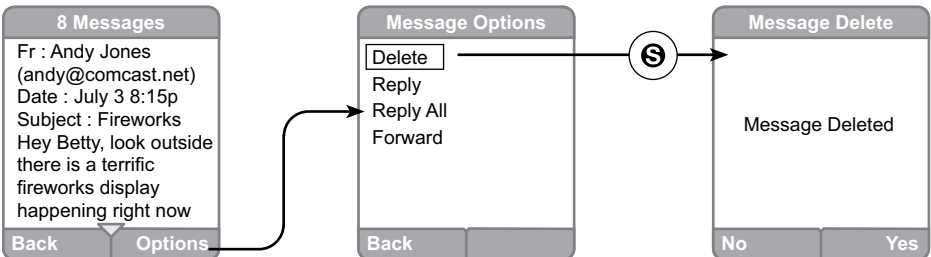To view the entire message, use the navkey to highlight the Get Full Message text and confirm *(press the* **Select** *key).*

8 Messages
Fr : Andy Jones
(andy@comcast.net)
Date : July 3 8:15p
Subject : Fireworks
Hey Betty, look outside
there is a terrific
fireworks display
happening right now
Back   **Options**

Hit arrow to scroll down for the rest of message

complete email

The **Back** *softkey* will return you to the previous screen.

Options for Emails

When you are within any e-mail message, pressing the **Options** *softkey* will present a specific list of choices that apply to the e-mail you are viewing. Here are the available options:
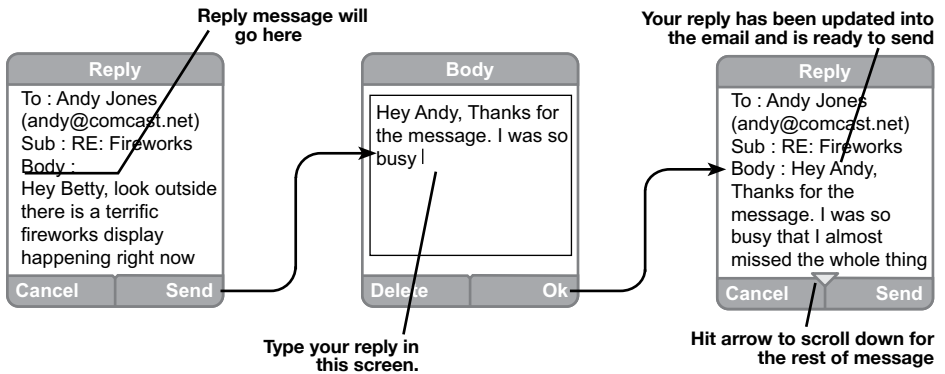
Delete - remove the current message from your queue.

8 Messages	Message Options	Message Delete
Fr : Andy Jones	Delete	
(andy@comcast.net)	Reply	
Date : July 3 8:15p	Reply All	
Subject : Fireworks	Forward	Message Deleted
Hey Betty, look outside		
there is a terrific		
fireworks display		
happening right now		
Back **Options**	**Back**	**No** **Yes**

Highlight **Delete** by using the *navkey* and confirm by using the **Select** key in the middle of the *navkey*.

If you pick this option, you will be asked to confirm your choice by pressing the **Yes** softkey.

Reply - compose a response to the sender of this email only.

Reply message will go here

Your reply has been updated into the email and is ready to send

Reply	Body	Reply
To : Andy Jones (andy@comcast.net) Sub : RE: Fireworks Body : Hey Betty, look outside there is a terrific fireworks display happening right now	Hey Andy, Thanks for the message. I was so busy		To : Andy Jones (andy@comcast.net) Sub : RE: Fireworks Body : Hey Andy, Thanks for the message. I was so busy that I almost missed the whole thing
Cancel Send	Delete Ok	Cancel Send

Type your reply in this screen.

Hit arrow to scroll down for the rest of message

Highlight **Reply** in the "Message Options" screen by using the *navkey* and confirm by using the **Select** key in the middle of the *navkey*.
The email to which you are sending a reply will appear in the "Reply" screen. Hit the **Send** *softkey* to move to the "Body" screen.
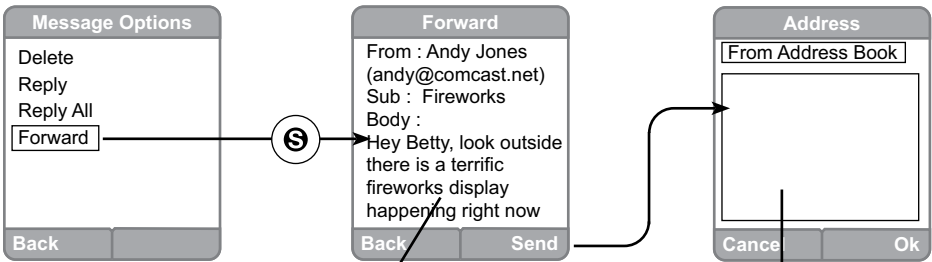
Type your message in the box and, when you have completed the message, hit the **Ok** *softkey*. The message you created will be updated in the next "Reply" screen. Hit the **Send** *softkey* to mail your message. You will be asked to confirm your choice.

Reply All - compose a response to the sender and all persons copied on this email.

The only difference between Reply and Reply All is that you will highlight **Reply All** instead of Reply in the "Message Options" screen.

Handset

Note: Refer to page ?? for how to enter text using the keypad.
☉☉☉

Forward - if this email will be forwarded to additional addresses.
Highlight **Forward** on the "Message Options" screen using the *navkey*.
Confirm by using the **Select** key in the center of the *navkey*.

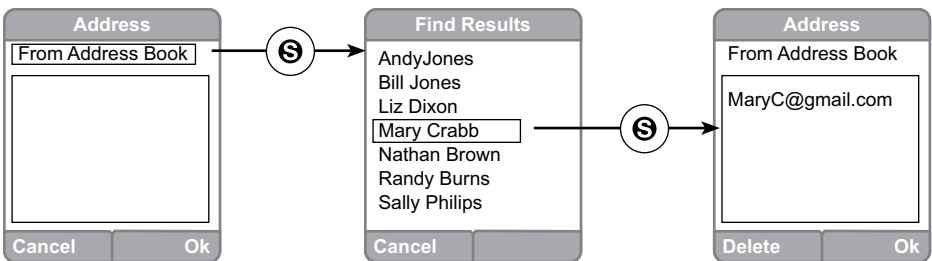| Message Options		Forward		Address	
Delete		From : Andy Jones (andy@comcast.net)		From Address Book	
Reply		Sub : Fireworks			
Reply All		Body :			
Forward	(S)	Hey Betty, look outside there is a terrific fireworks display happening right now			
Back		Back Send		Cancel Ok	

Forward message appears here   Email Addresses go in this box

The next screen will be the "Forward" screen. Press the **Send** *softkey*
to select the email addresses that will receive this email. The "Address"
screen will be the next item on your handset.

You can list "TO:" addresses for the forwarded message by either
selecting addresses from the list in your address book or by entering
the email address directly into the "Address" screen. Here is how you
enter the email addresses:

Using the Address Book for Emails

In the "Address" screen, make certain that the From Address Book text
is highlighted, then confirm using the **Select** key.

| Address		Find Results		Address	
From Address Book	(S)	AndyJones		From Address Book	
		Bill Jones			
		Liz Dixon		MaryC@gmail.com	
		Mary Crabb	(S)		
		Nathan Brown			
		Randy Burns			
		Sally Philips			
Cancel Ok		Cancel		Delete Ok	

The list of your email addresses will display in the "Find Results"
screen. Scroll through the list using the *navkey* and highlight your
choice. Next, confirm with the **Select** key in the center of the *navkey*.
The highlighted address will appear in the box on the "Address"
screen.

Hit the **Ok** *softkey* if this is the address you want. To add another
address from this address book list use the *navkey* to highlight the
From Address Book text again in the "Address" screen and follow the
same procedure.

Direct Entry Address

If you want to add an address that is **not** in your address book, use the *navkey* to locate the cursor on the next available line in the "Address" screen and type the address using the *keypad*. If you need to correct a mistake in the text you enter, the **Delete** *softkey* is available.

Use the navkey to place the cursor and type the address
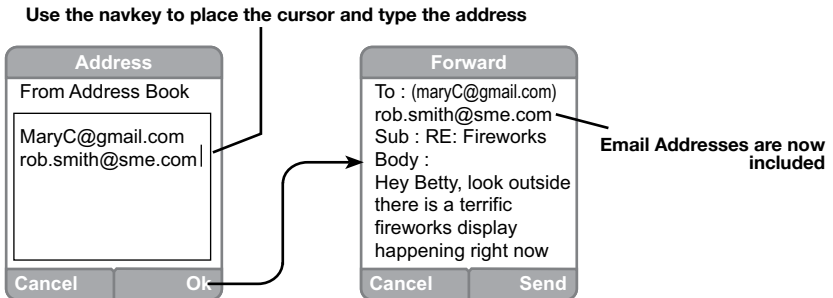
When the list of email recipients is completed, press the **Ok** *softkey*. You will return to the "Forward" screen and your **TO:** list will be updated. When ready, press the **Send** *softkey* to distribute the email.

At any time in the process you can return to the previous screen with the **Back** *softkey* or Delete your message with the **Delete** *softkey (depending upon which screen you are in at the time)*.

Handset

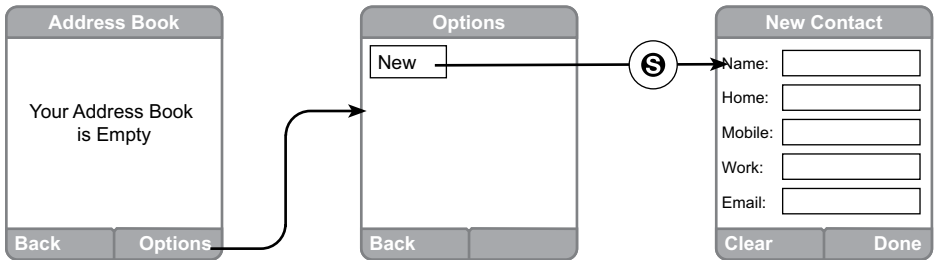**Note:** Refer to page ?? for how to enter text using the keypad.

Address Book

This feature allows you to maintain an address book that can include both phone and email contact information:

Create Address Entry

Highlight the **Address Book** ▢ icon from either the "Idle" screen or the "Menu" screen. Confirm you choice by pressing the **Select** key in the center of the *navkey*.

If this feature has not been used, you will be told that it is empty.

Hit the **Options** *softkey* to access the "Options" screen for this feature. You will only have one choice, New. Highlight the New option using the *navkey* and confirm the choice by pressing the **Select** key.

Press Done when completed
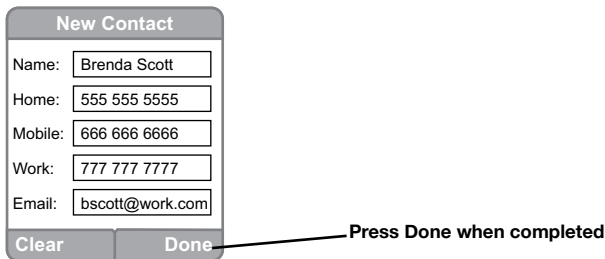
In the "New Contact" screen use the *navkey* to move the cursor around the empty information boxes to enable you to type information using the *keypad*. When you are finished, press the **Done** *softkey* . Refer to page ?? for information on how to use the *keypad* to enter text.
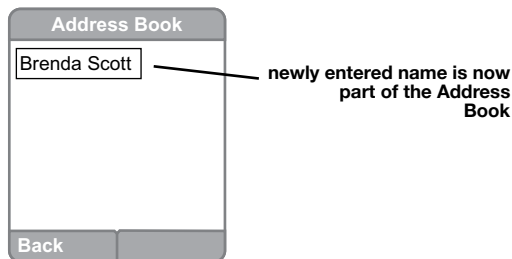
Address Saving Options

The "Save To" screen has two options for saving your entries - please familiarize yourself with these two types and how they are created.

Shared Address Book entries:

- Anyone can create these listings *(you do not have to be logged into the system under your user profile to create entries)*
- Anyone can access these listings *(you do not have to be logged into the system under your user profile to access these entries)*

Personal Address Book entries:

- Can only be created by a user who has logged into the system under their user profile.
- Can only be accessed by the user profile that created the entry.
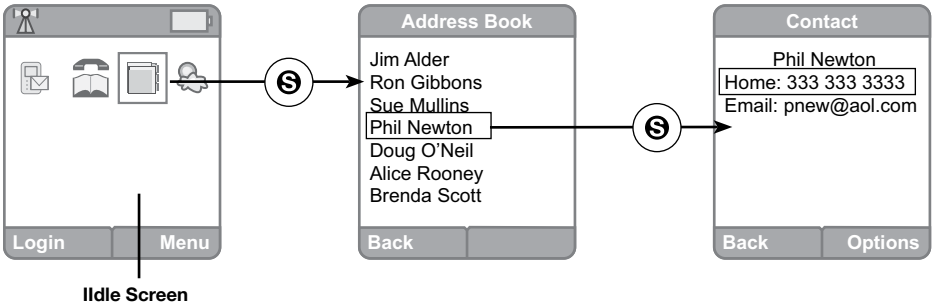
```
┌─────────────────────────┐
│     Address Book        │
├─────────────────────────┤
│ ┌─────────────┐         │
│ │Brenda Scott │         │
│ └─────────────┘         │
│                         │
│                         │
│                         │
│                         │
├─────────────────────────┤
│ Back       │            │
└─────────────────────────┘
```

newly entered name is now part of the Address Book

Handset

Note: Refer to page ?? for how to enter text using the keypad.

Address Editing

When contact information changes, editing the Address Book is simple.

	Address Book	Contact

IIdle Screen

Highlight the **Address Book** ▢ icon from either the "Idle" screen or the "Menu" screen using the *navkey*. Confirm you choice by pressing the **Select** key in the center of the *navkey*.

Highlight the entry that needs the change using the *navkey* and confirm your choice by pressing the **Select** key another time.

This action will bring up the "Contact" screen. Highlight a row of text and hit the **Select** key again. Now you will be in the "Options" screen.
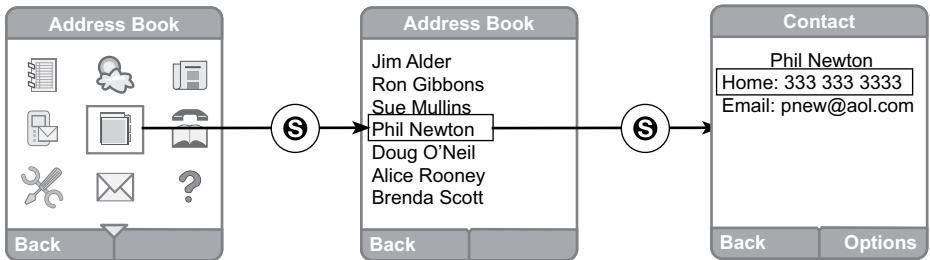
You have three choices in this "Options" screen.

Use the *navkey* to highlight **Edit** and press the **Select** key to confirm.

In the "Edit Contact" screen, the information will be available for you to change as needed. Use the *navkey* to move among the boxes to make your edits. If you need to correct a mistake in the text you enter, the **Clear** *softkey* is available.

Press the **Done** *softkey* when you have finished. The next screen will be the "Address Book" with the new undated entry.
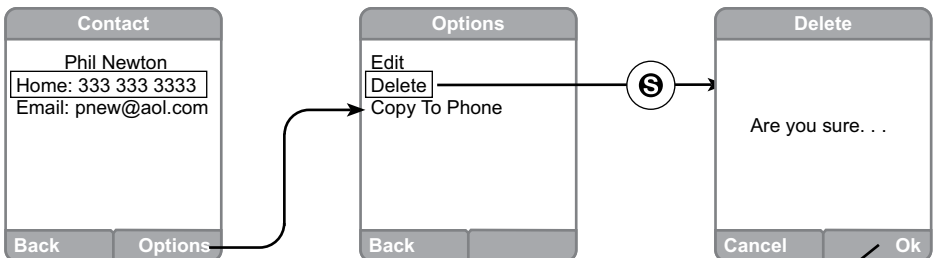
ttHi

Copy to Phone Option

This option can move a contact from a Personal Address Book to the Shared Address Book *(refer to page ?? for a complete description of what these two types of contact)*.

Copy to Phone option is only available if the user is **logged into the system** under their user profile.
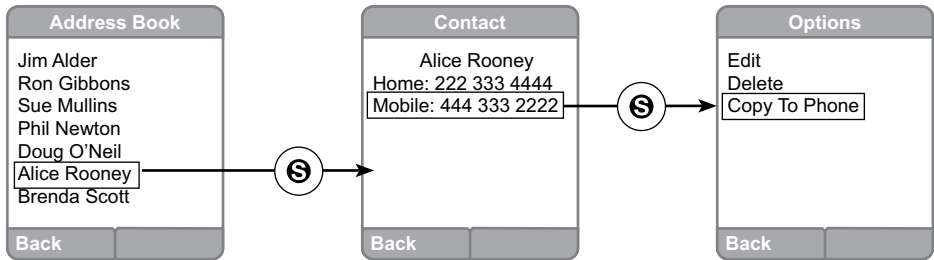
From the "Address Book" screen, use the *navkey* to highlight a contact name that is to be moved from your Personal Address Book to the Shared Address Book. Use the **Select** key in the middle of the *navkey* to confirm the choice.

When the "Contact" screen appears, press the **Select** key again to open the "Options" screen. Highlight, using the *navkey*, the Copy to Phone option and confirm your choice by pressing the **Select** key another time.

Calling Directly from Address Book

Calls can be dialed directly from the "Contact" screen in your address book.

Person you wish to call **Number you want to call**

Address Book
Jim Alder
Ron Gibbons
Sue Mullins
Phil Newton
Doug O'Neil
Alice Rooney
Brenda Scott
Back

Ⓢ →

Contact
Doug O'Neil
Home: 444 444 4444
Mobile: 888 888 8888
Back

Press the green Talk button to make the call
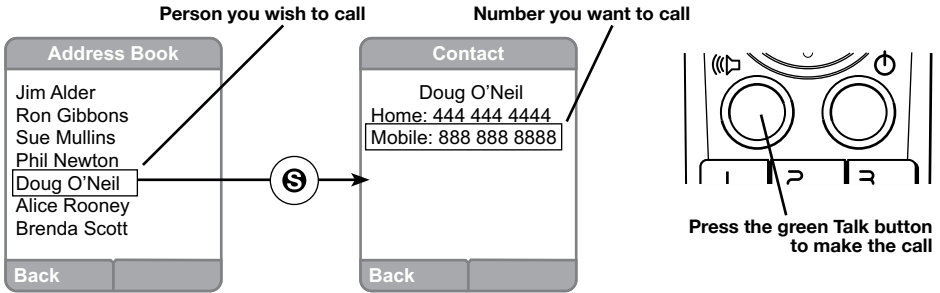
Highlight the Address Book icon by using the *navkey* in either the "Menu" screen or the "Idle" screen.

When the "Address Book" screen is displayed, use the *navkey* to highlight the contact name that is to be dialed. Confirm your pick by pressing the **Select** key in the middle of the *navkey*.

In the "Contact" screen use the *navkey* to highlight the number in the contact's listing that you wish to dial. Press the **Talk** (green) button and the number is dialed.

Handset

Contact
Doug O'Neil
Home: 444 444 4444
Mobil: 888 888 8888
Calling...
888 888 8888
Mute　　　　**Flash**
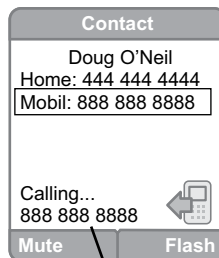
Status of your call displays here

Voicemail

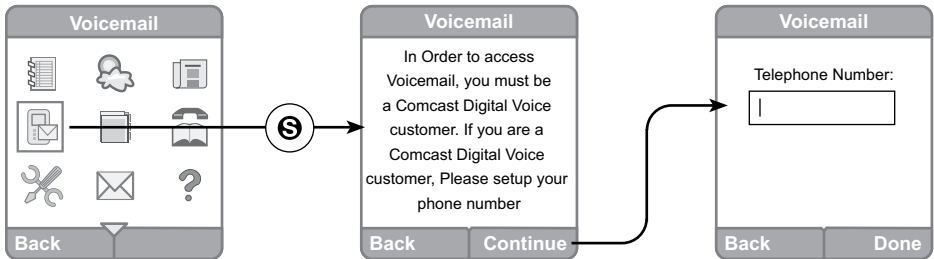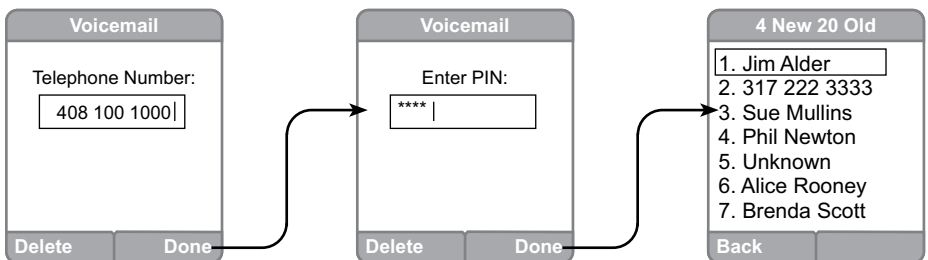This feature allows you to retrieve voicmail calls :

> Highlight the **Voicemail** 📧 icon from "Idle" Screen or the "Menu"
> screen. Confirm your choice by pressing the **Select** key in the center of
> the *navkey*.

Acessing Your Voicemails

> If you want to access voicemail but have not logged into the system
> under your user profile, you will need to identify yourself by entering
> your phone number and PIN number as follows:

Voicemail	Voicemail	Voicemail
📋 👥 📇	In Order to access Voicemail, you must be a Comcast Digital Voice customer. If you are a Comcast Digital Voice customer, Please setup your phone number	Telephone Number:
📧 📄 ☎		|
✂ ✉ ?		
Back ▽	**Back** **Continue**	**Back** **Done**

> The first screen you will see will give you an explanation concerning
> this login. Press the **Continue** *softkey* to go to the screen where you
> enter your phone number.

Voicemail	Voicemail	4 New 20 Old
Telephone Number:	Enter PIN:	1. Jim Alder
408 100 1000|	**** |	2. 317 222 3333
		3. Sue Mullins
		4. Phil Newton
		5. Unknown
		6. Alice Rooney
		7. Brenda Scott
Delete **Done**	**Delete** **Done**	**Back**

> When filled out, press the **Done** *softkey* to enter your PIN number (refer
> to page ?? for a description of login information). When finished, press
> the *softkey* for **Done** again and you will be taken to the log of voicemail
> messages.

The "Voicemail" screen has the number of both new and old voicemails that are in the log at the top of the screen. If there are no voicemail messages you will be informed of that on the screen.

4 New 20 Old		Options		4 New
1. Jim Alder		**Display New**		1. Jim Alder
2. 317 222 3333	Ⓢ	**Display Old**	Ⓢ	2. 317 222 3333
3. Sue Mullins		**Display All**		3. Sue Mullins
4. Phil Newton				4. Phil Newton
5. Unknown				
6. Alice Rooney				
7. Brenda Scott				
Back		Back		Back

Filter applied to this screen - only the new, unheard voicemails are listed
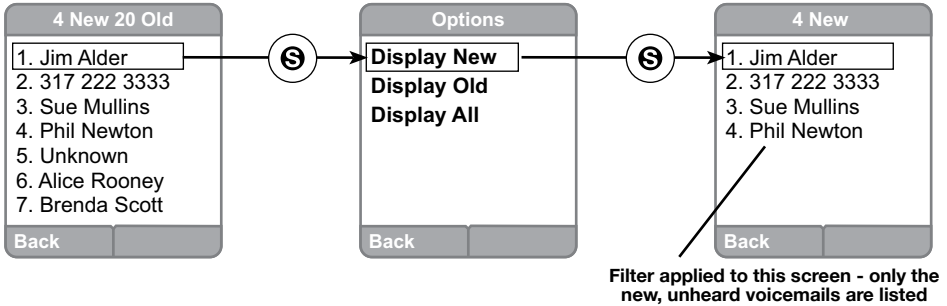
Especially if you have lots of stored voicemails, you may feel that this would be a good time to shorten the list to a more manageable size. Press the **Select** key to bring up the "Options" screen. Within the "Options" screen you can choose to only display the new/unheard (Display New) or old/played (Display Old) voicemails. If you choose the Display All option, you will return to the original list of voicemails.

Filter these voicemails by highlighting Display New with the *navkey*. Press the **Select** key to confirm your choice. At this point the only voicemails listed will be new/unheard ones.

Playing Voicemail

Choose a message from your list by highlighting the text with the *navkey*. Press the **Select** key to confirm.

That selected voicemail's details will display on the next screen with the name *(if available)*, number *(if available),* and details of when the call came in and how long the message lasted.

4 New		4 New 20 Old	
1. Jim Alder		Jim Alder	**details of the voicemail**
2. 317 222 3333	Ⓢ	(888-777-6666)	
3. Sue Mullins		Nov 6 10:17p 2m 15s	
4. Phil Newton		**Delete**	**options for this voicemail**
		Call	
		Save Number	
Back		Back Play	

Handset