



Home Phone

User Guide

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Need help? Talk to a real life human being at **888-201-4339**
Monday–Friday, 8:00am–5:00pm CST or visit **gatewayfiber.com**.

Quick Start Guide

01

Set up your voicemail and access various other features directly through your home phone.

Voicemail Quick Reference

First Time Setup or Reset Voicemail Passcode:

1. Dial *98.
2. For the first time setup, the system will prompt you to enter a new PIN
3. Re-enter PIN and press #.
4. Follow the rest of the prompts to record name and greetings.
5. After the initial PIN setup, you will just enter the PIN and proceed.

To Access Voicemail:

1. From on-network extension: dial *98
 - Dial *97 if you want to login to a different voicemail box. You will be prompted for the voicemail box number.
2. Enter PIN and press #.

Main Voicemail Menu Options:

- **Press 1:** Access new voicemail messages.
- **Press 2:** Access saved voicemail messages
- **Press 5:** Change your settings:
 - Press 1 to record your mailbox greeting
 - Press 2 to record your Name
 - Press 3 to change your Passcode
 - Press 0 to return to the main menu

Quick Start Guide

01

Detailed Voicemail Guide

Press 1 to play New Messages

New messages menu:

- Press 1 to Save Message
- Press 2 to Repeat Message
- Press 3 to Forward Message
- Press 7 to Delete Message
- Press 0 to return to the main menu

Press 2 for Saved Messages

Saved messages menu:

- Press 1 to Save Message
- Press 2 to Repeat Message
- Press 3 to Forward Message
- Press 7 to Delete Message
- Press 0 to return to the main menu

Press 5 for your Options Menu

Options Menu:

- Press 1 to record your mailbox greeting.
- Press 2 to record your Name
- Press 3 to change your Passcode
- Press 4 to record and use a temporary greeting
- Press 5 to delete a temporary greeting and restore your normal greeting
- Press 6 to enable announcement mailbox
- Press 0 to Return to the Main Menu

Quick Start Guide

01

Feature Access Codes

Quickly access your phone's most commonly used features with the following star codes:

Feature Description	Star Code
Voicemail - Password Only (Auto Login)	*98
Voicemail - Enter voicemail box number	*97
Call Forward - Enable Call Forwarding	*72
Call Forward - Disable Call Forwarding	*73
Call Forward - Toggle On/Off Using Current Number	*74

Online Portal

02

Access additional options and features through your online portal.

- Visit **portal.gatewayfiber.com** to login



- Enter the email address used for your Gateway Fiber account



- Enter your password

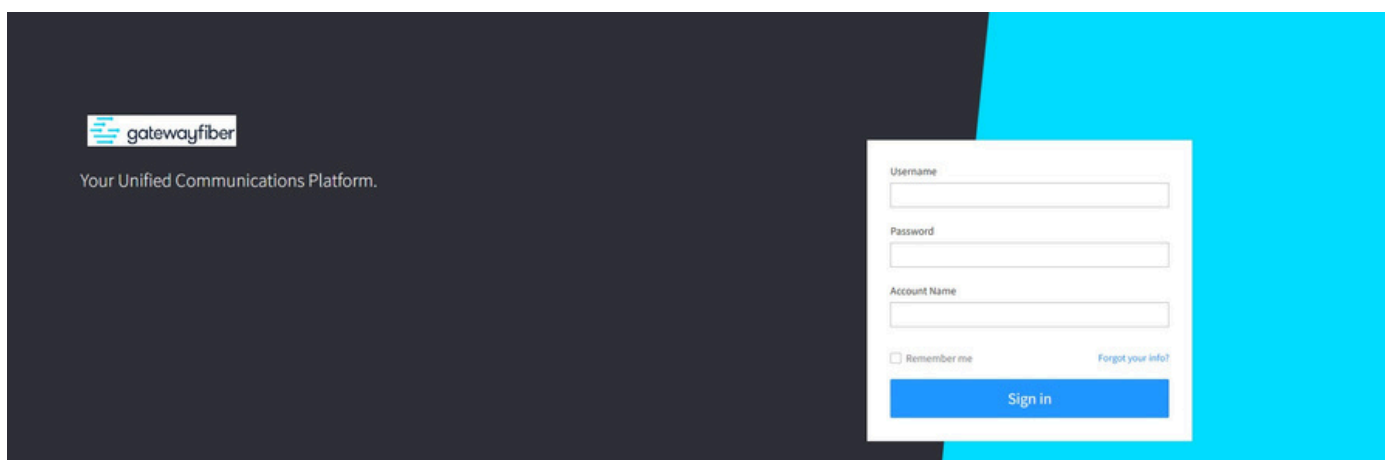
(If you need to reset your password, please select 'Forgot your info')



- Account name: **Gateway-Fiber**



- Click **Sign In**



gatewayfiber

Your Unified Communications Platform.

Username

Password

Account Name

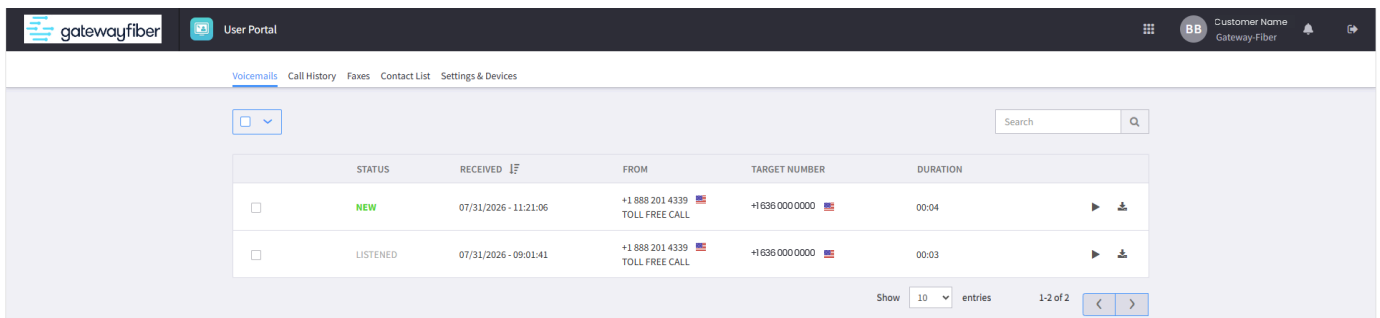
☐ Remember me [Forgot your info?](#)

Sign in

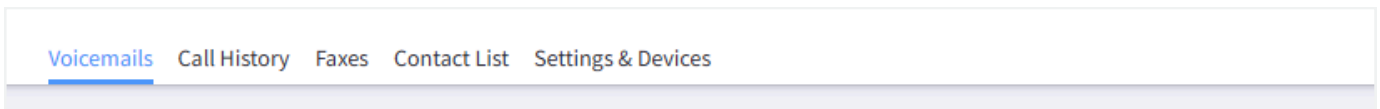
User Portal

02

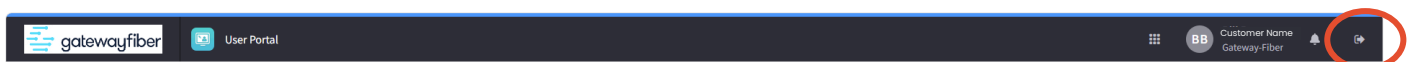
Once logged in, you'll see the user portal home page screen as seen below. All your account information and activity can be accessed from this screen.



The Menu Tabs allow you access to your account information and activity.



To Logout of your account, click the arrow in the upper right-hand corner of the home page.



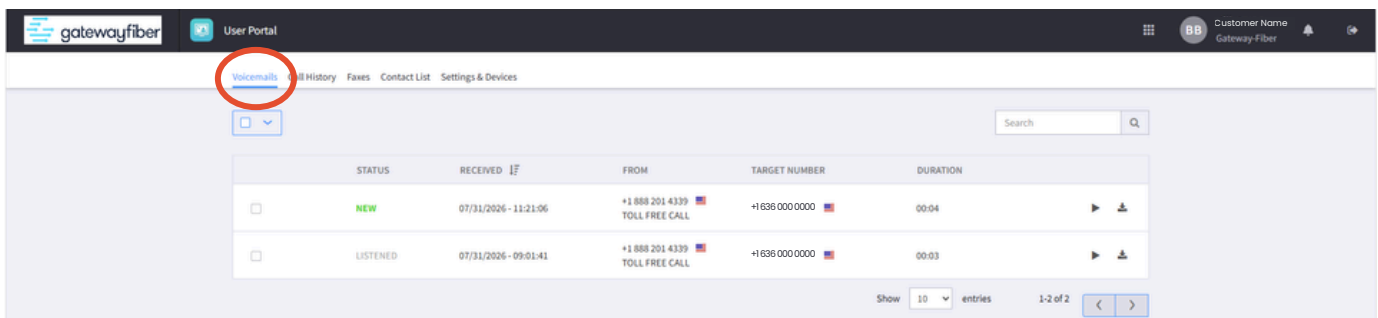
Voicemail

02

The voicemail activity screen can be accessed by clicking the **Voicemail** option on the Menu Bar in the User Portal.

→ The Voicemail activity screen highlights:

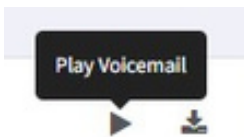
- Voicemails received on your account
- Status of voicemails
- Phone number of origin
- Target phone number
- Duration of voicemail



The icons on the right can be used to **play a voicemail** or **download a voicemail**.

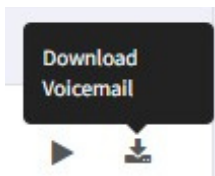
	STATUS	RECEIVED 	FROM	TARGET NUMBER	DURATION	
☐	NEW	07/31/2026 - 11:21:06	+1 888 201 4339 TOLL FREE CALL	+1 636 000 0000	00:04	 

Customer Name



→ Play Voicemail:

To play a voicemail select the arrow located to the far right of your screen on the desired voicemail.



→ Download Voicemail:

To download a voicemail to save to your computer, select the download icon to the right of the play icon.

→ Mark Voicemail:

To change the status of a voicemail to new, listed, or to delete, choose the voicemail you'd like to mark by clicking on the box on the left and selecting your choice via the drop down menu.

	STATUS	RECEIVED 	FROM	TARGET NUMBER	DURATION	
☐	NEW	07/31/2026 - 11:21:06	+1 888 201 4339 TOLL FREE CALL	+1 636 614 2563	00:04	 

Voicemails Call History Faxes Contact List Settings & Devices

☒ 


All on page
New
Listened
None

Mark as New
Mark as Listened
Mark as Deleted

	RECEIVED 	FROM	TARGET NUMBER	DURATION	
	07/31/2026 - 11:21:06	+1 888 201 4339 TOLL FREE CALL	+1 636 614 2563	00:04	 
	07/31/2026 - 09:01:41	+1 888 201 4339 TOLL FREE CALL	+1 636 614 2563	00:03	 

Show 10 entries 1-2 of 2

Call History

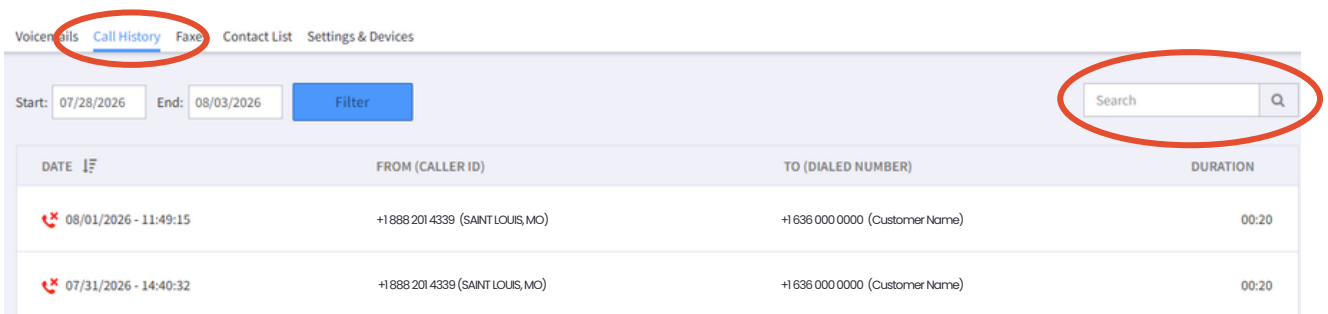
02

→ Accessing Call History:

Select **Call History** on the Menu Bar in the User Portal. Call history provides a list of incoming and outgoing phone calls, date and time of phone calls, Caller ID of whom the call came from, dialed number, and duration of call.

The chronological order of the history can be changed from the past to the most recent and most recent to past by clicking on the down arrow located next to the word DATE.

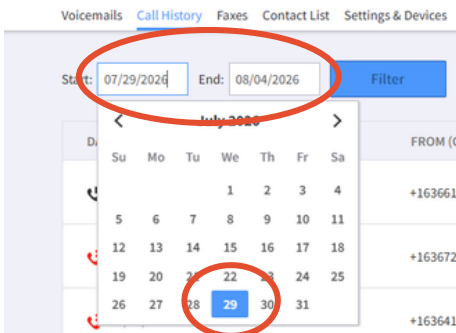
Use the search field at the top right hand corner to search for specific phone numbers within your call history. Type the desired phone number in the box entitled "search" to pull up the call history associated with that phone number.



Voicemail Call History Faxes Contact List Settings & Devices			
Start: 07/28/2026	End: 08/03/2026	Filter	Search
DATE 	FROM (CALLER ID)	TO (DIALED NUMBER)	DURATION
 08/01/2026 - 11:49:15	+1 888 201 4339 (SAINT LOUIS, MO)	+1 636 000 0000 (Customer Name)	00:20
 07/31/2026 - 14:40:32	+1 888 201 4339 (SAINT LOUIS, MO)	+1 636 000 0000 (Customer Name)	00:20

A Call History filter is available with start and end dates. This filter automatically defaults to the first day of the current month and ends with the current date.

To change the filter to your desired time frame, begin by clicking on the start date. A drop-down calendar will appear. See below:



- The current start date will be highlighted in blue and enclosed in a blue square.
- The month and year appear at the top of the calendar with arrows on either side.
- To change the month, click the arrow to the right of the month to move forward a month or the arrow to the left to move back a month.
- Once in the desired month, select the date by clicking on it. It will again highlight blue when selected.
- Once the date is selected the calendar will disappear and your new start date will appear in the rectangular box labeled "Start".
- The same process should be done for the end date. Once both dates are selected, click the "Filter" icon in blue.

Contact List

02

A list of Prefix codes can be found by selecting **Contact List** in the Menu Bar in the User Portal. These codes activate additional features.

Features include:

1. **Call Forward** – To activate Call Forward enter *72 on your phone. You will be prompted to enter the phone number in which calls are to be forwarded. To deactivate Call Forward enter *73 on your phone.
 2. **Call Forward Update** – Enter *56 on your phone to update the phone number used on the Call Forward features.
- | NAME | INTERNAL NUMBER |
|---------------------------|---------------------|
| call forward (activate) | *72 |
| call forward (deactivate) | *73 |
| call forward (update) | *56 |
3. **Voicemail** – To check voicemail messages enter *98 on your phone.
 4. **Quick Call Option** – This feature allows you to place a phone call through your User Portal. (See below) Type the desired phone number into the box located to the right of Quickcall Device. The “Call” box will appear once the phone number is entered. Select “Call”. The call will ring your home phone, then once your home phone is answered, the call is then forwarded to its final destination.

Voicemails Call History Faxes **Contact List** Settings & Devices

Quickcall Device	6366142563 +1636 000 0000	8882014339	Call
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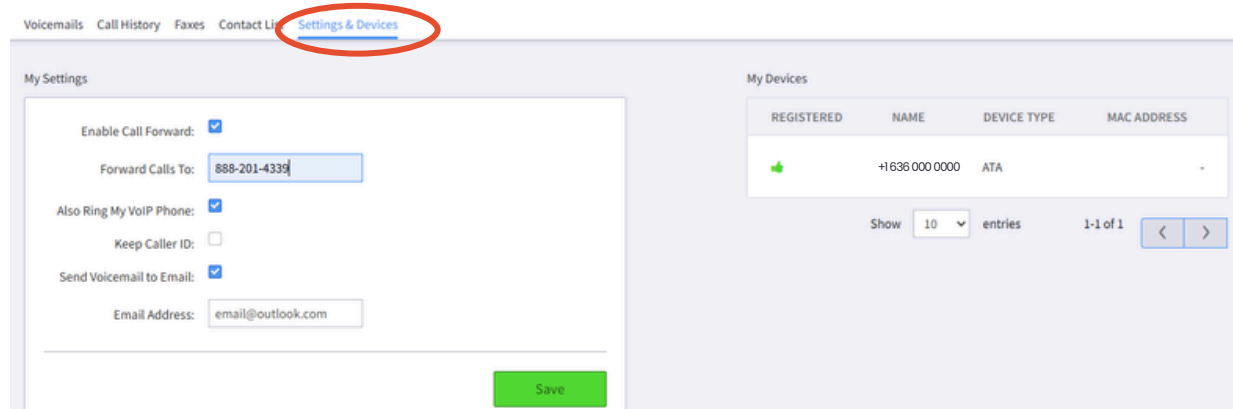
Setting & Devices

02

Settings and Devices:

Settings can be accessed by selecting **Settings and Devices** in the Menu Bar in the User Portal.

My Settings – Select “Settings and Devices” in the Menu Bar. A box will appear labeled “My Settings”



Call Forward – Check the box labeled “*Enable Call Forward*”. A screen will appear asking you to input a phone number (see above). Input the phone number of which you would like calls to be forwarded in the box labeled “*Forward Calls To.*” Selecting “*Also Ring my VoIP Phone*” enables both your home phone and the phone in which calls are being forwarded to ring for incoming phone calls.

Caller ID – Select “Keep Caller ID” to activate the Caller ID functions.

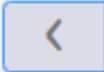
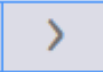
Voicemail to Email – This function forwards a sound file and transcript of your incoming voicemails to an email address of your choosing. Check the box next to “Send Voicemail to Email” and input the email address you would like to use. Please take note of the email address especially if it differs from the email address used in registering your account.

Hit the green **SAVE** button at the bottom when changes are complete.

Faxes: Fax option is not available.

My devices:

A green thumbs up designates a registered device and working service. A red thumbs down designates non-working service.

My Devices			
REGISTERED	NAME	DEVICE TYPE	MAC ADDRESS
	+1 636 000 0000	ATA	-
Show 10 entries 1-1 of 1  			

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