



## Customer Quick Start Guide

### **How to access your Voicemail**

- Dial your phone number.
- The initial pass code is 4227.
- Follow the voicemail prompting to set up your account.
- To clear the message waiting indicator without erasing messages, dial \*99.

### **All Features are located in your Account Portal. Here are the top five features.**

1. Anonymous Call Rejection
2. Call Waiting
3. Call Forwarding
4. Speed Dial
5. Voicemail Management

### **Anonymous Call Rejection (\*77)**

Use this feature to prevent or allow calls from callers who have blocked their phone numbers from being identified. Blocked callers hear a message notifying them that their calls are being rejected.

**From Your Phone:** Anonymous Call Rejection can be activated, using your phone. To do this dial \* 77, Your calls remain forwarded until you dial the deactivation code (\*87).

### **Call Waiting On/Off**

Use this feature to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.

**NOTE: This service is not available with all access device types.**

**From Your Phone:** Call Waiting can be deactivated from your phone for individual calls by dialing \*70 before dialing your called number.

### **Call Forwarding Always (\*72)**

Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service.

The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone.

#### **From Your Phone**

Call Forwarding Always can be activated, and its options changed, using your phone. To do this dial \* 72, followed by the phone number to which you wish your calls to be redirected.

Your calls remain forwarded until you dial the deactivation code (\*73).

### **Speed Dial (\*74)**

Use this feature to program numbers for Speed Dial. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. You can dial a speed dial code instead of the full number to place calls. To use speed dial from your phone, dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 6, dial 6#.



**From your phone,** speed Dial can also be programmed by dialing \*74. For example, \*74 3 8595551212 programs Speed Dial Code 3 to dial 859-555-1212

**Voicemail Management:** allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone or you can choose to send messages directly to your e-mail (not using the phone).

**Feature Access Codes**

- \*72 Call Forwarding Always Activation
- \*73 Call Forwarding Always Deactivation
- \*90 Call Forwarding Busy Activation
- \*91 Call Forwarding Busy Deactivation
- \*92 Call Forwarding No Answer Activation
- \*93 Call Forwarding No Answer Deactivation
- \*67 Calling Line ID Delivery Blocking per Call
- \*65 Calling Line ID Delivery per Call
- \*69 Call Return
- \*70 Cancel Call Waiting (per call)
- \*94 Call Forwarding Not Reachable Activation
- \*95 Call Forwarding Not Reachable Deactivation
- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*77 Anonymous Call Rejection Activation
- \*87 Anonymous Call Rejection Deactivation

FAQ's

Resolution

-Why does my caller ID not display when making an outgoing call?	Calling line ID delivery blocking allows you to block your caller ID from being displayed. *67 will disable this feature and allow you caller ID to be displayed.
Why are only certain incoming calls being accepted?	Anonymous call rejection will NOT allow a caller with a restricted or unavailable caller ID to complete a call to you. *87 will disable this feature.
Why can I make calls but cannot receive calls?	Do not disturb sends your incoming call directly to a voicemail or answering machine. *79 will deactivate this feature.