

Calling Features

*All forwards must use a 1 in front of the phone number to forward. Example: *721XXX-XXX-XXXX*

Caller ID and Caller Name Delivery

For phones that support this feature, incoming calls will include the incoming caller ID and caller name if provided by the network.

Call Waiting

Call waiting allows you to receive a new call while you are still on an existing call. The service will deliver caller ID and caller name during call waiting if your phone supports this feature. To answer the call waiting call, either press the Flash key on your phone if it has one or press the hook switch and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

Call Hold

To temporarily place a caller on hold, either press the Flash key on your phone if it has one or press the hook switch and release it after a half second. You will hear a dial tone from your phone, but it's not necessary to dial anything. To pull the call back from hold, either press the Flash key again on your phone if it has one or press the hook switch and release it after a half second.

3-Way Calling

To place a 3-way call, either answer an incoming call or place an outgoing call. Once answered, put the first call on hold by either pressing the Flash key on your phone if it has one, or pressing the hook switch and release it after a half second. You will hear a dial tone from your phone. Enter the destination number for the next caller. Wait until the other person answers. Either press the Flash key on your phone if it has one or press the hook switch and release it after a half second to join everyone together. To end the 3-Way call, simply hang up. If any of the called users hangs up first, you will remain joined to the other user. Hang up at any point to end the 3-Way call.

Call Return

To return a call to the last person that called you, simply dial *69. The last person that called you will be called back.

Last Number Redial

For phones that don't have a redial key, you can redial the last call you placed by dialing *66.

Anonymous Call Rejection

To reject calls that come across as Anonymous, dial *77. To re-enable receiving Anonymous calls, dial *87.

Calling Line ID Delivery Blocking

To block sending your caller ID call-by-call, dial *67 followed by the number you are calling. The other party will receive an Anonymous call.

Call Forward Always

If you will be traveling and want to forward your phone, dial *72 followed by the number to forward calls to. To disable the call forward, dial *73. This can also be done in the portal under the users answering rules. *Must be standard seat or above.*

Call Forward No Answer

To forward only unanswered calls instead of letting them go to your voicemail, dial *92 followed by the number to forward calls to. To disable the call forward, dial *93. This can also be done in the portal under the users answering rules. *Must be standard seat or above.*

Call Forward Busy

In the event that you lose your internet service, you can set a number to forward calls to when your home phone is offline. Dial *94 followed by the number to forward calls to in the event you lose internet service. Dial *95 to disable this service. This can also be done in the portal under the users answering rules. *Must be standard seat or above.*

Do Not Disturb

Placing your phone in Do Not Disturb will cause all calls to go to your voicemail box. To enable the Do Not Disturb, you can just press the DND key on your VOIP desk phone.

Voicemail and Unified Messaging Set-Up

Your service comes with a voicemail box as well as Unified Messaging. Unanswered calls will automatically be sent to voicemail. Pressing the mailbox key or dialing 5001, will put you into the main voice portal menu. The main voice portal menu gives you access to additional features, where option 1 will also put you into your voicemail box.

Voicemail Initial Setup

The first time you call your voicemail box by pressing the message/envelope button or by dialing 5001 on your VOIP desk phone. You will be prompted to enter a pass code, if one has been set for you, to access your voicemail. Pass codes should be 4-to-8 digits. Your name will be played to callers as part of the default greeting callers will hear. You'll later have the option to record a longer greeting, though you don't have to. The default greeting users will hear is, 'Hello, {firstname} {lastname} is unavailable. Please leave a message.' Once you have completed the setup, you can record greetings and access your voicemails.

Voice Portal Main Menu

At the main menu, the following options are available:

- 1 – New Messages
- 2 – Saved Messages
- 3 – Send Messages
- 4 – Set Call Forwarding
- 5 – Control Options
- 6 – Greetings
- 7 – Deleted Messages

Listen To Your Messages

When you call into your voicemail box, the system will announce the number of new and saved messages. To listen to your messages, press 1. When you press 1, the system will begin auto-playing the first new or first saved message. Once you have listened to a message, you can choose the following options:

- 1 - Save
- 2 - Repeat the message
- 3 - Forward
- 4 - Delete
- 5 - Skip
- 6 - Reply
- # - To Finish

Change Your Mailbox Greeting

To change the message callers hear when your line is busy, press 6. Initially, callers will hear the default message. If your phone supports call waiting, callers will not receive a busy greeting unless you have one caller on hold and are talking to a second caller.

- 1 - To record a new greeting
- 2 - To listen to your current busy greeting
- 3 - To select greeting

Star Code Quick Guide

- *55 – Transfer to Voicemail
- *62 – Voicemail
- *69 – Call Return
- *67 – Caller ID Block
- *72 – Activate Forward
- *73 – De Activate Forward
- *77 – Anonymous Call Rejection
- *78 - Activate Do Not Disturb
- *79 - De Activate Do Not Disturb
- *92 - Activate Call Forward No Answer
- *93 - De Activate Call Forward No Answer
- *94 – Activate Call Forward Busy
- *95 – De Activate Call Forward Busy
- *96 - Pause Recording
- *97 - Un Pause Recording
- *98 - Start Recording
- *99 - Stop Recording