

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 hookswitch and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

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 hookswitch 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 hookswitch 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.

Anonymous Call Rejection

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

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.

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.

Call Forward Not Reachable

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.

Voicemail

Your service comes with a voicemail box. Unanswered calls will automatically be sent to voicemail. There are two ways to access your voicemail:

1. Calling your own phone number will put you directly into your voicemail box allowing you to listen to, delete and manage saved voicemails.
2. Picking up your phone and dialing *62 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.

Initial Setup (*62)

The first time you call your voicemail box or dial *62, you will be prompted to set a pass code to access your voicemail and to record your personalized name. Pass codes should be 4-to-8 digits. When calling from your own phone number, it's not necessary to enter your pass code to access your voicemail. Your recorded 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, "Your recorded name" is not available to take your call. Please leave a message after the tone.'

Once you have completed the setup, you can record greetings and access your voicemails.

Voice Portal Main Menu (*62)

At the main menu, the following options are available:

- 1 - To access your voicemail box
- 3 - Go to the greetings menu
- 4 - Change call forwarding options
- 8 - Change your pass code
- 9 - Exit the voice portal
- # - Repeat the menu