



business voice

POTS Telephone Service

User Guide (Star Codes)

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Call Waiting

When you are on a call and receive another call, you will hear a call waiting tone. You can choose to place your current call on hold and take the second call, or you can simply continue talking and ignore the second call.

To Use Call Waiting

- When you hear the Call Waiting tone, press and release the switch hook or flash button on your phone.
- Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the switch hook or flash button.

To Temporarily Disable Call Waiting – One Call

- Lift the receiver and listen for dial tone.
- Press *70 and dial the number you are calling.
- Call Waiting is disabled for the current call.
- After you hang up, Call Waiting will be active once more.

To Enable Call Waiting – All Calls

- Lift the receiver and listen for dial tone.
- Press *43.
- Message will play, “Your call waiting service has been activated”.

To Disable Call Waiting – All Calls

- Lift the receiver and listen for dial tone.
- Press *44 and wait for a second dial tone.
- Message will play, “Your call waiting service has been deactivated”.

Caller ID for Call Waiting

You can see who is calling, even if you are already on another call. Caller ID and Caller ID name is available if your phone displays Caller ID.

Call Return

With Call Return you can reconnect with the caller you last talked to without dialing the number.

To Use Call Return

- Lift the receiver and listen for dial tone.
- Press *69.
- Your call will be placed to the last inbound or outbound party.

Call Park

When you have answered a call, you can place the caller in a parking slot and retrieve the call from that parking slot on another device.

To Use Call Park

- Answer the call.
- Press and release the switch hook or press the flash button on your phone and wait for a second dial tone.
- Dial *62
- Wait to hear the parking slot
- Hang up.

To Retrieve a Parked Call

- Lift the receiver and listen for dial tone.
- Press *66 plus the parking slot.
- You are now connected with the caller in that parking slot

Call Screening

Your privacy and personal time are important. Calls from anonymous callers ringing your phone can be annoying and inconvenient, several call screening features allow you to limit the calls you receive before they ring your phone.

Anonymous Call Block

- Lift the receiver and listen for dial tone.
- Press *77.
- Callers without a Caller ID will be blocked.

To remove this block press *85.

To have the anonymous caller hear, "The number you have dialed is not accepting calls at this time. Please try again later." press *95.

Call Screening – Custom Number

If you want to prevent calls from a specific number, you can use the Custom Call Screening feature to control who can ring your phone.

- Lift the receiver and listen for dial tone.
- Press *60.
- When prompted, enter your PIN.
- When prompted, enter the phone number you would like to block.
 - o Enter the Caller ID just as you see it, typically this includes a 1 plus the area code, i.e. 1 222 555-1212.
- Calls from the number entered will now be blocked.

To remove a number from this block press *59 and follow the prompts as outlined above.

To block a number and have the blocked caller hear, "The number you have dialed is not accepting calls at this time. Please try again later." press *58 and follow the prompts outlined above.

Call Screening – All Numbers

If you want to prevent calls from ALL numbers except those specifically allowed, you can block all callers using *64.

- Lift the receiver and listen for dial tone.
- Press *64.
- You will hear, “Your selective call acceptance service has been activated.”

To allow all callers press *74

Call Screening – Custom Number Forwarded

You can have calls from specific phone numbers be sent to your Call Screening Forwarding Number.

- Lift the receiver and listen for dial tone.
- Press *63.
- When prompted, enter your PIN.
- When prompted, enter the phone number you would like to forward.
 - o Enter the Caller ID just as you see it, typically this includes a 1 plus the area code, i.e. 1 222 555-1212.

Call Screening Forwarding Number

If you want to set a number to where screened calls forward to.

- Lift the receiver and listen for dial tone.
- Press *84 or *98 to log into your voice mail.
- When prompted, enter your PIN.
- Press 8 for Personal Options.
- Press 6 for Call Screening Forwarding Number.
 - o Enter the Call Screening Forwarding Number including a 1 plus the area code, i.e. 1 222 555-1212.

Caller ID

When using a compatible phone, you can see the name and number of the party calling your phone. When you place a call, your name and phone number is available to people you dial. You can control when your caller ID information is sent.

Caller ID Block per Call

To prevent your caller ID (name and number), from being displayed to the person you dial:

- Lift the receiver and listen for dial tone.
- Press *67 and dial the number you are calling.
- Caller ID is not available to the party you called.
 - o Your caller ID will be displayed on future calls.

Caller ID Unblock per Call

To allow your caller ID to be sent to the person you dial:

- Lift the receiver and listen for dial tone.
- Press *65 and dial the number you are calling.

- Caller ID is available to the party you called.
 - o Your caller ID will be blocked on future calls.

Call Forwarding

You can forward incoming calls from your home phone to another phone number.

Call Forward – All Calls

If you would like to forward all calls.

- Lift the receiver and listen for dial tone.
- Press *72.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and have calls ring to your line, dial *72, enter PIN and choose option 2.

*This service will continue to function even in the event of a power outage, Internet outage, or device failure.

Call Forwarding - Remote Access

Unconditional call forwarding, or forwarding of all calls is available remotely using the voicemail system. This feature can be accessed remotely by dialing your phone number, and while listening to the voicemail greeting pressing the # key. This will allow you to enter your PIN and access the voicemail system. In the Personal options menu (8), you can enable call forwarding.

Call Forward – Busy

- Lift the receiver and listen for dial tone.
- Press *90.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and send calls to voicemail when you are busy, dial *90, enter PIN, and choose option 2.

Call Forward – No Answer

- Lift the receiver and listen for dial tone.
- Press *92.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and send calls to voicemail when don't answer, dial *92, enter PIN, and choose option 2.

Call Forward – Out of Service

- Lift the receiver and listen for dial tone.
- Press *94.
- When prompted, enter your PIN.

- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212
- To disable this feature and send calls to voicemail when don't answer, dial *94, enter PIN, and choose option 2.

Do Not Disturb Enable/Disable

You can have all calls sent directly to voicemail by enabling Do Not Disturb.

To Enable Do Not Disturb:

- Lift the receiver and listen for dial tone.
- Press *78.
- You will receive a message stating Do Not Disturb enabled.

To Disable Do Not Disturb

- Lift the receiver and listen for dial tone.
- Press *79.
- You will receive a message stating Do Not Disturb disabled.

Voicemail and Unified Messaging

You can have your voicemail messages delivered to an email address, or listen to your voicemail messages by dialing into the voicemail system.

Listening to Voicemail Messages

- Lift the receiver and listen for dial tone.
- Press *84 or *98.
- When prompted, enter your PIN.
- Press 1 to listen to messages.

Controls while listening to a message:

- Press 1 to skip message – Marks the voicemail as unread.
- Press 2 to save message – Marks the voicemail as read.
- Press 3 to delete message – Removes the message from the voicemail box.
- Press 9 to repeat the message.

Voicemail to Email

Voicemail messages can be converted to a .mp3 file and sent to an email address, or list of email addresses. Voicemail to email can be setup using the online voice portal.

- Browse to the Voicemail menu.
- Select the voicemail box from the list by clicking on the row.
- Check the "Forward Voicemail to Email" box.
- Enter your email address (or multiple email addresses) in the box.
- Click Save.

Selecting the “Keep a copy in voicemail box” allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone, and use your email to listen to voicemail messages.

Access on Power/Connectivity Failure

In the event of a power outage, Internet outage, or device failure; people that attempt to call you will go to your voicemail. Call forwarding, sim ring, or find-me/follow-me will continue to function.

Remote Access to Voicemail

You can call into your voicemail box to check voicemail messages from any phone.

- From another phone, dial your phone number.
- Listen for your voicemail greeting and press #.
- When prompted, enter your PIN.
- To listen to messages, Press 1.

Note: You must have set up a PIN from your phone to be able to access your voicemail remotely.

Busy and No Answer Voicemail Greetings

You can let callers know a little more about why you did not answer the phone. You can have callers hear different greetings when you are on the phone (busy) and not able to answer (no answer).

- Lift the receiver and listen for dial tone.
- Press *84 or *98.
- When prompted, enter your PIN.
- Press 8 for Personal Options.
- Press 2 to Personalize Greeting.
- Press 2 for Busy Greeting/Press 3 for No Answer Greeting.
- Record Greeting – you can review (3) or erase (4) the greeting before continuing.
- Press 1 to Save.

Voicemail Message Waiting Indicator (MWI)

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

Social and Public Services

The following services are available using a short code through your phone service.

211 – Community Services Assistance

Access to information about health and human services by dialing 211 (United States).

411 – Directory Assistance

Nationwide U.S. Directory Assistance can be reached by dialing 411.

711 – Telecommunications Relay Service

Telecommunications Relay Service (TRS) can be accessed by dialing 711 (United States and Canada).

811 – Underground Service Alert

The universal number for the 71 regional services that coordinate location services for underground public utilities in the U.S.

911 - Emergency Services

When you dial 911, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address. The 911 operator is given a callback number and address.

NOTE: It is important that if you move your phone service, you keep your address up to date.