Introductory Phone Navigation

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

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

Call Forwarding

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

To Forward Calls

If you would like to forward all calls:

1. Lift the receiver and listen for dial tone.
2. Press *72.
3. When prompted, enter your PIN.
4. Press 1.
5. When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
6. 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.

Do Not Disturb Mode

When you are busy and don't want your phone to ring, you can activate "Do Not Disturb". This will cause all calls to be sent directly to your voicemail box.

To Enable Do Not Disturb

1. Lift the receiver and listen for dial tone.
2. Press *78.
3. Calls will now be sent straight to voicemail.

To Disable Do Not Disturb

1. Lift the receiver and listen for dial tone.
2. Press *79.
3. Calls will now ring to your phone.

Voicemail Messages

Accessing Your Voicemail Messages

1. Lift the receiver and listen for dial tone.
2. Press *62.
3. When prompted, enter your PIN.
4. Press 1 to listed to messages.

Voicemail Controls

Press 1 - Skip message, marks as unread
Press 2 - Save message, marks as read
Press 3 - Delete message
Press 9 - Repeat message

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