



# Voice Services

USER GUIDE | 2023

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## Star Codes Guide

This is a handy guide to the star codes available on your service. Dial these codes to activate and deactivate certain features on your account.

CODE	DESCRIPTION	CODE	DESCRIPTION
*74	All Other Callers: Allow	*59	Custom Callers: Allow
*64	All Other Callers: Block	*60	Custom Callers: Block
*87	Anonymous Callers: Allow	*58	Custom Callers: Block with Message
*77	Anonymous Callers: Block	*63	Custom Callers: Forward
*95	Anonymous Callers: Enable Block with Message	*78	Do Not Disturb: Enable
*97	Anonymous Callers: Disable Block with Message	*79	Do Not Disturb: Disable
*72	Call Forward: All (On/Off)	*69	Last Call Return
*90	Call Forward: Busy (On/Off)	*98	Voicemail Management
*92	Call Forward: No Answer (On/Off)	<b>SOCIAL &amp; PUBLIC SERVICES</b>	
*94	Call Forward: Out of Service (On/Off)	211	Essential Community Services
*67	Caller ID: Block Next Call	411	Directory Assistance
*65	Caller ID: Enable Next Call	511	Traveler Information (US)
*68	Caller ID: Manage (On/Off)	611	Customer Service
*57	Call Trace	711	Telecommunications Relay Service
*43	Call Waiting: Enable	811	Utility Location Services (US)
*44	Call Waiting: Disable	811	Canadian Health Services (CAN)
*70	Call Waiting: Disable Next Call	911	Emergency Services

# International Calling

Calling to international locations requires a secondary calling package. Please reach out to your FiberFirst team to enable international calling.

## Social & Public Services

The following services provide quick access to special services based on your location, according to caller ID, without the need for an area code.

CODE	FEATURE
211	<b>ESSENTIAL COMMUNITY SERVICES</b> Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit <a href="http://www.211.org">http://www.211.org</a> to learn about services in your area.
411	<b>DIRECTORY ASSISTANCE</b> Phone service used to look up a published telephone number and/or address listing.
511	<b>TRAVELER INFORMATION (US)</b> Local hotline for real-time information regarding traffic and road conditions. Not available in all states.
611	<b>CUSTOMER SERVICE</b> Dials Customer Service.
711	<b>TELECOMMUNICATIONS RELAY SERVICE</b> TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability. Visit <a href="http://www.fcc.gov">www.fcc.gov</a> to learn more.
811	<b>UTILITY LOCATION SERVICES (US)</b> "Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.
811	<b>CANADIAN HEALTH SERVICES (CAN)</b> Call to speak to a local health care professional about medical advice, mental health, healthy eating, and more.
911	<b>EMERGENCY SERVICES</b> Calls to 911 (US or CAN) will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.

# E911 Emergency Services

When you call 911, the address associated with your phone number is used to direct the call to the correct local emergency response units, known as Public Safety Access Points (PSAPs). The PSAP, in turn, uses that address to direct the emergency response units to your location.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for the emergency response units. The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

## Address Validation

When activating a number, we require an address to be associated with it. Sometimes the address provided initially isn't in a standard format (referring to a street by a nickname versus the official name, omitting the directional, outdated street name, etc.), which can cause confusion with and delay response times for emergency services, or worse.

To best serve you, we validate every address back to the MSAG. If the address cannot be validated, we will contact you to correct it.

If an address is not validated, calls to 911 will not only be charged a fee but will also add a delay to the routing process while the national call center agents ask the address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in **death** and **legal action**. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.

## 911 for Remote Office Users

Each phone is set with a 911 callback number and an associated location address. This allows remote users to be part of the company phone system and still send their remote office address and direct callback number to the 911 operator if they dial 911.

### WARNING

If there is a power or internet outage, your phone may not be able to place a 911 call.

# CALLING FEATURES

## Call Screening

You have control to ensure you receive important calls. You can limit the callers that ring your phone, filter callers, or forward important callers to another number.

Calls from anonymous callers, or other callers, can be given special treatment, such as being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned.

### NATIONAL DO NOT CALL REGISTRY

You can also reduce the number of unwanted sales calls you get by signing up for the **National Do Not Call Registry**. It's free! Visit [www.donotcall.gov](http://www.donotcall.gov) to register your number.

## All Other Callers

If you don't want to receive calls from anyone, use this feature to block all callers and then enable only custom (specific) callers to reach you.

CODE	DESCRIPTION
<b>*74</b>	<b>ALLOW ALL OTHER CALLERS</b> All other callers (not otherwise specified in <a href="#">Call Handling</a> settings) will be allowed. <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your selective call accept service has been deactivated."</li> </ol>
<b>*64</b>	<b>BLOCK ALL OTHER CALLERS</b> All other callers (not otherwise specified in <a href="#">Call Handling</a> settings) will be blocked. <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your selective call accept service has been activated."</li> </ol>

# Anonymous Callers

Calls from anonymous callers (those without caller ID) can waste your time and distract you from other calls you want to take. Block them from even ringing your phone.

CODE	DESCRIPTION
<b>*77</b>	<b>BLOCK ANONYMOUS CALLERS</b> <b>Calls without caller ID will be blocked and the caller will hear a busy tone.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."</li> </ol>
<b>*87</b>	<b>ALLOW ANONYMOUS CALLERS</b> <b>Calls without caller ID will be allowed.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your anonymous call rejection service has been deactivated."</li> </ol>
<b>*95</b>	<b>BLOCK ANONYMOUS CALLERS WITH MESSAGE</b> <b>Calls without caller ID will be blocked and the caller will hear a message.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."</li> </ol>
<b>*97</b>	<b>UNBLOCK ANONYMOUS CALLERS WITH MESSAGE</b> <b>Disables "Anonymous Callers: Block with Message." Anonymous calls will be allowed.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Your anonymous call rejection service has been deactivated."</li> </ol>

# Custom Callers

Use this feature to control who can call your phone and what happens when they do. These settings can be managed in the Voice Portal or by star code.

CODE	DESCRIPTION
<b>*59</b>	<b>ALLOW CUSTOM CALLERS</b> <b>Calls from the number specified will be blocked with a message. Use this feature if you've blocked all callers and want to allow a specific caller to contact you.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with 1, followed by #.</li> <li>4. You will hear, "Calls from [phone number] will be allowed."</li> </ol>
<b>*60</b>	<b>BLOCK CUSTOM CALLERS</b> <b>Calls from the number specified will be blocked. Blocked callers will hear a busy signal.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with a 1, followed by #.</li> <li>4. You will hear, "Calls from [phone number] will be blocked."</li> </ol>
<b>*58</b>	<b>BLOCK CUSTOM CALLERS WITH MESSAGE</b> <b>Calls from the number specified will be blocked with a message.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with 1, followed by #.</li> <li>4. You will hear, "Calls from [phone number] will be blocked."</li> </ol>
<b>*63</b>	<b>FORWARD CUSTOM CALLERS</b> <b>Calls from the number specified will be forwarded.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with 1, followed by #.</li> <li>4. You will hear, "Calls from [phone number] will be forwarded."</li> </ol> <p>For forwarding to work, a <i>Forward To</i> number must be set up in the Voice Portal. If a number is not set, forwarded calls will fail over to the <i>All Other Callers</i> setting.</p>



## Call Trace

Call Trace allows you to mark a harassing or threatening phone call in your Call History. If necessary, you must take additional actions to establish a case with your local law enforcement agency.

CODE	DESCRIPTION
<b>*57</b>	<b>CALL TRACE</b> <ol style="list-style-type: none"><li>1. After ending the call, dial the star code.</li><li>2. You will hear, "The previous call will be marked in your call history."</li><li>3. A new line for the trace will be entered in the Call History.</li></ol>

## Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

CODE	DESCRIPTION
<b>*78</b>	<b>ENABLE DO NOT DISTURB</b> <ol style="list-style-type: none"><li>1. Dial the star code.</li><li>2. You will hear, "Do Not Disturb enabled."</li><li>3. All calls will be sent to voicemail.</li></ol>
<b>*79</b>	<b>DISABLE DO NOT DISTURB</b> <ol style="list-style-type: none"><li>1. Dial the star code.</li><li>2. You will hear, "Do Not Disturb disabled."</li></ol>

# Call Forwarding

When you are not available to answer calls on your phone, you can forward your calls somewhere else. Call Forwarding can be set up in the voice portal or by star codes. In the Voice Portal, you can set up a schedule to forward calls during certain hours, like your lunch break.

## Call Forwarding Star Codes

These star codes are applied to the line. For each Call Forwarding star code, the call handling options are: *Busy Tone*, *Forward*, and *Send to Voicemail*.

CODE	DESCRIPTION
<b>*72</b>	<b>CALL FORWARD: ALL (ON/OFF)</b> Choose where to forward all calls to your line. <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Choose an option:               <ul style="list-style-type: none"> <li>– <b>ENABLE:</b> Press 1 to enter a forwarding number followed by #.</li> <li>– <b>DISABLE:</b> Press 2 to disable forwarding.</li> </ul> </li> </ol>
<b>*90</b>	<b>CALL FORWARD: BUSY (ON/OFF)</b> Choose where to forward calls when you're on another call. <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Choose an option:               <ul style="list-style-type: none"> <li>– Press 1 to enter a forwarding number followed by #.</li> <li>– Press 2 to send calls to voicemail.</li> </ul> </li> </ol>
<b>*92</b>	<b>CALL FORWARD: NO ANSWER (ON/OFF)</b> Choose how calls will be handled when your line isn't answered. <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN.</li> <li>3. Choose an option:               <ul style="list-style-type: none"> <li>– Press 1 to enter a forwarding number followed by #.</li> <li>– Press 2 to send calls to voicemail.</li> </ul> </li> </ol>

CODE	DESCRIPTION
<b>*94</b>	<b>CALL FORWARD: OUT OF SERVICE (ON/OFF)</b> Choose how calls will be handled when your line is out of service or not registered. <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>– Press 1 to enter a forwarding number followed by #.</li> <li>– Press 2 to send calls to voicemail.</li> </ul> </li> </ol>

## Remote Access Forwarding

When you are away from your phone but still want to receive calls, you do not need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system, so it will continue to function even if there is a power outage, internet outage, or device failure.

1. From a phone not connected to your account, dial your 10-digit phone number.
2. When you hear your voicemail greeting, press #.
3. Enter your voicemail PIN followed by #.
4. Press 8 for Personal Options.
5. Press 5 to access the Call Forwarding menu.
  - Press 1 to forward all calls. Enter forwarding destination number followed by #.
  - Press 2 to send all calls to your line.

# Call Waiting

With Call Waiting, you can see who is calling, even if you're on another call (as long as caller ID is supported on your phone). If a second call comes in while you are on a call, you'll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone or in the Voice Portal.

## Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call.

1. When notified of a second incoming call, press the line button on your phone. Your first call will be placed on hold, and your second call will be active.
2. You can switch between the two calls by pressing the line button for the call you want to switch to.

## Star Codes

CODE	DESCRIPTION
<b>*43</b>	<b>CALL WAITING: ENABLE</b> <b>Enable Call Waiting for ALL of your calls.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear a message indicating call waiting has been activated.</li> </ol>
<b>*44</b>	<b>CALL WAITING: DISABLE</b> <b>Disable Call Waiting for ALL of your calls.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear a message indicating call waiting has been deactivated.</li> </ol>
<b>*70</b>	<b>CALL WAITING: DISABLE NEXT CALL</b> <b>Keep the next phone call you make from being interrupted. If call waiting is enabled on the line, this star code will disable call waiting on the current call only.</b> <ol style="list-style-type: none"> <li>1. Dial the star code + the phone number.</li> <li>2. Call Waiting is disabled for the current call, and any incoming call will follow the "busy" call behavior.</li> <li>3. After you hang up, Call Waiting will be active again.</li> </ol>

# Caller ID

The name sent with caller ID, sometimes referred to as CNAM, is a setting on your phone number. If the name on your caller ID is incorrect, please contact Customer Support to update it.

- **OUTBOUND CALLER ID:** The caller ID number sent with outbound calls is set on each user. You can choose to send out the main company number, a specific user-assigned number, or not send out any caller ID.
- **INTERNAL CALLER ID:** When calling another user on your PBX, your caller ID is your name and extension.

Most mobile phone carriers do not send the CNAM because mobile phones look up the calling phone number in the device's contact list. Also, calls to 911 will always send the 911 callback number set on the device, regardless of your caller ID settings.

## Star Codes

Do you want to send your caller ID with every call? Or do you want to block it for every call but unblock it for the current call? Use the following star codes to manage your caller ID settings.

CODE	DESCRIPTION
<b>*65</b>	<b>CALLER ID: ENABLE NEXT CALL</b> <b>If your caller ID is disabled (blocked) for all calls, this will enable it for this current call only. Future calls will not be affected.</b> <ol style="list-style-type: none"> <li>1. Dial the star code + the number for the party you're trying to reach.</li> <li>2. Caller ID will be displayed to the party on this call.</li> </ol>
<b>*67</b>	<b>CALLER ID: BLOCK NEXT CALL</b> <b>If your caller ID is enabled for all calls, this will block it from being sent with this current call only. Future calls will not be affected.</b> <ol style="list-style-type: none"> <li>1. Dial the star code + the number for the party you're trying to reach.</li> <li>2. Caller ID will be displayed as "BLOCKED" to the party on this call.</li> </ol>
<b>*68</b>	<b>CALLER ID: MANAGE (ON/OFF)</b> <b>Manage your caller ID setting for all calls.</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your 4-digit PIN followed by #.</li> <li>3. Follow the prompts to enable or disable caller ID.</li> </ol>

## Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

CODE	DESCRIPTION
<b>*78</b>	<b>ENABLE DO NOT DISTURB</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Do Not Disturb enabled."</li> </ol>
<b>*79</b>	<b>DISABLE DO NOT DISTURB</b> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, "Do Not Disturb disabled."</li> </ol>

## Last Call Return

CODE	DESCRIPTION
<b>*69</b>	<b>LAST CALL RETURN</b> Dials the last caller ID number that rang the line. It does not redial the last <i>outbound</i> call. <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Your phone will redial the last number that called you.</li> </ol>

## Three-way Calling

Three-way calling lets you bring two parties into the same call so all may participate in the same conversation.

1. While on an active call, press and release the switch hook or flash button on your phone. The first party will be placed on hold.
2. Listen for a second dial tone and then dial the phone number of the second party.
3. After the second party answers, press and release the switch hook or flash button to join both parties into the call.

# Voicemail Local Access

Your voicemail box can be accessed in the Voice Portal, remotely, or by dialing a star code from a phone connected to the account.

## Access Your Voicemail Box

### DIRECT ACCESS

1. From a line assigned to your voicemail box, dial the Voicemail Management star code.
2. Enter your voicemail PIN and press #.

### REMOTE ACCESS

1. From a line *not* assigned to the voicemail box, dial your 10-digit phone number.
2. When the greeting plays, press #.
3. Enter your voicemail PIN and press #.

## Listen to Your Messages

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.

To listen to your messages, access the voicemail box and **press 1**. Use the following to navigate the menu:

- **PRESS 1:** Skip message and mark the message as "unread"
- **PRESS 2:** Save message and mark the message as "read"
- **PRESS 3:** Erase message
- **PRESS 9:** Repeat message
- **PRESS 0:** Exit menu

### VOICEMAIL PIN

The default PIN is 1234. The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

# Customize a Voicemail Box

## PERSONAL OPTIONS

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- **PRESS 1:** Change the PIN
- **PRESS 2:** Personalize your greeting
- **PRESS 3:** Record your personal name
- **PRESS 5:** Set up Call Forwarding
- **PRESS 6:** Set Up a Call Screening Forwarding Number
- **PRESS 9:** Repeat personal options
- **PRESS 0:** Exit menu

## CHANGE THE PIN

1. Access your voicemail box and press 8 for personal options.
2. Press 1 to change the PIN.
3. Enter a new PIN that is at least 4-digits long, then press #.
4. When you're done, hang up or press 0 to go back to the main menu.

## CHANGE YOUR GREETINGS

1. Access your voicemail box and press 8 for personal options.
2. Press 2 to change your greetings.
  - Press 1 to change the default (basic) greeting.
  - Press 2 to change the "busy" greeting.
  - Press 3 to change the "no answer" greeting.
3. When you're done, hang up or press 0 to go back to the main menu.

## POWER/CONNECTIVITY FAILURE

In the event of a power outage, internet outage, or device failure, incoming calls will go to voicemail. Call Forwarding, Sim Ring, or Find Me/Follow Me will continue to function, and you will still be able to access your voicemail messages from another phone.





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