

## Star Codes

Dial these star codes to enable or disable calling features.

### Account Call Screening

*41	All Other Callers: Block
*42	All Other Callers: Allow
*45	Custom Caller: Block
*46	Custom Callers: Allow
*47	Custom Callers: Block w/Message
*48	Anonymous Callers: Block
*49	Anonymous Callers: Allow
*50	Anonymous Callers: Block w/Message
*51	Anonymous Callers: Disable Block w/Message
*57	Call Trace

### User Call Handling

**+Ext	Directed Call Pickup
*40	Pick Up Group
*43	Call Waiting: Enable
*44	Call Waiting: Disable
*70+	Call Waiting: Disable Next Call
*62	Call Park
*66+Slot	Call Park Retrieval
*65+	Caller ID: Enable Next Call
*67+	Caller ID: Block Next Call
*68	Caller ID: Manage (On/Off)
*69	Last Call Return
*98	Voicemail Management

### User Call Forwarding

*00+Ext.	Send Call Directly to Voicemail
*72+	Call Forward: All (On/Off)
*90+	Call Forward: Busy (On/Off)
*92+	Call Forward: No Answer (On/Off)
*94+	Call Forward: Out of Service (On/Off)

### User Call Screening

*58+	Custom Caller Block w/Message
*59+	Custom Callers: Allow
*60+	Custom Callers: Block
*63+	Custom Callers: Forward
*64	All Other Callers: Block
*74	All Other Callers: Allow
*77	Anonymous Callers: Block
*87	Anonymous Callers: Allow
*95	Anonymous Callers: Block w/Message
*97	Anonymous Callers: Disable Block w/Message
*78	Do Not Disturb: Enable
*79	Do Not Disturb: Disable

### Social & Public Services

211	Essential Community Services
411	Directory Assistance
511	Traveler Information (US)
611	Customer Service
711	Telecommunications Relay Service
811	Utility Location Services (US)
811	Canadian Health Services (CAN)
911	Emergency Services

### Contact Us

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## Voicemail

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

### 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 Messages

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

- **Press 1:** Skip message and mark it as *unread*
- **Press 2:** Save message and mark it 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.

#### Personalize Voicemail Box

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 greetings: Default, Busy, and No Answer.
- **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