HOSTED VOICE
QUICK REFERENCE GUIDE

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STAR CODES

CODE	FEATURE		CODE	FEATURE
** + Extension	Directed Call Pick Up		*74	All Other Callers Allow
*00 + Extension	Send Call Directly to Voicemail		*77	Anonymous Call Reject Enable
*40	Group Member Call Pick Up		*78	Do Not Disturb Activation
*43	Call Waiting – Enable		*79	Do Not Disturb Deactivation
*44	Call Waiting – Disable		*87	Anonymous Call Reject Disable
*57	Call Trace		*90	Call Forwarding Busy Menu
*58	Add Custom Caller Block w/ Message		*92	Call Forwarding No Answer Menu
*59	Add Custom Caller Allow		*94	Call Forward Out of Service Menu
*60	Add Custom Caller Block		*95	Anonymous Caller Block w/ Message
*62	Call Park		*97	Disable Anonymous Caller Block w/ Message
*63	Add Custom Caller Forward		*98	Enter Voicemail
*64	All Other Callers Block		0	Call Operator – *Additional fees apply*
*65	Enable User Caller ID Next Call		211	Call Public Services - *Information provided on non-emergency services available in the local community.*
*66 + parking slot	Call Park Retrieval		411	Call Information – *Additional fees apply*
*67	Disable Caller ID Next Call		611	Call Glo Fiber Business Customer Service
*68	Manage Caller ID for All Calls		711	Call Telecommunications Relay Service - *Permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities*
*69	Call Return		811	Call Utility Public Services - *"Call before you dig"*
*70	Disable User Call Waiting Next Call		911	Call Emergency Services - *Always ensure Glo Fiber Business has your correct address.*
*72	Call Forwarding Menu			

VOICEMAIL GUIDE

Voicemail can be a big part of how we communicate, and it's getting more customizable every day. Here's a few quick instructions on how to access your voicemail from either your phone or remotely and how to personalize your voicemail greeting.

Access Your Voicemail

1) **Dial *98** from the phone that is connected to your account.
2) **Enter your 4-digit PIN**, followed by **#.**
   - Your **default PIN** is **1234**.
3) **Press 1**.

Actions Include:

Skip Message *Marks the voicemail as **unread***	Press 1
Save Message *Marks the voicemail as **read***	Press 2
Delete Message	Press 3
Repeat Message	Press 9
Exit Menu	Press 0

Remote Access to Voicemail

1) **Dial your 10-digit phone number** from a phone not connected to your account.
2) When you hear your voicemail greeting, **press #**.
3) **Enter** your **4-digit PIN,** followed by **#**.

Personalize Your Voicemail

1) **Dial *98** from the phone that is connected to your account.
2) **Enter your 4-digit PIN**, followed by **#.**
   - Your **default PIN** is **1234**.
3) **Press 8**.

Actions Include:

Change your PIN	Press 1
Personalize your greeting	Press 2
Record your personal name	Press 3
Set up Call Forwarding	Press 5
Set up a Call Screening Forwarding Number	Press 6
Repeat personal options	Press 9
Exit Menu	Press 0

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