

# Phone User Features

## Quick Reference Guide



Business lines may have access to the following features. Feature availability is based on the business line package applied. Additionally, there are other add-on features available such as voicemail, call recording, and conferencing. For more information, please contact Buckeye Broadband Business.

### Call Forwarding

Allows your incoming calls to be automatically redirected to another telephone number or device.

#### TO ACTIVATE CALL FORWARDING:

1. Dial \*76 from the business line
2. After you hear the second dial tone, enter the telephone number where you would like to have the calls forwarded.
3. Upon successful completion, you will hear a two-beep confirmation.

#### TO DEACTIVATE CALL FORWARDING:

1. Dial 73\* from the business line

If access to the site is not available, call forwarding may be turned on or off remotely.

#### TO ACTIVATE CALL FORWARDING REMOTELY:

1. Call 419.724.9938
2. Input the business line phone number
3. Input the assigned PIN
4. Dial \*76
5. Input the telephone number where you would like the calls forwarded

#### TO DEACTIVATE CALL FORWARDING REMOTELY:

1. Call 419.724.9938
2. Input the business line phone number
3. Input the assigned PIN
4. Dial 73\*

### Speed Dial 8

Allows you to store up to 8 telephone numbers for quick dialing, using two key presses. To use this feature, you must first configure the speed dials and then they will be available for use.

#### TO PROGRAM A SPEED DIAL:

1. Dial \*74 from the business line.
2. Input the desired speed dial number (2–9) followed by the full telephone number you want it to dial.
3. The system will respond with a confirmation tone followed by dial tone.
4. If programming additional numbers, repeat the process using a different speed dial number.

#### TO USE A CONFIGURED SPEED DIAL:

1. Dial speed dial number then \* from the business line.

### Automatic Call Back

Allows you to automatically redial your last incoming call. This feature cannot be used if the number that called was private, anonymous, or cellular.

#### TO USE AUTOMATIC CALL BACK:

1. Dial \*69 from the business line.

### Call Privacy

Blocks your caller information from being displayed when making any outgoing calls. This is a per-call feature, so it must be used each time you want to make a private call.

#### TO USE CALL PRIVACY:

1. Dial \*67 followed by the phone number you wish to dial.