Business Phone Calling Features

Features included in Voice Line service:

- Local calling only
- Auto Attendant (one included free)
- Caller ID
- Calling Name & Number Delivery/Retrieval
- Dial-by-name Directory
- E911 Registration
- Extension to Extension Dialing
- Hunt Groups
- Music on Hold (customizable)
- Phone Numbers for All Users
- Porting of Local Phone Numbers

Features included in Basic Line Plus service:

- Unlimited Long Distance to 48 Continental US States
- All Features in Voice Line
- Anonymous Call Rejection
- Call Forwarding Always, Busy, No Answer, or Selective
- Call Transfer, Call Waiting (depends on handset)
- Caller ID Blocking
- Direct Voicemail Transfer
- Directed Call Pickup
- Do Not Disturb
- Greetings
- Last Number Redial
- Message Waiting Indicator (depends on handset)
- Speed Dial 100 (depends on handset)
- Conferencing
- Unified Messaging
- Customer Admin Portal (CAP)
- Voicemail, VM Distribution Lists & Management

Feature Access Star Codes:

#8 Automatic Callback Deactivation

*50 Push to Talk

*72 Call Forwarding Always Activation

*73 Call Forwarding Always Deactivation

*90 Call Forwarding Busy Activation

*91 Call Forwarding Busy Deactivation

*92 Call Forwarding No Answer Activation

*93 Call Forwarding No Answer Deactivation

*67 Calling Line ID Delivery Blocking per Call

*65 Calling Line ID Delivery per Call

*68 Call Park

*88 Call Park Retrieve

*98 Call Pickup

*69 Call Return

*62 Retrieve voicemail (Voicemail Portal)

*70 Cancel Call Waiting

*99 Clear Voice Message Waiting Indicator

*97 Directed Call Pickup

*33 Directed Call Pickup with Barge-in

*55 Direct Voicemail Transfer

*78 Do Not Disturb Activation

*79 Do Not Disturb Deactivation

*22 Flash Call Hold

*66 Last Number Redial

*75 Speed Dial 100 (Configure)

#nn Speed Dial 100 (Use)

*74 Speed Dial 8

#51 Hunt Group Busy Activation

#52 Hunt Group Busy Deactivation

#53 Hunt Group Busy Interrogation

Business Phone Management Portal

Your new Business Telephone service includes a Customer Administration Portal (CAP) – an online web portal that allows you to manage your phone features. Through the web portal you may turn features on or off, which requires a valid email address registered with your account. The login location for the phone management portal is: https://voice.clearwavefiber.com/login.

Caller ID and Caller Name Delivery
- For phones that support this feature, incoming calls will include the incoming caller ID and caller name if provided by the network.

Call Waiting
- Call waiting allows you to receive a new call while you are still on an existing call.
- The service will deliver caller ID and caller name during call waiting if your phone supports this feature.
- To answer the call waiting call, either press the Flash key on your phone if it has one or press the hook switch and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

Call Hold
- To temporarily place a caller on hold, either press the Flash key on your phone if it has one or press the hook switch and release it after a half second.
- You will hear a dial tone from your phone, but it's not necessary to dial anything.
- To pull the call back from hold, either press the Flash key again on your phone if it has one or press the hook switch and release it after a half second.

3-Way Calling
- To place a 3-way call, either answer an incoming call or place an outgoing call. Once answered, put the first call on hold by either pressing the Flash key on your phone if it has one, or pressing the hook switch and release it after a half second. You will hear a dial tone from your phone.
- Enter the destination number for the next caller. Wait until the other person answers. Either press the Flash key on your phone if it has one or press the hook switch and release it after a half second to join everyone together.
- To end the 3-Way call, simply hang up. If any of the called users hangs up first, you will remain joined to the other user.
- Hang up at any point to end the 3-Way call.

Call Return
- To return a call to the last person that called you, simply dial *69. The last person that called you will be called back.

Last Number Redial
- For phones that don't have a redial key, you can redial the last call you placed by dialing *66.

Anonymous Call Rejection
- To reject calls that come across as Anonymous, dial *77.
- To re-enable receiving Anonymous calls, dial *87.

Calling Line ID Delivery Blocking
- To block sending your caller ID call-by-call, dial *67 followed by the number you are calling. The other party will receive an Anonymous call.
- Dial *31 to enable this for all calls. Dial #31 to restore sending caller ID.

Call Forward Always
- If you will be traveling and want to forward your phone, dial *72 followed by the number to forward calls to.
- To disable the call forward, dial *73.

Call Forward No Answer
- To forward only unanswered calls instead of letting them go to your voicemail, dial *92 followed by the number to forward calls to.
- To disable the call forward, dial *93.

Call Forward Not Reachable
- If you lose your Internet service, you can set a number to forward calls to when your phone is offline.
- Dial *94 followed by the number to forward calls to in the event you lose Internet service.
- Dial *95 to disable this service.

Do Not Disturb
- Placing your phone service in Do Not Disturb will cause all calls to go to your voicemail box.
- To enable the Do Not Disturb service, dial *78.
- To disable the service, dial *79.

Speed Dial
- If your phone does not have a built-in directory or speed dial capability, you can create and use speed dials with this service. Speed dials are referenced using a two-digit number.
- To set a speed dial with this service, dial *75 plus a two-digit code number plus the number you want for this speed dial.