



HIGHLINE™

Welcome to real high-speed internet.

For more information call us direct: 888-212-0054

Quick Start Guide

Voicemail 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.

DIRECT ACCESS

1. From a line assigned to your voicemail box, dial the Voicemail Management code (*98).
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 #.

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.

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

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 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

Star Codes

Dial these star codes to enable or disable calling features.

| CODE | DESCRIPTION | CODE | DESCRIPTION |
|---|--|-------------------------------------|---|
| *74 | All Other Callers: Allow All other calls (not otherwise specified in Call Handling settings) will be allowed. | *57 | Call Trace Marks a call for a trace in your Call History. Used for troubleshooting. |
| *64 | All Other Callers: Block All other calls (not otherwise specified in Call Handling settings) will be blocked. | *43 | Call Waiting: Enable Enables call waiting for ALL calls to the user. Call Waiting: Disable |
| *87 | Anonymous Callers: Allow Calls without caller ID will be allowed. | *44 | Call Waiting: Disable Disables call waiting for ALL calls to the user. Call Waiting: Disable Next Call |
| *77 | Anonymous Callers: Block Calls without caller ID will be blocked. | *70+ | If call waiting is enabled on the line, this star code will disable caller ID on the current call only. |
| *95 | Anonymous Callers: Enable Block with Message Anonymous calls will be blocked with a message. | *59+ | Custom Callers: Allow Calls from the number specified will be allowed. |
| *97 | Anonymous Callers: Disable Block with Message Disables "Block with Message" for anonymous calls. | *60+ | Custom Callers: Block Calls from the number specified will be blocked. |
| *72+ | Call Forward: All (On/Off) All calls will be forwarded to the number specified. | *58+ | Custom Callers: Block with Message Calls from the number specified will be blocked with a message. |
| *90+ | Call Forward: Busy (On/Off) When enabled, calls will be forwarded to the number specified when the line is busy. | *63+ | Custom Callers: Forward Calls from the number specified will be forwarded. |
| *92+ | Call Forward: No Answer (On/Off) When enabled, calls will be forwarded to the number specified when unanswered. | *78 | Do Not Disturb: Enable Turns on Do Not Disturb. All calls to will be sent to voicemail. Do Not Disturb: Disable |
| *94+ | Call Forward: Out of Service (On/Off) When enabled, calls will be forwarded to the number specified when the device is out of service or not registered. | *79 | Turns off Do Not Disturb. |
| *67+ | Caller ID: Block Next Call If the user's caller ID is enabled, this star code will block caller ID on the current call only. | *69 | Last Call Return Dial the last caller ID number that rang the line. |
| *65+ | Caller ID: Enable Next Call If the user's caller ID is blocked, this star code will enable caller ID for the current call only. | *98 | Voicemail Management Access the voicemail box assigned to the user. |
| *68 | Caller ID: Manage (On/Off) Enable or disable caller ID for the user. | SOCIAL & PUBLIC SERVICES | |
| <p>STAR CODE + Star codes with + indicate you must dial the star code plus a voicemail PIN and/or phone number to enable or disable the feature.</p> | | 211 | Essential Community Services |
| | | 511 | Traveler Information |
| | | 611 | Customer Service |
| | | 711 | Telecommunications Relay Service |
| | | 811 | Utility Location Services (US) |
| | | 911 | Emergency Services |
| | | 933 | Emergency Services Verification |
| 988 | National Suicide Prevention Lifeline | | |