FRONTIER WHOLESALE VOIP

Residential Calling Features

To set up Call Forwarding:

1. Pick up handset.
2. Dial *72.
3. Wait for second dial tone.
4. Enter the destination telephone number.
5. You will hear a confirmation tone when Call Forwarding has been enabled.

To cancel Call Forwarding from your phone:

1. Pick up handset.
2. Dial *73.
3. You will hear a confirmation tone when Call Forwarding has been disabled.

To activate Call Return:

1. Lift the handset and listen for dial tone.
2. Dial *69 and wait for the phone to ring to be connected to your last inbound caller.

Call Waiting

To accept a second call:

1. Put the first caller on hold and answer the second call by clicking and releasing the flash or hang–up button.
2. Return to the first call and put the second call on hold by clicking and releasing the flash or hang–up button again.
3. You can alternate between calls as often as you like.

To temporarily disable Call Waiting (if you don't want to be disturbed during a specific call):

1. Lift the handset and listen for dial tone.
2. Dial *70.

3. Listen for a confirmation announcement followed by a dial tone, then dial the number you want to call.
4. When you hang up from your call, Call Waiting returns to your phone automatically.

Caller ID Blocking

To use Outgoing Caller ID Block for one call:

1. Lift the handset and listen for dial tone.
2. Dial *67 and wait for the confirmation tone.
3. Dial the number of the person you are calling.
4. Your Caller ID will be blocked to the person you are calling.
5. After the call is completed, Caller ID will resume displaying on calls you make.

To cancel your Outgoing Caller ID Block on a per–call basis (allows your Caller ID information to temporarily display on the person's device you are calling):

1. Lift the handset and listen for dial tone.
2. Dial *82 and wait for the confirmation tone.
3. Dial the number.
4. Your Caller ID information will display on the called party's device.
5. After the call is completed, Caller ID Block returns to its previous state, and your Caller ID information will not display on calls you make.

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DO NOT DISTURB

To set up Do Not Disturb:

1. Pick up handset.
2. Dial *78.
3. You will hear a confirmation when Do Not Disturb has been enabled.
4. If you have Voicemail, calls will immediately forward to your mailbox. If you don't have Voicemail, callers will hear a busy signal.

To cancel Do Not Disturb:

1. Pick up your handset.
2. Dial *79.
3. You will hear a confirmation when Do Not Disturb has been disabled.

Anonymous Call Rejection

To set up Anonymous Call Rejection:

Dial *77 to activate

To cancel Anonymous Call Rejection:

Dial *87 to disable

Note: Selective Call Rejection allows you to block calls from specific telephone numbers (up to 10 numbers) and can be activated by dialing *60 on your phone and *80 to cancel.

Find Me/Locate Me

To set up Locate Me/Find Me Follow Me using Sequential Ring:

Dial *371 to activate

To cancel Locate Me/ Find Me Follow Me:

Dial *372 to deactivate

To set up Simultaneous Ring:

Dial *361 to activate

To cancel Simultaneous Ring:

Dial *372 to deactivate

Speed Dial

To add or change a number on your Speed Dial list:

1. Lift the receiver and listen for dial tone.
2. Dial *75. You will hear three quick beeps and a second dial tone.
3. For domestic and Canadian numbers, enter the two-digit Speed Dial number you want to use (20–49) + the 10-digit number, followed by #.
4. For most international numbers, enter the two-digit Speed Dial number you want to use (20–49) + 011+ the country code + the city code (if applicable) + the phone number, followed by #.
5. To change a Speed Dial number, simply repeat the process above.

To make a call using the Speed Dial feature:

1. Lift the receiver and listen for dial tone.
2. Dial two-digit Speed Dial number (20–49) and then #.

3-Way Calling

To add a third person to your call:

1. Press and release your flash or hang-up button to put the first caller on hold.
2. Listen for the dial tone.
3. Dial the three-digit area code and seven-digit telephone number you want to add.
4. When that person answers, press the flash or hang-up button once, and all three of you will be connected.

To disconnect:

1. Either of the other two people on the call can leave the conversation by hanging up. You will still be connected to the remaining person.
2. You can remove the third person at any time by pressing the flash or hang-up button once.
3. To disconnect the entire three-way call, press your flash button to release the second caller and then hang up to release the third caller.

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Other important points about Three-Way Calling:

- If the second line is busy or there is no answer, you can return to the first caller by pressing the flash or hang-up button twice.
- To avoid placing a three-way call accidentally, hang up your phone and wait for at least three seconds between every call, whether it's a three-way call or not.
- Hanging up on a three-way call will disconnect the other two callers.

Voicemail

To set up your Voicemail:

1. From your home phone, dial *100
2. If you are away from home, call 800-239-4430 and enter your home telephone number followed by #.
3. Enter your starter passcode, followed by #. Your starter passcode was provided to you at the time you ordered your Wholesale Residential Voice service.
4. Follow the voice prompts to create a new passcode (see Note below) and record your personal and busy greetings and name announcement.

You can operate your voicemail using the access information below. For example, you can listen to a message by pressing '1'. After listening to the message, you can save the message by pressing, or delete it by pressing '3'.

To access this menu:
Dial *100 from your telephone or
dial 800-239-4430
and enter your **phone number and passcode.**

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