



# HOSTED VOICE QUICK REFERENCE GUIDE

# QUICK REFERENCE GUIDE

## 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 – <i>Additional fees apply</i>
*65	Enable User Caller ID Next Call	211	Call Public Services - <i>Information provided on non-emergency services available in the local community.</i>
*66 + parking slot	Call Park Retrieval	411	Call Information – <i>Additional fees apply</i>
*67	Disable Caller ID Next Call	611	Call Horizon Customer Service
*68	Manage Caller ID for All Calls	711	Call Telecommunications Relay Service - <i>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</i>
*69	Call Return	811	Call Utility Public Services - <i>“Call before you dig”</i>
*70	Disable User Call Waiting Next Call	911	Call Emergency Services - <i>Always ensure Horizon has your correct address.</i>
*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:*

<b>Skip</b> Message <i>Marks the voicemail as <b>unread</b></i>	Press 1
<b>Save</b> Message <i>Marks the voicemail as <b>read</b></i>	Press 2
<b>Delete</b> Message	Press 3
<b>Repeat</b> Message	Press 9
<b>Exit</b> 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:*

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