

# Phone Tips

## 1. Voicemail

My Voicemail Password

### To set up your mailbox

- Dial the access code provided by the technician during your installation or go to <http://www.insight-com.com/help-phone-accesscode.asp>
- Enter temporary password. Your temporary password.
- Follow prompts to create new password.

### To permanently disable

- Call Customer Care Center 1-877-972-4100.

### Voicemail Retrieval

- 24 x 7 Insight Voice Mail Access Retrieval #'s  
Louisville: 866-782-9795  
Lexington: 859-309-0970  
Covington: 859-360-0970  
Bowling Green: 270-904-0970  
Columbus: 614-745-0970
- Enter Mailbox Number and PIN  
OR
- After Hours Insight Voice Mail Access-Customer can invoke the Group Make Busy feature for the hunt group. This will allow the customer to access Insight Voice Mail by calling the Hunt Group pilot number from any calling source.

## 2. Call Waiting

### To activate

- Press the switch hook or flash button on your phone to switch calls without disconnecting.
- Or hang up your phone and the incoming call will ring through immediately.

### To deactivate

- Press \*70 and place your call.

### To permanently disable

- Call Customer Care Center 1-800-956-4401.

## 3. Last Caller Lookup (\*69)

- Lift handset.
- Press \*69 to hear the number of your last incoming call.

## 4. Caller ID Blocking

- Press \*67 before you dial the number.

Please see reverse for more Phone Tips.

# Phone Tips

## 5. Three-Way Calling

- Place call to the first party.
- Upon connecting to the 1st party, press switch hook or flash.
- Dial the second party.
- When second party answers, press switch hook briefly to create a 3-way connection.
- Press switch hook once to hang up SECOND party only.
- Hang up phone to disconnect all parties.

## 6. Call Forwarding

### To Activate

- Lift handset and press \*72 and enter the telephone number you want to forward calls to.

### To Deactivate:

- Lift handset and press \*73.

## 7. Remote Call Forwarding

With Remote Call Forwarding, you have the added convenience of activating or canceling Call Forwarding while you're away from your business. The local access number for Remote Call Forwarding, can be found on our web site: [www.insightphone.com](http://www.insightphone.com). Before you can use the remote option you will need to set the feature up for the first time by using \*97 and setting up the Call Forward options. This will give you access to the forwarding features and changing the access PIN # from the default (the last 4 of the Phone number).

### To Use:

Dial the local access number and follow the voice prompt to enter your business phone number. You will then be prompted to enter your Personal Identification Number. Next, press \*72 to activate the Call Forwarding feature. You'll be prompted to enter the number where calls are to be forwarded. Use 1 and the area code.

### To Deactivate:

Dial the local access number and follow the voice prompts to enter your business phone number. You will then be prompted to enter your Personal Identification Number. Then press \*73 to deactivate.

## 8. Repeat Dialing

- At busy signal, hang up, lift the handset again, and press \*66,
- When line becomes available, your phone will give a special ring.
- Pick up handset and you're connected.
- Press \*86 to deactivate before 30 minutes has elapsed.

## 9. Anonymous Call Rejection

- Press \*77 to activate.
- Press \*87 to deactivate.

## 10. Call Forwarding Busy/No Answer

- Please contact customer care at 1-877-972-4100 for set up and support.

For more information go to [www.insightcom.com](http://www.insightcom.com). Click on HELP.

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