
7. Hunt Group Terminal Make Busy

Permits individual member of hunt group to mark the line as unavailable for incoming calls for a "do not disturb" effect.

- Press *20 to activate.
- Press *21 to deactivate.
- Wait for a confirmation that the Terminal Make Busy feature has been enabled or disabled.
- Hang up your handset.
- This feature is only available from Telephones that are members of a Hunt Group, not Pilot Telephone Numbers

Only available with hunting.

8. Hunting Service Changes

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

Distinctive Ring/Distinctive Ring on Call Waiting lets you program a unique ring pattern when receiving a call from a selected number. For example you may wish to know when a call from a certain business comes to your office phone. Incoming calls from this selected phone number will be identified by a unique ring pattern. You can program up to 12 numbers on each telephone number from the voice prompt menu. Please select Ring Pattern 2 on the menu for incoming and call waiting. This feature is not available to hunt group rollovers; however directly dialed calls to hunt group members will ring distinctively.

- Press *61 to activate
 - Press *61 and follow the prompts to deactivate
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10. Do Not Disturb

The Do Not Disturb feature gives you control over the privacy of your telephone line for short periods, when you are on an important call, or for longer periods when you simply do not wish to be disturbed with incoming calls. This feature lets you place your phone line in a busy state to all incoming calls. When activated, the calling person hears an announcement stating that the party at the called number is not accepting calls.

- Press *78 to activate
- Press *79 to deactivate

Welcome Kit Phone Tips Multi-Line Business

Please Note: Services 2–5 only apply to Full Feature phone lines.

1. Voicemail

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.

My voicemail 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 **Bowling Green:** 270-904-0970
Lexington: 859-309-0970 **Columbus:** 614-745-0970
Covington: 859-360-0970
 - 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.

See Option 4 for details.

2. Call Forwarding Unconditional

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.

3. 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. Your local access number for Remote Call Forwarding can be found on our web site: 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 your Personal Identification Number (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 PIN number. Next, press *72 to activate 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 PIN number. Then press *73 to deactivate.

4. 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 1-877-972-4100.

Not available with hunting.

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. Hunt Group Make Busy

Permits user to make a hunt group busy so that all incoming calls point to voicemail or another phone number.

- Press *22 to activate.
- Press *23 to deactivate.
- Wait for a confirmation that the Group Make Busy feature is enabled or disabled.
- Hang up the handset.
- This feature is only available from the Pilot Telephone Number.

Only available with hunting.

Please see reverse for more Phone Tips.

Please Note: Services 2–5 only apply to Full Feature lines.