

# Multi-Line Voice Tips

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

## 1. Voice Mail

### To Set Up Your Mailbox

- Dial the access number for your area:  
Louisville: 502-384-0970    Lexington: 859-309-0970    Bowling Green: 270-904-0970  
Covington: 859-360-0970    Columbus: 614-745-0970  
Evansville: 812-777-0970    Southern Indiana: 812-920-0970
- Enter your phone number when requested.
- Enter your temporary password.
- Follow the prompts to create your new password and then access your Voice Mail messages.

## 2. Call Forwarding Unconditional

### To Activate:

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

### To Deactivate:

Lift handset and press \*73.

## 3. Remote Access to Call Forwarding

You can easily activate or cancel Call Forwarding while you're away from your business. Go to [myinsight.com](http://myinsight.com) to find the toll-free number for your town.

### To Use:

Dial the toll-free access number and follow the voice prompt to enter your business phone number. You will then be prompted to enter your Personal Identification Number (PIN). Note: You can forward your calls to any 10-digit phone number, long distance rates may apply if forwarded outside your calling area.

## 4. Call Waiting

### Disable (per call):

- Press the switch hook or flash button on your phone to switch calls without disconnecting.

### To Activate:

- Hang up your phone and the incoming call will ring through immediately. To deactivate, press \*70 and place your call.

## 5. Three-Way Calling

- Place call to the first party.
- Upon connecting to the first 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.

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## 6. Hunt Group Make Busy

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

Only available with call hunting.

- 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.

## 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. Only available with call hunting.

- 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.

## 8. 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 want 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 have a distinct ring.

- Press \*61 to activate.
- Press \*61 and follow the prompts to deactivate.

## 9. 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 want to be disturbed by incoming calls. This feature allows you place your phone line in a busy state to all incoming calls. When activated, the person will hear an announcement that states the party at the called number is not accepting calls.

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

Please contact Customer Care Center at 1-877-972-4100 for additional support. Not all features available in all markets.