

# Voice Tips

## 1. Voice Mail

### To Set Up Your Mailbox:

- Dial the access code provided by the technician during your installation or go to <http://www.myinsight.com/help-phone-faq-accesscode.asp>.
- Enter your temporary password (last four digits of your telephone number).
- Follow prompts to create new password.

### To Permanently Disable:

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

### Voice Mail Retrieval:

- 24 x 7 Insight Voice Mail Access Retrieval #'s
  - Louisville: 502-384-0970      Lexington: 859-309-0970      Bowling Green: 270-904-0970
  - Covington: 859-360-0970      Columbus: 614-745-0970      Southern Indiana: 812-920-0970
- Enter 10-digit 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 at 1-877-972-4100.

## 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.

## 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.

Please see reverse for more Phone Tips.

# Voice Tips

## 6. Call Forwarding

### To Activate:

- Lift handset and press \*72 and enter the telephone number you want calls forwarded 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 website: [www.insightphone.com](http://www.insightphone.com). Before you can use the remote option you will need to set up the feature for the first time by using \*97 and setting up the Call Forwarding 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 PIN. 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 for long distance.

Local access numbers:

Louisville: 502-384-0300	Lexington: 859-309-0300	Bowling Green: 270-904-0300
Covington: 859-360-0300	Columbus: 614-745-0300	Southern Indiana: 812-913-0300

### 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. Then press \*73 to deactivate.

## 8. Repeat Dialing

- At busy signal, hang up, lift the handset again, and press \*66 (only works with local land lines, no cell or long distance calls).
- When line becomes available, your phone will sound 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 for Voice Mail

- Please contact Customer Care Center at 1-877-972-4100 to set up and for support.

For more information, go to [www.myinsight.com](http://www.myinsight.com). Click on HELP. Not all features available in all markets.