



HIGHLINE™

Welcome to real high-speed internet.

For more information call us direct: 888-212-0054

Quick Start Guide

Voicemail Access

Your voicemail box can be accessed in the Voice Portal, remotely, or by dialing a star code from a phone connected to the account.

DIRECT ACCESS

1. From a line assigned to your voicemail box, dial the Voicemail Management code (*98).
2. Enter your voicemail PIN and press #.

REMOTE ACCESS

1. From a line not assigned to the voicemail box, dial your 10-digit phone number.
2. When the greeting plays, press #.
3. Enter your voicemail PIN and press #.

VOICEMAIL PIN

The default PIN is 1234. The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

LISTEN TO MESSAGES

Access the voicemail box and **press 1** to listen to your messages. Use the following to navigate the menu:

- PRESS 1:** Skip and mark as *unread*
- PRESS 2:** Save and mark as *read*
- PRESS 3:** Erase message
- PRESS 9:** Repeat message
- PRESS 0:** Exit menu

PERSONALIZE VOICEMAIL BOX

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- PRESS 1:** Change the PIN
- PRESS 2:** Personalize your greeting
- PRESS 3:** Record your personal name
- PRESS 5:** Set up call forwarding
- PRESS 6:** Set up a call screening forwarding number
- PRESS 9:** Repeat personal options
- PRESS 0:** Exit menu

Star Codes

Dial these star codes to enable or disable calling features.

CODE	DESCRIPTION	CODE	DESCRIPTION
*74	All Other Callers: Allow All other calls (not otherwise specified in Call Handling settings) will be allowed.	*57	Call Trace Marks a call for a trace in your Call History. Used for troubleshooting.
*64	All Other Callers: Block All other calls (not otherwise specified in Call Handling settings) will be blocked.	*43	Call Waiting: Enable Enables call waiting for ALL calls to the user.
*87	Anonymous Callers: Allow Calls without caller ID will be allowed.	Call Waiting: Disable	
*77	Anonymous Callers: Block Calls without caller ID will be blocked.	*44	Disables call waiting for ALL calls to the user.
*95	Anonymous Callers: Enable Block with Message Anonymous calls will be blocked with a message.	Call Waiting: Disable Next Call	
*97	Anonymous Callers: Disable Block with Message Disables "Block with Message" for anonymous calls.	*70+	If call waiting is enabled on the line, this star code will disable caller ID on the current call only.
*72+	Call Forward: All (On/Off) All calls will be forwarded to the number specified.	*59+	Custom Callers: Allow Calls from the number specified will be allowed.
*90+	Call Forward: Busy (On/Off) When enabled, calls will be forwarded to the number specified when the line is busy.	*60+	Custom Callers: Block Calls from the number specified will be blocked.
*92+	Call Forward: No Answer (On/Off) When enabled, calls will be forwarded to the number specified when unanswered.	*58+	Custom Callers: Block with Message Calls from the number specified will be blocked with a message.
*94+	Call Forward: Out of Service (On/Off) When enabled, calls will be forwarded to the number specified when the device is out of service or not registered.	*63+	Custom Callers: Forward Calls from the number specified will be forwarded.
*67+	Caller ID: Block Next Call If the user's caller ID is enabled, this star code will block caller ID on the current call only.	*78	Do Not Disturb: Enable Turns on Do Not Disturb. All calls to will be sent to voicemail.
*65+	Caller ID: Enable Next Call If the user's caller ID is blocked, this star code will enable caller ID for the current call only.	Do Not Disturb: Disable	
*68	Caller ID: Manage (On/Off) Enable or disable caller ID for the user.	*79	Turns off Do Not Disturb.
		*69	Last Call Return Dial the last caller ID number that rang the line.
		*98	Voicemail Management Access the voicemail box assigned to the user.
		SOCIAL & PUBLIC SERVICES	
		211	Essential Community Services
		511	Traveler Information
		611	Customer Service
		711	Telecommunications Relay Service
		811	Utility Location Services (US)
		911	Emergency Services
		933	Emergency Services Verification
		988	National Suicide Prevention Lifeline

STAR CODE +

Star codes with + indicate you must dial the star code plus a voicemail PIN and/or phone number to enable or disable the feature.