



◆ CALL FORWARDING INSTRUCTIONS ◆

You can choose **Call Forwarding Always** to forward all your calls, **Call Forwarding Busy or No Answer** to forward calls only when your line is busy or you do not answer, or **Call Forwarding Selective** to forward calls only from specific numbers.

Set **Call Forwarding Always, Busy and No Answer** from your Veracity phone by dialing the appropriate star code. At the prompt, enter the number where you will receive forwarded calls. You can deactivate **Call Forwarding** at any time by dialing the star code for deactivation.

You can set all **Call Forwarding** options from the Web – you don't even have to be near your phone! Log into your Web Portal and select **Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer** or **Call Forwarding Selective** under **Incoming Calls**.

See Page 2 for Star Codes reference chart.

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Star Codes

Entry VoIP (Entry VoIP has no features)

No Features

+ Standard VoIP (Standard VoIP Features)

***62 Voice Mail Access**

*21 Call Forwarding Always to Voice Mail Activation

#21 Call Forwarding Always to Voice Mail Deactivation

*31 Calling Line ID Delivery Blocking Persistent Activation

#31 Calling Line ID Delivery Blocking Persistent Deactivation

*40 Call Forwarding Busy to Voice Mail Activation

#40 Call Forwarding Busy to Voice Mail Deactivation

*41 Call Forwarding No Answer to Voice Mail Activation

#41 Call Forwarding No Answer to Voice Mail Deactivation

*43 Call Waiting Persistent Activation

#43 Call Waiting Persistent Deactivation

*62 Voice Mail Access

*65 Calling Line ID Delivery per Call

*67 Calling Line ID Delivery Blocking per Call

*70 Cancel Call Waiting (not available in all areas)

*72 Call Forwarding Always Activation

*73 Call Forwarding Always Deactivation

*78 Do Not Disturb Activation

*79 Do Not Disturb Deactivation

*90 Call Forwarding Busy Activation

*91 Call Forwarding Busy Deactivation

*92 Call Forwarding No Answer Activation

*93 Call Forwarding No Answer Deactivation

*99 Clear Voice Message Waiting Indicator (not available in all areas)

+ + Advanced VoIP (Advanced VoIP Features—Includes all of the Standard VoIP Features)

*69 Call Return

*98 Call transfer

These features are only available by accessing the phone features through the web:

<p>Three Way Calling</p> <p>Unified Messaging</p>	<p><i>To access these features go to this url:</i> centeract.veracitynetworks.com <i>User: your Service Number (10 digit phone number)</i> <i>Password: Call 801-691-5800 to get your password</i></p>
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For questions regarding call forwarding,
 visit www.specialtyansweringsservice.net,
 or call us at 1-866-688-8912.