

# BUSINESS

Condensed User Guide



The ***NOW*** Way  
to Connect

## Phone Features

Various features are able to be accessed, modified and enabled through telephone shortcuts. Each of those features will be covered in the following sections.

### Feature Access Codes

While the following sections will go into greater detail about how to use each feature from a phone, the table below serves as compilation of all of the various feature access codes.

If you have any questions regarding a particular feature or corresponding code, refer to the feature's section after this table.

| FEATURE                               | ON         | OFF |
|---------------------------------------|------------|-----|
| Anonymous Call Rejection              | *77        | *87 |
| Call Forwarding - Always              | *72        | *73 |
| Call Forwarding - Busy                | *90        | *91 |
| Call Forwarding - No Answer           | *92        | *93 |
| Call Forwarding - Not Reachable       | *94        | *95 |
| Call Return                           | *69        |     |
| Call Waiting (per call *70)           | *56        | *57 |
| Call Waiting - Disable for One Call   | *70        |     |
| Caller ID Block - Outbound            | *68        | *81 |
| Caller ID - Block Outbound (per call) | *67        |     |
| Clear Voice Message Indicator         | *99        |     |
| Do Not Disturb                        | *78        | *79 |
| Flash Call Hold                       | *22        |     |
| Last Number Redial                    | *66        |     |
| Speed Dial 8                          | *74        |     |
| Speed Dial 100                        | *75        |     |
| Voicemail                             | *98 or *62 |     |

## Anonymous Call Rejection

Reject incoming calls that have blocked their directory or identification information. Anonymous callers will hear an intercept message when they call.

1. Dial \*77 to enable.  
Dial \*87 to disable.
2. Listen for a confirmation message.

## Call Forwarding

Forward incoming calls to another number.

1. Dial \*72 to enable call forwarding always.  
Dial \*73 to disable call forwarding always.  
  
Dial \*90 to enable call forwarding - busy.  
Dial \*91 to disable call forwarding - busy.  
  
Dial \*92 to enable call forwarding - no answer.  
Dial \*93 to disable call forwarding - no answer.  
  
Dial \*94 to enable call forward not reachable.  
Dial \*95 to disable call forward not reachable.
2. Enter the 10-digit phone number for the call forwarding destination and press #.
3. Listen for a confirmation message.

## Call Return

Quickly dial the number of the last incoming call.

1. Dial \*69.
2. Your phone will dial the number that was your last incoming call.

## Call waiting

Switch to new incoming calls while already on another call.

### To enable or disable the feature:

1. Dial \*56 to enable.  
Dial \*57 to disable.
2. Listen for a confirmation message.

### To Answer:

1. Sound will alert when there is another call.
2. Press flash to put the existing caller on hold and accept the other call.

### To Disable for a Single Call:

1. Dial \*70
2. Enter the desired 10-digit phone number you're wanting to call.

## Caller ID

Identify callers before answering the call. Block Caller ID information from being delivered with Outbound Caller ID Block.

1. Dial \*68 to permanently enable outbound caller ID block.  
Dial \*81 to permanently disable outbound caller ID block.
2. Dial \*67 and the 10-digit phone number to enable outbound caller ID block for one call.  
Dial \*82 and the 10-digit phone number to disable outbound caller ID block for one call.
3. Listen for a confirmation message.

## Clear Voice Message Indicator

Clear the indicator on your phone that shows voice messages.

1. Dial \*99.
2. Listen to the confirmation message.

## Do Not Disturb

Halt calls, pages or intercom messages. Callers will receive a busy message and be sent to voicemail or receive a busy signal.

1. Dial \*78 to enable.  
Dial \*79 to disable.
2. Listen for a confirmation message.

## Flash Call Hold

Place a call on hold.

### To place a call on hold:

1. Dial the other number
2. During the call, press flash.
3. Dial \*22 to place the call on hold.

### To take a call off hold:

1. Dial \*22 or press flash.

## Last Number Redial

Quickly dial the number of the last outgoing call.

1. Dial \*66.

## Speed Dial

Add frequently dialed numbers for quick and simple access.

### To Create a Speed Dial Code:

1. For a one digit code, Dial \*74 and wait for the tone.  
For a two digit code, dial \*75 and wait for the tone.
2. Dial appropriate speed dial code followed by the user's 10-digit phone number.  
(Example: 03+800-555-1212)
3. Listen for a confirmation message.

### To Use Speed Dial:

1. Listen for a dial tone.
2. Dial # followed by appropriate 2-digit speed dial code..

# PHONE FEATURES

## Three-way Calling

Create a call that includes three parties with each on a separate device.

1. Call the first phone number or extension.
2. Once they answer and you are on an active call, place the call on hold by pressing Flash / Conference.
3. Enter the third party's complete phone number or extension and press #.
4. Once the third party answers and you are on an active call, connect all three parties and begin a three-way call by pressing Flash / Conference.

Note: If either the second or third party leaves the call, the first party and the remaining party will remain connected.

## Voicemail

Send calls to a personal Voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by phone, online account or email

### To Access Voicemail:

1. From on-network extension: dial \*98.  
From off-network extension: dial your 10-digit phone number and press \* when greeting starts.
2. Enter passcode and press #.

### Main Voicemail Menu Options:

- [1] To access voicemail.
- [3] Record name.
- [8] To change passcode.
- [9] To exit the voice portal.
- [#] To repeat this menu.

### **First Time Setup or Reset Voicemail Passcode**

1. Dial \*98.
2. Enter default passcode 8642 and press # (first time setup).
3. Following passcode has expired prompt, enter a permanent passcode (**5-digits**) and press #.
4. Re-enter permanent passcode and press #.
5. Follow the rest of the prompts to record name and greetings.

# Support

If you are having any issues with your phone service, please contact us.

From a mobile phone or alternative phone, call **320-693-3231**.

## VIBRANT Broadband

*Powered by Meeker Cooperative*

1725 US HWY 12 E, Suite 100

Litchfield, MN 55355

[www.vibrantbroadband.com](http://www.vibrantbroadband.com)

[www.meeker.coop](http://www.meeker.coop)



**Customer Service: 320-693-3231**

**Website: [VIBRANTBROADBAND.COM/PHONE](http://VIBRANTBROADBAND.COM/PHONE)**