

# Phone 2.0 Tips

## 1. Voicemail

My Voicemail Password

### To set up your mailbox

- Dial home phone number.
- Enter temporary password (last 4 digits of your home number), then press POUND (#).
- Follow prompts to create new password.

### To access from home or away

- Dial home phone number.
- When greeting begins, press the STAR (\*) key.
- Enter password followed by the POUND (#) sign.

### To permanently disable

- Call Customer Care Center 1-800-956-4401.

## 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 1-800-956-4401.

## 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.



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## 5. Three-Way Calling

- Place call to the first party.
- Upon connecting to the 1st 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.

## 6. Call Forwarding

### To activate

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

### To deactivate

- Lift handset and press \*73.

### To activate call forwarding while away from home

- See [myinsight.com](http://myinsight.com) to find your local access number.

## 7. Do Not Disturb

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

## 8. Repeat Dialing

- At busy signal, hang up, lift the handset again, and press \*66,
- When line becomes available, your phone will give 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.

**Important Note!** The modem must remain plugged in and powered on for Insight Phone 2.0 to work.

If you have a home security system installed, please contact your alarm monitoring service to test the compatibility of your security system with Insight Phone 2.0 Service.

[myinsight.com/help](http://myinsight.com/help)

