Call Forwarding Unconditional

If you are away from your home, send your calls to where you are. Call Forwarding Unconditional allows you to receive phone calls at any location.

To use Call Forwarding Unconditional:
1. Press *72
2. Listen for a tone and a steady dial tone
3. Dial the telephone number to which all calls will be forwarded
4. Hang up

To cancel Call Forwarding Unconditional:
1. Press *73
2. Listen for confirmation tone
3. Hang up

Note: You must program Call Forwarding Unconditional at the phone number you wish calls to be forwarded from.

Call Forwarding Busy

Forward your calls to another phone number when your line is busy.

To use Call Forwarding Busy:
1. Press *48
2. Listen for a tone and a steady dial tone
3. Dial the telephone number to which all calls will be forwarded
4. Hang up

To cancel Call Forwarding Busy:
1. Press *49
2. Listen for a confirmation tone

Remote Access Call Forwarding

Activate or deactivate your call forwarding when you are away from your home.

To use Remote Access Call Forwarding:
1. Dial the access number, 731-300-0120
2. After hearing the recording, enter the telephone number (example - 731-300-xxxx) you would like calls to be forwarded from and then press #
3. Enter your assigned security PIN number and then press #
4. Listen for the tone and then enter the Call Forwarding method
   you would like to enable (example - *72)

To cancel Remote Access Call Forwarding:
1. Dial the access number, 731-300-0120
2. After hearing the recording, enter the telephone number (example - 731-300-xxxx) you would like calls to be forwarded from and then press #
3. Enter your assigned security PIN number and then press #
4. Listen for the tone and then enter the Call Forwarding method
   you would like to disable (example - *73)

Note: When activating remote call forwarding you must enter the area code. If you forget your security PIN number, call

Call Forwarding Delayed

This feature allows incoming calls that are not answered in a determined time, to be forwarded to another number.

To use Call Forward Delayed:
1. Press *42
2. Listen for a tone and a steady dial tone
3. Dial the telephone number to which all calls will be forwarded.
4. Hang up

To cancel Call Forward Delayed:
1. Press *43
2. Listen for confirmation tone
3. Hang up

Note: The default delayed time is 24 seconds. This can be changed by calling 731-422-7500 and having a JEA Customer Service Representative change the time to be longer or shorter.

Call Waiting

Answer another call while you're on the phone. Call Waiting alerts you with a beep to another incoming call. You can put the original call on hold while you answer the second call.

To put an existing call on hold and answer a waiting call:
1. Listen for the Call Waiting tone
2. Press the switch hook or press the Call Waiting/Flash key (if available on your phone set)
3. The original call will be placed on hold and you can speak with the second caller

To cancel Call Waiting before making a call:
(This works on a per call basis)
1. Press *70
2. Listen for two beeps
3. Dial the desired telephone number

Speed Calling

Assign a two-digit code for frequently used numbers. Speed Calling is great for emergency numbers and long distance numbers.

To set up Speed Calling numbers:
1. Press *75
2. Listen for a tone and a steady dial tone
3. Enter the Speed Calling Code (20 through 49)
4. Enter the desired telephone number
5. Press #
6. Listen for tone, then hang up.

To use Speed Calling:
1. Dial the desired Speed Calling Code
   (20 through 49)
2. Press #

Note: To change Speed Calling entries, repeat the first five steps.

Caller ID Presentation

The feature must be activated on your account before it works.

To enable Caller ID Presentation:
1. Press *82
2. Dial the number you want to call

To disable Caller ID Presentation:
1. Press *67
2. Hang up

Note: Calling Name & Number Delivery is available to be disabled by pressing *85 and enabled by pressing *65. To use this service, you will have to be subscribed to Calling Name and Call Number Delivery.

Call Waiting with Caller ID

Gives you the benefits of the Caller ID service you've selected, plus the added bonus of seeing who is calling when you are already on the phone.

Use Call Waiting with Caller ID to:
1. Determine who is calling while you're on another call so you can decide whether to interrupt your current conversation.
2. Save money by avoiding interruption of long distance calls to answer unwanted calls.
3. Return calls you may receive while you're on the phone, rather than interrupt calls in progress.
4. Enhance security and help eliminate harassing calls.

To use Call Waiting with Caller ID:
1. You will hear an incoming tone/beep
   (The person with whom you are speaking will not hear any tone.)
2. The calling party's number and name will appear on your display unit.

Note: This service requires a Call Waiting with Caller ID capable display device connected to or a part of your phone in order to see the calling party information (not included). Call Waiting with Caller ID is only active on your line while you are engaged in a telephone conversation. If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any signal.

Caller ID Deluxe

Caller ID Deluxe allows you to view the name and the number of the person or company trying to reach you. (Caller ID requires a special phone or plug-in unit that is sold separately).

Use Caller ID Deluxe to:
1. See who is calling you before you answer the phone.
2. Enhance security and help eliminate harassing calls.
3. Store the numbers and names of people who have called you, even while you were out. Review the information later and return the calls at your convenience.

Three-Way Calling

Three-Way Calling is great to use for coordinating events. This feature allows you to speak with two people at the same time.

To use Three-Way Calling:
1. Establish a phone call. Once a phone call session is active, this session will contain two parties.
2. To create a three-way call, press the switch hook (flash over) and call the third party. If the line is busy or there is no answer, press the switch hook (flash) to reconnect the first call.
3. After the third party answers, press the switch hook (flash) for a three-way call to be

Anonymous Call Rejection

Protect your privacy by preventing calls from callers who block their identity.

To use Anonymous Call Rejection:
1. Press*77
2. Listen for the confirmation announcement
3. Hang up

To cancel Anonymous Call Rejection:
1. Press *87
2. Listen for the cancellation announcement
3. Hang up

Note: Once Anonymous Call Rejection is activated, it remains activated until you cancel it. Incoming calls from calling party numbers marked as public or without calling party number information are not affected by this feature.

Automatic Recall

Return a call to the party who called or attempted to call you. Call Return remembers the number and will automatically redial it for you.

To use Automatic Recall
1. Press *68
2. Automatically dial the last caller. This feature does not announce who last called you.

To use Call Return
1. Press *69
2. Listen for an announcement that will tell you the phone number of the party who last called
3. If you wish to return the call, press *1 and listen for ringing
4. If you do not wish to return the call, hang up.

To cancel Automatic Return:
1. Press *89
2. Listen for the tone or announcement
3. Hang up

Note: There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received. Only local land lines can be called. All others, you will hear a message, "We are sorry. You're automatic recall can't be processed at this time."

Quick Info

Check your telephone package for the list of features available with your subscription.

*42 - Call Forwarding Delayed - Enabled
*43 - Call Forwarding Delayed - Disable
*48 - Call Forwarding Busy - Enabled
*49 - Call Forwarding Busy - Disable
*52 - Call Hold
*57 - Call Trace
*60 - Selective Call Rejection
*61 - Priority Call
*65 - Calling Name & Number Delivery - Enable
*67 - Caller ID Presentation - Withhold
*68 - Automatically Dial The Last Caller
*69 - Automatic Recall - Enable
*70 - Cancel Call Waiting
*72 - Call Forwarding Unconditional - Enable
*73 - Call Forwarding Unconditional - Disable
*75 - Speed Calling - Two Digit Configuration
*77 - Anonymous Call Rejection - Enable
*78 - Do Not Disturb - Enable
*79 - Do Not Disturb - Disable
*82 - Caller ID Presentation - Present
*85 - Calling Name & Number Delivery - Disable
*87 - Anonymous Call Rejection - Disable
*89 - Automatic Recall - Disable
*98 - Voicemail
*314 - Regular Reminder Calls - Enable
*315 - Regular Reminder Calls - Disable All
*316 - Regular Reminder Calls - Disable One
*317 - Regular Reminder Calls - Check
*341 - Call Barring - Enable
*342 - Call Barring - Enable National & Mobile Calls
*343 - Call Barring - Enable International Calls
*344 - Call Barring - Enable Operator Calls
*345 - Call Barring - Enable Code for Barring Call Services
*346 - Call Barring - Enable Premium Rate Calls
*351 - Call Barring - Disable
*352 - Call Barring - Disable National & Mobile Calls
*353 - Call Barring - Disable International Calls
*354 - Call Barring - Disable Operator Calls
*355 - Call Barring - Disable Code for Barring Call Services
*356 - Call Barring - Disable Premium Rate Calls

300-0196
Reads back the configured directory number for the line invoking this service.

300-0123
Remote Access Voicemail

300-0120
Remote Access Call Forwarding

731.422.7500 | www.eplusbroadband.com
888.577.6427 Toll Free Outside Madison County

351 Dr. Martin Luther King Jr. Dr., Jackson, TN 38301
2030 Pleasant Plains Extended, Jackson, TN 38305

Guide to Your Telephone Service

OPTIONS AND FEATURES AVAILABLE WITH EPLUS BROADBAND TELEPHONE SERVICE

Voicemail

Never miss a call again. Voicemail works like an answering machine, even when you are on the phone.

Initial Setup:
1. Dial the Voicemail access number, *98
2. If you want to interrupt the greeting, press *
3. Enter a 6 - 20 digit pin number
4. Follow the prompts to record your Name
5. Follow the prompts to record your Greeting

After Your Initial Voicemail Setup, You Can Locally Access Messages:
1. Dial the Voicemail access number, *98
2. Enter your Voicemail Pin, followed by #
3. You have six options:
   - Press 2 ... to send messages
   - Press 3 ... greeting options
   - Press 4 ... settings
   - Press 6 ... to check deleted messages
   - Press 7 ... to log on as a different user
   - Press 0 ... help
   - Press * ... to exit voicemail

Voicemail Remote Access:
1. When you are away from your home, dial 731-300-0123
2. Enter your home phone number, followed by #
3. Enter your pin, followed by # or press # to leave a message
4. You have six options:
   - Press 2 ... to send messages
   - Press 3 ... greeting options
   - Press 4 ... settings
   - Press 6 ... to check deleted messages
   - Press 7 ... to log on as a different user
   - Press 0 ... help
   - Press * ... to exit voicemail