LOGIX FIBER NETWORKS

Logix Voice Services

Feature Star Codes

Version: June 2024

Contents

1 Star Codes Guide

Dial these codes to activate and deactivate certain features on your account.

CALL SCREENING	
*57	Call Trace

CALL FORWARDING	
*72/73	Call Forward: All (On/Off)
*90/91	Call Forward: Busy (On/Off)
*92/93	Call Forward: No Answer (On/Off)
*94	Call Forwarding: Out of Service (On/Off)

CALLER ID	
*65	Caller ID: Enable Next Call
*67	Caller ID: Block Next Call
*68/81	Caller ID: Manage (On/Off)

CALL WAITING	
*43	Call Waiting: Enable
*44	Call Waiting: Disable
*70+	Call Waiting: Disable Next Call

Star Code +

To enable or disable the feature, dial the star code plus an extension, parking slot, voicemail PIN and/or phone number.

LINE MANAGEMENT	
*43	Call Waiting: Enable
*44	Call Waiting: Disable
*70+	Call Waiting: Disable Next Call
*68	Park Call
*88+	Park Call Retrieval
*69	Call Return
*98	Voicemail Management
*57	Call Trace

SOCIAL & PUBLIC SERVICES	
211	Essential Community Services
411	Directory Assistance
511	Traveler Information (US)
611	Customer Service
711	Telecommunications Relay Service
811	Utility Location Services (US)
911	Emergency Services
933	Emergency Services Verification
988	National Suicide Prevention Lifeline

2   Social & Public Services

The following services provide quick access to special services based on the caller's location (according to caller ID), without the need for an area code.

CODE	FEATURE
211	**ESSENTIAL COMMUNITY SERVICES** Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit http://www.211.org to learn about services in your area.
411	**DIRECTORY ASSISTANCE** Phone service used to look up a published telephone number and/or address listing.
511	**TRAVELER INFORMATION (US)** Local hotline for real-time information regarding traffic and road conditions. Not available in all states.
611	**CUSTOMER SERVICE** Dials Customer Service.
711	**TELECOMMUNICATIONS RELAY SERVICE** TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability. Visit www.fcc.gov to learn more.
811	**UTILITY LOCATION SERVICES (US)** "Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.
911	**EMERGENCY SERVICES** Calls to 911 (US or CAN) will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.
933	**EMERGENCY SERVICES VALIDATION** Calls to 933 are sent to the caller's emergency services provider, who will then connect the call to their automated 911 verification service. The service will play back the dialing phone number and the address associated with it.
988	**NATIONAL SUICIDE PREVENTION LIFELINE** When a user dials 988 from a US-originated number, they will be connected to the National Suicide Prevention Lifeline (1-800-273-8255) to speak with a trained crisis counselor who will listen, offer support, and get them the help they need.

3   Calling Features

Call Forwarding

Call Forwarding can be set up in the Voice Portal or by star codes. In the Voice Portal, you can set up a schedule to forward calls during certain hours, like your lunch break. Your phone will be forwarded at the same time every day, based on the set schedule.

CODE	DESCRIPTION
*72/73	**Call Forward: All (On/Off)** Choose where to forward calls to your line. 1. Dial the star code. 2. Choose an option: – Enable: Press 1 and enter the destination's 10-digit phone number, starting with a 1. – Disable: Press 2 to disable forwarding and allow calls to ring to your line.
*90/91	**Call Forwarding: Busy (On/Off)** Choose where to forward calls when you're on another call or your phone is off hook. Calls can be forwarded to a specific number or go to voicemail. 1. Dial the star code. 2. Choose an option: – Press 1 to enter the destination's 10-digit phone number, starting with a 1. – Press 2 to have calls sent to voicemail.
*92/93	**Call Forwarding: No Answer (On/Off)** Choose how calls will be handled when the line isn't answered. 1. Dial the star code. 2. Choose an option: – Press 1 to enter the destination's 10-digit phone number, starting with a 1. – Press 2 to send calls to voicemail.
*94	**Call Forwarding: Out of Service (On/Off)** Choose how calls will be handled when the line is out of service or not registered. 1. Dial the star code. 2. Choose an option: – Press 1 to enter the destination's 10-digit phone number followed by #. – Press 2 to send calls to voicemail.

Remote Access Forwarding

When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system. Remote Forwarding will continue to function even if there is a power outage, internet outage, or device failure.

1. From a phone not connected to your account, dial your 10-digit phone number.

2. When you hear your voicemail greeting, press #.

3. Enter your voicemail PIN followed by #.

   – Press 8 for personal options then press 5 to access the Call Forwarding menu.

   – Press 1 to forward all calls. Enter forwarding destination number followed by #. You will hear, "All calls will be forwarded."

   – Press 2 to send all calls to your line. You will hear, "Calls will ring your line, goodbye."

Caller ID

Do you want to send your caller ID with every call? Or do you want to block it for every call but unblock it for the current call? Use the following star codes to manage it.

CODE	DESCRIPTION
*65	**Caller ID: Enable Next Call** **Enable caller ID to be sent with the current call only.** 1. Dial the star code + the number for the party you're trying to reach. 2. For example: *828012265555 3. Caller ID will be displayed to the party on this call. – If caller ID is disabled for all calls, this star code will enable caller ID to be sent with the current call only. Future calls will not be affected.
*67	**Caller ID: Block Next Call** **Block caller ID from being sent on the current call only.** 1. Dial the star code + the number for the party you're trying to reach. 2. For example: *678012265555 3. Caller ID will not be displayed to the party on this call. – If caller ID is enabled for all calls, this star code will block caller ID from being sent with the current call only. Future calls will not be affected.
*68/81	**Caller ID: Manage (On/Off)** **Manage your caller ID setting for all calls.** 1. Dial the star code. 2. Enter your 4-digit PIN, followed by #. 3. Press 1 to enable caller ID on all calls 4. Press 2 to disable caller ID on all calls.

Call Park

When you need to transfer a call to another line, Call Park can be used as a place to hold the call so the other line can retrieve it. The caller will hear hold music, and you can change phones or have someone else retrieve the call from any other phone on the account.

CODE	DESCRIPTION
*68	**Call Park** Places a call in a parking spot. 1. While on a call, press **[Transfer]**. 2. Dial the star code. 3. The system will indicate the parking spot the call has been placed in. – For example, *"Call parked at location 01."* 4. Hang up.
*88+Slot	**Call Park Retrieval** Retrieves a parked call from a parking spot. 1. Dial the star code + the parking spot the call was placed in. – For example: *8801 2. You will be connected to the parked caller.

Call Trace

CODE	DESCRIPTION
*57	**Call Trace** Allows you to mark a harassing or threatening phone call in your Call History. 1. After hanging up the call, dial the star code. 2. You will hear, *"The previous call will be marked in your call history."* 3. A new line for the trace will be entered in the Call History. This action doesn't initiate any law enforcement or actions against the caller. You must take additional actions to establish a case with your local law enforcement agency.

Last Call Return

CODE	DESCRIPTION
*69	**Call Return** Dials the last caller ID number that rang the line. 1. Dial the star code. 2. You will be connected to the last number that called you.

Call Waiting

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone or in the Voice Portal.

Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call:

- When notified of a second incoming call, press the line button on your phone.

- Your first call will be placed on hold, and your second call will be active.

- You can switch between the two calls by pressing the line button for the call you want to switch to.

CODE	DESCRIPTION
*43	**Call Waiting: Enable** **Enables call waiting for ALL calls to the user.** 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been activated.
*44	**Call Waiting: Disable** **Disables call waiting for ALL calls to the user.** 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been deactivated.
*70+TN	**Call Waiting: Disable Next Call** **Keep the next phone call you make from being interrupted. If call waiting is enabled on the line, this star code will disable caller ID on the current call only.** 1. Dial the star code + the phone number of the party you're trying to reach. – For example: *70800123456 2. Call Waiting is disabled for the current call. – During this call, any incoming call will follow the "busy" call behavior. – After you hang up, Call Waiting will be active again.

Voicemail

CODE	DESCRIPTION
*98	**Voicemail Management** **Access the voicemail box assigned to the line.** See the Voicemail User Guide for details about accessing the voicemail box.