

# Phone

## Features

Digital Phone from Suddenlink with unlimited local and U.S. long-distance includes all the bells and whistles. Below are the features and options available. Some of the features and instructions have changed, please take a few minutes to review.

If you have any questions about your phone service, visit [help.suddenlink.com](http://help.suddenlink.com) or call our customer service department 24 hours 7 days a week, at **877-861-9757**.

### **CALL FORWARDING:**

**Forward incoming calls to another phone number**

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#### **To activate:**

1. Press \*72 .
2. Wait for three short confirmations tones then dial the 7 or 10 digit number to forward calls to.

#### **To deactivate:**

1. Press \*73 .

Two short tones indicate that you have turned Call Forwarding off.

### **ANONYMOUS CALL REJECTION:**

**Reject calls without caller information**

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#### **To activate:**

1. Press \*77 .

#### **To deactivate:**

1. Press \*87 .

**Note:** A recording confirmation tone will let you know if your anonymous call reject is ON or OFF.

### **CALL RETURN:**

**Automatically dials the last caller's number**

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1. Lift the handset of your phone and press \*69 .  
The phone number and time of the last call received is retrieved.
2. Press 1 to dial the number or hang up.

**NOTE:** If the last call into the home was from an anonymous phone number, Call Return will not work.

### **THREE-WAY CALLING:**

**Add a third person to your phone conversation**

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1. Press and release the hook switch to put the current call on hold.
2. Listen for three tones followed by a dial tone.
3. Dial the number of the second person.
4. Press and release the hook switch to complete the 3-Way call.

### **CALL WAITING:**

**Receive an incoming call while on the phone**

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When you hear a Call Waiting tone during a call, you have several options:

1. Hang up the phone and end the original call.  
The new call will ring with the second caller.
2. Place the original call on hold and answer the waiting call. Press and release the hook switch to put the first person on hold, then answer the second call. You can alternate between the two calls and both conversations will remain private.
3. Ignore the Call Waiting tone, and let the second call go to Voice Mail (if set up).

**NOTE:** If the first caller hangs up, you will automatically be connected to the waiting call within two seconds.

### **CALLER ID (display on phone unit):**

**Find out who is calling before you answer**

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1. Wait for one full ring.
2. Look at your Phone Caller ID unit for the phone number and/or name associated with the incoming call.

**NOTE:** If your caller is using a privacy feature, the Caller ID display may read "Private Number" instead of the caller's name/number. Appropriate equipment required.

**Easy. Better. Different.**

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