



Phone Features

Service Includes: Unlimited Local & Long Distance within 48 States, Canada, & Puerto Rico

International Rates are available upon request.

Voicemail: Dial *86, See voicemail Instruction sheet for details

Caller ID/Caller Name: Is enabled for all customers, requires a compatible phone.

Call Forwarding: To Activate Dial *72 and then follow prompts

To Deactivate: dial *73, this will disconnect the call forwarding

To find out if your Call Forwarding is active dial *21*

Call Waiting: If a second call rings in while you are already on a call you will hear a 'boop' in your ear. To put your current call on hold an answer the new call you press 'Flash Hook' on your phone. Check your phone manual to locate the 'Flash Hook' button.

3-Way Calling: To add a second caller to a call you are already on, press your 'Flash Hook' button on your phone, listen for a dial tone, dial the second number, press the 'Flash Hook' button again to conference the calls together. You may bring the calls together while it is still ringing, or you may wait for the other person to answer prior to connecting the calls.

Block Caller ID Outgoing: *67, wait for dial tone then place your call as normal

Redial Last Outgoing Call: *66 Redial Last Incoming Call: *69

Block Incoming Anonymous calls: *77 Allow Anonymous call: *87

To clear your voicemail message waiting indicator (stutter dial tone): *99 To change the number of rings before your voicemail answers: *610 then follow prompts

If you wish to disable Voicemail, Call Waiting, or 3-Way Calling, please contact Crocker technical support via email ShutesburySupport@crocker.com or call 413-654-1703.