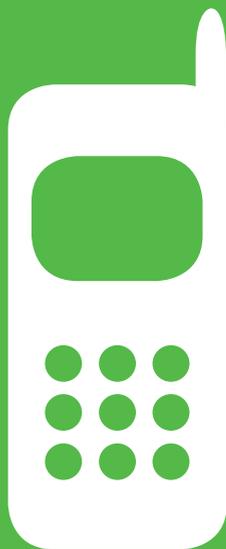
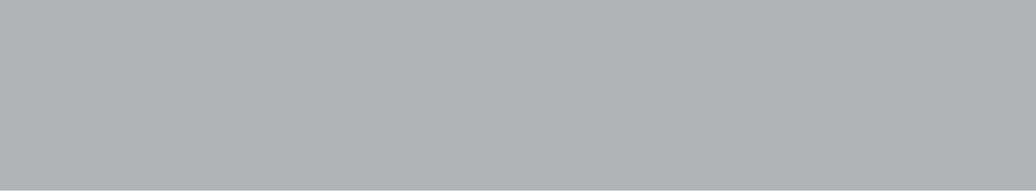


# Business Class Phone

## *User Guide*



suddenlink<sup>®</sup>  
business™



# Welcome!

## To Suddenlink Business Services

At Suddenlink we want to help your business connect.

This User Guide explains how to take advantage of the features available to you as a valued Suddenlink Business customer.

If you have questions about your service, call our customer service team 24 hours a day 7 days a week at 1-800-490-9604 or visit:

**[www.suddenlinkbusiness.com](http://www.suddenlinkbusiness.com)**

We're sure you will enjoy the benefits of these services. Plus our plans will save you money.

One call. One bill. One company. Easy.



suddenlink®  
*business*™

# **Suddenlink Business Class Phone**

## *User Guide*



## **CONTACT INFORMATION**

### **Suddenlink Business**

Commercial Phone, Internet and Video Services

### **Sales, Technical Support & Account Services**

**1-800-490-9604**

### **Sales Hours of Operation**

Monday – Friday

7:00 am – 6:00 pm CST

### **Technical Support Hours of Operation**

24 hours a day, 7 days a week

**Visit [www.suddenlinkbusiness.com](http://www.suddenlinkbusiness.com) for additional information about Suddenlink services and your account.**

## SUDDENLINK BUSINESS CLASS PHONE QUICK REFERENCE GUIDE

### Call Forwarding

This service forwards all of your incoming calls to an alternative number selected, without ringing the your telephone first.

1. To Activate
  - a. Listen for a dial tone then dial **\*72**.
  - b. Wait for confirmation tone, then dial the number to which to forward.
  - c. Listen for the confirmation tones.
  - d. Hang up the telephone.
2. To Deactivate
  - a. Listen for a dial tone then dial **\*73**.
  - b. Wait for confirmation tone.
  - c. Hang up the telephone.

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

### Call Waiting

This service notifies you that a second call is on the line and allows you to switch between the calls. The called party is notified by a tone when the call is waiting.

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

1. End the original call and answer the waiting call. Hang up the telephone and 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 and answer the second call. You can alternate between the two calls and both conversations will remain private.
3. Ignore the Call Waiting tone and use **\*69** Call Return to identify the second caller once you have finished the original call.
4. Ignore the Call Waiting tone and let the second call forward go to Voicemail (if selected).

#### Notes about Call Waiting:

- If the first caller hangs up, you will automatically be connected to the waiting call within two seconds.
- Call Waiting allows you to have two people on your telephone at the same time – one on hold and one to whom you are talking. A third caller will hear a busy signal (the call may forward to Voicemail or another number if those services are activated.)



## Three-Way Calling:

**Three people at different telephone numbers can talk together at the same time, no matter who placed the first call.**

### **To add a third person to your call:**

1. With the first person on the line, press and release the hook switch to put the call on hold.
2. Listen for three tones followed by a dial tone.
3. Dial the number of the third person. Once the person answers, you can talk privately before connecting the person on hold.

*Note: If you get a busy signal or no answer when calling the third person, just press and release the hook switch twice to continue your original call.*

4. To bring the person on hold back into the conversation and complete the 3-Way call, press and release the hook switch for one second and all three of you will be connected.
5. To disconnect, have either person hang up and you can continue a 2-Way call.

### *Notes about 3-Way Calling:*

- *You may use 3-Way Calling to add another person, no matter who placed the first call; however, if you hang up the other two people will also disconnect.*
- *When the 3-Way call includes long distance, you pay only for the call(s) you make.*

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## UNIVERSAL FEATURES

### 911 Calling

In the event of an emergency, dial 911.

### Call Trace

When you get a harassing call, start the trace immediately. If you get another call before you begin, it's too late.

1. Hang up after receiving the call. Then immediately pick up again and listen for a dial tone.
2. Press **\*57** and listen for the announcement.
3. Write down the date and time you received the call.
4. Contact local law enforcement for further investigation if necessary.

### Call Forwarding

This service forwards all of your incoming calls to an alternative number you've selected, without ringing your telephone first.

1. To Activate
  - a. Listen for a dial tone then dial **\*72**.
  - b. Wait for confirmation tone, then dial the number to forward calls to.
  - c. Listen for the confirmation tones
  - d. Hang up the telephone.
2. To Deactivate
  - a. Listen for a dial tone then dial **\*73**.
  - b. Wait for confirmation tone.
  - c. Hang up the telephone.

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



## Remote Access to Call Forwarding (RACF)

You will be assigned a default PIN code to use with RACF (the default PIN for RACF is the last four digits of your Suddenlink telephone number).

The PIN must be changed from your phone prior to the first use of RACF.

PIN set up (must be completed from the phone to which the number is assigned)

1. Lift the handset
2. Dial **\*98**. When prompted to designate the feature to change, dial **\*97#** for RACF.
3. When prompted to enter your PIN code, dial your default PIN code
4. When prompted to enter new PIN code, enter a new PIN code up to 10 digits
5. When prompted to re-enter new PIN code, re-enter the new PIN code
6. Listen for confirmation announcement, then hang up

You may now use the global access numbers depending on your location.

RACF access numbers

### RACF# 866-928-2540

|                  |                |                |                  |                 |                |
|------------------|----------------|----------------|------------------|-----------------|----------------|
| Amarillo TX      | Clarksville AR | Gurdon AR      | Leesville LA     | Mt Vernon TX    | Sedona AZ      |
| Andrews TX       | Dallas TX      | Heber Spg AR   | Lindl Swan TX    | Mt. Pleasant TX | Sulphur LA     |
| Anna TX          | Dardanelle AR  | Helena AR      | Lk Charles LA    | Newport AR      | Sulphur Spg TX |
| Arkadelphia AR   | De Ridder LA   | Henderson TX   | Longview TX      | Paris TX        | Terminal TX    |
| Athens TX        | Deport TX      | Iowa LA        | Mallard Point AR | Payson AZ       | Terrell TX     |
| Aubrey TX        | Detroit TX     | Jacksonvl AR   | Malvern AR       | Pilot Point TX  | Tioga TX       |
| Batesville AR    | Flagstaff AZ   | Jacksonvl TX   | Marvell AR       | Pittsburg TX    | Tuckerman AR   |
| Bay AR           | Flippin AR     | Jessievl AR    | Mckinney TX      | Pocahontas AR   | Tyler TX       |
| Big Spring TX    | Forney TX      | Jonesboro AR   | Midland TX       | Prosper TX      | Walnut Rdg AR  |
| Bull Shoals AR   | Frisco TX      | Kingman AZ     | Midway AR        | Quitman TX      | Whitehouse TX  |
| Bullhead City AZ | Gainesvl TX    | Krum TX        | Mineola TX       | Rockwall TX     | Whitesboro TX  |
| Cabot AR         | Gassville AR   | Lake City AR   | Minerlvlls TX    | Royse City TX   | Winnsboro TX   |
| Canyon TX        | Gladewater TX  | Lake Havasu AZ | Mohave Vly AZ    | Russellvl AR    |                |
| Castlerock AZ    | Grandsalin TX  | Lakeview AR    | Morrilton AR     | Sanger TX       |                |
| Celina TX        | Gunter TX      | Lamar AR       | Mtn Home AR      | Seagoville TX   |                |

### RACF# 866-475-4135

|                |               |              |                 |               |                |
|----------------|---------------|--------------|-----------------|---------------|----------------|
| Abilene TX     | Bishop CA     | Conroe TX    | Gallipolis OH   | Humble TX     | Marietta OH    |
| Agency MO      | Blue Lake CA  | Cushing OK   | Georgetown TX   | Huntsville TX | Marionville MO |
| Alexandria LA  | Bylthe CA     | Diboll, TX   | Grambling LA    | Hutto, TX     | Mer Rouge LA   |
| Alta CA        | Boonville MO  | Drumright OK | Greenville MS   | Hydesville CA | Minden LA      |
| Arcata CA      | Boyce LA      | Earp CA      | Greenwood MS    | Indianola MS  | Monett MO      |
| Auburn CA      | Branson MO    | El Dorado AR | Grass Valley CA | Jarell TX     | Montgomery TX  |
| Aurora MO      | Brookfield MO | Enid OK      | Haughton LA     | Krmbng Ct MO  | Muskogee OK    |
| Austin TX      | Bryan TX      | Ehrenberg AZ | Helena MO       | Leander TX    |                |
| Avenue City MO | Cannon Afb NM | Eureka CA    | Henryetta OK    | Loleta CA     |                |
| Bastrop LA     | Carthage MO   | Farwell TX   | Highlandvl MO   | Lubbock TX    |                |
| Belpre OH      | Chickasha OK  | Ferndale CA  | Homewood CA     | Lufkin, TX    |                |
| Benton LA      | Cifx Wemr CA  | Floydada TX  | Hudson TX       | Magnolia AR   |                |
| Big Pine CA    | Clovis, NM    | Fortuna CA   | Huffman TX      | Many LA       |                |

### **RACF# 866-475-4135 continued**

|                 |                |                |               |              |
|-----------------|----------------|----------------|---------------|--------------|
| Nacogdoches TX  | Pauls Vly OK   | Ruston LA      | Stillwater OK | Wagoner OK   |
| Natchitoches LA | Perkins OK     | San Angelo TX  | Sweetwater TX | Waldo AR     |
| Neosho MO       | Pierce City MO | San Antonio MO | Texico NM     | Wewoka Ok    |
| Nixa MO         | Plainview TX   | Savannah MO    | Trenton MO    | Willis TX    |
| Okmulgee OK     | Pollock LA     | Seminole OK    | Trinidad CA   | Winnfield LA |
| Osawatomie KS   | Porter TX      | Shallowtr TX   | Truckee CA    | Wolfforth TX |
| Ozark MO        | Post TX        | Shreveport LA  | Tulia TX      | Woodrow TX   |
| Paola KS        | Reeds Spg MO   | Snyder TX      | Urbana AR     | Wynnewood OK |
| Parker AZ       | Rio Dell CA    | Springhill KS  | Verona MO     | Zwolle LA    |
| Parker Dam AZ   | Rockwy Bch MO  | St. Joseph MO  | Victoria TX   |              |

### **RACF# 866-271-6531**

All Locations in: North Carolina, West Virginia, Virginia, Ohio, Kentucky

#### **To forward your calls**

1. Dial the Remote Access to Call Forwarding phone number for your location provided.  
(See previous page.)
2. Dial your 10-digit telephone number, followed by your PIN. Then press #.
3. Press **72#**.
4. Dial the “forward-to” number, including 1 + area code if required, and press #.
5. Follow the voice instructions to confirm or change the “forward to” number.

#### **To cancel Call Forwarding**

1. Press **73#**.
2. Listen for confirmation tones to indicate Call Forwarding is cancelled.

When you are using Remote Access to Call Forwarding, you have three chances per call to enter your phone number and PIN. If you make an error on the third try, you are disconnected. Just hang up and try again.

#### **To change your PIN**

1. Dial **\*98** to access the PIN change feature
2. When prompted to indicate the feature to change, Dial **\*97#** for RACF.
3. When prompted to enter your PIN code, dial your current PIN code
4. When prompted to enter new PIN code , enter a new PIN code up to 10 digits
5. When prompted to re-enter new PIN code, Re-enter new PIN code
6. Listen for confirmation announcement, then hang up

If you forget your PIN, call 1-800-490-9604.



## “Key Features” Package

Included with Unlimited Line. Optional with Basic Line.

### Caller ID

Suddenlink Phone provides Caller ID. Customers will need to have the appropriate equipment.

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

*Notes about Caller ID:*

- A Caller ID display unit is a separate piece of equipment that is required for this service. Display units vary in design and features.
- If you have Call Waiting, Caller ID doesn't display information for any calls that come through when you're on the telephone unless you have Call Waiting ID on your line and compatible equipment.
- If your caller is using a privacy feature, the Caller ID display may read “Private Number” instead of the caller's name/number.

### Speed Calling numbers – list size 30

To record speed dial numbers

1. Go off-hook and receive dial tone, press **75#**.
2. At the second dial tone, press the two-digit Speed Calling code (20-49).
3. Dial the telephone number for that code.  
Include 1 + area code, if necessary. (The number can have up to 16 digits.)
4. Listen for confirmation tone, then hang up.

To speed dial a call:

At the dial tone, press the 2-digit Speed Calling code, followed by #.

### Busy Line Redial

To redial the last number that you called, press **\*66**. The Suddenlink phone system will continue to call the number until it is not busy and then ring you back to complete the call.

Dial **\*86** to cancel the Busy Line Redial before the Suddenlink system rings you back.

## Three Way Calling

Three people at different telephone numbers can talk together at the same time, no matter who placed the first call.

To add a third person to your call:

1. With the first person on the line, press and release the hook switch to put the call on hold.
2. Listen for three tones followed by a dial tone.
3. Dial the number of the third person. Once the person answers, you can talk privately before connecting the person on hold.

*Note: If you get a busy signal or no answer when calling the third person, just press and release the hook switch twice to continue your original call.*

4. To bring the person on hold back into the conversation and complete the 3-Way call, press and release the hook switch for one second and all three of you will be connected.
5. To disconnect, have either person hang up and you can continue a 2-Way call.

*Notes about 3-Way Calling:*

- You may use 3-Way Calling to add another person, no matter who placed the first call; however, if you hang up the other two people will also disconnect.
- When the 3-Way call includes long distance, you pay only for the call(s) you make.
- Call Waiting does not work during a 3-Way call



## “Solutions Features” Package

This feature package is an option.

### Call Return

1. At the dial tone, press **\*69**. The phone number, date and time of the last incoming call are announced.
2. To return the call, press **1**. If you do not want to return the call, hang up.

### Selective Call – Rejection, Forward, Acceptance

To access Selective Call Rejection service, press **\*60**. Follow the instructions.

To access Selective Call Forwarding service, press **\*63**. Follow the instructions.

To access Selective Call Acceptance service, press **\*64**. Follow the instructions.

After accessing the Rejection, Forward or Acceptance service

To turn your service on or off, press **3**.

To add a phone number to your list, Press **#**, Dial the number you want to add. Press **#**.

To add the last number that called, press **01#**.

To review your list, press **1#**.

To remove a number right after you hear it (while reviewing your list), press **07\***.

To remove a number from the list, Press **\***. Dial the number you want to remove. Press **\***.

To remove all entries, press **08\***.

To remove all private entries, press **09\***.

To review the instructions, press **0#**.

### Call Forward on No Answer or Busy

This service forwards all of your incoming calls to an alternative number selected if the line is busy, is not answered, or is busy and another call is waiting.

1. To Activate Call Forwarding No Answer
  - a. Listen for a dial tone then dial **\*92**.
  - b. Wait for confirmation tone, and then dial the number to which calls will be forwarded.
  - c. Listen for the confirmation tones.
  - d. Hang up the telephone.

2. To Deactivate Call Forwarding No Answer
  - a. Listen for a dial tone then dial **\*93**.
  - b. Wait for confirmation tone.
  - c. Hang up the telephone.
  
3. To Change the amount of rings on Call Forwarding No Answer (Default four rings before line forwards)
  - a. Listen for a dial tone then dial **\*94**.
  - b. Enter number of rings (2-9).
  - c. Listen for confirmation tone.
  - d. Hang up the telephone.
  
4. To Activate Call Forwarding Busy
  - a. Listen for a dial tone then dial **\*90**.
  - b. Wait for confirmation tone, and then dial the number to which calls will be forwarded.
  - c. Listen for the confirmation tones.
  - d. Hang up the telephone.
  
5. To Deactivate Call Forwarding Busy
  - a. Listen for a dial tone then dial **\*91**.
  - b. Wait for confirmation tone.
  - c. Hang up the telephone.



## Call Waiting

This service notifies you that a second call is on the line and allows you to switch between the calls. You are notified by a tone when the call is waiting.

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

1. End the original call and answer the waiting call. Hang up the telephone and 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 and answer the second call. You can alternate between the two calls and both conversations will remain private.
3. Ignore the Call Waiting tone and use **\*69** Call Return to identify the second caller once you have finished the original call.
4. Ignore the Call Waiting tone and let the second call go to Voicemail (if selected).
5. If the first caller hangs up, you will automatically be connected to the waiting call within two seconds.

## Call Waiting ID

This service notifies you that a second call is on the line (while providing identification of the calling party on the caller ID display) and allows you to switch between the calls. The called party is notified by a tone when the call is waiting.

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

1. End the original call and answer the waiting call. Hang up the telephone and 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 and answer the second call. You can alternate between the two calls and both conversations will remain private.
3. Ignore the Call Waiting tone and use **\*69** Call Return to identify the second caller once you have finished the original call.
4. Ignore the Call Waiting tone and let the second call forward to Voicemail (if selected).
5. If the first caller hangs up, you will automatically be connected to the waiting call within **two seconds**.

## Additional Features

### Call Hold

Optional feature. This service can be used to put a caller on hold for up to 3 minutes.

To Activate

1. While on a call flash hook and dial **\*32**. You will hear dial tone
2. Hang up phone

Pick up the phone to resume the call. A call may be left on hold for up to 3 minutes.

### Call Pickup Group

Optional feature. Using this service, any member of a predefined group can answer calls to other members' phones by dialing an access code.

You hear a call ringing to another number and want to answer the call – pick up the receiver and after hearing dial tone, dial access code **\*23** and immediately answer the call.

### Call Transfer

This service transfers a call to another number.

To transfer a call to another number:

- a) Press "flash" button (for phones with no flash button, tap the hook switch) to hear a 3-pulse confirmation tone. Then dial the number to which the call is to be transferred. Dial the number just as you would if directly calling it from your phone i.e., 7-digit, 10-digit, local, long distance.
- b) When you hear a ringback tone, press the flash button (for phones with no flash button, tap the hook switch) then hang up your receiver. Or, you may talk with the person to whom the call is being transferred, then press flash and hang up.



## Make Set Busy

This service temporarily makes your phone line appear to be busy for incoming calls. Your phone line can still be used to make outgoing calls.

To Activate

1. Take the phone off hook
2. Dial the Make Set Busy activation code **\*25**
3. Listen for confirmation tone
4. Hang up

To Deactivate

1. Take the phone off hook
2. Dial the Make Set Busy deactivation code **\*26**
3. Listen for confirmation tone
4. Hang up

## Simultaneous Ring

This service rings multiple phones when the pilot (main) number is called, and any one of the phones can pick up the call.

To Activate

1. Take the phone off hook
2. Dial **\*22** (SimRing feature code)
3. Listen to announcements and dial **3** to activate
4. Enter a number to be called and then dial **\***
5. The system will announce the number added
6. Hang up

Setup must include 1+ dialing if you want to simultaneously ring a long distance number. Long distance numbers will accrue any long distance charges if the charges are applicable.

To Add Phone Numbers to List

1. Take the phone off hook
2. Dial **\*22** (SimRing feature code)
3. Listen to announcements and dial **#**
4. Add number and listen for confirmation of number added
5. Hang up.

#### To Remove a Number From List

1. Take the phone off hook
2. Dial **\*22** (SimRing feature code)
3. Listen to announcements and dial **\***
4. Then dial number to be removed
5. Listen for confirmation of number to be removed
6. Dial **1** to accept removal or **0** to reject removal
7. Hang up

#### To Deactivate

1. Take the phone off hook
2. Dial **\*22** (SimRing feature code)
3. Listen to announcements and dial **3** to deactivate
4. Hang up

### **Anonymous Call Rejection**

Reject calls from callers who have activated a blocking option to prevent the display of their name and phone number. All blocked calls will be intercepted by a recording that will give the callers information and options to complete their calls.

#### 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.*

### **Hunt Group**

Optional Feature. Each line in a hunt group has a phone number. A caller dials the primary (or Pilot) number of the hunt group. Hunting starts at that number and continues through the group of lines, skipping busy lines and rings the first available number. If the call is not answered, it will be routed to Voicemail if that option has been ordered (press **\*99** plus the Hunt Group pilot number to retrieve voicemails).

*Note: Features not compatible with Hunt Group: Call Waiting; Call Waiting ID.*



## **Unified Messaging (Email notification of Voicemail)**

Optional feature. Unified messaging lets a user access stored voice messages either with a regular PC e-mail client or by telephone. The PC user can open and play back voice messages, if his/her PC has multimedia audio capability.

To set up Unified Messaging:

1. Call Suddenlink customer service at: 1-800-490-9604
2. Give customer service the email address to which you would like your voicemail sent. When notification of a voice message is received in your email inbox at your PC, open the email and then - if desired - open the attached **.wav** file to listen to the voice message. Be sure the audio on your PC is set to a volume level that you can hear the message playback. A copy of your voicemail message will remain in your voicemailbox after retrieval from your email notification. You will need to delete the message from both your email inbox and your voicemailbox as desired.

## **Extension Dialing**

Optional feature. You can dial 4 digit extensions to reach other users in the same user group.

1. Person A is in the user group and their number is (903-555-5000) and user B (903-555-5001) is in the same group they are trying to reach.
2. User A picks up the receiver and dials 5001 to reach user B.
3. User B's phone rings and they answer the phone and speak to user A.

## **Auto Attendant**

Optional feature. Auto Attendant service automatically answers incoming calls and responds to touch-tone input and voice recognition commands, allowing callers to transfer to a specific phone line within the called business and listen to announcements. Greetings and instructions are customizable by the customer.

A primary menu with up to nine selections (use phone dial pad keys "1" though "9") is provided. Each of these selections can then go to a secondary menu with an additional number of selections up to 9.

For each primary menu selection, you can select one of the following:

- a. Forward to a phone line
- b. Move to another menu item

For each secondary menu selection, the user can select one of the following:

- a. Forward to a phone line
- b. Listen to a pre-recorded message
- c. List users, i.e. "Press 1 for Roger Abraham, Press 2 for Clyde Baker, Press 3 for Lisa Cannon, etc."

To add or change an Auto Attendant, please contact Suddenlink Business customer service.

## Recording Customized Messages

Record Menu Greetings – you will be given instructions and a number to call for recording your greetings and menus.

When recording greetings, make sure you are in a quiet location with little background noise and use your handset rather than a speakerphone.

## Account Codes

Optional feature. A code may be entered for the purpose of identifying a specific account to which a particular call should be associated. Your organization will determine the 4-digit codes assigned to specific accounts (clients, departments, employees, etc.).

To use an Account Code: take the phone off hook and dial **\*96**, listen for the 3-pulse confirmation tone. Enter the 4-digit account code you wish to use and listen for dial tone. Dial the number you are calling.

## Hotline

Optional feature. This service immediately and automatically dials a specified number when the phone is taken off hook.

To Activate or to Deactivate:

This is not a customer controlled feature. Please contact Suddenlink customer service to add this feature.

*Note: Hotline can not be set to dial 911.*

## Warm Line

This service automatically dials a specified number after a time delay. You may set the telephone number to be dialed as well as activate and deactivate Warm Line. Dial **\*21** and when prompted enter the number you want the line to call.

To use: Lift the handset and wait 18 seconds. The pre-designated number is automatically dialed.

To prevent automatic dialing, begin dialing within 18 seconds after lifting the handset.

Dial **\*21#** to deactivate Warmline.



## VOICEMAIL

Suddenlink provides Line Voicemail service. If any of your lines are equipped with Line Voicemail, use the following instructions.

### Setting up your Voicemail box

You will need to set your Voicemail up before using it. Once set-up is complete, your Voicemail will be ready to receive messages.

### Personalizing your Voicemail box

1. From your own phone dial **\*99**.  
When the automated voice answers, press **\***.
2. The Voicemail system will ask for your temporary password— which is **123456**.
3. The Voicemail system will then prompt you to select a 4 digit password and to press the **#** key. Select a password that is easy to remember, but difficult for someone else to guess. Please note that your password cannot contain **#** or **\***. The Voicemail system will ask you to verify your password by entering it a second time and pressing the **#** key.
4. The Voicemail system will prompt you to set up your personal preferences including your personal greeting.
5. If you forget your password, call Suddenlink Customer Service at 1-800-490-9604.

### Retrieving Voicemail Messages From your Own Business Phone

1. Lift the handset of your phone.
2. A stutter dial tone means you have a message(s).
3. From your phone dial **\*99** and wait for your Voicemail to answer.
4. Enter your password after the system prompt.
5. The Voicemail system will tell you how many new messages you have.

### Using any Other Phone

1. Lift the handset of any touch-tone phone and listen for dial tone.
2. Dial your **7 or 10 digit phone number**.
3. Wait for your call to go into the Voicemail system; you will hear your Voicemail greeting.
4. Press the **\*** key. (If the Voicemail is on a Hunt Group, any line in that Hunt Group can retrieve a message by dialing **\*99** plus the Hunt Group pilot number (first line).
5. Enter your password.
6. The Voicemail system will tell you how many new Voicemail messages you have and play them.
7. Press the **1** key to listen to your archived messages.

## **Managing your Voicemail Messages**

When you have finished listening to your Voicemail messages, there are several options available to manage them. The following directions describe these options.

### **Saving a Voicemail Message**

Once you have listened to a message, you have the option of saving it.

1. If you want to save the message, press **9** immediately at the conclusion of the message.
2. The Voicemail system will save the message and begin playing the next message.

### **Replaying a Voicemail Message**

Once you have listened to a message, you have the option of replaying it.

1. To replay a message, press **3** at any time during the message.
2. The Voicemail system will replay the message.

### **Advancing (Skip) a Voicemail Message**

While you are listening to a message, you can advance the message. Press **#** to advance to the end of the message.

### **Deleting a Voicemail Message**

Once you have listened to a message, you have the option to delete it.

1. If you wish to delete a message, press **7** at any time during the message.
2. The message will be erased.



## GROUP VOICEMAIL

Group Voice Mail (GVM) supports multiple users sharing the same telephone number by providing each user with an individual mailbox. A greeting prompts the caller to select the particular user from a list of users' mailboxes and then prompts the caller to leave a message in that chosen mailbox.

### Setting Up Your Group Voicemail

Press \*99 (if offsite see section "Logging into Group Voicemail Extensions" below)

Enter the PIN of the extension you would like to set up followed by #.

You will hear instructions to help you set up your PIN and record a greeting.

### Group Greeting (Must be recorded from the Master mailbox extension)

At the main menu, Press 6 to modify Family Mailbox extensions.

Press 1 to record a Main greeting (Group Greeting).

Press \* to return to the main menu.

Press 2 to add an extension.

The voicemail system will auto generate a temporary PIN.

You will need to remember this PIN, as it will be different than our default temp PIN.

Press 3 to remove and extension.

### Personal Greeting

Press 2 to access the Greeting Menu, follow prompts.

Press 1 to record Greeting.

(This will be the Greeting for this extension mailbox).

### Name Greeting

Press 2 to access the Greeting Menu, follow prompts.

Press 3 for the Name Greeting.

Press 5 to enable the Name Greeting.

### Logging into Group Voicemail Extensions- onsite

Press \*99

Enter the PIN of the extension mailbox you would like to access followed by #.

### **Logging into Group Voicemail Extensions- Offsite**

Dial your phone number; wait for it to ring through to Voicemail.  
Select your mailbox extension by dialing the single digit mailbox extension number.  
Press \* to enter into message retrieval mode.  
Enter the PIN of the extension mailbox you would like to access followed by #.

### **Personal Options Summary**

At the main menu, press 4 - Personal Options.  
At the Personal Options menu, press 1 - Modify PIN.  
Enter your new PIN followed by #.  
To confirm the new PIN, press 1.

### **Message Playback Options**

#### **Managing your Voicemail Messages**

##### **Saving a Voicemail Message**

If you want to save the message, press 9 immediately at the conclusion of the message.  
The Voicemail system will save the message and begin playing the next message.

##### **Replaying a Voicemail Message**

To replay a message, press 3 at any time during the message. The Voicemail system will replay the message.

##### **Advancing (Skip) a Voicemail Message**

While you are listening to a message, you can advance the message. Press # to advance to the end of the message.

##### **Deleting a Voicemail Message**

If you wish to delete a message, press 7 at any time during the message.



## LINE FUNCTIONS

### Directory Assistance — Dial 411

If you need to contact directory assistance to get a local or long distance phone number, dial 411. There will be an additional charge incurred for making this call. To get current pricing please call Suddenlink customer service.

### Calling the Operator

You can contact the operator if you need help placing a call. An additional charge will be incurred for making this call. For current pricing, please call Suddenlink customer service at 1-800-490-9604.

## INTERNATIONAL LONG DISTANCE RATES

International rates vary based on the call destination. For current international pricing visit [www.suddenlinkbusiness.com](http://www.suddenlinkbusiness.com).

## BILLING INFORMATION

If you have any questions regarding your monthly billing statement, please call Suddenlink customer service.

***All prices are subject to change.***

### Notes:

Lines that are included in the Hunt Groups cannot use the following features:

- Call Forward Busy Line
- Call Forward Do Not Answer
- Call Waiting
- Simultaneous Ring
- Call Hold

Lines with Voicemail cannot use:

- Call Forward Busy Line or
- Call Forward Do Not Answer

Call Hold cannot be provided with Extension Dialing or with Selective Call Forward or No Answer.

No features are provided with Hotline.





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