

Digital Phone Service Features

Voicemail

Our voicemail function allows you to receive voice messages.

- To set-up your voicemail for the first time, dial *98 from your Xplornet phone, and follow the prompts.
- To retrieve your messages:
 - Dial *98 from your Xplornet phone, or
 - If you are not at home, dial your number and press * when you hear your voicemail greeting, or
 - If you are calling from a number outside of your local calling area dial 1-866-524-5459, and follow the prompts.
- To change the number of times your phone rings before going to voicemail, press *94 followed by the number of times you want the phone to ring (e.g. *946 to have your phone go to voicemail after 6 rings). The default setting is 4 rings.

Voicemail to Email

To forward a copy of your voice messages to your email as an audio file, please email your request to phone@xplornet.com. The request must be sent by the account holder, and include your Digital Phone Service number, your Customer ID (which can be found in the top right-hand corner of your Xplornet invoice) and the email address you want your messages forwarded to. Your request will be processed within 2 business days.

Call Display

If your phone has a display screen, our call display function will display the name and number of the person calling you, including callers who called while you are on the phone (i.e. call waiting call display).

Call Waiting

Our call waiting feature will alert you, via a short beep/tone, to another incoming call when you are talking on the phone. When you hear the beep tone:

- You can switch between callers via the hang up button (quickly pressing and releasing the receiver key), or
- You can press the "Flash" button to answer the second call. This will not disconnect the original caller (they are on hold).

To disable the call waiting function, dial *57 and to re-enable this feature dial *56.

Note: Call waiting is only available to fixed wireless customers and is currently not available to satellite customers.

Call Forwarding

This feature allows you to forward your calls to another number.

- Dial *72 followed by the number you want your incoming calls to be forwarded to. You must include 1 + the area code and number you are forwarding your calls to. To disable dial *73.
- If you want your calls to be forwarded only when your line is busy, dial *90, followed by 1 + the area code and number where you want your calls to be forwarded to. To disable dial *91.
- If you would like your calls to be forwarded when your line is unavailable (e.g. a power interruption) dial *92, followed by 1 + the area code and number. To disable dial *93.

Three Way Calling

To talk with 2 different people on the same call, press the "Flash" button while on a call, and dial the number of the other person you wish to conference in. Once the third party is on the line, press the "Flash" button again and all three parties will be on the call together.

Note: Three way calling is only available to fixed wireless customers and is currently not available to satellite customers.

Last Call Return

If you would like to return a call to the last person who called you, dial *69.

Caller-ID Block

To hide your name and number from displaying on someone else's call display, dial *67 and the phone number you are calling. To turn this function on indefinitely dial *81. Once this function is enabled, dial *82 in order for people to see your caller-ID once again.