



SFCN VoIP PHONE SYSTEM FREQUENTLY ASKED QUESTIONS

Here are answers to some of the more frequently asked questions:

- Q. If I chose not to have voicemail configured on my line when it was set up can I add it later?**
A. Yes. Simply give us a call at 798-2877, 8:00 AM to 5:00 PM M-F, and we can set that up for you.
- Q. When I access my voicemail from an outside line it asks for a password. What is my password?**
A. Your default voicemail password is '1234'. We suggest that you set your own password immediately.
- Q. Can I get my voicemail messages sent to my email?**
A. Yes. Simply give us a call at 798-2877, 8:00 AM to 5:00 PM M-F, and we can set that up for you.
- Q. Can I have SFCN phone service even if I don't have SFCN high speed internet?**
A. Yes, you can.
- Q. How do I enable or disable a certain feature on my phone line?**
A. On the back of this sheet is a list of access codes for the various features we offer as well as brief instructions on how to use them.
- Q. When I'm on the phone and another call comes in, I hear a beep and a pause. Why?**
A. This is call waiting. If your phone has caller-ID you will also be able to see the caller-ID information of the calling party.
- Q. Can I disable call waiting?**
A. Yes. See the call waiting feature codes on the back of this sheet.
- Q. I just had my SFCN VoIP phone installed but other people can't see my caller-id information.**
A. Caller-id information usually takes about 48 hours to appear on a new phone line. This is normal and is due to the caller-id database update procedures.
- Q. Can I forward my home phone to my cell phone?**
A. Yes. See the call forwarding feature codes on the back of this sheet.
- Q. How do I log into my web portal?**
A. This feature is coming soon. Stay tuned.
- Q. What if I have other questions that aren't listed here?**
A. Just give us a call at 798-2877 and we'll be happy to help.

Feature Codes

Below are codes you can use to access features on you phone line provided by SFCN:

Caller ID Suppression *67

Needs to be dialed as 1 string, examples:

*677874906 would dial 787-4906

*6718017874906 would dial 1-801-787-4906

Use this feature to disable Caller ID for outbound calls.

Disable Call Waiting: *70

Needs to be dialed as 1 string, examples:

*707874906 would dial 787-4906 disabling call waiting for the duration of the call.

*7018017874906 would dial 1-801-787-4906 disabling calling waiting for the duration of the call.

Use this feature to disable call waiting for the duration of a call.

Call Forwarding Activation / Deactivation: *30

Use this feature to enable or disable call forwarding.

Just dial it and follow the prompts.

Voicemail Access: *98

Dial *98 from your phone to access the voicemail system or just press '#' when you call your number from an outside line and get your phone's voicemail. Your default voicemail password is '1234'. We suggest that you set your own password immediately.