

# pulse

## RESIDENTIAL VOICE QUICK REFERENCE GUIDE





## PHONE FEATURES

Loveland Pulse Residential Voice features are able to be modified and enabled through telephone shortcuts. Each of those features will be covered in the following sections.

### Feature Access Codes

While the following sections will go into greater detail about how to use each feature from a phone, the table below serves as compilation of all of the various feature access codes.

If you have any questions regarding a particular feature or corresponding code, refer to the feature's section after this table.

FEATURE	ON	OFF
Anonymous Call Rejection	*77	*87
Call Forwarding – Always	*72	*73
Call Forwarding – Busy	*90	*91
Call Forwarding – No Answer	*92	*93
Call Forwarding – Not Reachable	*94	*95
Call Return	*69	
Call Waiting (per call *70)	*56	*57
Call Waiting – Disable for One Call	*70	
Caller ID Block – Outbound	*68	*81
Caller ID – Block Outbound (per call)	*67	
Clear Voice Message Indicator	*99	
Do Not Disturb	*78	*79
Flash Call Hold	*22	
Last Number Redial	*66	
Speed Dial 8	*74	
Speed Dial 100	*75	
Voicemail	*98 or *62	

## **Anonymous Call Rejection**

Reject incoming calls that have blocked their directory or identification information. Anonymous callers will hear an intercept message when they call.

1. Dial \*77 to enable. Dial \*87 to disable.
2. Listen for a confirmation message.

## **Forward incoming calls to another number.**

1. Dial \*72 to enable call forwarding always.  
Dial \*73 to disable call forwarding always.  
Dial \*90 to enable call forwarding – busy.  
Dial \*91 to disable call forwarding – busy.  
Dial \*92 to enable call forwarding – no answer.  
Dial \*93 to disable call forwarding – no answer.  
Dial \*94 to enable call forward not reachable.  
Dial \*95 to disable call forward not reachable.
2. Enter the 10-digit phone number for the call forwarding destination and press #.
3. Listen for a confirmation message.

## **Call Return**

Quickly dial the number of the last incoming call.

1. Dial \*69.
2. Your phone will dial the number that was your last incoming call.

## Call Waiting

Switch to new incoming calls while already on another call.

### To enable or disable the feature:

1. Dial \*56 to enable.      Dial \*57 to disable.
2. Listen for a confirmation message.

### To Answer:

1. Sound will alert when there is another call.
2. Press flash to put the existing caller on hold and accept the other call.

### To Disable for a Single Call:

1. Dial \*70
2. Enter the desired 10-digit phone number you're wanting to call.

## Caller ID

Identify callers before answering the call. Block Caller ID information from being delivered with Outbound Caller ID Block.

1. Dial \*68 to permanently enable outbound caller ID block.  
Dial \*81 to permanently disable outbound caller ID block.
2. Dial \*67 and the 10-digit phone number to enable outbound caller ID block for one call  
Dial \*82 and the 10-digit phone number to disable outbound caller ID block for one call.
3. Listen for a confirmation message.

## Clear Voice Message Indicator

Clear the indicator on your phone that shows voice messages.

1. Dial \*99.
2. Listen to the confirmation message.



### **Do Not Disturb**

Halt calls, pages or intercom messages. Callers will receive a busy message and be sent to voicemail or receive a busy signal.

1. Dial \*78 to enable.      Dial \*79 to disable.

Listen for a confirmation message.

### **Flash Call Hold**

**To place a call on hold:**

1. Dial the other number
2. During the call, press flash.
3. Dial \*22 to place the call on hold.

**To take a call off hold:**

1. Dial \*22 or press flash.

### **Last Number Redial**

Quickly dial the number of the last outgoing call.

1. Dial \*66.

### **Speed Dial**

Add frequently dialed numbers for quick and simple access.

**To Create a Speed Dial Code:**

1. For a one digit code, dial \*74 and wait for the tone.  
For a two digit code, dial \*75 and wait for the tone.
2. Dial appropriate speed dial code followed by the user's 10-digit phone number.  
(Example: 03+800-555-1212)
3. Listen for a confirmation message.

**To Use Speed Dial:**

1. Listen for a dial tone.
2. Dial # followed by appropriate 2-digit speed dial code.

## Three-Way Calling

Create a call that includes three parties with each on a separate device.

1. Call the first phone number or extension.
2. Once they answer and you are on an active call, place the call on hold by pressing Flash / Conference.
3. Enter the third party's complete phone number or extension and press #.
4. Once the third party answers and you are on an active call, connect all three parties and begin a three-way call by pressing Flash / Conference.

**Note:** If either the second or third party leaves the call, the first party and the remaining party will remain connected.

## Voicemail

Send calls to a personal Voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by phone, online account or email.

### To Access Voicemail:

1. From on-network extension: Dial \*98.  
From off-network extension: Dial your 10-digit phone number and press \* when greeting starts.
2. Enter passcode and press #.

### Main Voicemail Menu Options:

- [1] To access voicemail.
- [3] Record name.
- [8] To change passcode.
- [9] To exit the voice portal.
- [#] To repeat this menu.

### First Time Setup or Reset Voicemail Passcode

1. Dial \*98.
2. Enter default passcode 8642 and press # (first time setup).
3. Following passcode has expired prompt, enter a permanent passcode and press #.
4. Re-enter permanent passcode and press #.
5. Follow the rest of the prompts to record name and greetings.