Xplore Home Phone Service Feature Guide

Most Popular Features	Also Included	
• **Voicemail** • **Call Display** • **Call Waiting**	• Caller ID Block • Call Forwarding • Call Return • Call Screening • Do Not Disturb	• 3-way Calling • Voicemail to E-mail • Online Self-Service • E911 Support • Find Me / Follow Me

Features with Star (*) Codes

Voicemail Access (Default Voicemail PIN: 1234)	***98**
Rings before Voicemail Set number of rings to 4 Set number of rings to 5 Set number of rings to 6	 ***94** ***95** ***96**
Call Forwarding Enable Disable Forward to voicemail when busy / no answer	 ***72** ***73** ***90**
Call ID Block Single Call Enable indefinitely	 ***67** ***81**
Last call return	***69**
Call waiting Enable Disable	 ***57** ***56**

Manage Features Online

1. Go to MyXplore at **www.myxplore.ca** and click My Account Login

2. Enter your MyXplore User Name and Password, click Login

3. Under Customer Quick Links, click Manage Home Phone Features to view or update your settings for features, such as:

   • Voicemail (including Voicemail to Email)
   • Call Forwarding (including Find Me / Follow Me)
   • E911 Address Updates

Access voicemail from a remote location

1. Dial 10-digit phone number

2. At the greeting, press # sign and enter your 4-digit PIN

Go beyond. ❭ xplore.ca

Xplore®

Home Phone N11 Services

411 – Information / Directory Assistance
Helps you find phone numbers and other contact information about businesses and people in your area

611 – Xplore Direct Support
Helps you contact Xplore directly and (like 911) will work even if Xplore Home Phone is suspended

711 – TDD / TTY Services
Telecommunications Relay Service that helps those who are hearing impaired to converse with others over the phone through an operator by translating from TDD to speech and vice versa

911 – E911 Emergency Services
Enhanced 911 service is routed through a call centre which validates your address prior to dispatching emergency services

You'll never miss a call with Find Me / Follow Me feature

Find Me (simultaneous ring)

Direct your calls so that they ring your home phone, cell phone or other phones **at the same time**

Incoming Call → **Rings to:** → Home Phone | Mobile Phone | Office Phone — **All at the same time** → **If no answer** → **Goes to Voicemail, then email**

Follow Me (sequential ring)

Direct your calls so that they ring your home phone, cell phone, or other phones **one after the other**

Incoming Call → **Rings to:** → Home Phone → Mobile Phone → Office Phone → **If no answer** → **Goes to Voicemail, then email**

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