



# Xplornet Home Phone Service Feature Guide

Most Popular Features	Also Included
<ul style="list-style-type: none"> <li>• Voicemail</li> <li>• Call Display</li> <li>• Call Waiting</li> </ul>	<ul style="list-style-type: none"> <li>• Caller ID Block</li> <li>• Call Forwarding</li> <li>• Call Return</li> <li>• Call Screening</li> <li>• Do Not Disturb</li> <li>• 3-way Calling</li> <li>• Voicemail to E-mail</li> <li>• Online Self-Service</li> <li>• E911 Support</li> <li>• Find Me / Follow Me</li> </ul>

## Features with Star (\*) Codes

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

## Manage Features Online

1. Go to MyXplornet at [www.myxplornet.com](http://www.myxplornet.com) and click My Account Login
2. Enter your MyXplornet 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

**Connect to what matters:**  
A new way to stay connected!





## 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 – Xplornet Direct Support

Helps you contact Xplornet directly and (like 911) will work even if Xplornet 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

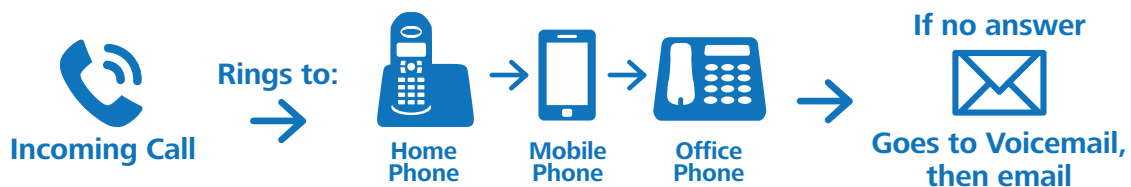
### Find Me (simultaneous ring)

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



### Follow Me (sequential ring)

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



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