BLUE STREAM PHONE SERVICE QUICK START GUIDE

How to Access Voicemail

Accessing the Voicemail System for the First Time

1. From your home phone, dial your 10-digit phone number
2. Enter default passcode **4227**
3. When prompted, enter a new passcode
4. Re-enter the same new passcode at the prompt
5. If your new passcode is accepted, you will hear "your password has been changed successfully"
6. Press the # key
7. Once in the system, you will hear "Welcome to your Voice Messaging System. If you are not calling from your home phone, press the * key."

Accessing Voicemail while at Home or Away

1. From any phone, dial your phone 10-digit number, or dial *62 from your home phone
2. Press * to access your voicemail, once your recording picks up.
3. Enter your passcode at the prompt.

Voicemail Main Menu

1. To listen to your messages, press 1
2. To change your mailbox busy greeting, press 2
3. To change your mailbox no answer greeting, press 3
4. To compose and send a new message, press 5
5. To delete all messages, press 7
7. To repeat this menu, press the # key

While Listening to the Messages Menu

1. To save this message, press the # key
2. To erase this message, press 7
3. To repeat this message, press 2
4. To go back to the previous message, press 4
5. To play the message envelope, press 5
6. To go to the next message, press 6
7. For additional options, press 9
8. To go back to the previous menu, press the # key

Note: To clear the message waiting indicator without erasing messages, dial *99.

Voicemail Management: (*62)

This service allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone and dialing your 10 digit telephone number or dial *62, or you can choose to send voice messages directly to your e-mail address.

Here are the top five Blue Stream Phone features

The remainder of calling features can be found at our website www.bluestreamfiber.com/phone, under support, then calling features or in your Account Portal see instructions for accessing your account portal on page 5.

1. Anonymous Call Rejection
2. Call Waiting
3. Call Forwarding
4. Speed Dial
5. Voicemail Management

Anonymous Call Rejection (*77)

This feature prevents or allows calls from callers who have blocked their phone numbers from being identified. Blocked callers will hear a message notifying them that their calls are being rejected.

From Your Phone:

To activate Anonymous Call Rejection, dial * 77.
To deactivate, dial *87.

Call Waiting On/Off

This service allows you to decide whether phone calls in progress can be interrupted by other calls.

NOTE: This service is not available with all access device types.

From Your Phone:

To activate, log into your account portal click "On". To deactivate for individual calls, dial *70 before dialing out.

Call Forwarding Always (*72)

The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone.

From Your Phone:

To activate, and/or change options for this service, dial *72 followed by the phone number that you will be redirecting your calls to. Your calls remain forwarded until you dial the deactivation code (*73).

Speed Dial (*74)

This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. To use speed dial from your phone, dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 3, dial 3#.

From your phone:

To begin programming Speed Dial Codes, dial *74, the speed dial code number and the phone number that you will be associating with that speed dial code. For example, *74 3 8595551212 programs Speed Dial Code 3 to dial 859-555-1212.

How to Log into your Blue Stream Account Portal

You can login to your Account Portal and configure all the features that Blue Stream Digital Phone Service offers by doing the following:

1. Go to: **www.bluestreamfiber.com/voice-portal**
2. For your username, it will be your 10-digit phone number (Example: 859-721-0028 without hyphens or spaces).
3. To obtain your password, click "Forgot Password" on the upper left side of the screen. A password will then be emailed to you. There will be a link provided in the email as well as a randomly generated password.
4. Enter this password into the appropriate field and click "Login".

From the "Home" page, click "Features" to configure all of your phone features (e.g. Call Forward, Simultaneous Ring, etc.)

Note: When you log in for the first time, you will be prompted to enter a 4 digit CPNI Code of your choice. (CPNI is a security code used for verifying an individual customer's identity before providing access to confidential and proprietary customer information).

How to Change your Account Portal Password

When you log in for the first time, you will be prompted to change your password. Your new password must consist of 4-12 characters and cannot contain any spaces.

1. Enter the password provided to you on the original email in the "Old password" field.
2. Enter a password of your choosing in the "New password", confirm your new password.
3. Click "Submit"

*Feature Access Codes

*62 Voicemail

*72 Call Forwarding Always Activation

*73 Call Forwarding Always Deactivation

*90 Call Forwarding Busy Activation

*91 Call Forwarding Busy Deactivation

*92 Call Forwarding No Answer Activation

*93 Call Forwarding No Answer Deactivation

*67 Calling Line ID Delivery Blocking per Call

*65 Calling Line ID Delivery per Call

*69 Call Return

*70 Cancel Call Waiting (per call)

*94 Call Forwarding Not Reachable Activation

*95 Call Forwarding Not Reachable Deactivation

*78 Do Not Disturb Activation

*79 Do Not Disturb Deactivation

*77 Anonymous Call Rejection Activation

*87 Anonymous Call Rejection Deactivation