Blue Stream fiber

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Quick Start Guide

How to Access Voicemail

Accessing the Voicemail System for the First Time

1. From your home phone, dial the Voicemail Access Number: 772-597-8642 or dial *98 to setup a new greeting and a PIN.

2. Follow the automated prompts to set up your passcode (PIN), your name and your greeting.

Accessing Voicemail while at Home or Away

1. From your home phone, dial the Voicemail Access Number: 772-597-8642 or dial *98. From another location, dial the Voicemail Access number, then dial your 10 digit phone number followed by #.

2. Enter your passcode (PIN) at the prompt.

3. Press 1 to play the first message. You will be given list of options to choose.

4. Press * to exit the system

Voicemail Main Menu

1. To listen to your messages, press 1

2. To send your message to another phone, press 2

3. To change your mailbox greeting, press 3

4. To change your mailbox settings, press 4

5. To access deleted messages, press 6

6. To change your voice mail PIN, press 4; then press 3; then 1 to enter new PIN.

7. To exit the voice mail system, press *

While Listening to the Messages Menu

1. To save this message, press 2

2. To erase this message, press 3

3. To repeat this message, press 1

4. To mark message as new, press #

5. To go back to the previous menu, press the * key

*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: https://myfeatures.itstelecom.net

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 for the first time, contact customer service at 772-597-2111 (unless you received it at installation). Otherwise enter password you created.

4. Enter this password into the appropriate field and click "Login".

From the "Home" page, click on the appropriate icon: Call Settings, Message Settings or Account Codes to configure your phone features (e.g. Call Forward, Simultaneous Ring, etc.)

Click on Messages and Calls in the top menu to get a quick summary of your calls and to listen to Voicemail messages.

*Feature Access Codes

*98   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)

*78   Do Not Disturb Activation

*79   Do Not Disturb Deactivation

*77   Anonymous Call Rejection Activation

*87   Anonymous Call Rejection Deactivation

Notes