CENTRANET

Centranet Home Phone

Star Codes Guide

Dial these codes to activate and deactivate certain features on your account.

ACCOUNT CALL SCREENING	
*41	All Other Callers: Block
*42	All Other Callers: Allow
*45	Custom Caller: Block
*46	Custom Callers: Allow
*47	Custom Callers: Block w/Message
*48	Anonymous Callers: Block
*49	Anonymous Callers: Allow
*50	Anonymous: Block w/Message
*51	Anonymous: Disable Block w/Message
*57	Call Trace

USER CALL HANDLING	
**+Ext.	Directed Call Pickup
*89	Pick Up Group
*56	Call Waiting: Enable
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*86	Call Park
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*65 +	Caller ID: Enable Next Call
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*69	Last Call Return
*98	Voicemail Management

USER CALL FORWARDING	
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* 90+	Call Forward: Busy (On/Off)
* 92+	Call Forward: No Answer (On/Off)
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*55+Ext.	Send Call Directly to Voicemail

USER CALL SCREENING	
* 58+	Custom Caller Block w/Message
* 59 +	Custom Callers: Allow
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*64	All Other Callers: Block
*74	All Other Callers: Allow
*78	Anonymous Callers: Block
*87	Anonymous Callers: Allow
*95	Anonymous: Block w/Message
*97	Anonymous: Disable Block w/Message
*77	Do Not Disturb: Enable
*79	Do Not Disturb: Disable

SOCIAL & PUBLIC SERVICES	
211	Essential Community Services
411	Directory Assistance
511	Traveler Information (US)
611	Customer Service
711	Telecommunications Relay Service
811	Utility Location Services (US)
811	Canadian Health Services (CAN)
911	Emergency Services
933	Emergency Services Verification (US)
988	Suicide Prevention Hotline (US)

Calling Features

Call Screening

Use Call Screening to ensure you receive important calls. You can limit the callers that ring your phone, filter callers, or forward important callers to another number.

Calls from anonymous callers, or other callers, can be given special treatment, such as being blocked, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned. These settings can be configured via star code (below) or in the portal.

> ✏️ **National Do Not Call Registry**
> You can also reduce the number of unwanted sales calls you get by signing up for the National Do Not Call Registry. It's free! Visit www.donotcall.gov to register your number.

All Other Callers

If you don't want to receive calls from anyone, use this feature to block all callers and then enable only custom (specific) callers to reach you.

Star Code	Instructions
*42	**All Other Callers: Allow** All other calls (not otherwise specified) will be allowed. 1. Dial the star code. 2. You will hear, *"Your selective call accept service has been deactivated."*
*41	**All Other Callers: Block** All other calls (not otherwise specified) will be blocked. 1. Dial the star code. 2. You will hear, *"Your selective call accept service has been activated."*

Anonymous Callers

Calls from anonymous callers (without caller ID) can waste your time and distract you from other calls you want to take. Block them from even ringing your phone.

Star Code	Instructions
*49	**Anonymous Callers: Allow** Calls without caller ID will be allowed. 1. Dial the star code. 2. You will hear, *"Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."*
*48	**Anonymous Callers: Block** Calls without caller ID will be blocked. 1. Dial the star code. 2. You will hear, *"Your anonymous call rejection service has been deactivated."*
*50	**Anonymous Callers: Enable Block with Message** Calls without caller ID will be blocked with a message. 1. Dial the star code. 2. You will hear, *"Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."* 3. Callers will hear a message indicating anonymous callers are not allowed.
*51	**Anonymous Callers: Disable Block with Message** Calls without caller ID will no longer be blocked with a message. 1. Dial the star code. 2. You will hear, *"Your anonymous call rejection service has been deactivated."*

Custom Callers

Use this feature to control who can call your phone and what happens when they do. To create a rule for a group of phone numbers with the same area code and/or prefix, enter the first few digits of the phone number instead.

Star Code	Instructions
*46 +	**Custom Caller: Allow** Calls from the number specified will be allowed. Use this feature if you are currently blocking all callers and want to allow a specific phone number, or if you would like to allow a specific caller that you've blocked in the past. 1. Dial the star code. 2. Enter your 4-digit voicemail PIN followed by #. 3. Enter the 11-digit phone number followed by #. • For example: 18005551212# 4. You will hear, *"Calls from [phone number you entered] will be allowed."*
*45 +	**Custom Caller: Block** Calls from the number specified will be blocked. The caller will hear a busy tone. Use this feature if you have allowed all callers but want to block a specific caller. Using this star code, the blocked caller will hear a busy signal instead of ringing through to your line. 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Enter the 11-digit number followed by #. • You will hear a prompt saying, *"Calls from [phone number] will be blocked."*

Star Code	Instructions

*47 +	**Custom Caller: Block with Message**
	
	Calls from the number specified will be blocked with a message.
	
	1. Dial the star code designated to block specific numbers and to play a message when done.
	
	2. Enter your voicemail PIN followed by #.
	
	3. Enter the 10-digit number to be blocked followed by #.
	    • You will hear, *"Calls from [phone number you entered] will be blocked."*
	    • The caller will hear, *"The number you have dialed is not accepting calls at this time. Please try again later."*

Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

Star Code	Instructions
*77	**Do Not Disturb: Enable** Turns on DND. All calls will be sent to voicemail. 1. Dial the star code. 2. You will hear, *"Do not disturb enabled."* 3. Incoming calls are sent directly to your voicemail box.
*79	**Do Not Disturb: Disable** Turns off DND. 1. Dial the star code. 2. You will hear, *"Do not disturb disabled."* 3. Incoming calls follow your Call Handling settings.

Call Forwarding

When you aren't available to answer calls on your phone, you can forward your calls somewhere else. Call Forwarding can be set up in the voice portal or by star codes. In the Voice Portal, you can set up a schedule to forward calls during certain hours, like your lunch break.

Call Forwarding can be configured in the portal or via star code. These star codes are applied to the line. For each Call Forwarding star code, the call handling options are *Forward* and *Send to Voicemail*.

Star Code	Instructions

*72	**Call Forward: All Calls**
	
	When enabled, all incoming calls will be forwarded to a specified phone number. Also known as Unconditional Forwarding.
	
	1. Dial the star code.
	2. Enter your 4-digit PIN followed by #.
	3. Choose an option:
	   • **Enable:** Press 1 and enter the destination's 11-digit phone number.
	   • **Disable:** Press 2 to disable forwarding and allow calls to ring to your line.

*90	**Call Forward: Busy**
	
	Choose how calls will be handled when you're on another call.
	
	1. Dial the star code.
	2. Enter your voicemail PIN.
	3. Choose an option:
	   • Press 1 to enter the destination's 11-digit phone number.
	   • Press 2 to have calls sent to voicemail.

*92	**Call Forward: No Answer**
	
	Choose how calls will be handled when the line isn't answered.
	
	1. Dial the star code.
	2. Enter your voicemail PIN followed by #.
	3. Choose an option:
	   • Press 1 to forward calls. Enter the destination's 11-digit phone number followed by #. You will hear, *"All calls will be forwarded when not answered. Goodbye."*
	   • Press 2 to send calls to voicemail. You will hear, "Calls will be sent to voicemail when not answered. Goodbye."

Star Code	Instructions
*94	**Call Forward: Out of Service** Choose how calls will be handled when the line is out of service or not registered. 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: • Press 1 to enter a forwarding number followed by #. You will hear, *"All calls will be forwarded when your line is out of service, goodbye."* • Press 2 to send calls to voicemail.

Remote Forwarding

When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system. Remote Forwarding will continue to function even if there is a power outage, internet outage, or device failure.

1. From a phone not connected to your account, dial your 11-digit phone number.

2. When you hear your voicemail greeting, press #.

3. Enter your voicemail PIN followed by #.

4. Press 8 for personal options.

5. Press 5 to access the Call Forwarding menu.

   • Press 1 to forward all calls. Enter forwarding destination number followed by #. You will hear, *"All calls will be forwarded."*

   • Press 2 to send all calls to your line. You will hear, *"Calls will ring your line, goodbye."*

Call Waiting

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, place the current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone or in the portal.

Star Code	Instructions
*56	**Call Waiting: Enable** Enables call waiting for ALL calls to the line. 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been activated.
*57	**Call Waiting: Disable** Disables call waiting for ALL calls to the line. 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been deactivated.
*70 +	**Call Waiting: Disable Next Call** If call waiting is enabled on the line, this star code will disable caller ID on the current call. Future calls will not be affected. 1. Dial the star code + the phone number of the party you're trying to reach. • For example: ***70 +**8015553284 2. During this call, incoming calls will follow the "busy" call behavior.

Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call:

- When notified of a second incoming call, press the line button on your phone.
- Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the line button for the call you want to switch to.

Caller ID

Caller ID, the calling name (CNAM) and phone number (CLID) sent with outbound calls, is a setting on each phone number. You can choose to send out the main company number, a number assigned to the line, or no caller ID at all. If the name on your caller ID is incorrect, please contact Customer Support to update it.

> **ℹ Caller ID for Mobile Phones**
> Most mobile phone carriers do not send the CNAM because mobile phones look up the calling phone number in the device's contact list. Also, calls to 911 will always send the 911 callback number set on the device, regardless of your caller ID settings.

Caller ID Settings

Use the following star codes or log in to the portal to manage your caller ID settings.

Star Code	Instructions
*65 +	**Caller ID: Enable Next Call** If caller ID is blocked on the line, this star code will enable caller ID for the current call. Future calls will not be affected. If caller ID was already enabled, it will continue to be enabled. 1. Dial the star code + the number for the party you're trying to reach. • For example: *65 +8015552134 2. Caller ID will be displayed to the party on this call.
*67 +	**Caller ID: Disable Next Call** If caller ID is enabled on the line, this star code will block caller ID on the current call. Future calls will not be affected. If caller ID was already blocked, it will continue to be blocked. 1. Dial the star code + the number for the party you're trying to reach. • For example: *67 +8012265555 2. Caller ID will be displayed as "BLOCKED" to the party on this call.

Star Code	Instructions

*68	**Caller ID: All Calls**
	
	Enable or disable caller ID for all outbound calls.
	
	1. Dial the star code.
	
	2. Enter your 4-digit PIN, followed by #.
	
	3. Choose from the following options:
	
	    • Press 1 to enable caller ID on all calls.
	
	    • Press 2 to disable caller ID on all calls.

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Last Call Return

Star Code	Instructions
*69	**Last Call Return** Dial the last caller ID number that rang the line (not the last *outbound* call). 1. Dial the star code. 2. You will be connected to the last number that called you.

Three-Way Calling

Three-way calling lets you bring two parties into the same call so all may participate in the same conversation.

1. While on an active call, press and release the switch hook or flash button on your phone. The first part will be placed on hold.
2. Listen for a second dial tone and then dial the phone number of the second party.
3. After the second part answers, press and release the switch hook or flash button to join both parties into the call.

Voicemail Local Access

Your voicemail box can be accessed remotely or from a phone connected to the line it's assigned to. The first time the box is accessed, the default PIN is 1234. To manage your voicemail box online, see Voicemail.

Direct Access

Star Code	Instructions
*98	**Voicemail Management** Access the voicemail box assigned to the line. 1. From a phone connected to your account, dial the Voicemail Management star code. 2. Enter the PIN and press #.

Remote Access

1. From a phone that isn't connected to your account, dial the 10-digit phone number.

2. When the voicemail greeting plays, press #.

3. Enter the voicemail PIN and press #.

> **i** **Note**
> **The default PIN is 1234.** The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

Listen to Messages

Log in to the voicemail box and **press 1** to listen to your messages. Use the following to navigate the menu:

- Press 1 to skip a message.

- Press 2 to save a message.

- Press 3 to erase a message.

- Press 9 to repeat the message.

- Press 0 to exit the menu.

Personal Options

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- Press 1 to change the PIN.

- Press 2 to personalize your greeting.

- Press 3 to record your name.

- Press 5 for call forwarding (then enter forwarding destination number).

- Press 6 to enter a call screening forwarding number.

- Press 9 to repeat the personal options.

- Press 0 to exit the menu.

Change Your PIN

1. Access the voicemail box and press 8.

2. Press 1 to change the PIN.

3. Enter a new PIN that is at least 4-digits long, then press #.

4. Hang up or press 0 to go back to the main menu.

Record Your Greetings

1. Access the voicemail box and press 8.

2. Press 2 to personalize your greetings.

   - Press 1 to change the default greeting.

   - Press 2 to change the "busy" greeting.

   - Press 3 to change the "no answer" greeting.

3. Hang up or press 0 to go back to the main menu.