



Phone Features

Service Includes: Unlimited Local & Long Distance within 48 States, Canada, & Puerto Rico

International Rates are available upon request.

Voicemail: Dial *86, See voicemail Instruction sheet for details

Caller ID/Caller Name: Is enabled for all customers, requires a compatible phone.

Call Forwarding: To Activate Dial *72 and then follow prompts

To Deactivate: dial *73, this will disconnect the call forwarding

To find out if your Call Forwarding is active dial *21*

Call Waiting: If a second call rings in while you are already on a call you will hear a 'boop' in your ear. To put your current call on hold an answer the new call you press 'Flash Hook' on your phone. Check your phone manual to locate the 'Flash Hook' button.

3-Way Calling: To add a second caller to a call you are already on, press your 'Flash Hook' button on your phone, listen for a dial tone, dial the second number, press the 'Flash Hook' button again to conference the calls together. You may bring the calls together while it is still ringing, or you may wait for the other person to answer prior to connecting the calls.

Block Caller ID Outgoing: *67, wait for dial tone then place your call as normal

Redial Last Outgoing Call: *66 Redial Last Incoming Call: *69

Block Incoming Anonymous calls: *77 Allow Anonymous call: *87

To clear your voicemail message waiting indicator (stutter dial tone): *99 To change the number of rings before your voicemail answers: *610 then follow prompts

Please note, feature activation varies by phone. If you encounter difficulty entering the feature codes above, it may be necessary to enter # after the feature code.

If you wish to disable Voicemail, Call Waiting, or 3-Way Calling, please contact Crocker technical support via email ShutesburySupport@crocker.com or call 413-654-1703.

Voicemail Instructions

Accessing your Voicemail for the First Time:

- Step 1: Dial *86 (Alternative try 2000#) Varies by phone
 - Step 2: Enter your temporary password of 7849 followed by #
 - Step 3: Enter your new 4-digit password followed by #
 - Step 4: For Verification, enter your new 4-digit password followed by #
 - Step 5: Record your name followed by #
 - Step 6: Press the * key to save the name recording
- You may now hang up as your voicemail box is ready to accept new messages

Accessing Voicemail After First Time:

- Step 1: Dial *86
- Step 2: Enter your password
- Step 3: Press 1 to access your Voicemail Box
- Step 4: Press 1 to Listen to your messages

Recording New or Revised Personal Voicemail Greetings:

- Step 1: Dial *86
- Step 2: Enter your password.
- Step 3: Press 1 to get into your voicemail box.
- Step 4: Press 3 to Record a 'No Answer Greeting' (follow prompts)

Voicemail Retrieval by Email

To enable email retrieval for your voicemail, please contact our support team.

If you need to change your password, please contact Crocker technical support via email ShutesburySupport@crocker.com or call 413-654-1703.