



NineStar[®]
CONNECT

TELEPHONE USER GUIDE



2243 East Main Street | Greenfield, IN 46140 | 317.326.3131
ninestarconnect.com



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24/7 LOCAL, LIVE CALL CENTER
FOR TECHNICAL SUPPORT:

317.326.HELP (4357) 765.445.HELP (4357)
765.533.HELP (4357) 765.781.HELP (4357)
support@myninestar.net

TROUBLESHOOTING LINE ISSUES

TROUBLESHOOTING STEPS

If you notice a problem with your telephone, please follow the steps provided:

1. Unplug a phone that is in good working order.
2. Go to the protector on outside of house.
3. Unscrew the cover and open cover of protector.
4. Unplug the modular jack, wait 2 minutes and plug the phone set into the modular jack socket.
5. Your inside wiring is now disconnected and your phone set is directly plugged into NineStar company lines.
6. If you have a dial tone, then the problem is inside wiring or equipment. Unplug the phone set from the protector and plug the internal modular jack back into the protector. Disconnect all equipment from the inside jacks (phones, fax, satellite dish, modems, etc.), then with a phone in good working order, verify the dial tone. This will help isolate the trouble if it is equipment related.
7. If you do not have dial tone while plugged into the protector, then the problem is with NineStar Connect company lines or the phone set you used to plug into the protector. Try another set (if available) and plug into the modular jack socket to verify.
8. If you still do not have dial tone, please call and we will send a repair technician to isolate and fix the trouble.
9. The repair technician will not troubleshoot inside wiring. We can schedule an inside repair technician to repair inside wiring. There is a per hour service charge plus materials if the problem is inside your home. By trying this procedure before calling an inside repair technician, you may be able to fix the problem yourself and in turn save money.



HOW DO I USE CALL WAITING?

1. If you hear a beep and want to end the first call, hang up. Your telephone will immediately ring with the second call.
2. To keep the first call connected and answer the second call, press and release the receiver button quickly.
3. To return to the first call, press and release the receiver button again. You can switch back and forth between the two calls as often as you want.

CANCEL CALL WAITING is included with **CALL WAITING**. If you don't want to be interrupted by Call Waiting during a call, you may cancel Call Waiting on a call-by-call basis by dialing *70 before making your call. Call Waiting will be automatically restored when you hang up.

HOW DO I USE THREE WAY CALLING?

1. Press and release the receiver button to put your call on "hold". You will hear three beeps then dial tone.
2. Dial the third person's number. You can talk before including the original caller.
3. To begin the three-way call, press and release the receiver button. All three parties will be on the line. (If the line is busy or there's no answer, you can return to the original call by pressing and releasing the receiver button.)

NOTE: *If the original party hangs up, you can add another third party by repeating steps 1, 2 & 3. To disconnect the third party, press the receiver button twice. Your line is then free to add a different third party by repeating steps 1, 2 & 3. All parties are disconnected when you hang up.*



HOW DO I USE SPEED DIAL?

1. Dial *74 and press # for Speed Calling 8 OR dial *75 and press # for Speed Calling 30.
2. Select a one-digit code (numbers 2 through 9) for Speed Calling 8. Select a two-digit code (numbers 20 through 49) for Speed Calling 30.
3. Dial the code you have selected and the complete telephone number it will represent. Be sure to dial the number as you would normally place the call including the Area Code for long distance calls.
4. To call numbers selected for Speed Calling, simply dial the one- or two-digit code you have selected.

HOW DO I USE CALL FORWARDING *72?

1. From a touch-tone landline telephone, dial *72.
2. Dial the number (including the area code) that will be accepting your calls. You will hear two tones followed by the normal ringing. Call Forwarding is in effect when the party answers. At that time, you can tell them they will be receiving your calls.
3. If the line is busy, or there is no answer, hang up and repeat the first two steps. You will hear two short tones. No answer is required to establish Call Forwarding on the second attempt.
4. To cancel Call Forwarding, dial *73. You will hear two tones indicating that the feature has been turned off.

NOTE: *If you forward your calls outside of your local calling area, you will be charged the long distance rate for any forwarded calls from your number to the distant number. For example, if you forward your calls to a number in California, the person calling you is charged for a call only to your number, but you are charged the rate from your number to the number in California. While calls are being forwarded, you can still make outgoing calls.*



HOW DO I USE CALL TRANSFER?

1. Press and release the receiver button to put your call on “hold”. You will hear three beeps then dial tone.
2. Dial the third person’s number. You can talk before including the original caller.
3. Press and release the receiver button. All three parties will be on the line. (If the line is busy or there’s no answer, you can return to the original call by pressing and releasing the receiver button.)
4. Hang up to disconnect from the call so the two parties are joined.

HOW DO I USE AUTOMATIC CALLBACK *66?

Automatically redials the last busy number you dialed.

TO USE

1. After a busy signal, hang up. Lift handset.
2. Listen for the dial tone.
3. Dial *66.
4. You will hear an announcement.
5. You will receive a special callback ring when the line is free.
6. Pick up the receiver and the number you were calling will ring.
7. You may receive or make calls while this feature is on.

TO CANCEL

Dial *86, then listen for announcement.

NOTE: *An additional cost may be associated with *66 depending on the package you have.*



HOW DO I USE DISTINCTIVE RINGING *61?

Allows you to create a list of important numbers that can be recognized by a special ring. If you have Call Waiting, your Call Waiting calls also have a distinct tone.

SETTING UP A LIST

1. Dial *61
2. Press #, dial the number, press #

TO ACCESS OR TURN OFF THIS SERVICE

Dial *61, voice prompts will inform you if list is on or off. To turn list on or off, dial 3.

HOW DO I USE AUTOMATIC RECALL *69?

Returns calls to the last number that called you, whether you answered the phone or not.

TO USE

1. Listen for the dial tone.
2. Dial *69
3. You will hear the telephone number of your last incoming call. If you want to return the call, press 1. If not, hang up.
4. If the line is
 - * not busy, listen for normal ringing
 - * busy, listen for announcement, hang up
5. The busy line will be dialed for the next 30 minutes.
6. You will receive a special callback ring when the line is free.
7. Pick up the receiver and the number you are calling will ring.

TO CANCEL

Dial *89, then listen for announcement.

NOTE: *An additional cost may be associated with *69 depending on the package you have.*



USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the prompts and then press the keys on your phone to select which option you would like.

ACCESSING VOICEMAIL

To access voicemail from your phone dial ***98**.

The first time you access your voicemail box you will be asked to set up your mailbox, record your name, and record a personal greeting to be played to callers when leaving a message.

When accessing your mailbox for the first time, this must be done from your home phone. You will be asked for your PIN. On the initial access to your mailbox your PIN will be **123465**. During the setup process you will be asked to enter a new PIN. This must be at least 4 digits in length and cannot be totally sequential such as 1234. Also, it cannot consist of part of your home phone number.

Once your mailbox has been setup and initialized you can access it from an external phone number. Dial **317-335-4020** to access the system from another number other than your home number.

WHEN YOU HAVE MESSAGES

When you have at least one new message you will have a broken dial tone when you pick up the phone to make a call. If your equipment is equipped with a visual indicator this also will be flashing to indicate you have a new message.

ACCESS YOUR VOICEMAIL ACCOUNT ONLINE

The voicemail system also allows you to access your messages via the web. You can set it up to forward voicemails to your email account and also access other features.

Go to <https://voicemail.myninestar.net> to access your account. The username is your 10-digit telephone number. Please contact one of our Residential Service Consultants to establish a password for the account.



USE THE FOLLOWING CHARTS TO HELP GUIDE YOU THROUGH THE SYSTEM.

VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mailbox Settings	4
Access Deleted Messages	6
Log On as Different User	7
Help	0
Exit Voicemail System	*

MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages,
the following options are available:

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Save	2	2	2
Send a Copy	5	5	5
Repeat Message	1	1	1
Pause / Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#





NINESTAR LONG DISTANCE

If you are signing up for NineStar Long Distance and have an existing long distance provider, please contact that provider if you are directly billed by them. Indicate to the provider that you “no longer want to receive a bill”. Unfortunately, NineStar Long Distance does not have the authority to make this request when you are billed directly from the other provider.

If you receive long distance charges on your NineStar Connect or NineStar Communications phone bill, you do not need to contact the other provider when you switch to NineStar Long Distance. If you want to receive NineStar Long Distance, please contact a Residential Service Consultant at **317.326.3131**.



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