

# Mainstream Voice Starter Guide

## Welcome to Mainstream Voice!

Your digital voice service is now active, and we're in the process of transferring your number from your current carrier.

**Do not make changes to your current internet provider account** until we finish transferring your number, as it may interfere with the number transfer.

If you have initiated a cancellation, please call and cancel the request.

More information on porting your number available at <https://www.fcc.gov/consumers/guides/porting-keeping-your-phone-number-when-you-change-providers>.

**We have provided you with a temporary number, it is written below this.** If you connect your phone to the voice port you can make calls but will not be able to receive them.

**To receive calls,** you will need to contact your current phone provider to forward calls to the temporary number until your number transfer is complete. Alternatively you can attempt to do this yourself by dialing \*72 on your current provider's line, followed by typing in the temporary number you've been provided.

**To use your current phone wiring,** connect a phone cord from the GPON equipment to a phone jack. This should backfeed the signal to all jacks. If you encounter issues, ensure that the old phone carrier is disconnected from the building wiring. You may need to consult an electrician to troubleshoot your existing building wiring or to install additional phone jacks. We do not offer this service.

**If you haven't signed your Letter of Authorization (LOA), please notify your Smart Home Technician, who will help you complete it.**

### Indiana 10-Digit Dialing & 812/930 Overlay

Please note that in Indiana, it is mandatory to dial using 10 digits, which includes the area code and the 7-digit phone number, for all calls. Additionally, there is a new area code, 930, which now overlays the existing 812 area code. If you are assigned a temporary number or if you're obtaining a new number through us, it may start with 930. Rest assured, this is still considered a local number, as the 812 numbers are now depleted.

## TEMPORARY NUMBER



**Need Help? Contact Support!**  
844.752.6736 | [www.msfiber.net](http://www.msfiber.net)

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## Phone Service Features

### Last Caller

This service will tell you the last number that called you and gives you the option to call them back. Dial **\*149** to hear the telephone number that last called you and press 1 to call that number.

### Block Caller ID

This feature allows you to disable Caller ID. Use **\*67** to activate caller ID blocking. To reactivate, dial **\*68** and enable Caller ID.



### Call Forwarding

Call Forwarding allows you to send all calls destined for your number to another number. To activate this, dial **\*71** and you will be asked to enter the number you want to forward your calls to. Enter the full 10 digit number followed by #. Call forwarding will be set until you dial **\*72** which will deactivate it.

### Voicemail

If you have an existing answering service on your phone, you may continue to use it. Alternatively, we offer a convenient Voicemail service. To enroll, please contact our support for assistance.

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