

STAR CODES AT A GLANCE

66*Redial**

the last number you called

67*Hide your number**

for the next call only

72*Forward all calls**

then the number and #

73*Stop forwarding**

calls ring here again

78*Do Not Disturb on**

calls go to voicemail

79*Do Not Disturb off**

calls ring through again

97*Voicemail**

from your home phone

Flash**Switch or join calls**

tap the hook or Flash key

Making a call

Lift the handset and dial the full 10-digit number. Dialing 1 first is optional.

Calls to Canada and the US have no long-distance charges (depending on your plan).

- Redial the last number: dial ***66**.
- A broken, stuttering dial tone means you have new voicemail.

Answering a call

If your phone has call display, the caller's name and number appear between the first and second ring. Lift the handset to answer.

Call waiting

A short tone during a call means someone else is calling.

- 1 Tap the hook switch or the Flash (Link) key to answer. Your first caller is put on hold with music.
- 2 Tap again to switch back and forth.
- 3 Hang up while someone is on hold and your phone rings so you can pick them up.

Three-way calling

- 1 Call the first person and let them know you are adding someone.
- 2 Tap Flash. They hear music and you hear a new dial tone.
- 3 Dial the second person. When they answer, tap Flash again and all three of you are connected.

If you hang up, the other two can keep talking.

Voicemail

From your home phone: dial ***97**, then enter your PIN and press #.

From any other phone: call your own number and press * when your greeting plays (you may need to press it a couple of times), then enter your PIN.

Your PIN starts as the last four digits of your phone number.

- **1** new messages **3** saved messages
- **4** record your greeting
- **5** then **1** record a message (advanced options)

Do Not Disturb

Dial ***78** to turn it on and ***79** to turn it off; a message confirms each. While it is on, every call goes to voicemail (or hears busy if you have no voicemail), ahead of all your other features, call forwarding included.

Call forwarding

Dial ***72**, wait for the second dial tone, dial the 10-digit number, then press #. Without the #, nothing happens. You will hear "Call Forwarding has been set". Dial ***73** to cancel.

Hide your number for one call

Dial ***67**, wait for the second dial tone (keep dialing if it lingers), then dial the number. You show as "anonymous" for that call only.

International calls

On TruePHONE Canada and US plans, an international call asks for your 5-digit PIN after you dial. To set your PIN, call support, option 4.

Need help? Call (613) 865-7733, option 4 · Toll-free (844) 716-7733 · support@truespeed.ca

Mon to Fri 8:30 am to 5:00 pm · Sat 10:00 am to 2:00 pm · More guides: truespeed.ca/help