Here are answers to some of the more frequently asked questions:

Q. If I chose not to have voicemail configured on my line when it was set up can I add it later?  
A. Yes. Simply give us a call at 798-2877, 8:00 AM to 5:00 PM M-F, and we can set that up for you.

Q. When I access my voicemail from an outside line it asks for a password. What is my password?  
A. Your default voicemail password is '1234'. We suggest that you set your own password immediately.

Q. Can I get my voicemail messages sent to my email?  
A. Yes. Simply give us a call at 798-2877, 8:00 AM to 5:00 PM M-F, and we can set that up for you.

Q. Can I have SFCN phone service even if I don't have SFCN high speed internet?  
A. Yes, you can.

Q. How do I enable or disable a certain feature on my phone line?  
A. On the back of this sheet is a list of access codes for the various features we offer as well as brief instructions on how to use them.

Q. When I'm on the phone and another call comes in, I hear a beep and a pause. Why?  
A. This is call waiting. If your phone has caller-ID you will also be able to see the caller-ID information of the calling party.

Q. Can I disable call waiting?  
A. Yes. See the call waiting feature codes on the back of this sheet.

Q. I just had my SFCN VoIP phone installed but other people can't see my caller-id information.  
A. Caller-id information usually takes about 48 hours to appear on a new phone line. This is normal and is due to the caller-id database update procedures.

Q. Can I forward my home phone to my cell phone?  
A. Yes. See the call forwarding feature codes on the back of this sheet.

Q. How do I log into my web portal?  
A. This feature is coming soon. Stay tuned.

Q. What if I have other questions that aren't listed here?  
A. Just give us a call at 798-2877 and we'll be happy to help.
Feature Codes
Below are codes you can use to access features on your phone line provided by SFCN:

**Caller ID Suppression *67**
Needs to be dialed as 1 string, examples:
*677874906 would dial 787-4906
*6718017874906 would dial 1-801-787-4906
Use this feature to disable Caller ID for outbound calls.

**Disable Call Waiting: *70**
Needs to be dialed as 1 string, examples:
*707874906 would dial 787-4906 disabling call waiting for the duration of the call.
*7018017874906 would dial 1-801-787-4906 disabling call waiting for the duration of the call.
Use this feature to disable call waiting for the duration of a call.

**Call Forwarding Activation / Deactivation: *30**
Use this feature to enable or disable call forwarding.
Just dial it and follow the prompts.

**Voicemail Access: *98**
Dial *98 from your phone to access the voicemail system or just press '#' when you call your number from an outside line and get your phone's voicemail. Your default voicemail password is '1234'. We suggest that you set your own password immediately.