

# BUSINESS PHONE

## Quick Start Guide

**BUSINESS CARE** 1-877-570-0500 | [business.sparklight.com](https://business.sparklight.com)

You can easily activate or deactivate call features using your device keypad.

Or an administrator can log in and configure everything online.

FEATURE	CODE	STATE	DEFINITION
Anonymous Rejection	*77	On	Prevent a caller from reaching you when the caller has explicitly restricted his/her number.
	*87	Off	
Call Forwarding Always	*72	On	Automatically forward all your incoming calls to a different phone number.
	*73	Off	
Call Forwarding Busy	*90	On	Automatically forward your calls to a different phone number when your phone is busy. Note: Disable Call Waiting when using this feature.
	*91	Off	
Call Forwarding No Answer	*92	On	Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
	*93	Off	
Calling Line ID Blocking	*67	Per Call	Prevent your phone number from being displayed when calling other numbers.
	*31	Persistent On	
	#31	Persistent Off	
Call Park	*68	Park	Put the caller on flash hold, enter the four-digit extension followed by "#"; retrieve a call, dial *88.
	*88	Retrieve	
Call Return	*69	N/A	Dial last party that called you, whether or not the call was answered.
Call Waiting	*43	Persistent On	Answer a call while already on another call. Note: Disable when using Call Forwarding Busy.
	#43	Persistent Off	
	*70	Cancel	
Do Not Disturb	*78	Activate	Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.
	*79	Deactivate	
Music on Hold*	*60	Deactivate	Deactivate Music on Hold on a per call basis.
Speed Dial 8 Available Speed Codes (2-9)	*74	N/A	Follow the prompts to add up to 8 single-digit speed dial numbers. Once the speed dials are configured, to use them, dial "#" and then the single-digit code.
Speed Dial 100 Available Speed Codes (00-99)	*75	N/A	Follow the prompts to add up to 100 two-digit speed dial numbers. Once the speed dials are configured, to use them, dial "#" and then the two-digit code.
Voice Portal	*62	N/A	Connects you to the voicemail system when using your office phone. To access the voicemail system from outside of the office, dial your phone number, and press "*" on your telephone keypad during the greeting, and then follow the prompts.

\*Available with Unlimited plan.



# ACCESSING YOUR PHONE FEATURES ONLINE

Now it's faster and easier to access the features of your phone anytime, anywhere.

The Customer Login screen is split into two main sections. On the left, a blue background features the text "Don't have a username?" and a white button labeled "Register Account". On the right, a white background contains the "Customer Login" heading, a sub-heading "Sign in to pay your bill online, submit support tickets and much more.", and two input fields for "Username" and "Password". A "Show" link is next to the password field. Below the fields is a yellow "Sign In" button. At the bottom, there is a link for "Forgot your password or forgot your username?"

The Phone Service dashboard shows the user's account information: "Hello, Laura Smith" and "Account 999837764823". A navigation bar includes "Billing", "Services", "Support", and "Users". The "Phone" service is selected. The main content area displays "Phone Service" for "Starbucks Houston Main Office | Account 93203843". It lists "Phone Lines" with two entries: "Business Phone Unlimited" and "Business Phone Credit Card". Each line has a "Manage Phone Features" button and a "View Phone Plan" link. A "Phone Group Management" section on the right includes links for "View Local Call Area", "Int'l Rate Lookup", and "Phone FAQ".

The Profile configuration screen has a "Launch..." dropdown in the top right. Below the header, there is a "Profile" section with "Basic" and "Advanced" tabs. The "Basic" tab is active, showing "Profile" information and "Addresses". A sidebar on the left lists "Options" such as "Profile", "Incoming Calls", "Outgoing Calls", "Call Control", "Calling Plans", "Client Applications", "Messaging", and "Utilities".

Access your phone features online at [customer.sparklight.com](https://customer.sparklight.com)