



Managing Phone Features – Video Transcription

At Sparklight, we're committed to connecting you to what matters most. Sparklight's phone service provides reliability, superior sound, and a number of customizable features that give our customers the freedom to tailor their phone service to their individual needs. In this video, we will show you where and how to make the most of these features. Let's get started.

The easiest way to make changes to your phone services is through our online customer portal. First, log into your account by entering your username and password. If you don't have a username or password yet, simply click *Register* to set one up.

Upon logging in, you will see an overview of your account and services. To view more information — including your phone features — simply click *Manage Phone*. On this page, you will be able to view your phone number, call history, voicemails, and details of your phone plan.

Click on the quick link labeled *Manage Phone Features* to customize features such as call forwarding, call waiting, and even set the number of times you want your phone to ring before sending the caller to voicemail. To change any of these settings, simply click the *Edit* icon, select your preferred settings, and click *Apply Changes* to save. That's it!

You can also customize your phone features by dialing *star* followed by the number associated with the phone feature. Here is a list of the features you can manage right from your phone. For example, if you wanted to set up call forwarding, you would dial *72 on your phone pad and follow the instructions.

For assistance setting up any of your phone features, please contact our 24/7 technical support team at 877-692-2253. Find more helpful tips at support.sparklight.com.