

## **FEATURE OPERATIONS INSTRUCTIONS**

### **Default Personal Identification Number (PIN)**

When Centrex Ultra Call Forward (UCF) is ordered the default PIN will be the last four digits of the customer's telephone number subscribing to the feature. Upon first activation of the service, the customer will be prompted to establish a permanent PIN. If the customer wishes to change their PIN after the initial activation, there will be a selection within the voice prompts that will allow the customer to make the change. (If the customer loses or forgets their PIN see Lost/Forgotten PIN Heading for procedure). For security reasons, the first activation and any resetting to the initial set-up must be made from the subscribing line.

### **Initial Set-Up- (The initial activation must be done from the subscribing line)**

The UCF activation number (1-888-383-8080) can be called from the Continental U.S. **only**, not including Alaska and Hawaii. If the customer is **OUTSIDE** the continental U.S., they may call 202-488-0532 for activation (after the initial set-up). However, the customer must be advised that they will be billed for the appropriate local, regional toll or long distance charges if they call that number for activation.

<b><u>STEP</u></b>	<b><u>ACTION/ANNOUNCEMENT</u></b>
1.	Dial the Verizon Advanced Services telephone number-1-888-383-8080
2.	At the prompt, dial the area code and telephone number you would like to update (subscribing line)
3.	When prompted enter your Temporary Personal Identification Number (PIN) (the last four digits of the subscribing line)
4.	Since this is the Initial Set-Up you must change your PIN
5.	Enter your new 4-digit PIN
6.	For Centrex Call Forward (UCF), press 1, then 0
7.	Centrex Ultra Forward Menu: To turn UCF ON, press 1 To turn UCF OFF, press 2 To check the forwarding status, press 3 To enter, review or change the "Forward To" number, press 4 To exit the system, press 0

### **After Initial Set-Up**

<b><u>STEP</u></b>	<b><u>ACTION/ANNOUNCEMENT</u></b>
1.	Dial the Verizon Advanced Services telephone number-1-888-383-8080

2. at the prompt, dial the area code and telephone number you would like to update (subscribing line)
3. The number will be repeated back to you. If correct, enter your 4-digit PIN
4. For Centrex Call Forward (UCF), press 1, then 0
5. Centrex Ultra Forward menu:
  - To turn UCF ON, press 1
  - To turn UCF OFF, press 2
  - To check the forwarding status, press 3
  - To enter, review or change the "Forward To" number, press 4
  - To exit the system, press 0
6. Follow the voice prompts for the selection you have made and wait for the confirmation recording.

**Lost/Forgotten PIN Procedures**

***Please contact The CIT Helpdesk @ 301-496-4357(help)***