Frequently Asked Questions About Your Phone’s Features

How Do I Setup & Access Voicemail?

From your Citynet phone line itself (not remotely):
1. Dial 777# to access your voicemail
2. Enter your password, then ** and then press the # key
3. Press 0 to access the personal options menu
4. Press 1 to listen to your new voice messages
5. Press 2 to change folders & listen to old voice messages
6. Press * to go back to main menu
7. Press # to exit

How to access your voicemail from any other number (remotely):
1. From any phone, dial your Citynet phone number that has voicemail
2. When the greeting message is playing, dial the star key (*) to interrupt the message and access your voicemail options
3. When prompted, enter your password, then ** and then press the # key
4. Press 1 to listen to your new voice messages
5. Press 2 to change folders & listen to old voice messages
6. Press 0 to access the personal options menu
7. At any moment, you can press the star key (*) to go back to the main menu

How Do I Turn On Call Forwarding?

For Customers Not On Fiber-Optic Service:

To Turn On Call Forwarding
1. Dial *72, plus your ten-digit phone number
2. Hang up

To Turn Off Call Forwarding
1. Dial *73
2. Wait for confirmation code
3. Hang up

For Customers with Citynet Fiber-Optic Service:

To Turn On Call Forwarding
1. Dial *72 plus your ten-digit phone number and #
2. Hang up

To Turn Off Call Forwarding
1. Dial *73, and then, #
2. Wait for confirmation code
3. Hang up

Support: Always Available
Our customer support pros take your calls, 24-hours a day, from our corporate headquarters in Bridgeport, West Virginia. Call anytime: 800.881.2638

Customer Account Portal
View Account Information
www.citynet.net/account
Submit Trouble Tickets
www.citynet.net/support
View Invoices
www.citynet.net/invoices

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