business

USER GUIDE:
Business Voice - Phone Features

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ANONYMOUS CALL REJECTION

Protect your privacy by rejecting calls from people who block their Caller ID information.

To use Anonymous Call Rejection

- Press *77
- Listen for the confirmation announcement.
- Hang up.

To cancel Anonymous Call Rejection

- Press *87
- Listen for the cancellation announcement.
- Hang up.

Note: Once Anonymous Call Rejection is activated it remains activated until you cancel it. Incoming calls without calling party number information or those marked as public are not affected by this feature.

CALL FORWARD BUSY LINE

Busy Call Forwarding forwards all calls that are received when you are already on the phone.

CALL FORWARD NO ANSWER

No Answer (sometimes called Delayed) Call Forwarding forwards all calls when you do not answer them after a certain delay.

CALL FORWARD REMOTE ACCESS

Forget to activate Call Forwarding before you left for vacation? Don't fret. This feature is great for activating or deactivating Call Forwarding from ANY touch-tone phone.

To use Remote Access Call Forwarding

- Dial the remote access number **(765) 250-8723.** You will be prompted to enter the area code and phone number from which you would like your calls to be forwarded (i.e. your home phone) followed by your assigned security PIN.
- Press *72 and you'll hear a series of confirmation tones.
- At the dial tone, dial the number to which your calls are to be forwarded (the "forward-to" number) and you'll hear another series of confirmation tones, then ringing.
- Wait for someone to answer your call. It is important that someone answers your call to activate this feature (see note).
- After someone answers hang up.

To cancel Remote Access Call Forwarding

- Dial the remote access number (765) 250-8723. You will be prompted to enter the area code and phone number from which calls are being forwarded and your security PIN.
- Press *73.
- Listen for the tone and hang up.

Note To activate this feature, you must be on the phone from which calls will be forwarded and you must call and connect to the "forward-to" number. If the line is busy or you receive no answer, repeat activation steps 1 through 4 within two minutes of your first attempt to save the forward-to number. Listen for the confirmation tone and hang up (activation occurs automatically on the second attempt even if the phone is not answered, as long as the second attempt is made no later than two minutes after the first attempt). Calls forwarded to long-distance telephone numbers will incur long-distance charges for the full duration of the forwarded call. These charges will appear on your bill.

CALL FORWARD VARIABLE

The Variable variant of these services allow subscribers to specify the forwarding number each time they enable the call forwarding service. This service is useful for subscribers who forward calls to different numbers at different times.

CALL RETURN (*69)

Call Return remembers the phone number of the last party who called your phone and can automatically redial it for you. If someone tries to call while you're on the phone or while you're away from home, Call Return allows you to automatically call back the last party.

To use Call Return

- Press *69
- Listen for an announcement which gives you the phone number of the party who last called you. If you wish to return the call, follow the prompts given to you over the phone.

Note There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received. If the number you are trying to reach is outside the area served by Call Return, you will hear a recording advising you that the call cannot be made.

Tip If you receive a call while you are on the phone and Call Waiting is activated (you will hear the Call Waiting tone), use Call Return to dial the second caller after the first call is complete. That way you don't have to interrupt your first call.

CALL TRANSFER

To transfer a call, follow these steps

- Press the Transfer key or the Xfer key – this places the current call on hold.
- Dial the number of the person you want to transfer the call to.
- If you want to transfer the call before the other person answers, press the Transfer key, the Xfer key, or the Bxfer key.
- Alternatively wait until the person has answered before completing the transfer by pressing the Transfer or Xfer key.

CALL WAITING WITH CALLER ID

This feature notifies you of an incoming call while you're on the phone, and it shows you the name and phone number of the caller.

Use Call Waiting with Caller ID to

- Determine who is calling while you're on another call, so you can decide whether to interrupt your current conversation.
- Save money by avoiding interruptions of long-distance calls to answer unwanted calls.
- Return calls you may receive while you're on the phone rather than interrupt calls in progress.
- Enhance security and help avoid unwanted calls.

To use Call Waiting with Caller ID

- During a call in progress, you will hear two signals indicating an incoming call.
- First, you will hear the traditional Call Waiting beep that alerts you to the incoming call.
- Second, you will hear a short tone which indicates Caller ID data is being downloaded to your display unit (the person with whom you are speaking will not hear either of these tones). The calling party's number and name will appear on your display unit.

Note: This service requires a Call Waiting with Caller ID capable display device connected to or a part of your

phone in order to see the calling party's information. You must provide this device. A Type 2 Caller ID compliant phone is recommended for this feature you may experience a louder call waiting tone if you use a different type of phone. Call Waiting with Caller ID is only active on your line while you are engaged in a telephone conversation. If you already have a call waiting or on hold, any subsequent calling party will hear a busy signal and you will not hear any signals notifying you of additional incoming calls. You may override Call Waiting with Caller ID on a per-call basis by performing the Cancel Call Waiting procedure. If you override Call Waiting with Caller ID during a call, any incoming calls will receive a busy signal or will be sent directly to your Voicemail box (if you have our Voicemail service). No Caller ID information for incoming calls will be displayed.

CALL WAITING/CANCEL CALL WAITING

When you're on the phone and someone else is calling you, Call Waiting will let you know with a clicking noise

through your phone's handset. You can then put the first call on hold while you answer the second call. If a third party calls while you have a call in progress and a call waiting, the third party will hear a busy signal. You will not be aware of the third call.

To end an existing call and answer a waiting call

- Hang up the phone by pressing the switch hook (flash key) long enough for the phone to start ringing (indicating a call is waiting).
- Answer the waiting call by releasing the switch hook.

To put an existing call on hold and answer a waiting call

- When you hear the Call Waiting tone in your handset (a clicking noise followed by a short period of silence), tell the first caller that you would like to put them on hold to answer another call.
- Press and **QUICKLY** release the switch hook (or flash key if available on your phone).
- Don't hold the switch hook for more than a second or you'll hang up on the waiting caller.
- The first caller will be placed on hold and you can speak with the second caller.
- When you are finished with the second call, repeat step 2 to talk to the first caller.

To temporarily disable Call Waiting before making a call

- Press *70
- Listen for three beeps and a steady tone.
- Dial the desired telephone number.

Tip: If you don't want to answer the second call while the first call is still in progress, use Call Return (*69) to return the second call after your first call is complete.

CALLER ID DELUXE

Caller ID Deluxe allows you to see the name and phone number of the party calling you before you answer the phone. (Caller ID requires a Caller ID-compatible phone or plug-in unit that are both sold separately).

Use Caller ID Deluxe to

- See who is calling before you answer the phone.
- Enhance security and help avoid unwanted calls.
- Store the names and numbers of people who have called you, even while you're out, and see how many time they have called.
- Review the information later and return the calls at your convenience.
- To use Caller ID Deluxe Wait for the start of the SECOND full ring on your telephone. Read the name and number of the calling party on your display unit.

HUNTING

Hunt Group, also called a Multi-Line Hunt Group (MLHG). When a call comes in to a Hunt Group, each line in the group is rung in turn until someone answers the call. Depending on how your administrator has set up your Hunt Group you may be able to log in and out of the Hunt Group. When you're logged in calls to that Hunt Group will ring your phone. When you're logged out they won't.

PER CALL BLOCK W/CALLER ID

Call Blocking panel lets you configure what types of outgoing calls should be blocked from your line

To block certain types of call, follow these steps

- Check the type of call you want to block.
- Click Apply.

To unblock a type of call, follow these steps

- Uncheck the type of call you want to allow.
- Click Apply.
- Repeat Dialing.

To use Repeat Dialing

- When you hear a busy signal, hang up.
- Lift the receiver and listen for the dial tone.
- Press *66

To call back a busy number

- Listen for the announcement telling you the number is busy.
- Hang up.
- You will hear a short-short-long ring when the line is free.

Your call will automatically dial when you lift the handset (you will be able to hear the phone dialing in the handset when you put it to your ear).

To redial the last call you made

- Listen for the ringing.
- Wait for an answer.
- To cancel Repeat Dialing
  - Press *86
  - Listen for the announcement.
  - Hang up.

Note: While Repeat Dialing is activated, you may still make and receive other calls. Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be canceled. You can use this feature on more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle and your call has been completed however, you will not be able to tell which of the numbers has been completed. If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.

SPEED CALLING 30

Speed Calling 30 lets you assign two-digit codes to frequently used numbers, emergency numbers, and long-distance numbers using 30 different two-digit codes (see codes below).

To set up Speed Calling 30 numbers

- For two-digit speed calling (codes 20-49), press *75.
- Enter the two-digit Speed Calling code (20 through 49).
- Enter the phone number you plan to assign.
- Press # and listen for a tone, then hang up.

To use Speed Calling 30

- Press the Speed Calling 30 code (20 through 49) assigned to the number you want to call.
- Press #.

THREE-WAY CALLING

To conference a third person into a regular two-way phone call, follow these steps.

- When in a regular call, press the Conf key or the Conference key.
- Dial the person you want to join your call.
- Once this person has answered press the Conf or Conference Key again to set up the three way call.

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