

Voice Features User Guide



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ANONYMOUS CALL REJECTION

Some callers block their Caller ID so you can't see who is calling. Anonymous Call Rejection prevents those calls from reaching your line. Calls are not rejected when the calling number can't be provided by the network (for example, certain international calls).

To Activate:

- Press *77.

To Cancel:

- Press *87.

AUTOMATIC CALLBACK (REPEAT DIALING)

Allows you to continue to redial a busy number. A special ring lets you know that the number is no longer busy. Automatic Callback ends the frustration of listening to busy signals when you're trying to reach someone.

To Call Back the Last Call You Made:

- Press *66. If the line is busy, hang up and wait. Pick up your phone when you hear the special ring. Your call can now be completed.

To Cancel Automatic Callback:

- Press *86.

AUTOMATIC RECALL (CALL RETURN)

Allows you to return the last call you received, whether it was answered or not. This is especially useful for calls that you "just missed" when you walked in the door. If the caller's line is busy, hang up your phone. Your phone and the caller's phone will both ring when the line becomes free. Simply pick up your phone, and the call can be completed.

To Call Back the Last Caller:

- Press *69.

To Cancel Automatic Recall:

- Press *89.

CALL BARRING (PERSONAL ACCOUNT CODE)

Call Barring allows you to prevent unwanted outgoing calls from being made from your line. Examples of unwanted calls might be international calls, other long distance calls, 900/976 calls, or operator calls. Emergency calls and toll-free calls are never barred. To activate or cancel Call Barring for a type of call, enter the access codes below and your PIN (See [PIN CHANGE](#) below.)

To Activate Call Barring for:

- All calls except emergency calls, press *341.
- Long distance, mobile, and international calls, press *342.
- International calls only, press *343.
- Operator calls, press *344.
- Premium rate 900 and 976 calls, press *346.

To Cancel Call Barring for:

- All calls except emergency calls, press *351.
- Long distance, mobile, and international calls, press *352.

- International calls only, press ***353**.
- Operator calls, press ***354**.
- Premium rate 900 and 976 calls, press ***356**.

CALL FORWARDING - BUSY

Allows you to redirect your incoming calls to another phone number if you're on the line. Call Forwarding – Busy allows you to devote your full attention to your current conversation. You can still make outgoing calls from your phone even though incoming calls are being forwarded.

To Forward Your Calls When Busy:

- Press ***90**. Then, enter the forwarding phone number.
- Wait either for someone to answer at the forwarding number or for the confirmation tone.

To Cancel Call Forwarding - Busy:

- Press ***91**.

To Change the Call Forwarding Number:

- Press ***91** to cancel.
- Then follow the steps above to forward your calls to a new number.

CALL FORWARDING - DELAYED

Allows you to redirect your incoming calls to another phone number if you don't answer the call. The steps for activation and cancellation are the same as for Call Forwarding – Busy except for the codes to press.

To Forward Your Calls When No Answer:

- Press ***92**.

To Cancel Call Forwarding - Delayed:

- Press ***93**.

CALL FORWARDING - REMOTE

Allows you to have one or more local phone numbers for which all incoming calls are forwarded to another number, which can be outside the area. This service is typically used by businesses that want a local number in a particular calling area even though their workplace is in another calling area. Please contact our office for Call Forwarding – Remote service.

CALL FORWARDING - SELECTIVE

Allows you to select a list of calling numbers whose calls will automatically be forwarded to another phone number.

To Forward Your Calls from Selected Numbers:

- Press ***63**. Follow the prompts to turn the feature on or off, and to add or delete calling numbers.

CALL FORWARDING - UNCONDITIONAL

Allows you to choose when to redirect all your incoming calls to another phone. Call Forwarding reduces missed calls when you're away from home. This service is similar to Call Forwarding – Remote, but you can activate or

cancel it at any time. The steps for activating and canceling Call Forwarding – Unconditional are the same as for Call Forwarding – Busy except for the codes to press.

To Forward All Your Calls:

- Press *72.

To Cancel Call Forwarding - Unconditional:

- Press *73.

CALL HOLD

Allows you to put a call on hold and then call another number. You can then switch back to the first call by putting the new call on hold, or switch back and forth between the two calls.

To Put the First Call on Hold:

- Press the switchhook and then *52. Then call the second phone number.

To Put the Second Call on Hold:

- Press the switchhook and you'll be reconnected to the first call. If you press the switchhook again, you'll be reconnected to the second call.

CALL TRACE

Allows you to trace an obscene or harassing call immediately after you receive it. The calling number is stored and will be held for law enforcement if you decide to contact them. We are prohibited from disclosing the traced number to you. If you receive another call before initiating Call Trace, you will not be able to trace the first call.

To Trace the Last Call Received:

- Press *57. Call our office to notify us if law enforcement will contact us for the traced calling number.

CALL TRANSFER

Allows you to call a second person during an existing call and transfer the existing call to the second person.

To Transfer an Existing Call:

Press the switchhook and then enter the second number. When you hear a ring back, you may either hang up before or after the second number answers. When you hang up, the original call will be connected to the second number.

CALL WAITING

Allows you to answer a second call when you're already on the line. You'll hear a tone that alerts you that a second call is waiting to be answered. Callers will hear normal ringing until you answer. Call Waiting helps prevent missed calls, and gives you many of the advantages of a second phone line.

To Answer the Second Call:

- Press the switchhook to place first call on hold. You will be connected to the second caller.

To Alternate Between Calls:

- Press the switchhook to alternate between calls.
- Each conversation is private and cannot be heard by the other caller.

To End Either Call:

- Simply hang up. Your telephone will then ring.
- When you answer it, you'll be connected with the other caller.

CALL WAITING WITH CALLER ID

This feature displays the calling number and/or name (depending on which Caller ID feature you already have) as part of the Call Waiting notification of an incoming second call. This feature requires that you already have Call Waiting and at least one of the Caller ID features (Number Only, Name Only, or Name and Number).

To Activate:

- Press *65.

To Cancel:

- Press *85.

CALLER ID BLOCKING – PER CALL

On a per-call basis, you can prevent your Caller ID information from being seen by the person you call.

To Block Caller ID for a Single Outgoing Call:

- Press *67 before each call.

CALLER ID BLOCKING – PER LINE

Allows you to prevent your Caller ID information from being seen on all your outgoing calls. With Caller ID Blocking – Per Line, your information is blocked without the need to press a code before each call. If you want to display your Caller ID information for a single call, press *82. After the call, your Caller ID reverts to blocking your Caller ID information. This feature is free to customers with non-published numbers, law enforcement, domestic violence shelters, and similar agencies.

To Display Caller ID for a Single Outgoing Call:

- Press *82 before each call.

CALLER ID - NAME AND NUMBER

Allows you to see the name and number of the person who is calling before answering the phone. Your existing phone or a separate display unit will display the caller's name and number. Caller ID lets you decide whether to answer a call. Caller ID requires the purchase of a display unit if your phone does not already have a built-in screen. If the caller's name and number aren't displayed, you may see a "Private" indicator or all zeroes if the caller has blocked their Caller ID, or an "Unavailable" indicator if the caller is in an area that doesn't support Caller ID. You may choose to answer the call or not. Please call our office to add Caller ID – Name and Number service.

CALLER ID – NAME ONLY

Allows you to see the name of the person who is calling before answering the phone. All other features are the same as Caller ID – Name and Number. Please call our office to add Caller ID – Name Only service.

CALLER ID – NUMBER ONLY

Allows you to see the phone number of the person who is calling before answering the phone. All other features are the same as Caller ID – Name and Number. Please call our office to add Caller ID – Number Only service.

DO NOT DISTURB

Prevents some or all of your incoming calls from ringing on your phone. You can activate Do Not Disturb for certain times of the day or night or leave it on indefinitely. Callers hear an announcement that you are not currently accepting calls. Calls from numbers on your Selective Call Acceptance list will still ring on your phone. You may still make outgoing calls when Do Not Disturb is activated.

To Activate:

- Press *78.

To Cancel:

- Press *79.

FIND ME FOLLOW ME

Allows you to specify a list of phone numbers that will ring when someone calls you. Find Me Follow Me rings the additional phone numbers in the order that you set. You also choose whether your phone rings first or whether the incoming call immediately starts ringing the other phone numbers. Each number is rung in order (and several numbers can be rung simultaneously) until the call is answered or the list is exhausted. For example, you could arrange for calls to your home phone to also ring your cell phones and your work phones. Please contact our office to create the list of phone numbers and the order in which they will ring. Once Find Me Follow Me is active on your line, you can activate and cancel it from your phone.

To Activate:

- Press *371.

To Cancel:

- Press *372.

HOME INTERCOM

Allows you to call other extensions at your home. Home Intercom can be used if you have an extension in your home office, garage, barn, or other outbuilding.

To Call Another Extension:

- Dial your own phone number. When you hear the busy signal, hang up.
- All the extensions will ring. Wait for the ringing to stop when the other extension picks up.
- Pick up your extension, and you will be connected to the other extension.
- If no one answers, the ringing will stop after a preset number of rings.

HOT LINE

With Hot Line, a phone will automatically call a single preset number as soon as the phone goes off hook. There is no need to press a number, and no other numbers can be called. Hot Line is usually used to provide customer service at an unattended location. Please call our office for this service.

LAST CALLER ID ERASURE

Allows you to erase the Caller ID records of the last call you made and the last call you received.

To Activate:

- Press *320.

LINE HUNTING

Allows you to specify a list of phone numbers to which calls can be forwarded. If your line is busy or if you do not answer, these numbers are called in sequence until the call is answered. Please contact our office to add Line Hunting for you.

LONG DISTANCE BLOCK

If you choose, we can block all outgoing long distance calls from your phone line. Please contact our office if you're interested in this service.

OFF-PREMISES EXTENSION

Allows you to treat a second phone line in a different location as if it were an extension of the first line. You can have an extension in a location that is too far away for a normal installation. The two lines share a single directory number, and both ring when a call comes in to that number. When one of the lines is on a call, the other line can pick up and join the call. Or, the line on the call can press an exclusion code before or during a call to prevent the other line from joining the call. To use Off-Premises Extension, you must have another local line provided by us. Please contact our office for Off-Premises Extension service.

To Exclude the Other Line from a Call:

- Before making a call, press ***58**, and wait for a confirmation code and a dial tone. Then make your call normally.
- During a call, press the switchhook and wait for a dial tone. Then press ***58** and wait for a confirmation tone. The other line will be unable to join your call.

PIN CHANGE

Allows customers to change their personal identification number, which they use for Call Barring (Personal Account Code).

To Change Your PIN:

- Press ***319**. When prompted, enter your current PIN. Your default PIN is "0000."
- When prompted, enter the new four-digit PIN that you have chosen.

PRIORITY CALL (DISTINCTIVE RINGING)

Allows you to create a list of phone numbers that you will recognize as important incoming calls because your phone will produce a distinctive ring. If you have Call Waiting, calls from the listed numbers will produce a distinctive call waiting tone. Up to ten numbers may be added to the list. This feature is great for calls from customers, co-workers, and family members.

To Manage the Caller List:

- Press ***61**.
- Listen for the announcement telling you if the feature is on or off. Follow the prompts.
- Follow the prompts to manage the list by adding or removing calling numbers. One option is to add the number of the last call you received.

REMINDER CALL

Allows you to schedule reminder calls, either once or at regular intervals (for example, daily or weekly). Reminder Calls can be scheduled for daily medications and other important tasks to help maintain independence. This is perfect for anyone needing a reminder of some sort.

To Schedule a Single Reminder Call Within 24 Hours:

- Press ***310**. An announcement will prompt you to enter the desired time of the reminder, in 24-hour clock format, followed by #.
- You'll hear an announcement confirming that the reminder has been scheduled.
- To disable all single reminders, press ***311**.
- To disable one single reminder, press ***312**.
- To check single reminders, press ***313**.

To Schedule a Repeating Reminder Call:

- Press ***314**. An announcement will prompt you to enter the desired time of the reminder, in 24-hour clock format, followed by *.
- An announcement will prompt you to enter what days you want the reminder repeated: every Monday = **1#**; every Tuesday = **2#**; every Wednesday = **3#**; every Thursday = **4#**; every Friday = **5#**; every Saturday = **6#**; every Sunday = **7#**; every weekday = **8#**; and every day = **9#**.
- You'll hear an announcement confirming that the reminder has been scheduled.
- To disable all repeating reminders, press ***315**.
- To disable one repeating reminder, press ***316**.
- To check repeating reminders, press ***317**.

SELECTIVE CALL ACCEPTANCE

Allows you to create a list of people you want to accept calls from. All other callers who are not on the list will receive an announcement that calls are not currently being accepted. Callers on the list will be able to reach you even if you've activated Do Not Disturb.

To Manage the List of Accepted Callers:

- Press ***64**.
- Listen for the announcement telling you if the feature is on or off. Follow the prompts.
- Follow the prompts to manage the list by adding or removing calling numbers. One option is to add the number of the last call you received.

SELECTIVE CALL REJECTION

Allows you to create a list of up to ten phone numbers from which incoming calls are automatically rejected. Incoming calls on the list will be rejected even if the caller has blocked Caller ID. Callers on the list will hear an announcement that their calls have not been accepted.

To Manage the List of Rejected Callers:

- Press ***60**.
- Listen for the announcement telling you if the feature is on or off. Follow the prompts.
- Follow the prompts to manage the list by adding or removing calling numbers. One option is to add the number of the last call you received.

SIMULTANEOUS RING

Allows you to specify a list of phone numbers that will be rung at the same time that your line rings. For example, calls to your home phone could also ring your cell phone. Any of the numbers that are rung can answer the call. Please contact our office to create the list of phone numbers that will ring simultaneously. Once Simultaneous Ring is active on your line, you can activate and cancel it from your phone.

To Activate Simultaneous Ring:

- Press ***361**.

To Cancel Simultaneous Ring:

- Press ***362**.

SPEED CALLING – LONG LIST

Allows you to quickly call up to 30 of your friends and family by pressing only a few numbers. You save time because you no longer need to look up the phone numbers you use most.

To Add a Speed Calling Code:

- For a two-digit speed calling code (20 – 49), press ***75**, and then press **#** or wait four seconds.
- Then, enter the two-digit speed calling code you want to program, followed immediately by the telephone number that you want to assign to the calling code. You'll then hear a confirmation tone.

SPEED CALLING – SHORT LIST

Allows you to quickly call up to eight of your friends and family by pressing only a few numbers.

To Add a Speed Calling Code:

- For a one-digit speed calling code (2 – 9), press ***74**, and then press **#** or wait four seconds.
- Then, enter the one-digit speed calling code you want to program, followed immediately by the telephone number that you want to assign to the calling code. You'll then hear a confirmation tone.

TEEN SERVICE (PERSONAL RINGING)

BRT can add up to three additional phone numbers to your single line, and each number will have its own distinctive ring. Couples and families with teens can provide each family member with his or her own phone number. Home workers may also want to use a different ring for incoming business calls. This is not an additional line, and all outgoing calls are identified as the main phone number by Caller ID. Please contact our office to add this service.

THREE-WAY CALLING

Allows you to add a third person to your conversation. Scheduling and organizing family events is easier with Three-Way Calling because there is less need for callbacks.

To Add a Third Person to Your Call:

- First, press the switchhook briefly. Then call the third person.
- When the third person answers, you may talk privately before you make the call three-way.
- To make the call three-way, press the switchhook briefly again to add the person on hold.
- If the call to the third person can't be completed or you decide not to add the third person to the call, press the switchhook twice to resume your conversation with the person on hold.

To Disconnect the Third Person:

- Press the switchhook briefly. You will now have only the original party on the line, or
- If either of the other two people hang up, you can continue to talk to the one remaining.

VOICE MAIL

Voice Mail replaces your answering machine. Your messages are protected by a security code that you create, and you can access your voice mail from any phone, even when you're away from home.

How to Initialize Your Voice Mailbox:

- Press ***98**.
- Enter your temporary security code – the last four digits of your telephone number.
- Follow the prompts to create your security code to replace the temporary one.
- Follow the prompts to record your name and personal greeting.
- Waiting messages will produce a “stutter” dial tone.

Calling from Any Telephone to Retrieve Your Messages:

- Dial your phone number.
- Press ***** to interrupt your greeting and enter your security code.
- Follow the prompts.

WARM LINE (ALERT LINE)

Warm Line automatically calls a designated number if no number is dialed within a preset time after your phone goes off hook. This may be critical in an emergency when a customer is unable to dial 9-1-1 or is in need of help from a nearby caregiver. Please call our office to add Warm Line service.

QUICK REFERENCE GUIDE

<u>Feature</u>	<u>To Activate</u>	<u>To Cancel</u>
Anonymous Call Rejection	*77	*87
Automatic Callback (Repeat Dialing)	*66	*86
Automatic Recall (Call Return)	*69	*89
Call Barring (Personal Account Code)		
• All Except Emergency Calls	*341	*351
• Long Distance, Mobile, & International	*342	*352
• International Calls	*343	*353
• Operator Calls	*344	*354
• Premium Rate 900 & 976 Calls	*346	*356
Call Forwarding – Busy	*90	*91
Call Forwarding – Delayed	*92	*93
Call Forwarding – Selective	*63	*63
Call Forwarding – Unconditional	*72	*73
Call Hold	*52	N/A
Call Trace	*57	N/A
Call Waiting with Caller ID	*65	*85
Caller ID Blocking – Per Call	*67	N/A
Caller ID Blocking – Per Line	N/A	*82
Do Not Disturb	*78	*79
Find Me Follow Me	*371	*372
Last Caller ID Erasure	*320	N/A
Off-Premises Extension (Exclude Other Line)	*58	N/A
PIN Change	*319	N/A

Priority Call (Distinctive Ringing)	*61	*61
Reminder Call		
• Schedule a Single Reminder	*310	*312
• Disable All Single Reminders	N/A	*311
• Check All Single Reminders	*313	N/A
• Schedule a Repeating Reminder	*314	*316
• Disable All Repeating Reminders	N/A	*315
• Check All Repeating Reminders	*317	N/A
Selective Call Acceptance	*64	*64
Selective Call Rejection	*60	*60
Simultaneous Ring	*361	*362
Speed Calling – Long List	*75	*75
Speed Calling – Short List	*74	*74
Voice Mail	*98	N/A

The “switchhook” mentioned in the descriptions refers to the button that the handset pushes down when you hang up the phone. Your phone is “off hook” when the button is up. Some phones have a separate “flash” button that functions the same as a “switchhook.”