Custom Calling Features

Caller ID

No more surprises! Caller ID enables you to identify the caller before answering the phone—even with call waiting. For phones that support this feature, incoming calls will include the name and number of the incoming caller after the first ring and will automatically appear on your display screen.

Call Waiting

Don't miss important calls because your line is busy. You're alerted with a tone when you receive a call while already on the phone and if your phone model supports the option, you'll be provided with the Caller ID for the inbound caller. To answer the Call Waiting call, either press the Flash key on your phone if it has one or press the switchhook* and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

Call Hold

To temporarily place a caller on Hold, press the Flash key on your phone (if available) or press the switchhook and release it after half of a second. Repeating either of those steps will take the caller off Hold so that you can engage.

3-Way Calling

This feature allows you to link two different phone calls together. Have a business meeting with a customer and supplier on the same call or plan a family reunion quickly and easily. Save time by collaborating with two phone lines simultaneously. When you hang up, the other parties are automatically disconnected. To use:

1. Depress the switchhook for about one second to place your first person on Hold.
2. Listen for the dial tone and then dial the second person you want to join the 3-way conversation.
3. When the second person answers, you can talk privately with them before merging calls.
4. When you are ready to add the first person to a 3-way conversation, depress the switchhook for a second.

To disconnect the third person:

1. Depress the switchhook for about one second. You'll now have only the original party on the line. Or,
2. If either of the two people hang up, you can continue talking with the remaining party.
3. To disconnect completely, hang up.

If the number is busy or no answer:

1. Press the switchhook and release immediately. You are now reconnected to your original party.
2. Press the switchhook again to cut off the ringing or busy signal.
3. When you hang up, the connection between all three parties will end.

Automatic Recall

If a caller hangs up before you reach your phone, you can dial *69 on your phone to be connected to initiate a call to the most recent incoming caller. To use:

1. Pick up the handset and listen for a normal dial tone.

2. If you're already on the phone and ignored a call waiting tone, depress the switchhook and release quickly.

3. Press *69. Your call will go through like a normal call.

Automatic Call Back

Automatically re-dials the last number you called. To use:

1. When you hear a busy signal, depress the switchhook and release quickly.

2. Listen for a special dial tone. (If you've already hung up, pick up the handset and listen for a normal dial tone.)

3. Press *66.

Anonymous Call Rejection

For security and peace of mind, calls from those who block the display of their number (Caller ID) can be rejected. These callers will hear a recording instructing them to remove their Caller ID block to connect with you.

To enable Anonymous Call Rejection:

1. Pick up the handset and listen for the dial tone.

2. Press *77. All Anonymous Calls will be rejected unless/until you choose to stop rejecting them.

To stop rejecting Anonymous Calls:

1. Pick up the handset and listen for the dial tone.

2. Press *87.

Caller ID Block

To make an Anonymous call (hide your Caller ID), dial *67 followed by the number you wish to call.

Persistent Caller ID Block

To make all your calls anonymous (unless/until you choose to disable the feature):

- Pick up the handset and dial *70 to Enable.

- Pick up the handset and dial *71 to Disable.

Call Forwarding

When traveling, you can forward calls to any local, long-distance, or mobile** number. To use:

1. Pick up the phone and dial *72, followed by 1 plus the ten-digit number you want your calls to be forwarded to.

2. To disable this feature, pick up the phone and dial *73

Voicemail

Your phone service comes with a voicemail box as well as enhanced voicemail features. Unanswered calls will automatically be sent to your voicemail box. The first time that you call your voicemail box you will be prompted to set a passcode for accessing your voicemails and to record your personalized name or greeting. Passcodes should be 4-8 numbers long. The default pass code is set up as 18436572.

Setting Up Voicemail

1. Pick up the handset and dial *62

2. Enter the default passcode (18436572) followed by #.

3. Create your new passcode and record a greeting. Listen to the prompts for additional features.

The default greeting that callers will hear is, "<Your recorded name> is not available to take your call. Please leave a message after the tone." You will have the option to record a longer greeting, more personalized greeting if you would prefer to.

Using Your Voicemail Box

When callers leave you a voicemail, the blinking light on the phone will alert you that you have an unheard voicemail. You may also hear a stutter dial tone, also indicating that you have an unheard voicemail. Voicemails can also be sent to your email and be played on your computer or smartphone as part of your enhanced voicemail features. Call in to have this feature set up.

There are two ways to access your voicemail box:

1. Pick up the handset and dial *62. Enter your passcode followed by #.

2. To remote access the voicemail box, dial your number, and when prompted to leave a message, press the * button and enter your passcode followed by #.

*Switchhook (also known as a Telephone Hook) is an electrical switch that indicates whether the phone is hung up, often with a lever or magnetic button inside the cradle or base where a telephone handset resides.

**Standard data rates and phone charges may apply to the forwarded number.

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