



FEATURES REFERENCE SHEET

FEATURES

Caller ID Deluxe (w/ name)

Caller ID w/ name is an enhancement of Caller ID Service. Caller ID w/ name allows the subscriber to view the telephone number of an incoming call and the name of the person listed as the holder of that telephone number on a customer provided display unit before the call is answered.

- The Caller ID w/ name feature requires customer provided equipment. Customer must select and purchase a unit, display box or feature compatible equipped telephone. Products are sold at most retail stores. Check instructions and information provided by the manufacturer of the product.
- Display units/telephones may display a message of: no data sent, unavailable, or an out-of-area from calls outside of especially equipped areas, calls made through an operator and/or calls from lines not accepting incoming calls. Blocked callers will display blocked or private unless customers has activated anonymous call rejection, see feature information.

Anonymous Call Rejection works with Caller ID w/ name

This feature allows caller ID subscribers to reject calls from those callers who have blocked the display of their number and name. When this service is "on" any callers who have blocked their name/number from Caller ID display will hear an announcement that you do not accept blocked calls - and they should remove blocking and call back. All other calls will ring through as usual.

- You will not be notified when or how many calls have been rejected.
- Activated ACR (rejecting blocked callers) means blocked callers wanting to reach you must place their call to you by unblocking their telephone number/ name display information.

How to use:

To "turn on" the service:

1. Pick up the handset and listen for the dial tone.
2. Press:    (On a rotary phone, dial 1177)
3. Listen for the confirmation tone or announcement. Hang up the handset.

To "turn off" the service:

1. Pick up the handset and listen for the dial tone.
2. Press:    (On a rotary phone, dial 1187)
3. Listen for the confirmation tone or announcement. Hang up the handset.

[Caller ID Block / per call blocking \(if customer has line block\)](#)

Blocks the delivery of your name and number to the location you are calling. Caller ID Per-Line Blocking does not prevent the delivery of telephone number to 911 emergency service providers.

- The person you've called will not be able to see your name/number displayed on their display screen. Instead, the word "private" or "anonymous" will be displayed.
- You must dial *67 each time you wish to place a call using this per call blocking, otherwise your name/ number will be released to the person receiving your call.

How to use:

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



2. Press: (On a rotary phone, dial 1167.)
3. Dial the number you're calling as usual.

[Caller ID Unblock / per call unblocking](#)

Unblocks the delivery of your name and number to the location you are calling.

How to use:

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



2. Press: (On a rotary phone, dial 1167.)
3. Place your call as normal.

[Call Waiting](#)

Lets you know when someone is trying to reach you when you are already using the phone. You will be alerted to the incoming call when you're already on the line. Call Waiting uses a special tone to let you know that someone else is calling.

- You do not have to answer the incoming call.

How to use:

Just briefly press (do not hold down) your telephone receiver button or flash button and you can answer your second caller. To return to your first caller, just press the receiver button or flash button again. You can switch between callers as often as you like. Each conversation is private and can't be heard by the other caller.

[Call Waiting w/ Caller ID](#) must be a subscriber of both services- working in combination

The call waiting name is displayed. The "call waiting" feature lets you know when someone is trying to reach you when you are already using the phone; you will be alerted with a special tone. Along with "caller ID" the incoming "call waiting" caller's name is displayed.

- The call waiting w/ caller ID name feature requires customer provided equipment. Customer must select and purchase a unit, display box or feature compatible equipped telephone. Products are sold at most retail stores. Check instructions and information provided by the manufacturer of the product.

Cancel Call Waiting must be a subscriber of call waiting

Available to call waiting subscribers. This tone block feature allows you to temporarily turn off call waiting. You can talk or use your computer without being interrupted by the call waiting tone.

How to use:

1. Pick up receiver.

2. Per call/ temporarily deactivate call waiting with



(rotary 1-1-7-0)

3. Make your outgoing call.

4. The tone block is deactivated after you complete your call and hang up.

Call Forward Don't Answer (for voicemail)

This feature is needed with voicemail and is at no charge. "Don't answer" forwards your unanswered calls to the voicemail, after four rings. This is fixed in the switch.

- You may request a change to the number of rings upon initial subscription. There is a charge to do this after your initial subscription.

Call Forward Busy Line (for voicemail)

This feature is optional upon request with voicemail and is at no charge. "Busy line" forwards your calls to the voicemail when you are on a call. This is fixed in the switch.

- This feature is available free upon initial subscription. There is a charge to do this after your initial subscription.

Repeat Call Dialing

This feature automatically redials the last busy number you dialed. If the called number is busy, repeat call dialing will keep dialing that number for 30 minutes and then "signals" you with a ring if/when the called number becomes available.

- This feature is different from the "redial" button function built into some telephones, which allows you to redial the last number called.

How to use:

1. When you hear a busy signal, depress the "switchhook" and release quickly. Listen for a special dial tone. If you've already hung up, just pick up the handset again and listen for a normal dial tone.

2. Press: (On a rotary Phone, dial 1166.)



3. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.

4. A special callback ring alerts you if the line becomes free.

5. Pick up the handset to automatically place the call.

- To restart the 30-minute clock, repeat steps 1 through 3.
- Service does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or on lines where Call Forward and some other call services have been activated.

- You may still place and receive calls while waiting for a busy line to become free.

To Deactivate:

1. Press: *** 8 6** (On a rotary phone, dial 1186.)

Return Call *69

This feature allows user to hear an announcement of the last telephone number that called and lets user call back that number, whether the call was answered or not.

- This feature does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or lines using Call Forward and some other call services.

How to use:

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

2. Press: *** 6 9** (On a rotary Phone, dial 1169.)

3. You will hear the number of the last incoming call.

- To place the call, press **1**
- If the line is Busy:
 1. Hang up and *69 will keep trying the line for up to 30 minutes. You may still place and receive calls while waiting for a busy line to become free.
 2. A special callback ring alerts you if the line becomes free.
 3. Pick up the handset to automatically place the call.

To Deactivate:

- Press: *** 8 9** (On a rotary Phone, dial 1189.)

Three (3) Way Calling

Three-Way Calling adds a third person to your phone call conversation.

'Press and release' the receiver button to put your first call on hold. You will hear chirp-beeps and then dial tone. Dial the third party. (you can talk without including the first call) To bring the call back on line, press and release the receiver button. All three parties will be on the line.

Do Not Disturb

To Activate Press: *** 7 8**

To Deactivate Press: *** 7 9**

Call Forwarding (Variable)

This feature allows subscriber to forward all incoming calls to any telephone number that can be dialed directly, while still being able to make outgoing calls.

How to use:

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

*** 7 2**

2. Press:

(On a rotary phone, dial 1172.)

3. Dial the number to which you want the calls forwarded.

4. Wait for the forwarded party to answer. In order for Call Forwarding to become active; keep the connection for at least six seconds.

5. If the number you dialed is busy or does not answer, hang up and repeat steps on 1 and 2.

6. If you wish to confirm the activation of call forwarding, redial the activation code for Call Forward, *72 or 1172 on a rotary/dial pulse phone. You will hear two short tones when Call Forwarding has been activated.

To Deactivate Call Forwarding:

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

*** 7 3**

2. Press: (On a rotary phone, dial 1173.)

3. When you hear two short tones and a dial tone, Call Forwarding is cancelled.

While your calls are being forwarded, your telephone will ring briefly each time your number is dialed.

- You cannot answer calls while call forwarding is active.
- Call Forwarding will remain active until it is deactivated.

Voicemail

A call is answered by the apmax voicemail answering system when you do not answer your phone after a designated number of rings, or when you are already on the phone.

How to use:

Must see instructions guide.

[Voicemail with web access \(the web portal voicemail features\)](#)

How to use:

Must see instructions guide.

[Voicemail with web access, without or with "FIND ME /FOLLOW ME"](#)

How to use:

Must see instructions guide.

Operator assisted calls

'Direct dial' is a telecommunications term for a network provided service in which a call originator may, without operator assistance, call any other user.

An operator-assisted call is one in which the calling party places a telephone call which requires an operator to provide some form of assistance in completing the call. Operator assisted calls are more expensive, than direct dial calls.

Operator assisted calls may include telephone calls placed:

- collect-(the calling party wants to place a call at the called party's expense),
- third number calls-(calls can be billed to the party other than the calling and called party),
- person-to-person- (is a method of placing a telephone call, in which the calling party wants to speak to a specific party and not simply to anyone who answers. The caller is not charged for the call unless the requested party can be reached.),
- station-to-station-(is a method of placing a telephone call, in which the calling party agrees to talk to whoever answers the telephone).
- Other operator assisted calls may include calls billed to a credit card, and certain international calls which cannot be dialed directly.

Please remember: When an operator helps you place your call it is an operator-assisted call and fees will apply.

International Call Block

Block international dialing. You will not need to worry about unintended International calls that may increase your phone bill. a true international call will require accessing the 011 + country code. However, this does not block the "ten digit dialed" calls, as explained below.

10 Digit International Dialing Block

Some long distance calls that may appear to be international CAN BE DIALED with a regular 10 digit dial sequence; resulting in unwanted long distance chargers. This block will stop these calls.

900 Call Block

This block restricts access from your phone to numbers that begin with the area code 900. The 900 area code is commonly used by entertainment or informational services that can carry considerable per-call or by-the-minute charges. However, be aware that it may be possible to dial around blocks by dialing a regular long distance phone number, 800 access numbers, or an international toll number to another country.