

# Telephone Features: Descriptions & Instructions

**Voice Mail:** Please see our Guide to Voice Mail for complete instructions.

**Voice Mail w/3 boxes:** Please see our Guide to Voice Mail for complete instructions.

**Home Intercom:** Allows you to dial your own number and speak with other phones on the same line. Dial your own number, listen for tone, hang-up. All extensions will ring. When remote phone is answered, ringing will stop. Pick up handset to talk with other party.

**Distinctive Ring:** Provides you with a second telephone number with a unique ring so you'll know which number is being called. Limit one distinctive ring per line.

**Caller ID, Number only:** Displays the number of an incoming call.

**Caller ID Name & Number:** Displays the name of an incoming caller.

**Call Waiting:** Alerts you to a second incoming call and allows you to switch between the calls. To end an existing call and answer a waiting call hang up, then allow the telephone to ring and answer it. To hold an existing call and answer a waiting call depress receiver button or flash key. To alternate between calls depress receiver button or flash key. To disconnect calls, hang up.

**Call Waiting w/Caller ID:** Displays the name and number of a second incoming call. [See Call Waiting for instructions.]

**Call Forwarding Variable:** Allows you to forward calls to any number at any time. *Note: You cannot use Voice Mail with Call Forwarding Features.* Dial \*72 and listen for second dial tone, then dial number where the calls will be forwarded and listen for a confirmation tone. To turn off, dial \*73.

**Call Forwarding Busy:** Allows you to have calls forwarded to a fixed number if your number is busy. *Note: You cannot use Voice Mail with Call Forwarding features.* To turn on Call Forwarding Busy dial \*90 and listen for confirmation tones followed by a dial tone. Then dial the number where calls will be forwarded and listens for confirmation tones followed by a dial tone. To turn off Call Forwarding Busy dial \*91 and listen for confirmation tones followed by a dial tone.

**Call Forwarding Fixed:** If your line is busy or if there is no answer, your calls are forwarded to a fixed number. You can activate and deactivate the feature but you cannot change the forwarding number without calling Burlington Telecom. *Note: You cannot use Voice Mail with Call Forwarding features.* To turn on Call Forwarding Fixed dial \*94 and listen for confirmation tones. To turn off Call Forwarding Fixed the dial \*95 and listen for confirmation tones.

**Call Forwarding No Answer:** Allows you to forward calls to a fixed number when there is no answer. *Note: You cannot use Voice Mail with Call Forwarding features.* To turn on

Call Forwarding No Answer dial\*92 and listen for confirmation tones followed by a dial tone. Then dial the number where calls will be forwarded and listen for confirmation tones followed by a dial tone. To turn off Call Forwarding No Answer dial \*93 and listen for confirmation tones followed by a dial tone.

**Call Forwarding Selective:** This allows you to specify up to 10 numbers that you wish to have forwarded to another telephone number. *Note: You cannot use Voice Mail with Call Forwarding features.* Dial \*63 or \*85 and you will hear an announcement stating that the service is turned on or off. Upon the first-time use, an announcement will prompt you to enter the number that calls will be forwarded to, followed by the pound sign (#). An announcement will prompt you to choose from the following options: Press 3 to turn service on or off; Press # to add an entry (01# adds the last calling party); Press \* to delete an entry; Press 1 to review the list; Press 0 to hear the announcement again

**Remote Call Forwarding:** Allows you to set call forwarding features from a remote phone. **To set remote call forwarding:** Dial 540-0123. After tone, dial your 10-digit phone number including the area code. After tone, dial your PIN followed by the # key. After tone, dial \*72. After tone, dial the 10-digit number to which you would like to forward your calls, including the area code. You will receive a confirmation tone.

**To remove remote call forwarding:** Dial 540-0123. After tone, dial your 10-digit phone number including the area code. After tone, dial your PIN followed by the # key. After tone, dial \*73. You will receive a confirmation tone.

**Call Transfer:** Allows you to transfer a call to another number. To use the Call Transfer service, you have either received or made a call with another party. Press flash button and you'll receive a dial tone. Dial the number of a second party. The second party answers. *Note: By flashing the subscriber can switch between the two callers, this is called Consultation Hold. Hang-up and the transfer is complete. The first party and second party stay connected.*

**3-Way Calling:** Allows a third person to join in a two-party call.

To add a third party to the call, flash once to place the other party on hold. When you hear a fresh dial tone dial the third party's telephone number. After the call is answered, flash again to establish the Three-Way Calling connection. The second switch-hook flash must occur after the second called party starts ringing. Otherwise the second call is disconnected and the initiating party is reconnected to the original party. After the Three-Way Calling connection has been established, you can disconnect the last party added by a single switch-hook flash. You can terminate Three-Way Calling call by simply hanging-up. If either of the other two parties hangs up while you are in conversation, Three-Way Calling is returned to a two-party connection between you and the remaining party. You may hold the original party with privacy exclusion while dialing and talking with the third party and can later include the held party in Three-Way Calling by using a subsequent switch-hook flash that enables the three-way conversation again.

**Busy Redial (\*66):** Redials a busy number for up to 30 minutes, then rings you back when the call is connecting.

**To activate Call Back:** After reaching busy number, press flash and release quickly. Listen for a special dial tone. Press \*66. If the number is suddenly available, you will be connected. If it's still busy, you will hear another tone. Hang up. *Note: Call Back service remains active for up to 30 minutes*

*unless cancelled before the 30-minute limit elapses.* When the called line and your line are idle, you will hear a special ring. Answer the phone; the called party's line rings. To deactivate Call Back: Take the phone off-hook and press \*86. An announcement plays saying all outstanding Call Back requests are deactivated.

**Call Return (\*69):** Allows you to place a call to the number of the last call that was received. Take the phone off-hook and dial \*69. *Note: Call Return service will remain active for up to 30 minutes unless cancelled before the 30-minute limit elapses.* The switch plays back the number of the last party to call and you can press 1 to complete the call or hang up. If the last calling number is busy when your recall attempt is made, you'll hear an announcement - hang up. When both the your line and last calling party's line are idle, you'll hear a special ring. When you answer the phone, the last calling party's phone rings and, when answered, the call is completed.

**Speed Dial 8:** Allows you to dial up to 8 frequently-called numbers using a one-digit code. To assign or change a Speed Dial code, dial the service code \*74. Then enter the Speed Dial digits (2-9) followed by the telephone number you want it to dial to. Listen for a confirmation code, hang-up or repeat process to assign other Speed Dial codes. To speed dial your numbers dial the assigned number (2-9) followed by the # symbol. To listen to the stored Speed Dial codes, press \*78

**Speed Dial 30:** Allows you to dial up to 30 frequently-called numbers using a one-digit code. To assign or change a Speed Dial code, dial the Speed Dial 30 service code \*75, then enter the Speed Dial digits (20-49) followed by telephone number you wish it to dial to. To make a Speed Dial call dial the Speed Dial code number (20-49) and press the pound sign (#). To listen to your Speed Dial entries dial the \*78 or \*79 code.

**Anonymous Call Rejection (ACR):** Allows you to reject calls from people who have Caller ID Blocking on their telephone. When you activate ACR, callers to your line who are using Caller ID Blocking are routed to an announcement. Your phone will not ring. The announcement explains that you do not accept calls that employ Caller ID Blocking. The caller can, if they choose, unblock their ID and redial your number to get through. If you subscribe to this service you press \*77 to activate and \*87 to deactivate.

**Call Block:** Allows you to create a list of numbers that are prevented from reaching your number. Dial \*80 and listen for special tone. To turn on/off Call Block press 3. To add a number to your Call Block list press # followed by the number you wish to block, followed by the # again. Repeat to add more numbers. To remove a number from your Call Block list press \* followed by the number you wish to stop blocking, followed by the \* again. To listen to the numbers you have blocked dial \*80 wait for tone and press 1. To add the last number which called you to the Call Block list dial \*80 wait for tone and press # followed by 01 followed by the # again.

**Caller ID Block:** Blocks your number on outgoing calls. A similar feature can be used on a per-call-basis. To activate the permanent Caller ID block call 540-0007. To activate the per-call Caller ID Block, press \*678 and listen for tone, then dial the number. Your number will be blocked for the next outgoing call.