Calling Features User Guide

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Today's fast-paced world demands and relies on technology more than ever before. ETC offers a variety of calling features that enhance the productivity of your telephone. This user guide contains a list of each feature and description of how it works.

The switchhook mentioned in the description refers to the button that the handset pushes down when you hang up the phone. Your phone is "off the hook" when the button is up.

You may sign up for calling features as a monthly subscription, per usage or part of a package plan.

PER USAGE FEATURES

These calling features can be used on a per usage basis.

Calling Feature	Per Usage Code
(Selective) Call Acceptance	Dial - *62
(Selective) Distinctive Ring	Dial - *61
Call Return (*69)	Dial - *69
Customer Originated Trace	Dial - *57
Repeat Dialing	Dial - *66
Selective Call Forwarding	Dial - *63
Selective Call Rejection	Dial - *60
Call Forwarding No Answer	Dial - *92

CALLING FEATURES PACKAGE

Select any 5 Calling Features for $9.95!

- 3-Way Calling
- 3-Way Calling (Allow Transfer)
- Basic Voice Mail
- (Selective) Call Acceptance
- Call Forwarding
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Return (*69)
- Call Transfer
- Call Waiting
- Caller ID
- Caller ID Blocking
- (Selective) Distinctive Ring
- Distinctive Ringing Line
- Privacy Call Block
- Repeat Dialing
- Roll Down
- Selective Call Forwarding
- Selective Call Rejection
- Speed Dialing
- Toll Control

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CALL WAITING

Allows you to receive incoming calls even if you are on the phone. A short beep lets you know that someone is trying to reach you.

Receive Incoming Calls While on the Phone
• A beep tone tells you another call is waiting. Only you hear this tone.
• After 10 seconds a reminder beep will sound if the call is unanswered.
• The second caller only hears the normal ringing tone.

To Answer the Second Call
• Depress the switchhook for about one second to place first call on hold.
• You will automatically be connected with the second caller.

To Alternate Between Calls
• Depress the swtichhook for about 1 second 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 FORWARDING

Allows you to forward your calls to the number you are currently located at. With Call Forwarding, you don't have to stay at home waiting for an important call. It will go wherever you do.

To Forward Your Calls
• Lift the handset and listen for the dial tone.
• Dial *72 (or dialing 1172 on a rotary phone).
• Now, dial the number where you want your calls forwarded to. (Speed Calling codes may be used if you also have this feature.)
• When someone answers at the forwarded number, your Call Forwarding feature is now in effect.

If there is no answer, or if the line is busy, hang up and repeat the previous steps. If you do this within two minutes, you'll hear two beeps meaning your Call Forwarding is now working.

Once you have activated Call Forwarding, the phone will make one short ring each time a call is forwarded. You can still make out-going calls from this phone.

If you wish to change the number your calls are being transferred to, just deactivate Call Forwarding (see next page) and then follow the steps above for Call Forwarding.

To Deactivate Call Forwarding
• Lift the handset and listen for the dial tone.
• Dial *73 (or dialing 1173 on a rotary phone).
• Listen for two beeps. Call Forwarding is now deactivated and calls will ring on your phone.

CALLER ID

Allows you to know who is calling before answering the phone by displaying the name and number of the caller. A separate display unit or telephone with a built-in LCD is needed for the name and number to be displayed.

Listing Number and Name of Caller
• When you receive a call, wait until your telephone completes the first ringing signal.
• The telephone number/name of the person calling will appear on your display screen.
• If you choose to answer the call the number/name will remain on the screen until you or the caller hangs up.

Note: Subscription Caller ID requires the lease or purchase of a display unit if your telephone does not already have a built-in LCD.

If the letter "P" or "Private" appears on the screen, the caller may have blocked the display of their number by pressing *67 (or dialing 1167 on a rotary phone) before placing the call. You can choose to answer the call or not.

If "O" or "Out of Area" appears, the caller is in an area that doesn't support Caller Identification services.

CALLER ID BLOCKING

Caller ID Blocking is provided to every ETC subscriber free of charge. This feature allows the customer to block his/her telephone number from appearing on Caller ID display units.

• Pick up your handset and listen for the dial tone.
• Press *67 (on a rotary phone dial 1167).
• Dial the number you're calling as usual.
• The person you've called will not be able to see your number displayed on their telephone display unit. Instead a "P" or "Private" will be displayed.

Note: You must dial *67 before each call you place. Otherwise, your phone number will be released to the person receiving the call.

CALL RETURN (*69)

Allows you to call back the last person who called you. No more rushing out of the bathtub or into the house to answer the phone.

Call Back Last Caller
• Pick up the handset and listen for a normal dial tone.
• If you were already on the phone and ignored a call waiting tone, depress the switchhook and release quickly.
• Press *69 (on a rotary phone dial 1169). Your call will go through like a normal call.

If the Line is Busy
• Hang up. Your phone will keep trying the line for up to 30 minutes.
• A special callback ring alerts you if the line becomes free. (Some phones ring normally.)
• Pick up the handset to automatically place the call.

To Cancel Call Return
• Press *69.
• Listen for the confirmation tone or announcement. Hang up.

Note: In some areas, after you dial *69 a voice will give you the phone number of the call you missed and ask if you want to use the Call Return feature. Just follow the instructions.

Does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or lines using Call Forwarding and/or some other services that have been activated.

REPEAT DIALING

Continually attempts to redial a busy number or the last number dialed, and lets you know with a special ring when the number is no longer busy.

Calls Busy Line Until Line Opens
• When you hear a busy signal, depress the switchhook and release quickly. Listen for a special dial tone.
• If you've already hung up, pick up the handset and listen for a normal dial tone.
• Press *66 (on a rotary phone, dial 1166).
• If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
• A special callback ring alerts you if the line becomes free. (Some phones ring normally.)
• Pick up the handset to automatically place the call.

To Cancel Repeat Dialing
• Depress the swtichhook and release. Listen for a special dial tone.
• If you have already hung up, lift the handset and listen for a normal dial tone.
• Press *66 (on a rotary phone dial 1166).
• Listen for the confirmation tone or announcement. Hang up.

Note: To restart the 30-minute clock, repeat the above steps (first step under Repeat Dialing)

Repeat Dialing can check as many as 31 busy lines at once for you. To know which call is being completed, you must subscribe to the Caller ID service.

This service does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or on lines where Call Forwarding and/or some other services have been activated.

3-WAY CALLING & 3-WAY CALLING–ALLOW TRANSFER

Allows you to speak with two different people in two different locations at the same time. With 3-Way Calling, when you hang up, all parties are disconnected. With 3-Way Calling–Allowing Transfer, when you hang up, the two remaining callers can continue the call.

To Add a Third Person to Your Call
• First, depress the switchhook for about one second. This will place the first call on hold.
• Listen for the dial tone. Then dial the third person (Speed Calling codes may be used if you also have this feature.)
• When the third person answers, you may talk privately with this person before you make the call three-way.
• To make the call three-way, depress the switchhook for about one second to add the person on hold. Your three-way call is now underway.

If for some reason the call to the third person is not completed or you decide not to add the third person to the call, depress the switchhook twice to resume your conversation with the person on hold.

To Disconnect the Third Person
• Press the switchhook for about one second. 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.

To Disconnect Completely
• Simply hang up.

CALL FORWARDING NO ANSWER

If a call placed to your number isn't answered within a certain number of rings, it redirects the call to another number of your choice, your cell phone or your voice mailbox, for instance.

(SELECTIVE) DISTINCTIVE RING

Allows you to create a list of phone numbers so that when someone from that list calls, your phone will ring differently. This is especially great for co-workers, friends of teenage children, or committee members.

Gives a Distinct Ring to Important Callers
• Pick up the handset and listen for the dial tone.
• Press *61 (on a rotary phone dial 1161).
• Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your list. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To Add the Last Caller to Your VIP List
• Press #01# (on rotary phones dial 12 instead of #)

To Hear the Phone Numbers on Your List
• Dial 1.
• After the list is read, voice instructions will follow.

(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 being accepted.

Only Accepts Calls From Those You Want to Receive Calls From
• Pick up the handset and listen for the dial tone.
• Press *62 (on rotary phones dial 1162).
• Listen for an announcement telling you whether the feature is on or off. The recorded voice will tell you how many numbers are currently stored on your acceptance list.
• Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off) and OFF (if it is currently on).

To Add the Last Caller to Your List
• Press #01# (on rotary phones dial 12 instead of #).

To Hear the Phone Numbers on Your List
• Dial 1
• After the list is read, voice instructions will follow.

To Add a Number to Your List
• Press # (on rotary phones dial 12 instead of #).
• Follow the voice instructions. You can store up to 31 numbers on your list.

To Remove a Number From Your List
• Press *.
• Follow the voice instructions to remove any or all numbers.

To Hear Instructions Again
• Dial 0.

When Someone Calls
• When your service is ON, you will receive calls only from those on your list.
• Callers not on your list will simply hear an announcement that you are not accepting calls at this time.

Note: You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.

The list you create is separate from any list you may be using for Distinctive Ring, Selective Call Forwarding, Selective Call Rejection, and/or some other services that have been activated.

DISTINCTIVE RINGING LINE

Adds a second number to ring into your existing phone line with a distinctive ring. It even works with call waiting. This feature is great for a family with teenagers, or if you have a fax machine. When the distinctive ringing number is dialed, it's directed to the master number with a distinctive tone. There are three distinctive ringing tones available. This is not an additional line.

SELECTIVE CALL REJECTION

Allows you to create a list of phone numbers that you do not wish to receive calls from. Callers on the list will receive an announcement that calls are not being accepted. All other calls will ring through as normal.

Block Callers You Do Not Want to Receive Calls From
• Pick up the handset and listen for the dial tone.
• Press *60 (or 1160 on a rotary phone).
• Listen for an announcement telling you if the feature is on or off. The recorded voice will tell you how many (if any) numbers are currently stored on your rejection list.
• Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To Add the Last Caller to Your Rejection List
• Press #01# (on rotary phones dial 12 instead of #).

To Hear the Phone Numbers on Your List
• Dial 1.
• After the list is read, voice instructions will follow.

To Remove a Number From Your List
• Press *.
• Follow the voice instructions to remove any or all numbers from your rejection list.

To Hear Instructions Again
• Dial 0.
• When the service is activated, callers on your rejection list will hear an announcement that you are not accepting calls at this time. All other calls will ring as usual.

When Someone Calls
• If the service is turned ON, callers who are on your rejection list will hear an announcement that your number is not accepting calls at this time. All other calls will ring through as usual.

Note: You will be notified of when and how many calls have been rejected.

You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.

This list you create is separate from any list you may be using for Distinctive Ring, Selective Call Forwarding, Call Acceptance, and/or some other services that have been activated.

TOLL CONTROL

Makes sure long distance calls aren't made without your knowledge. Requires a PIN to be dialed before a long distance call is placed.

Control Long Distance Calls From Your Home
• Lift the handset and listen for the dial tone.
• Dial long distance phone number.
• Listen for stutter tone.
• Enter your PIN, followed by #.

Note: You must dial 1 + area code + number.

CUSTOMER ORIGINATED TRACE

Allows you to initiate a trace immediately after receiving a harassing or obscene phone call. The number is received at ETC's Central Office and will be held for law enforcement officials in the event that you want to prosecute.

Traces Last Call
• When you get a nuisance call, depress the switchhook and release quickly. Listen for a special dial tone.
• If you have already hung up, just pick up the handset again and listen for a normal dial tone. Press *57 (on a rotary phone, dial 1157).
• Listen for the confirmation announcement that the last call has been traced.
• Hang up.
• The number you traced will be recorded at the phone company. If you decide to follow up on the matter we will provide that number to the local authorities.

Note: Customer Originated Trace must be used immediately after you hang up. If you get another call or hear a Call Waiting tone first, you will trace the wrong call.

In some areas, after you dial *57, you will hear an announcement that the call has been traced. Follow the voice instructions to dial an additional code and the call will be traced.

CALL FORWARDING BUSY

When someone calls your phone while you're on the line, this feature forwards the call to your voice mail or another number of your choice. This way you can devote your full attention to your current conversation while making sure you don't miss anything important.

PRIVACY CALL BLOCK

Some callers place Caller ID Block on their numbers so that you can't see who's calling before answering. This calling feature blocks them from calling your line and tells them that if they wish to turn off Caller ID Block and call back, their call will go through as normal. Your phone does not ring.

To Unblock Privacy Call Block
• Simply dial *82 (on a rotary phone, dial 1182) before making your phone call.

SELECTIVE CALL FORWARDING

Numbers on your selective list will follow you to your Selective Call Forwarding number. All other calls will be routed to your regular Call Forwarding number.

Forwards Call Forwarding
• Pick up the handset and listen for the dial tone.
• Press *63 (on rotary phones dial 1163)

- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will tell you how many (if any) numbers are currently stored on your forwarded list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To Add the Last Caller to Your Forward List
- Press #01# (on rotary phones dial 12 instead of #)

To Enter Your "Forward To" Number
- The first time you turn on the service you will be asked to enter the number you would like your special calls forwarded to. The system will then repeat the current "Forward to" number. If the number is correct, dial 1.
- If you wish to change the "Forward To" number, dial 0 and follow the voice instructions.

To Hear the Phone Numbers on Your List
- Dial "1."
- After the list is read, voice instructions will follow.

To Add a Number to Your List
- Press # (on rotary phones dial 12 instead of #)
- Follow the voice instructions. You can store up to 31 phone numbers on your forward list.

To Remove a Number From Your List
- Press *.
- Follow the voice instructions to remove any or all numbers from your forward list.

To Hear Instructions Again
- Dial 0

When Someone Calls
- If your service is turned ON, and the caller is on your forward list, the call will be re-routed to your "Forward to" number. If the caller is not on your forward list, the call will ring at your home as usual.

Note: You may press 1, 0, or * at any time rather than waiting for the voice instructions.

The list you create is separate from any lists you may be using for Selective Distinctive Ring, Selective Call Acceptance, Selective Call Rejection and/or some other services that have been activated.

This service can work with Call Forwarding (all calls). Numbers on your selective list will follow you to your Selective Call Forwarding number. All other calls you receive will be routed to your regular Call Forwarding number.

REMINDER CALLS

Reminder calls are scheduled phone calls to remind the end user of various actions such as to wake up, for medication reminders, meal times, weekly events, appointments, birthdays/anniversaries, meetings, deadlines, holidays, etc. This is perfect for anyone needing a reminder of some sort. Group calls are also available to send messages to multiple people at one time. This is perfect for coaches, insurance agents, community leaders, and business leaders. End user has unlimited use of reminder calls.

SPEED DIALING

Speed Dialing allows the end user to place a call by pressing or dialing a reduced number of keys, usually it's a one or two digit code. Desired numbers are stored in the phone memory for future use. This is a quick and easy way to dial frequently called numbers. The number of desired numbers to store is unlimited.

CALL TRANSFER

Enables a user to relocate an existing call to another phone or attendant console by either using the transfer button or the hold button and dialing the required location. The transferred call can either be announced or unannounced.

ROLL DOWN

Basic Line Hunting: If the primary phone number is busy or in use, this telecommunications mechanism rings or 'rolls down' to a secondary phone number or line. This feature is most ideal for businesses.

MY FEATURES/MY WAY

My Features/My Way encompass all features available utilizing a CommPortal for full customization and self provisioning. CommPortal is a complete unified messaging and contact management solution that is available across a broad range of fixed and mobile platforms and devices. Services and features included are: visual voice mail, contacts, call lists, apps, settings, passwords, all types of call rejection, acceptance, selective, anonymous, do not disturb, call forwarding, incoming call manager and find me/follow me.

E-FAX

E-Fax is faxing by email. No more fax machines, paper or toner; all you need is a pc and an email account to receive incoming faxes.

CONFERENCE BRIDGE:

A conference bridge is a call that takes place between three or more people over separate phone lines by the callers dialing into a special telephone number and entering a PIN code to access the meeting or call. The bridge is a server that acts as a telephone by answering and routing multiple calls.

VOICE MAIL

How to Initialize Your Voice Mailbox
1. Call the voice processor – 222-4444, 932-4444, 547-1444, 623-4444, 223-2444.
2. Enter your temporary password (1234).
3. Follow the tutorial prompts:
   • Create your personal password – You will be instructed to change your default password for privacy reasons, please do so. In deciding your new password please keep in mind that it may be 4 to 15 digits in length and should be one that would be hard for someone else to figure out, yet easy for you to remember. Note: If a password is forgotten, the mailbox will need to be rebuilt and all messages will be lost.
   • Record your name.
   • Record your personal greeting.

Calling From Any Telephone to Your Phone Number – Use Away From Home/Work
• Dial your telephone number (7 to 10 digits depending on where you are calling from)
• Press * to interrupt your greeting.
• Enter your password.

Calling From Any Telephone to the Voice Processor – Use Away From Home/Work
• Dial the system access number – 222-4444, 932-4444, 547-1444, 623-4444, 223-2444.
• Enter your 10 digit mailbox number (your telephone number).
• Enter your password.

Calling From Your Telephone to the Voice Processor – Use While at Home/Work
• Dial the system access number – 222-4444, 932-4444, 547-1444, 623-4444, 223-2444.
• Enter your password.

Conferencing Operation

A user who can start and manage conferences is known as a moderator. When your service provider configures you as a conference moderator, they will provide you with the following information.

- The toll free access number for the conferencing service () and the local access number is ()
- Your moderator code for conferencing ()
- A participant code associated with your moderator code ( )

The moderator code is your identifier as a user of the conferencing service. You should not disclose it to anyone else, to prevent unauthorized use of your service. You will need to provide the access telephone number and participant code to other people who will be taking part in your conferences.

You can start a conference at any time, by dialing the conferencing telephone number and identifying yourself by dialing your moderator code. Other users, known as participants, can then join your conference by dialing the conferencing telephone number and then dialing your participant code. Alternatively, you can allow conferences to start as soon as two participants have dialed in, whether or not you are already in the conference.

Starting a Conference – Information for Moderator

To start a conference, dial the access telephone number for the conferencing service.

- You are prompted for the moderator code. Enter this on your telephone keypad, then press the # (pound) key.
- You are then prompted to record your name. This will be used in announcements within the conference (to indicate that you have joined or left). Say your name clearly, then press the # key.

If your telephone does not have a # key, you can still use the interface. After entering the code or recording your name, simply wait for a few seconds until the interface responds with the next prompt. The interface allows you 30 seconds to enter the moderator code, and 10 seconds to record your name.

Joining a Conference – Information for Participants

To join a conference, dial the access telephone number for the conferencing service.

- •You are prompted for the participant code. Enter this on your telephone keypad, then press the # (pound) key. (If you do not dial the participant code correctly within 30 seconds, you hear an error message and are prompted to redial it. You have a total of three attempts to dial it; if you do not provide a valid code on the third attempt, your call is dropped and you will need to dial the access telephone number again.)
- • You are then prompted to record your name. This will be played in announcements within the conference to indicate that you have joined or left. Say your name clearly, then press the # key.

If your telephone does not have a # key, you can still use the interface. After entering the code or recording your name, simply wait for a few seconds until the interface responds with the next prompt. The interface allows you 30 seconds to enter the participant code, and 10 seconds to record your name.

Miscellaneous – Information for Moderator or Participant

To mute your phone so that no sound is played into the conference, press 2. You may want to do this while you talk privately to someone in the room. To un-mute your phone so that you can resume talking in the conference, press 2 again.

To end the conference, simply hang up the phone.

NOTES

NOTES

QUICK REFERENCE GUIDE

Feature	To Use	To Cancel
(Selective) Call Acceptance	*62	
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Call Forwarding	*72	*73
Call Forwarding Busy	*90	*91
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Call Return (*69)	*69	*89
Customer Originated Trace	*57	Hang Up
(Selective) Distinctive Ring	*61	*61
Privacy Call Block	*77	*87
Repeat Dialing	*66	*86
Selective Call Rejection	*60	*60
Selective Call Forwarding	*63	*63
Toll Control	Pin #	Hang Up

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