

# Calling Features User Guide

## Call Waiting

To answer a waiting call:

1. When you hear the special Call Waiting tone in your ear
  - a. Press and quickly release the 'switchhook' or flash button on your telephone.
2. Your first caller is automatically put on hold while you're connected with the second caller.
3. To toggle between callers repeat step 1a
4. Schedule a call back time with one of the callers and toggle back to the call you wish to continue (step 1a)
5. When the rescheduled caller hangs up the call will be disconnected automatically

To cancel call waiting on a per-call basis, press **\*70** to activate Cancel Call Waiting before dialing a number.

## Three Way Calling

To Initiate Three Way Calling:

1. Press and quickly release the 'switchhook' or flash button on your telephone
  - a. This puts your first call on hold while you
2. Dial the third callers telephone number
3. Once the third party has answered, press and quickly release 'switchhook' or flash button on your telephone.
4. Both parties are now connected to the call and all parties should be able to converse with and hear each other.
5. At any point one party can disconnect from the call without terminating the call.
6. To terminate the call, hang up as usual.

## Call Forward, No Answer

To Initiate Call Forward No Answer:

1. Press **\*92** to activate Call Forward No Answer
2. Dial the number on the keypad to indicate how many rings your phone should make before forwarding to the "New Number" (2-9 rings)
3. When the call is answered Call Forward No Answer is in effect.

To Deactivate Call Forward No Answer

1. To deactivate Call Forward No Answer
  - a. Press **\*93** and listen for the confirmation tone
  - b. Once you hear the confirmation tone, Call Forward No Answer is deactivated and you can use your phone as normal.

## Automatic Call Back

To Initiate Automatic Call Back:

1. Press **\*66** to activate Automatic Call Back
2. When you hear the busy signal hang up the phone
3. When the line is available your phone will ring a special ring (some phones will ring normally). Feature will remain active for up to 30 minutes.
4. Your call will be placed as soon as you answer the Special Ring

To Deactivate Automatic Call Back:

1. To deactivate Automatic Call Back
  - a. Press **\*86** and hang up the phone

## Call Return

When you miss a call;

1. Pick up the handset
2. Listen for a dial tone
3. Press **\*69** to activate Call Return  
A recorded voice will give you the number of the call you missed. You will be told if the number is private or unavailable. You will be given the option to call the number back even if it is a private number.

Press **\*89** to cancel your Call Return Request.

*Note: This service doesn't work on 800 numbers, 900 numbers or on lines where Call Forward and some other call services have been activated.*

## Caller ID with Name

With the use of a special display device, allows you to see the name and number of most incoming calls before you answer the phone. Some calls may be marked as Private or Unavailable, these telephone numbers have either been intentionally restricted by the owner or do not have sufficient information to display the ID. Caller ID display devices must be purchased separately.

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## Distinctive Ringing

To Activate or Deactivate:

1. Lift the telephone handset
2. Press **\*61**
3. Listen for the attendant voice to indicate whether:
  - a. The Feature is activated
  - b. The Feature is deactivated

*\*Note: The attendant will also indicate how many (if any) telephone numbers are currently stored in your list*
4. The attendant will walk you through the process
  - a. Use number **3** to toggle the feature on or off
  - b. Press **#01#** to add the last caller to your list
  - c. Press **1** to hear a playback of current numbers in your list. At this point you will have the option of adding or removing a number to your list. Follow the instructions below.
5. Adding a number to your list
  - a. Press **#**
  - b. The attendant will walk you through the steps of adding a new number. You can store up to a total of 32 numbers
6. Removing a number on your list
  - a. Press **\***
  - b. The attendant will walk you through the steps of removing a number

7. To repeat an instruction set Press **0**

## Call Forwarding

To turn the service on:

1. Press **\*72**
2. Listen for the dial tone
3. Dial the number that you want your calls forwarded to.
4. When the phone is answered, Call Forwarding is in effect. (You will hear a confirmation tone to let you know Call Forwarding is working)
5. If the line is busy or if there is no answer, hang up and repeat the steps above. You do not need an answer on the second attempt for Call Forward to be in effect.

To turn off the service:

1. Press **\*73**
2. Listen for the confirmation tone
3. Hang up, Call Forwarding is now off and calls will ring normally on your phone.

## Call Forward Busy

Press **\*90** to activate Call Forward Busy.

1. Dial the number where you want your calls forwarded.
2. When phone is answered Call Forward Busy is in effect. Press **\*91** to deactivate Call Forward Busy.
  1. Listen for confirmation and hang up.

## Anonymous Call Rejection

To activate: Press **\*77** (long pause means activation complete)

To deactivate: Press **\*87**

## Selective Call Forwarding

To activate, deactivate or change Selective Call Forwarding:

1. Lift the handset and listen for the normal dial tone.
2. Press **\*63**
3. 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 in your list.
4. 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 enter your "forward to" number:

5. The first time you turn on the service, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will remind you of the current "forwarded to" number.
6. If the current number is correct, dial **1**.
7. If you wish to change the current "forward to" number, dial **0** and then follow the voice instructions.

To hear the numbers on your list:

8. Press **1**.
9. After the list is read, voice instructions will follow.

To add the last caller to your list:

10. Press **#01**.

To add a number to your list:

11. Press **#**.
12. Follow the voice instructions you'll hear. You can store up to 32 phone numbers on your Call Forwarding list.

To delete a number from your list:

3. Press **\***.
4. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

Press **0**.

*Note: You may press 1, 0 #, or \* at any time rather than waiting for the voice instructions. The list you create is separated from any other lists you may be using for Distinctive Ringing, Selective Call Acceptance, Selective Call Rejection and similar services. This service can work with Call Forward (all calls). Numbers on your preferred list will follow you to your Selective Call Forward number. All other calls will be routed to your regular Call Forward number. Applicable toll charges apply.*

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## Selective Call Acceptance

Emergency calls will not be accepted from telephone numbers not on your list. An operator cannot override this feature.

To activate, deactivate or change Selective Call Acceptance:

1. Lift the handset and listen for the normal dial tone.
2. Press **\*64**.
3. 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 in your list.
4. 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 list:

5. Press **#01#**.

To hear the numbers on your list:

6. Press **1**.
7. After the list is read, voice instructions will follow.

To add a number to your list:

8. Press **#**.
9. Follow the voice instructions you'll hear. You can store up to 32 phone numbers on your Call Acceptance list.

To delete a number from your list:

10. Press **\***.
11. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

- Press **0**.

*Note: You may press 1, 0 #, or \* at any time rather than waiting for the voice instructions. The list you create is separated from any other lists you may be using for Distinctive Ringing/Call Waiting, Selective Call Forwarding, Selective Call Rejection and similar services.*

## Selective Call Rejection

To activate, deactivate or change Selective Call Rejection:

1. Lift the handset and listen for the normal dial tone.
2. Press **\*60**.
3. 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 in your list.
4. 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 list:

5. Press **#01#**.

To hear a number on your list:

6. Press **1**.
7. After the list is read, voice instructions will follow.

To add a number to your list:

8. Press **#**.
9. Follow the voice instructions you'll hear. You can store up to 32 phone numbers on your Call Rejection list.

To delete a number from your list:

10. Press **\***.
11. Follow the voice instructions to remove any or all of those numbers. To hear instructions again: Press **0**.

*Note: You may press 1, 0 #, or \* at any time rather than waiting for the voice instructions. The list you create is separated from any other lists you may be using for Selective Call Acceptance, Selective Call Forwarding and similar services.*

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## Customer Originated Call Trace

To use the Customer Originated Call Trace:

1. When you get a nuisance call, press and quickly release the “switchhook.” Listen for special dial tone.
2. If you’ve already hung up, just lift the handset again and listen for a normal dial tone.
3. Press **\*57**.
4. Follow the voice instructions and dial **1** to activate Call Trace.
5. Listen for a confirmation announcement that the last call has been traced.

*Note: Charges apply for each successful trace.*

6. Hang up.
7. The number you traced will be recorded at the phone company. To take legal action, record the exact date and time of the call and contact your local law enforcement agency within 24 hours. You will be required to complete a “Customer Originated Trace Release of Information Form.” The law enforcement agency will then supply Oxford Networks with your written request for the traced number information. Oxford Networks will release the traced number information to the requesting law enforcement agency the following business day.

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

## Per Call Blocking

To use Per-Call Blocking:

1. Lift the handset and listen for a normal dial tone.
2. Press **\*67**.
3. Dial the number you’re calling as usual.
4. The Person you’ve called will not be able to see your number displayed on the telephone display screen. Instead, a “P” or “Private” will be displayed.

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

*If you have requested Caller ID Line Blocking from your telephone company, you do not need to dial \*67 each time. Your number will always appear as “Private.”*

*To override Caller ID Line Blocking (allowing your number to be displayed) on an individual call, dial \*67 before placing the call.*