

# Integrated Centrex Features User Guide

1-08-08

**The services listed in this guide are for Integrated Voice Services and may not be available or work the same on other technologies. Some features are web-enabled and others work only through the phone.**

## ***Anonymous Call Rejection***

Reject incoming calls that are marked private. Your phone will not ring, and the caller will hear an announcement that you are not accepting blocked calls. The call will be accepted if blocking is removed. This service is provided at no charge to Caller ID customers and is available to other customers for an additional monthly charge.

### **How it Works:**

#### **Web Enabled – Incoming Calls**

#### **Anonymous Call Rejection**

Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your group.



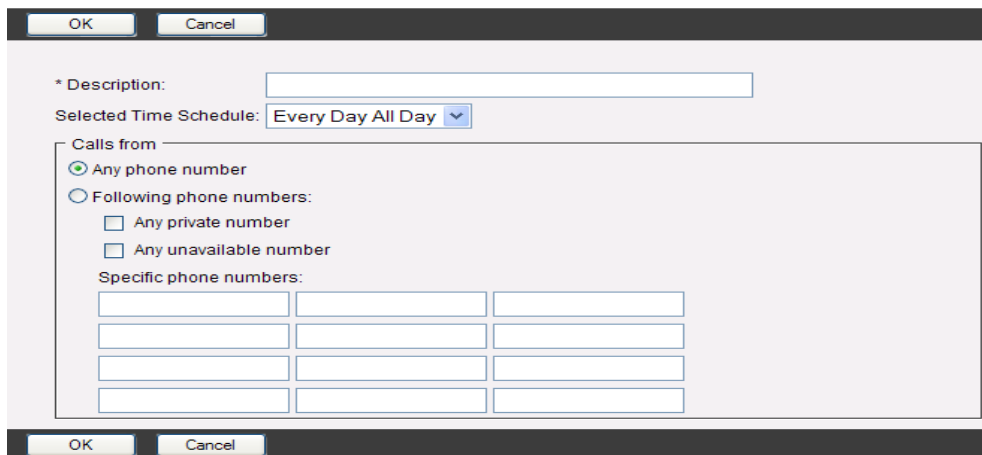
## ***Call Block (Selective Call Rejection)***

Create a list of telephone numbers from which you do not wish to receive calls. When someone calls from a telephone number on your list, they will hear an announcement that you are not receiving calls. You can have up to 12 numbers on your list.

### **How it Works:**

#### **Web Enabled – Incoming Calls**

Selective Call Rejection Add allows you to add a selective call rejection entry. Decide the time schedule you would like the call rejected. Also, you can have the call rejected when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time periods, you can create multiple selective call rejection entries.



## ***Call Forwarding***

Forward your calls to a number of your choosing. All calls forwarded to a long distance number will be charged to your bill.

### **How it Works:**

**This feature can be activated from your phone or can be Web enabled – Incoming Calls**

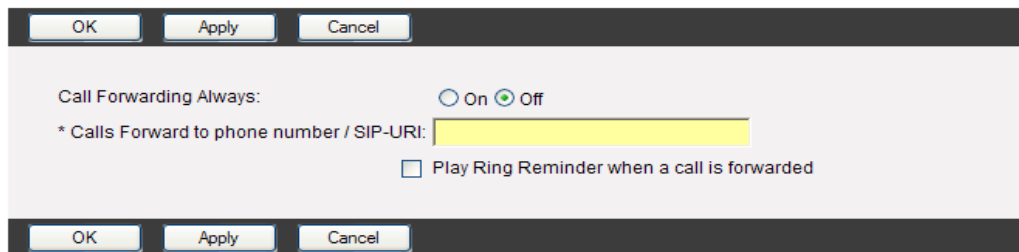
- Press \*72 on your touch calling phone and wait five seconds for a dial tone.
- Dial the number to which your calls are to be forwarded.
- When someone answers the phone, your calls will be forwarded. If no one answers, or the line is busy, simply hang up and immediately repeat the process.
- Three beeps will indicate the feature is in effect.
- Once activated, your phone will ring once before forwarding all calls. Even though you cannot answer calls, you can still make outgoing calls.

### **To cancel call forwarding:**

- Press \*73 on your phone.
- Three beeps indicate the feature has been cancelled.

## **Call Forwarding Always**

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.



**Note:** You also have access to Call Forwarding Busy and No Answer which usually route to a voicemail system. If you change any numbers, calls may not be routed correctly.

**Call Forwarding Busy and No Answer features are typically used with voicemail. If you change the number on these two features, calls may not be forwarded correctly to voicemail.**

## ***Call Park/Call Retrieve***

These two features allow you to park a call and then retrieve it at another extension within your call group.

### **To park a call to your own extension:**

- With a call on the line, press the **transfer key** on your phone and dial \*68 followed by the # key.
- The call is parked on your extension and the caller hears silence.
- To retrieve the call, you can go to any other phone in your call group, go off hook and dial \*88, followed by your extension and the # key.
- If you want to retrieve the call back from your own phone, just go off hook and dial \*88 followed by the # key.

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### **To park a call to another extension within your group:**

- With a call on the line, press the **transfer key** on your phone and dial \*68 followed by the 4 digit extension (within your call group) that you want to park the call to, followed by the # key.
- The call is parked and the caller hears silence.
- To retrieve the call, go to the extension to which the call is parked and dial \*88, followed by # key.

### ***Call Trace***

Trace the number of the last call you received. This information can only be provided to your local law agency and can be used in criminal proceedings. You will be charged for every trace that you request and should be used only for serious calling offenses such as life-threatening or obscene calls. You do not need to subscribe to this service to use it.

#### **How it Works:**

- After you hang up from the offending call immediately pick up and press \*57 on your phone.
- A recording will answer and advise that a trace has been activated on the call.
- Your local telephone company will provide the information to the appropriate law enforcement agency if you decide to press charges.

### ***Call Waiting***

A special tone lets you know that a second caller is trying to reach you when you are on the phone.

#### **How it Works:**

- To answer the second caller, depress the switchhook for a second. This puts your first call on hold and connects you with the second caller.
- You are automatically connected to your first call when the second call hangs up.
- You can also depress the switchhook for a second to return to the first call or to alternate between calls.
- If you hang up with the first caller still on the line, the phone will ring and connect you back to the first caller.

### **Cancel Call Waiting/Tone Block**

This feature allows you to temporarily cancel Call Waiting for the duration of a call. If you are using a modem for a data or Internet call, you should cancel Call Waiting before making the call. There is no charge for this feature.

#### **How it Works:**

**This feature can be activated from your phone or can be Web enabled – Call Control**

- To cancel Call waiting, press \*70 from your phone.
- You will then hear a stutter dial tone. Place your call as usual.
- Call Waiting will be restored as soon as you finish your call.
- If you have Three-Way Calling, you can turn this service on during a call.

**If you turn off Call Waiting on the Web, it will remain off until you reactivate it.**

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## Call Waiting

Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.



A screenshot of a mobile phone settings menu for Call Waiting. At the top, there are three buttons: OK, Apply, and Cancel. Below them, the text reads "Call Waiting:  On  Off". At the bottom, there are three buttons: OK, Apply, and Cancel.

## Caller ID with Name Delivery

This feature provides the billing name and number of the caller on the Caller ID unit. Names are easier to recognize, and you don't have to call the number back to see who has called. The phone must ring at least twice for the Caller ID to be received.

### How it Works:

When you receive a call, your Caller ID unit will give you the name, number, date and time of day that you receive a call. The name will be the billing name in the telephone company records. Names may only be available for the local area initially until a national database is available.

## Do Not Disturb

This feature allows you to send calls directly to your voicemail when you do not want to be disturbed. Some phones have a feature button where you can turn this service on or off.

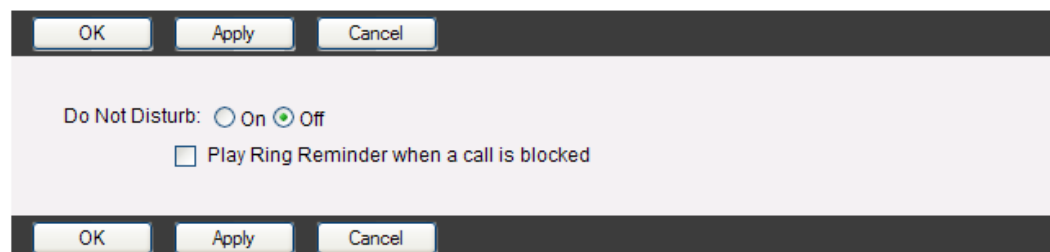
### How it Works:

**This feature can be activated from your phone or can be Web enabled – Incoming Calls**

- From your phone press \*78 to turn on or off by pressing \*79.

## Do Not Disturb

Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.



A screenshot of a mobile phone settings menu for Do Not Disturb. At the top, there are three buttons: OK, Apply, and Cancel. Below them, the text reads "Do Not Disturb:  On  Off". Below that is a checkbox labeled "Play Ring Reminder when a call is blocked". At the bottom, there are three buttons: OK, Apply, and Cancel.

## ***Enhanced Ring***

Allows you to have multiple telephone numbers on just one phone line. A distinctive ring for each number determines which number is being called.

### **How it Works:**

A second number is assigned to the main number. A distinctive ring notifies the customer that their second number is being called. Only one physical line is actually working. If customer has Call Waiting, two tones will be heard to identify the call as the Enhanced Ring number instead of one tone.

## ***Music on Hold***

Callers will hear music when put on hold.

### **How it works:**

#### **Web enabled – Call Control**

Music On Hold allows you to turn on music for all calls when the remote party is held or parked.



The screenshot shows a web interface for configuring Music On Hold. At the top, there are three buttons: "OK", "Apply", and "Cancel". Below these buttons, the text "Music On Hold:" is followed by two radio buttons: "On" (which is selected, indicated by a green dot) and "Off". At the bottom, there are three more buttons: "OK", "Apply", and "Cancel".

## ***Per Call Blocking***

Allows you to mark your number private so that it will not show up on a Caller ID display or be announced on certain features such as Return Call. There is no charge for this service.

### **How it Works:**

- Press \*67 on your touch calling phone.
- You will hear a stutter dial tone.
- Enter the number you want to call.
- "Private number" will be displayed or announced instead of your telephone number or name.

**Note:** You must dial the code each time you want to mark your number private.

## ***Per Line Blocking*** (Calling Line ID Delivery Blocking)

Automatically mark each of your calls private without having to enter \*67 before every call. This feature prevents your number from displaying on Called ID units and being announced on certain features such as Return Call.

### **How it Works:**

#### **Web Enabled – Outgoing Calls**

### **Calling Line ID Delivery Blocking**

Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access codes.

 On  Off'. A dark footer also contains 'OK', 'Apply', and 'Cancel' buttons."/>

Block Calling Line ID on Outgoing Calls:  On  Off

## ***Push to Talk***

This feature works similar to an intercom. You can control who and how other people in your call group can reach you. This service must be configured prior to use.

### **How it works:**

#### **Web-enabled – Call Control**

- Lift the handset and press \*50 and then enter the number you want to talk to.

Push to Talk allows people to call each other and have the call answered automatically. You can control which users are allowed to call you in this way.

 On  Off', 'Outgoing Connection Type:  One-Way  Two-Way', and 'Access List:  Allow calls from only the users selected below,  Allow calls from everyone except the users selected below'. A dark footer also contains 'OK', 'Apply', and 'Cancel' buttons."/>

Auto-Answer:  On  Off

Outgoing Connection Type:  One-Way  Two-Way

Access List:  Allow calls from only the users selected below  
 Allow calls from everyone except the users selected below

## ***Return Call***

Call back the last number that called you whether you answered the call or not.

### **How it Works:**

- Before you receive another call, pick up the receiver and press \*69 on your phone.
- Your phone will ring back the number of the last number that called you

## Selective Call Forwarding

Create a list of selected telephone numbers that you want to be forwarded to another number. Calls from numbers on your list will be forwarded to the number you choose. Calls from all other numbers will not be forwarded.

### How it Works:

#### Web Enabled – Incoming Calls

### Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

The screenshot shows a configuration window for Call Forwarding Selective. At the top, there are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. Below these is a text input field for '\* Default Call Forward to phone number / SIP-URI:' with a yellow highlight. A checkbox labeled 'Play Ring Reminder when a call is forwarded' is present below the input field. Below the checkbox is a table with the following columns: 'Active', 'Description', 'Time Schedule', 'Calls from', 'Forward to', and 'Edit'. The table currently contains the text 'No Entries Present'. At the bottom of the window, there are buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

## Simultaneous Ring

Use your home or business number as the pilot number and when friends, family or co-workers call your pilot number, have up to five other numbers ring at once. Have it ring your wireless number, your spouse's wireless number or any other number you may want to use, even a long distance number. Wherever you go, have the convenience of Simultaneous Ring and never miss a call.

### How it Works:

#### Web Enabled – Incoming Calls

### Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ringing when you are at your desk on a call. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!

The screenshot shows a configuration window for Simultaneous Ring Personal. At the top, there are buttons for 'OK', 'Apply', and 'Cancel'. Below these is a section for 'Simultaneous Ring Personal:' with radio buttons for 'On' (selected) and 'Off'. Below that is a section for 'How to handle incoming calls:' with radio buttons for 'Don't ring my Simultaneous Ring Numbers if I'm already on a call' and 'Ring all my Simultaneous Ring Numbers for all incoming calls' (selected). Below this is a section for 'Sim Ring Phone List' with a text input field for '\* Phone Number / SIP-URI:' and an 'Add' button. Below the input field is a table with the following columns: 'Delete' and 'Phone Number / SIP-URI'. The table contains one entry: a checkbox (unchecked) and the phone number '5406495474'. Below the table is a 'Delete' button.