

## Telephony features instructions

### ANONYMOUS CALL REJECTION

Anonymous Call Rejection (ACR) rejects calls from callers who have blocked their Caller ID. (ACR is an optional feature that is available on request in many areas).

#### To turn on ACR:

- Lift the receiver and listen for the dial tone.
- Press **\*77** and listen for confirmation. From this time, when you receive calls with anonymous or blocked Caller ID, the telephone will not ring. The caller will receive a message to hang-up, deactivate Caller ID blocking and call again.

#### If you want to turn off ACR:

- Lift the receiver and listen for the dial tone.
- Press **\*87** and listen for confirmation. You will now receive all calls until you turn on ACR again.

### CALL FORWARDING

Call Forwarding lets you forward your calls to another telephone number.

#### To activate call forwarding:

- Lift the receiver and listen for the dial tone.
- Press **\*72<sup>1</sup>** and wait for the second dial tone.
- Enter the number where you want your calls sent and wait for that number to answer. After the line is answered, the system sends all subsequent calls to that number.
- If no one answers or the line is busy, try again.
- Two short tones mean call forwarding is already working.

#### To deactivate call forwarding:

- Lift the receiver and listen for the dial tone.
- Press **\*73<sup>1</sup>**.
- Listen for two short tones, followed by the dial tone.
- Your calls are no longer forwarded.

<sup>1</sup> Depending on your service area, you may find that **72#** or **73#** will also activate or deactivate Call Forwarding.

### REMOTE ACCESS TO CALL FORWARDING

Remote Access to Call Forwarding (RACF) allows you to activate/deactivate call forwarding from any touch-tone telephone.

#### To activate call forwarding remotely:

- Dial the Allegiance RACF Access Number. (You will be guided by a series of voice prompts.)
- Dial the telephone number you wish to forward. (This telephone number will be repeated for verification purposes.)
- Dial your PIN and #. (If you make a mistake, you will have three chances to make the correction. After three failed attempts, you will be disconnected and you must hang up and try again.)
- Dial **\*72<sup>2</sup>**.
- Press **1** for confirmation.

- Dial the destination telephone number to which you want your calls forwarded, then #. (If you dial a **1** or area code to reach this number from your office location, then do so here. The destination telephone number will be repeated for verification purposes.)
- Press **1** for confirmation.

#### To deactivate call forwarding remotely:

- Dial the RACF Access Number.
- Dial the telephone number that has been forwarded. (This telephone number will be repeated for verification purposes.)
- Dial your PIN and #. (If you make a mistake, you will have three chances to make the correction. After three failed attempts, you will be disconnected and you must hang up and try again.)
- Dial **\*73<sup>2</sup>**.
- Press **1** to confirm deactivation.

<sup>2</sup> In your service area, you may find that **72#** or **73#** will also activate or deactivate Remote Access to Call Forwarding.

### CALL RETURN

Call Return, also called Automatic Callback or Automatic Call Return, lets you automatically place a call to the telephone number of the call you last received. The telephone number does not need to be known and the call did not need to be answered.

#### To activate call return:

- Lift the receiver and listen for the dial tone.
- Press **\*69**. (If the line is not busy, the call will be placed. If the line is busy, the connection will be attempted for up to 30 minutes.) You will be alerted with a distinctive ring when the call is ready to be placed.

#### To deactivate call return:

- Lift the receiver and listen for the dial tone.
- Press **\*89** and listen for the confirmation tone.

### CALL WAITING

Call Waiting alerts you with a short tone that another call is waiting to be answered.

#### To use call waiting:

- If you hear a short tone during a call, press and release the hookswitch to answer the incoming call. The first call is put on hold.
- To return to the first call (or alternate between calls), press and release the hookswitch.
- You may also answer the waiting call by hanging up on the first call and waiting for the phone to ring.
- To end either call, simply hang up. The phone will ring again and you will be connected to the remaining call.

#### To suspend call waiting on a per-call basis:

- Lift the receiver and listen for the dial tone.
- Press **\*70** and listen for the confirmation tone, followed by a second dial tone.
- Complete your call.
- Call Waiting is automatically restored when you hang up.

# HOW TO USE YOUR VOICE FEATURES

## CALLER ID

Caller ID lets you know the name and/or number of the calling party before you answer the telephone. This allows you to prioritize your calls and give important callers the attention they deserve. Caller ID requires a Caller ID display unit or compatible telephone.

### To use caller ID:

- Follow the installation and operation instructions for your display unit or telephone.
- You will see the names and/or numbers of your callers on your display screen. Most display units store this information so if a call comes in while you're away, you can view the caller name and/or number at a later time.

### To block your Caller ID from being sent on a per-call basis:

- Lift the receiver and listen for the dial tone.
- Press **\*67** and wait for the second dial tone to place your call.
- The person receiving your call will see "ANONYMOUS," "PRIVATE" or "P" on their display unit or Caller ID compatible telephone.

### If you have Caller ID Delivery Blocking and want to unblock your caller ID on a per-call basis:

- If you subscribe to Caller ID Delivery Blocking, your Caller ID is automatically blocked on all outgoing calls unless you choose to unblock it.
- Lift the receiver and listen for the dial tone.
- Press **\*82**, wait for the second dial tone and place your call.

## DISTINCTIVE RING

Distinctive Ring gives you up to two additional telephone numbers for your single telephone line. Distinctive Ring lets you know for whom the call is intended, and how to answer.

- Calls placed to your main number will ring in the usual way (one long ring).
- Calls to the first Distinctive Ring number will ring with two short rings.
- Calls to the second Distinctive Ring number will have a short/long/short ring pattern.
- Outgoing calls always use the main telephone number.

- A unique Call Waiting tone is provided on a Distinctive Ring number if the main telephone number has Call Waiting.

## REPEAT DIALING

Repeat Dialing, also called Auto Redial, Automatic Busy Redial or Repeat Call, automatically dials the last telephone number called.

### To activate repeat dialing:

- After getting a busy signal, lift the receiver and listen for the dial tone.
- Press **\*66** and listen for a confirmation tone. You will hear an automated message telling you that Repeat Dialing will attempt to complete the call. (If the line is not busy, the call will be placed. If the line is busy, the connection will be attempted for up to 30 minutes.) You will be alerted with a distinctive ring when the call is ready to be placed.

### To deactivate repeat dialing:

- Lift the receiver and listen for the dial tone.
- Press **\*86** and listen for the confirmation tone.

## SPEED DIAL 8

Speed Dial 8 allows you to dial up to 8 local or long distance numbers using a one-digit code.

### To program speed dial 8:

- Select a one-digit code (**2 - 9**) for each frequently called number you want to program.
- Lift the receiver and listen for the dial tone.
- Press **\*74<sup>3</sup>** and wait for the second dial tone.
- Enter your selected one-digit code followed by the telephone number (include "1" plus the area code for long distance numbers).
- You will hear a confirmation tone when the number has been stored.
- Repeat these steps for the remaining numbers you want to speed dial.

### To use speed dial 8:

- Lift the receiver and listen for the dial tone.
- Press the one-digit code of the number on your speed dial list.
- Press #.

## SPEED DIAL 30

Speed Dial 30 allows you to dial up to 30 local or long distance numbers using a two-digit code.

### To program speed dial 30:

- Select a two-digit code (**20 - 49**) for each frequently called number you want to program.
- Lift the receiver and listen for the dial tone.
- Press **\*75<sup>3</sup>** and wait for the second dial tone.
- Enter your selected two-digit code followed by the telephone number (include "1" plus the area code for long distance numbers).
- You will hear a confirmation tone when the number has been stored.
- Repeat these steps for the remaining numbers you want to speed dial.

### To use speed dial 30:

- Lift the receiver and listen for the dial tone.
- Press the two-digit code of the number on your speed dial list.
- Press #.

<sup>3</sup> In your service area, you may find that you can also program Speed Dial 8 with **74#** and Speed Dial 30 with **75#**.

## THREE-WAY CALLING

Three-Way Calling allows you to talk to two different people, in two different places, at the same time.

### To use three-way calling:

- To add a third person to a call already in progress, press and release the hookswitch.
- Dial the number of the third person you want to add to the call. When the third person answers, you may talk privately before making the three-way connection. (If the line is busy or there is no answer, depress the hookswitch again.)
- Press and release the hookswitch. All three parties will be on the line together.
- If either of the called parties wishes to leave the call, they simply hang up and the originator is still on the call with the remaining party. If the call originator hangs up, the entire call is terminated.

**Note:** Not all features are compatible with PBX phone systems.



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