



Feature Reference

This document will provide you with information on and how to use the following features of your phone service with Standard Broadband.

Features:

- Call Forwarding
- Call Waiting
- Conference Calling
- Outbound Caller ID Block
- Last Call Return
- VoiceMail

Feature Details and Use

Call Forwarding

The call forwarding feature allows you to forward your telephone to another phone number such as your cell phone. While the call forwarding feature is enabled all calls to your telephone number will be sent directly to the forwarding telephone number. Calls will **NOT** ring on your home phone, and calls that are not answered on the call forwarded number will also **NOT** be able to leave you a voice mail on your home phone voice mail.

Activate:

1. From any phone connected to your service dial “*72”
2. You will be prompted to enter the telephone number you wish to call forward your telephone service to. Once you have entered the 10 digit local number press the # key. The system will read you back the number and ask you to confirm that it is correct.
3. Once you have confirmed the system will tell you the call forwarding is active and from that point any calls to your phone service will be forwarded to the number you entered in step #2.

Remove:

1. From any phone connected to your service dial “*73”
2. The system will tell you the call forwarding has been removed and now all calls to your phone service will ring at your home again.

Call Waiting

Call waiting allows you to receive another incoming call while you are already on the phone. You will hear a beep in your ear when the second call arrives, if your phone supports caller ID you will also be able to see the caller ID information of the second call. If you wish to answer the second call you simply need to press the “flash” button on your phone and the first call will be placed on hold and you will then be connected to the second caller. If your phone does not have a “flash” button you may also press the receiver hang-up button. You may use the “flash” or “hook” button to toggle between the two calls.

3 Way Conference Calling

With your telephone service you are able to create a 3Way conference call. The conference call may consist of yourself and two external telephone numbers.

Create a Conference:

1. Call the first person you want to create a conference with
2. Once your first call is connected press the “hook” or “flash” button on your phone, you will hear dial tone again. Dial the number of the second person you want to call.
3. Once you are connected to the second caller press the “hook” or “flash” button again and all you will now be entered in to a 3Way conference call.
4. When you are done simply hang up the phone and the calls will be disconnected .

Outbound CallerID Block

CallerID Block allows you to place a call and block your caller ID information so that the person you are calling will not see your telephone number. This feature is enabled as the time of the call and is only active for the call you are making. You must use a “*” feature code ahead of your dialing to enable this feature.

Usage:

To block your caller ID simply dial “*67” ahead of the number you’re dialing. For example if you wanted to call 416-555-1234 and block your ID you would simply dial “*674165551234”. There is no need to wait or pause between *67 and the number you want to call.

Last Call Return

The Last Call Return feature allows you to find out the last number that called you. The feature is accessed using a “*” code and can be accessed via any telephone connected to the service. To use this feature simply dial “*69” on your telephone. If the last caller to your number had their caller ID blocked the system will simply say that the number is unavailable.

Voice Mail System

The Voice Mail system allows you to receive message from callers when you are not available or do you do not answer the telephone. Below you will find details on how to configure the different options associated with the Voice Mail service.

First Time Configuration

From any telephone connected to the Standard Broadband Phone service simply dial “*98”, the system will prompt you for a password. If this is your first time configuration the default password will be your telephone number.

1. The system will then direct you to perform some initial setup options.
 - a. You will be asked to select a new password, your password may be up to 10 digits in length
 - b. You will be asked to record your personal greeting, this greeting will be played to callers when you do not answer the telephone.
2. After step 1 is completed your voice mail will now be activated and ready to receive calls.

Receiving Message

Access via “*” feature code

1. From any phone connected to your service dial “*98”, you will be prompted to enter your password.
2. Once you are logged in the system will tell you how many new messages you have and allow you to listen to them.
3. Below is a list of commands available in the voicemail system and a description of what each command does.

Access remotely

1. When you are away from home you can check your messages by simply calling you home telephone number.
2. When the voicemail system starts to play your greeting press “*”
3. The system will prompt you to login with your password
4. Below is a list of commands available in the voicemail system and a description of what each command does.

VoiceMail Commands

- **1** - Starting playing new messages that are in your mailbox.
 - **4** - While playing pressing "4" will play the previous message
 - **5** - While Playing pressing "5" will repeat the current message playback
 - **6** - While Playing pressing "6" will play the next message
 - **7** - While Playing pressing "7" will delete the current message
 - **9** - While Playing pressing "9" will allow you save the current message
 - ***** - While Playing pressing "*" will rewind
 - **#** - While Playing pressing "#" will fast forward
- **0** - Pressing "0" will take to the options menu
 - **1** - Pressing "1" in the options menu allows you to record your personal greeting. This greeting will be played to callers when they reach your voicemail.
 - **5** - Pressing "5" in the options menu allows you to change your current mailbox password.