

# DELTA COM

## Using Your Calling Features

### HUNTING

This feature is also known by other names such as rotary, rollover, and grouping. Hunting permits an incoming call to be redirected from a busy line in sequential order to the next idle line in a prearranged hunting group. Hunting services are designed to reduce the number of busies to the callers by offering a better chance of reaching an idle line.

### CALL FORWARD VARIABLE

This feature forwards incoming calls to another telephone number so you can be reached when you are away from your desk. (Satisfactory transmission levels cannot be assured on calls forwarded outside of your Local Calling Area.)

#### To activate Call Forward Variable:

- > Dial \*72
- > Listen for dial tone, then dial the phone number to which you want your calls forwarded
- > This feature has been activated when you hear 3 beeps

#### To deactivate Call Forward Variable:

- > Dial \*73
- > Listen for 2 beeps, which indicate this service has been deactivated

### CALL FORWARD BUSY/CALL FORWARD NO ANSWER

This feature allows calls that you receive while the line is busy, or when there is no answer after a certain number of rings, to be forwarded to your voicemail.

### THREE-WAY CALLING

Three-Way Calling allows you to call two people at different locations at the same time. You can talk to people at once or put the first party on hold while having a private conversation with the other party.

#### To use Three-Way Calling:

- > Dial the first party you want to have on your three-way call.
- > Then place the first party on hold by pressing and releasing the receiver or “Flash” button. You’ll hear a second dial tone.
- > Dial the number of the second party you would like to add to the call.
- > When the second party answers, press and release the receiver or “Flash” button again. All parties will be connected on the call. If the second party’s line is busy or there is no answer, press the receiver or “Flash” button twice and you will be reconnected with the first party.

### SIGNATURE DELUXE

Caller ID allows you to identify incoming calls before you answer them. Depending on your service area and display unit, you’ll see either the name and number or just the number of the party trying to reach you.

### “900” & “976” CALL BLOCKING

This feature prevents placing outgoing calls to 900 or 976 telephone numbers. This is a preprogrammed feature; to deactivate the blocking of 900 and 976 numbers, contact our Customer Care Center at 1.800.239.3000.

### VOICEMAIL

Never miss a call. Voicemail answers all the calls you can’t, and allows you to retrieve messages from anywhere, without the purchase of additional equipment. Your phone is automatically set to ring four times before calls are transferred to Voicemail. This feature may require Call Forward Busy, Call Forward No Answer with stutter tone dial tone, which alerts you that you have a message in your voicemail box.

To access your mailbox, you will need to dial your Voicemail Access Number. If you cannot locate it, call our Customer Care Center toll free at 1.800.239.3000 with your account number and a Customer Care professional will provide you with your access number.

## CALL RETURN

Call Return allows you to automatically return the last incoming call (whether you answered or missed the call.) If the number you are calling back is busy, Call Return will automatically continue to dial, for up to 30 minutes, until the line you are calling is available, then alert you with a special ring when both lines are free.

### To activate Call Return:

- > Press \*69 and wait for confirmation. If the line is idle, the phone will ring immediately. If the line is busy, listen for the announcement stating that the number is busy, and hang up your receiver. Your phone will ring back when your call can be connected.

### To deactivate Call Return:

- > Lift receiver and listen for the dial tone, then dial \*89, listen for confirmation tone and hang up the receiver.

## REPEAT DIAL

This feature automatically redials the last number you dialed. If that number is busy, you'll hear a confirmation announcement; you can hang up and a queuing process will begin. For the next 30 minutes, both lines will be checked periodically for the availability to complete the call. If the line you called becomes available, you will be notified with a distinctive ringing pattern on your phone. If you did not elect to purchase this option, it is still available for you to use at a per use charge.

- > To activate Repeat Dial: press \*66.
- > To deactivate Repeat Dial: press \*86.

## CALL WAITING

Call Waiting allows you to receive a second call while you are using your phone, so you don't have to worry about missing any calls. If someone calls while you're on the phone, Call Waiting alerts you with a short tone.

### To answer an incoming call while you are on the phone:

- > Press the receiver or "Flash" button on your phone. This puts the current call on hold, and connects you to the incoming call.
- > To connect back to the first call, press the receiver or "Flash" button again.
- > To end the first call and take the incoming call, hang up and allow the phone to ring with the incoming call.

### To deactivate Call Waiting before making a call:

- > Press \*70 before you place your call. This will prevent the call-waiting tones from interrupting the next call made. Once the call is completed, Call Waiting will be restored automatically.

## CALL WAITING DELUXE

This is used in conjunction with your Caller ID feature. Call Waiting ID identifies an incoming call while you are on the phone. Depending on your service area and display unit, you will see either the name and number or just the number of the incoming call, allowing you to answer it through the Call Waiting feature.

**Thank you for choosing Deltacom.**