

# Telephone Features Guide

## JEFFERSON COUNTY CABLE

*Dear Valued Customer,*

*We are proud to welcome you to Jefferson County Cable's Voicelite service. Our network reliability, customer support and value pricing are a great combination. We appreciate you choosing us and look forward to a long relationship. VoceLite provides high quality features and affordability you won't find when using standard analog phone lines.*

*Please let us know if you need anything. Our Jefferson County Cable customer service line is **800-282-4650**. We're always happy to help.*

*Again, thank you for choosing us. We appreciate your business.*

*Sincerely,*

*The Jefferson County Cable Team.*

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## Call Waiting

When you are on a call and receive another call, you will hear a call waiting tone. You can choose to place your current call on hold and take the second call, or you can simply continue talking and ignore the second call.

### *To Use Call Waiting*

- When you hear the Call Waiting tone, press and release the switch hook or flash button on your phone.
- Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the switch hook or flash button.

### *To Temporarily Disable Call Waiting – One Call*

- Lift the receiver and listen for dial tone.
- Press \*70 and wait for a second dial tone.
- Dial the number – Call Waiting is disabled for the current call.
- After you hang up, Call Waiting will be active once more.

### *To Enable/Disable Call Waiting for All Calls*

- Lift the receiver and listen for dial tone.
- Press \*43 to enable Call Waiting for all calls.
- Press \*44 to disable Call Waiting for all calls.

### *Web Portal*

Call Waiting can be changed from the Settings page in the Calls section.

[add optional screen shot]

### *Caller ID for Call Waiting*

You can see who is calling, even if you are already on another call. Caller ID and Caller ID name is available if your phone displays Caller ID.

## Call Return

With Call Return you can reconnect with the caller you last talked to without dialing the number.

### *To Use Call Return*

- Lift the receiver and listen for dial tone.
- Press \*69.
- Your call will be placed to the last inbound or outbound party.

## Three-way Calling

Three-way calling lets you bring two parties into the same call to all participate in the same conversation.

- Call the first party.

- Press and release the switch hook or Flash button on your phone. This will put the first party on hold.
- Listen for a second dial tone and call the second party.
- After the second party answers, press and release the switch hook or Flash button to join both parties into the call.

## Call Screening

Your privacy and personal time are important. Calls from anonymous callers ringing your phone can be annoying and inconvenient, several call screening features allow you to limit the calls you receive before they ring your phone.

### ***Anonymous Call Block***

- Lift the receiver and listen for dial tone.
- Press \*48.
- Callers without a Caller ID will be blocked.

### ***Call Screening – Custom Number***

If you want to prevent calls from a specific number, you can use the Custom Call Screening feature to control who can ring your phone.

- Lift the receiver and listen for dial tone.
- Press \*60.
- When prompted, enter your PIN.
- When prompted, enter the phone number you would like to block.
  - o Enter the Caller ID just as you see it, typically this includes a 1 plus the area code, i.e. 1 222 555-1212.
- Calls from the number entered will now be blocked.

To remove a number from this block press \*59 and follow the prompts as outlined above.

### ***Nomorobo – Robocall Blocking***

[optional feature if enabled – delete section if not]

Nomorobo identifies recorded phone calls, spam calls, or other annoyances or scams, and actively blocks the calls.

To configure Nomorobo you need to create an account with the Nomorobo service at:

<https://www.nomorobo.com/signup> - You will need to create a free account on the Nomorobo website and use the voice web portal to finish the setup.

### ***National Do Not Call Register***

You can reduce the number of unwanted sales calls you get by signing up for the National Do Not Call Registry. It's free. Visit [www.donotcall.gov](http://www.donotcall.gov) to register your number.

## Caller ID

When using a compatible phone, you can see the name and number of the party calling your phone. When you place a call, your name and phone number is available to people you dial. You can control when your caller ID information is sent.

### ***Caller ID Block per Call***

To prevent your caller ID (name and number), from being displayed to the person you dial:

- Lift the receiver and listen for dial tone.
- Press \*67
- Dial the number – caller ID is not available to the party you called.
  - o Your caller ID will be displayed on future calls.

### ***Caller ID Unblock per Call***

To allow your caller ID to be sent to the person you dial:

- Lift the receiver and listen for dial tone.
- Press \*65
- Your calls will no longer send caller ID.
- If you need to enable caller ID for a single call, you can use \*65 and the number, to enable caller ID for that call only.

## **Call Forwarding**

You can forward incoming calls from your home phone to another phone number.

### ***Call Forward***

If you would like to forward all calls.

- Lift the receiver and listen for dial tone.
- Press \*72.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and have calls ring to your line, dial \*72, enter PIN and choose option 2.

\*This service will continue to function even in the event of a power outage, Internet outage, or device failure.

### ***Call Forward when Busy***

To forward calls only when you are on another call or your phone is off-hook:

- Lift the receiver and listen for dial tone.
- Press \*90.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and send calls to voicemail when you are busy, dial \*05, enter PIN, and choose option 2.

### ***Call Forward No Answer***

Rather than have your unanswered calls go to voicemail, you can have calls forwarded to another phone number when not answered.

- Lift the receiver and listen for dial tone.
- Press \*92.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and send calls to voicemail when don't answer, dial \*92, enter PIN, and choose option 2.

### ***Call Forwarding - Remote Access***

Unconditional call forwarding, or forwarding of all calls is available remotely using the voicemail system. This feature can be accessed remotely by dialing your phone number, and while listening to the voicemail greeting pressing the # key. This will allow you to enter your PIN and access the voicemail system. In the Personal options menu (8), you can enable call forwarding.

### ***Other Call Forwarding Options***

Other forwarding options, like Find-me/Follow-me, Simultaneous Ring, Forwarding select numbers to voicemail, and many additional options are available in the online voice portal.

## **Voicemail and Unified Messaging**

You can have your voicemail messages delivered to an email address, or listen to your voicemail messages by dialing into the voicemail system.

### ***Listening to Voicemail Messages***

- Lift the receiver and listen for dial tone.
- Press \*36.
- When prompted, enter your PIN.
- Press 1 to listen to messages.

### ***Controls while listening to a message:***

- Press 1 to skip message – Marks the voicemail as unread.
- Press 2 to save message – Marks the voicemail as read.
- Press 3 to delete message – Removes the message from the voicemail box.
- Press 9 to repeat the message.

### ***Voicemail to Email***

Voicemail messages can be converted to a .mp3 file and sent to an email address, or list of email addresses. Voicemail to email can be setup using the online voice portal.

- Browse to the Voicemail menu.
- Select the voicemail box from the list by clicking on the row.
- Check the "Forward Voicemail to Email" box.
- Enter your email address (or multiple email addresses) in the box.
- Click Save.



Selecting the “Keep a copy in voicemail box” allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone, and use your email to listen to voicemail messages.

### ***Access on Power/Connectivity Failure***

In the event of a power outage, Internet outage, or device failure; people that attempt to call you will go to your voicemail. Call forwarding, sim ring, or find-me/follow-me will continue to function.

### ***Remote Access to Voicemail***

You can call into your voicemail box to check voicemail messages from any phone.

- From another phone, dial your phone number.
- Listen for your voicemail greeting and press #.
- When prompted, enter your PIN.
- To listen to messages, Press 1.

Note: You must have set up a PIN from your phone to be able to access your voicemail remotely.

### ***Busy and No Answer Voicemail Greetings***

You can let callers know a little more about why you did not answer the phone. You can have callers hear different greetings when you are on the phone (busy) and not able to answer (no answer).

- Lift the receiver and listen for dial tone.
- Press \*36.
- When prompted, enter your PIN.
- Press 8 for Personal Options.
- Press 2 to Personalize Greeting.
- Press 2 for Busy Greeting/Press 3 for No Answer Greeting.
- Record Greeting – you can review (3) or erase (4) the greeting before continuing.
- Press 1 to Save.

### ***Voicemail Message Waiting Indicator (MWI)***

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

## **Social and Public Services**

The following services are available using a short code through your phone service.

### ***211 – Community Services Assistance***

Access to information about health and human services by dialing 211 (United States).

### ***411 – Directory Assistance***

Nationwide U.S. Directory Assistance can be reached by dialing 411.

### ***711 – Telecommunications Relay Service***

Telecommunications Relay Service (TRS) can be accessed by dialing 711 (United States and Canada).

### ***911 - Emergency Services***

When you dial 911, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address. The 911 operator is given a callback number and address.

**NOTE:** It is important that if you move your phone service, you keep your address up to date.

### ***Call Trace***

You can mark a harassing or threatening phone call. You must contact a law enforcement agency about the harassing call for further action.

- Hang up the harassing or threatening call.
- Lift the receiver and listen for dial tone.
- Press \*57.
- The call will be marked in your call history.

This action doesn't initiate any law enforcement or actions against the caller. You must take additional actions to establish a case with your local law enforcement agency.