



Telephone Features Guide

Welcome. We value you as a customer and will continue to work to ensure you have a great experience. We are committed to offering a quality voice experience.

This guide will assist you in taking advantage of the features available to you as part of your phone service.

Telephone Portal

Log-in to our portal to see call history and access controls for many features.

consolidated.user.alianza.com

Support

800-421-5863

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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 participants 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.

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 and wait for a second dial tone.
- 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.

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 you don't answer, dial *92, enter PIN, and choose option 2.

Call Forward when Unregistered

To forward calls only when your phone is not registered:

- Lift the receiver and listen for dial tone.
- Press *94.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.

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.

Do Not Disturb

When you are busy and don't want your phone to ring, you can activate "Do Not Disturb." This will cause all calls to be sent directly to your voicemail box.

Note: When you are available to take calls again, simply deactivate the service and calls will once again ring your phone.

Do Not Disturb Enable

- Lift the receiver and listen for dial tone.
- Press *78.
- Calls will now be sent straight to voicemail.

Do Not Disturb Disable

- Lift the receiver and listen for dial tone.
- Press *79.
- Calls will now ring your phone.

Vicemail 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 *98.
- 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 *98.
- 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.

Send Caller Directly to Voicemail

You can send callers directly to another user's voicemail without that user's phone ringing.

- 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 press *00 & the extension of the other user.
- Hang up.

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).

811 – Local Utilities “Call Before You Dig”

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

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.