



Telephone Features Guide



Quick Reference Guide

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Call Forwarding – All Calls

Call Forwarding - All Calls allows you to forward ALL of your incoming calls to another number.

To Forward Your Calls:

1. Lift the handset and listen for dial tone.
2. Press * 7 2
3. When you hear a stutter dial tone, dial the number to which you want to forward your calls.
4. If the number to which your call is forwarded to is answered (person, voice mail, fax, etc.), Call Forwarding - All Calls is ON.
5. If you receive a busy signal or no answer, hang up and repeat the procedure. You will hear two short tones to verify you have turned Call Forwarding - All Calls, ON.

To Turn Call Forwarding - All Calls OFF:

1. Lift the handset and listen for dial tone.
2. Press * 7 3
3. Two short tones will indicate you have turned Call Forwarding OFF.

Notes About the Service:

- You can still make calls from your phone when Call Forwarding-All Calls is ON.
- To confirm whether Call Forwarding-All Calls is ON, follow these steps:
 - Press * 7 2
 - You will hear rapid busy tone if Call Forwarding-All Calls is ON.
 - You will hear normal dial tone if Call Forwarding-All Calls is OFF.
 - You cannot answer calls when Call Forwarding-All Calls is ON. You will hear one short ring each time a call forwards to remind you that Call Forwarding-All Calls is ON.

- If you forward your calls to a long distance number, you will incur the long distance charge.

Call Forwarding-Busy and/or No Answer

Call Forwarding – Busy and/or No Answer allows you to forward incoming calls to a pre-determined number when you are on the phone or do not answer your phone.

To Turn Call Forwarding – Busy ON:

1. Lift the handset and listen for dial tone.
2. Press * 9 0
3. When you hear a stutter dial tone, dial the number to which you want to forward your calls.
4. If the number to which your call is forwarded



to is answered (person, voice mail, fax, etc.), Call Forwarding - Busy is ON.

5. If you receive a busy signal, or no answer, hang up and repeat the procedure. You will hear two short tones to verify you have turned Call Forwarding-Busy ON.

To Turn Call Forwarding – Busy OFF:

1. Lift the handset and listen for dial tone.
2. Press * 9 1

To Turn Call Forwarding – No Answer ON:

1. Lift the handset and listen for dial tone.
2. Press * 9 2
3. When you hear a stutter dial tone, dial the number of rings desired before call is forwarded (a range from 2 to 9 rings) then dial the number to which you want to forward your calls.
4. If the number to which your call is forwarded to is answered (person, voice, mail, fax, etc.) Call Forwarding - No answer is ON.
5. If you receive a busy signal, or no answer, hang up and repeat the procedure. You will hear two short tones to verify you have turned Call Forwarding-No Answer ON.

To Turn Call Forwarding – NO answer OFF:

1. Lift the handset and listen for dial tone.
2. Press * 9 3

Notes About the Service:

- You may turn the service ON or OFF anytime you wish.
- You can make and receive calls when Call Forward Busy and/or No Answer is turned ON.

- You can turn ON both the Busy and No Answer options simultaneously.
- If you subscribe to Call Forward-All Calls, Call Forward Busy and/or No Answer will not work when Call Forward-All Calls is turned ON.
- If you forward your calls to a long distance number, you will incur long distance charges each time the call forwards.

Call Forwarding – Remote Access

Call Forwarding - Remote Access allows you to remotely activate, deactivate or change the number your calls are forwarded to – from any touch-tone phone.

To Use Call Forwarding – Remote Access:

1. Lift the handset and listen for dial tone.
2. Dial your access number – (817) 741-9940. You will hear a stutter dial tone.
3. Enter the original 7-digit phone number from which you will be forwarding calls.
4. Enter your four digit personal identification number (PIN)
5. Press * 7 2
6. When you hear a stutter dial tone, enter the number to which you want to forward your calls.
7. You will hear two short tones to verify you have turned Call Forwarding ON.

To Cancel Call Forwarding:

1. Repeat steps 1 through 4.
2. Press * 7 3

Notes About the Service:

- Call Forwarding – Remote Access will not work with Selective Call Forwarding.

Selective Call Forwarding

Selective Call Forwarding allows you to choose which calls should be forwarded when you are unable to answer your phone. Only calls from numbers you have included in your Selective Call Forward list will be forwarded.

To Turn Selective Call Forwarding ON or OFF:

1. Lift the handset and listen for dial tone.
2. Press * 6 3
3. Listen to the recording for instructions on how to turn your Selective Call Acceptance feature ON or OFF, and how to change and review your list.

* 6 3 Instructions

Turn on (3) Add (#) Remove (*)
Hear list (1) Repeat (0)

Notes About the Service:

- When a call forwards, you will hear one short ring, you cannot answer a forwarded call at your telephone, and the number to which you have forwarded your calls rings normally.
- If you forward your calls to a long distance number, you will incur the long distance charges each time the call forwards.

Call Waiting

Call Waiting alerts you to a second incoming call when you are on the phone.

To Use Call Waiting:

1. If someone attempts to call you while you are on the



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telephone, you will hear a Call Waiting tone during your call. The person calling you will hear normal ringing.

2. Let your first caller know you have another call.
3. Press and release the switchhook (or flash button) to put the first person on hold and answer the second call.
4. To return to the first caller, press and release the switchhook or press flash once again. This action will place the second caller on hold. You can alternate between calls as many times as you desire.

Notes About the Service:

- If you complete your first call and hang up when you hear the Call Waiting tone, your phone will ring with the second call.
- If the first person hangs up, you will automatically be connected to the second caller within two seconds.

Cancel Call Waiting

Cancel Call Waiting will cancel Call Waiting tones for the duration of the next call you are about to make.

To Cancel Call Waiting Tones Before Placing a Call:

1. Lift the handset and listen for dial tone.
2. Press * 7 0
3. Listen for three brief tones followed by normal dial tone.
4. Dial the telephone number.

Notes About the Service:

- Cancel Call Waiting works only for the length of one call. When you hang up, Call Waiting returns to your phone within 2 minutes.
- Subscription to Call Waiting is required for this feature to work.

Caller ID Name & Number

Caller ID Name and Number lets you see the name and number of the person calling you. In addition, the date and time of day that each call was received can be displayed. The information will be displayed between the first and second rings.

A Caller ID display device is required for this service (not provided as part of the subscription). Display devices vary in design, features, and the amount of numbers that may be stored in memory. The name and number of the person calling you will be displayed if the caller is from your defined calling area. Some long distance numbers may also appear. Some calls may be shown as "Private Number", "Anonymous" or "Out of Area" and the name and number will not be displayed.

Caller ID Call Waiting

Call Waiting with Caller ID allows a customer to see the name and number of an incoming call while the customer is on another call.

To Use Call Waiting with Caller ID:

1. You will hear a Call Waiting tone while you are on the call. The person calling you will hear normal ringing.

2. The name and number of the person calling will be displayed on your Caller ID device.
3. To answer the second call, press and release the switchhook (or flash button). The first call will be placed on hold and the second call will be answered.
4. To return to the first caller, just press and release the switchhook.

Notes About the Service:

- Requires special equipment rated for call waiting caller ID capabilities (not provided as part of subscription)
- Subscription to Call Waiting is required for this feature to work.

Three-Way Calling

Three Way Calling allows three people at different telephone numbers to talk together at the same time.

To Add a Third Person to a Call:

1. Press and release the switchhook (or flash button).
2. Listen for three tones followed by normal dial tone.
3. Dial the number of the third person. When the third person answers, you are connected to the third person and may talk privately before adding the second person. If you receive a busy signal, or the person does not answer, press and release the switchhook twice or press flash twice and you will return to the original party.



4. To bring the person on hold back on the line, press the switchhook for one second or press flash, release it, and all three parties will be on the same line.
5. If either person hangs up, you can continue your two-way conversation.

Speed Calling 8

Speed Calling 8 allows you to create a list of up to 8 phone numbers that can be called using a one-digit code. To call a number you have saved in your speed call list, press the * key and the one digit code you assigned.

To Create Your Speed Calling List:

1. Lift the handset and listen for dial tone.
2. Press * 7 4
3. Wait for a second dial tone. Dial a one-digit code you want to assign and the complete telephone number you want the code to represent.
Example:
2 817-555-1212
(Code) (Local telephone number)
2 1-123-456-7890
(Code) (Long distance telephone number)
4. Listen for two brief tones to confirm that your number has been accepted. Hang up or wait for dial tone.
5. Repeat steps 1 through 4 to add each number to your Speed Calling List, or to change an existing number.

To Call a Number on Your Speed Calling List:

1. Press the * key and dial the assigned code for the person you want to call.
2. The number will be dialed for you after a short pause.

Notes About the Service:

- When saving a long distance number, enter a 1 and the area code followed by the number.
- The maximum number of digits that you can program per phone number is 28.

For additional features, please contact OneSource Customer Service at 817-745-3000 or visit our website at www.1scom.com.

