cfu FiberNet Phone

PHONE FEATURES **HOW-TO GUIDE**

Local Talk Calling Features *options for Local Talk or Local Talk Plus Service*

CFU will enable the features you choose at no extra cost when you start FiberNet Phone service. Instructions for using each feature are below.

Caller ID Displays the incoming caller's name and/or number. To enable this feature simply use a telephone capable of displaying Caller ID information.

Call Forwarding Send all calls to another number. The forward remains active until you cancel. To activate Call Forwarding, follow these steps:

- Press ***72**, then immediately dial the forwarding number. Include 1 plus the area code for non-local numbers.
- You will hear a stutter dial tone, then a call will automatically ring to the forwarding number. This call **must be answered** to activate Call Forwarding.
- To verify Call Forwarding is activated, press ***72**. A busy signal or error announcement confirms that Call Forwarding is activated.
- To deactivate Call Forwarding, press ***73**. Two quick tones followed by dial tone will confirm that Call Forwarding is cancelled.

Selective Call Rejection Rejects incoming calls from up to 13 numbers. The caller hears a message that says you are not accepting calls at this time.

- To activate Selective Call Rejection, press ***60** and follow the voice prompts.
- To add phone numbers to the call rejection list press **#**
- To hear the numbers on your call rejection list, press **1**
- To remove one or more numbers from your call rejection list, press *****

Anonymous Call Rejection This feature rejects calls that display "private" or "anonymous" on caller ID. The caller hears a message that says you do not accept anonymous calls, and they should unblock their line and call again in order to reach you. To disable this feature, press ***87**. To resume, press ***77**.

Speed Call 8 Assign a number from 1–8 as the speed call code for up to eight numbers you call often. To call one of these numbers, enter the assigned code followed by **#**. Both local and long distance numbers can be programmed in the speed calling list. To establish a speed calling list:

- Assign a code to each phone number you want on the speed calling list.
- Press ***74** and wait for a second dial tone.
- Enter the speed calling code immediately followed by the telephone number to be associated with that code. For long distance numbers, be sure to include a 1 before the area code.
- A tone confirms the speed code and associated phone number are set up.
- Repeat for each number you want to add to the speed calling list.

Local Talk Calling Features are continued on the next page

Call Waiting Allows you to receive a second call while you are already on the line. A brief tone signals that another call is coming in.

- To answer the waiting call, press the flash key. This places the first call on hold and connects the second caller. (If your phone has no flash key, depress the switch hook instead for this and all other steps.)
- Press the flash key to alternate between the two calls.
- To deactivate Call Waiting for the current call only, press ***70**. This can be done prior to placing a call or during a call. Call Waiting will be reactivated for future calls when you hang up.
- To disable for all calls, press ***85**. To resume for all calls, press ***65**.

Total Talk Calling Features additional options for Total Talk Service

Any of the features listed for Local Talk and the additional options below may be added at no extra cost with the Total Talk plan.

Call Waiting ID If a second call comes in while you're on the phone, your display will show the identity of the second caller. CFU can activate this feature when we install your service, or at any time.

Three Way Calling Adds a third party to a call.

- To activate, press the flash key while on a call. (If your phone has no flash key, depress the switch hook instead for this and all other steps.)
- You will hear three brief tones followed by a dial tone. Dial the party you want to add to the conversation. When they answer, you may talk privately before completing the three-way connection.
- Press the flash key to return the first person to the line. Now all three parties can converse.
- To disconnect the third party from the call, press the flash key. To end the call, hang up.

Continuous Redial Use this feature to automatically redial a busy number every 60 seconds. A distinctive ring will alert you when the call goes through. If the call can't be connected within 30 minutes redialing will time out. To disable this feature, press ***86**. To resume, press ***66**.

Last Call Return Press ***69** to hear the number of the last incoming call, regardless of whether the call was answered. Then press **1** (if desired) to place a return call. If the number is busy, Continuous Redial will be activated. To disable this feature, press ***89**. To resume, press ***69.**

How to Use Voice Mail

The voicemail commands are organized in a series of menus. Listen to the menu prompts and then press the keys on your phone to select the option you want.

SET UP YOUR **VOICEMAIL**

The first time you access your CFU voicemail, set up your PIN and record your name and a greeting.

Set up a voicemail PIN

1. Press ***86** to access your voicemail.
2. Enter the default voicemail PIN, which is **8255**.
3. From the Main Menu, press **4** to change your settings.
4. Press **3** for security options.
5. Press **1** to change your PIN to any 4-digit number. Be sure to keep a record of your PIN. CFU does not know your PIN and cannot change it for you.

Record your personal greeting

You may record a greeting or select a system-generated greeting that callers will hear when they reach your voicemail. If you don't record a personal greeting, a generic greeting will be played.

1. Press ***86** to access your voicemail and enter your PIN.
2. From the Main Menu, press **3**.
3. To set up a personal greeting, press **1**.
4. To set up a system-generated greeting or to change the recording of your name, press **3**.
5. To change the greeting that callers hear if your phone is busy, press **5**.

Voicemail Main Menu

ACTION	KEY	NOTE
Play inbox messages	1	See message playback options
Send messages	2	
Work with greetings	3	See greeting settings options
Mailbox settings	4	See mailbox settings options
Access deleted messages	6	
Log on as a different user	7	
Help	0	
Exit Main Menu	*	

Accessing your voicemail from your home phone

1. Press ***86.**
2. Enter your voicemail PIN (see set-up instructions at left the first time).
3. If you have new messages, the messages will be identified.
4. As you listen to each new message, use the playback commands (see list below) to pause, repeat, save, delete, reply, etc.
5. After playing new messages, press ***** to exit, or choose from the Main Menu options that will play next.

Accessing your voicemail from another phone

1. Dial 319-200-6245.
2. Enter your Area Code and phone number, followed by the **#** key.
3. Enter your voicemail PIN followed by the **#** key.
4. If you have new messages, the messages will be identified.
5. As you listen to each new message, use the playback options (see menu list below) to pause, repeat, save, delete, reply, etc.
6. After playing new messages, press ***** to exit, or choose from the Main Menu options that will play next.

Message Playback Options

While listening to your messages, the following options are available:

ACTION	Before Message	During Message	After Message
Skip message	9	N/A	N/A
Place a return call	4	4	4
Delete	3	3	3
Save a message	2	2	2
Send a copy (forward)	5	5	5
Repeat a message	1	1	1
Pause/resume	8	8	8
Back to menu	*	*	*
Next message	#	#	#

Turn the page for more calling features from FiberNet Phone

Forwarding a message

While listening to a message, you can send a copy to one or more recipients.

1. To forward the current message, press **5**.
2. Enter the recipient's phone number. Repeat for each additional recipient.
3. Press the **#** key when you are finished entering number(s).
4. You will be prompted to record an introduction. Start speaking after the tone and press **#** when finished recording.
5. Press **#** again to send the message, OR press **1** for other delivery options. See the list of delivery options below.
6. To cancel forwarding, press *****

Delivery Options for Forwarded Messages

ACTION	KEY
Review the message	1
Mark the message as urgent	2
Mark the message as private	3
Re-record introduction	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message for future delivery	9
Send the message now	#
Exit or cancel	*

Greeting Settings Options

Press **3** in the Main Menu to access the greeting settings listed below:

ACTION	KEY
Record a personal greeting for your voicemail box	1
Select system generated greeting or change recording of name	3
Busy greeting (record greeting callers will hear if your line is busy)	5
Exit Greeting Settings Menu	*

Mailbox Settings Options

Press **4** in the Main Menu to access the mailbox settings listed below:

ACTION	KEY
Work with group lists	1
Hands free & time saver options	2
Security options	3
Notificaton options	5
Additional settings	6
Live message screening settings	9
Exit or cancel	*