



TDS
essentials

user reference guide

ESSENTIALS

Remote Access Call Forwarding
Call Waiting
Hunting
Call Transfer
3-Way Conference Calling

ESSENTIALS *plus*

Remote Access Call Forwarding
Call Waiting
Hunting
Call Transfer
3-Way Conference Calling
Caller ID Name & Number
Answerbox Voice Mail



Clearly **different.**

Call Forwarding (Variable)

Receive calls even when you are away from work by forwarding them to a number at any location.

to use Call Forwarding:

1. press *** 7 2** listen for a steady tone
2. dial the telephone number to which you want the calls to forward
3. wait for a ring and answer- you can either hang up or notify the answerer of the call forward activation
 - if the line is not answered or busy, repeat steps 1 and 2
 - listen for three beeps and hang up
 - the feature is automatically activated after two attempts made within two minutes

to cancel Call Forwarding:

1. press *** 7 3** and listen for the confirmation tone

Remote Access Call Forwarding

Activate or deactivate the Call Forwarding feature from any touch-tone phone.

to use Remote Access Call Forwarding:

1. dial the access number: 1.888.345.8672 _____ - 0949 and listen for the recording
2. enter the telephone number of the phone you would like calls forwarded from and your assigned security PIN
3. after the tone, press *** 7 2**
4. wait for a ring and answer- you can either hang up or notify the answerer of the call forward activation

to cancel Remote Access Call Forwarding:

1. dial the access number: 1.888.345.8672 _____ - 0949 and listen for the recording
2. after the tone, press *** 7 3** and listen for the confirmation tone and hang up

please note:

- Your default security PIN is 1111.
- Calls forwarded to a long distance number will have those charges applied to your account.
- When using this or any other version of Call Forwarding, you must connect to the forward-to number, or repeat the steps within two minutes as indicated.

Call Waiting

Answer another call while you're on the phone. Call Waiting alerts you with a beep to another incoming call. You can put the original call on hold while you answer the second call.

to answer a Call Waiting call (represented by a beep or tone):

1. if you hear a tone, press the switchhook, call waiting or flash button
2. the original call will be placed on hold until you repeat this step

to cancel Call Waiting before making a call:

1. press *** 7 0** and listen for three beeps and a steady tone
2. dial the desired telephone number

Hunting

When one line is busy, Hunting will automatically ring to the next available phone line- programmed at setup.

Call Transfer

Transfer calls within your office or to any other local number.

to transfer a call:

1. while connected to your first call, press the switchhook and listen for three beeps and a steady tone
2. dial the third party's telephone number
3. when the third party answers, advise of the transfer and hang up

please note:

- Depress the switchhook twice to reconnect to the original call in the event of a busy or unanswered transfer.

3-Way Conference Calling

Speak with two people at the same time. This feature lets you add another caller to your conversation—a great option to help coordinate events, hold meetings or get answers fast.

to use 3-Way Conference Calling:

1. while connected to your first call, press the switchhook and listen for three beeps and a steady tone
2. dial the third party's telephone number
3. when the third party answers, press the switchhook once to establish the three-way call

please note:

- You may privately converse with the third party as long as you wish before establishing the three-way call.
- After a three-way call is established, you may press the switchhook to drop the third party at any time.
- If, when trying to connect to the third party, the line is busy or there is no answer, press the switchhook twice to reconnect to the first call.

Additional features available with the **ESSENTIALS *plus*** package...

Caller ID on Call Waiting

Use this advanced version of Caller ID to experience these added benefits:

- determine who is calling while you're on another call
- avoid interrupting important or long distance calls, and save money
- return calls after you finish your current conversation

please note:

- This, and all Caller ID services require a special phone or special plug-in unit (sold separately).
- Wait for the start of the second full ring to view Caller ID information.
- The person on the original call will not hear the Call Waiting beep or the tone.
- If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any notification.
- You may override this feature on a per-call basis by performing the Cancel Call Waiting procedure. Incoming calls will hear a busy signal or be transferred to your Voice Mail if you have this service.

Answerbox Voicemail

Voice Mail allows you to greet callers in your own voice and allows them to leave you a message.

Retrieve your messages from any phone and stay on top of your calls.

See [TDS Metrocom's Answerbox Guide](#) for full instructions on using this feature.