voip calling features

Basic Feature List:

(1) Caller Name with ID

Caller ID is a feature that allows you to know who is calling you before answering the phone. Normally, the number of the caller is displayed on the phone. If you have a contact entry for the caller in your contact list, their name appears. But that's the name you have entered in your phone. You can see the name of the person as registered with his service provider, by subscribing to caller ID service called caller ID with name.

(2) Call Waiting

With traditional phone systems, you very often miss important calls because you are already on a conversation on the phone. Any person calling you while your line is engaged hits against an annoying beep asking them to hang down. With call waiting, you no longer miss important calls. If you are already on the phone and another person calls you, hear a special beep notifying you of this, and you can choose between putting that call on hold, taking it immediately and putting the first call on hold, or sending the second call to voicemail.

Cancel Call Waiting:
Deactivates your Call Waiting.
*How to: Dial *70 to activate this feature.*

(3) Three-Way Calling

With 3-Way Calling, you can get a taste of phone conferencing: you can speak to two other persons at the same time, making a three-person conversation. If you have something to discuss with a friend, or with your mom and brother at the same time, 3-way calling is very helpful.

How To:
1. Press the switchhook once for half a second and release. This puts the original call on hold.
2. Listen for three short tones, then a dial tone.
3. Dial the telephone number of the third person to be added. After the third person answers, you may talk with that person before
returning to the original call.
4. To return the original caller to the line and complete the three-way conversation, press the switchhook once for half a second, and release immediately.
To disconnect the original caller, the caller simply hangs up the VoIP phone.

(4) Camp-On (Automatic Call Back)

Camp-On allows you to complete a transfer to a busy extension. The call is put on hold until the extension can receive a call; then it rings automatically.

While the call is on hold, the caller (inside or outside) hears special ring back. A Call Waiting tone sounds at the busy extension to indicate that a call is waiting. If you do not answer the call within the programmed Camp-On return interval (30-300 seconds), the call returns to the originator. The originator hears a priority ring (one ring and two beeps) to indicate a returning Camp-On call.

How To:
1. After placing a call that can't be completed
because the line is busy, hang up and then pick up the receiver and listen for a dial tone.
*2. Dial *66 and follow the recorded instructions.*
*To deactivate: Hang up and then pick the receiver back up and dial *86. Some electronic phones will not provide a distinctive ringing pattern, however, the Automatic Callback feature will function with a normal ring pattern.*

(5) Anonymous Call Rejection (ACR)

Unfortunately, we all receive those annoying "Name and Number Blocked" or "Anonymous" phone calls - a favorite of telemarketers and prank calling kids. Fortunately, IMC's Anonymous Call Rejection feature lets you reject calls from callers who have blocked the display of their phone number.

Only deliberate anonymous numbers are rejected, unknown numbers will still ring. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called.

(6) Speed Dialing

Speed dialing allows you to dial your most frequent contacts by pressing only one or two digits. For example, you can set your phone such that it dials your mum when you press 1, and your boss when you press 0, and so on. With speed dialing, you no longer need to remember long 11-digit numbers and make mistakes while dialing them.

How To:
1. Listen for the dial tone, then dial the activating
code (74 for the 8-number list, 75 for
the 30-number list). If you are using a Touch-Tone
phone, press the # key after you press 74 or 75.
2. Listen for a second dial tone, and then dial the code number you want to assign to a specific phone number.
3. Dial the telephone number. Two short tones confirm that the code has been programmed.

(7) Call Trace

Call trace is the ability to mark an incoming call as offensive, an emergency or requiring tracing or follow-up, such as a bomb threat, an obscene caller, or a caller who is having a medical emergency.

How To:
*1. After receiving a call which you want to trace, hang up and then pick up the receiver and dial *57. An announcement will inform you that the trace feature has been activated and provides you with instructions on how to proceed with or abort the trace.*

(8) Voice-To-Email

Voicemail is a voice message that a caller leaves when the person called is absent or is taken up with another conversation. The voice-mail feature acts in a way similar to the old answering machine, but with the main difference that instead of the voice message being stored on your answering machine, it is stored on the service provider's server, in a space reserved for the user called a mailbox. It is not very different from email, save that the messages are voices instead of text.

(9) Call Forwarding with ID

Call forwarding allows you to forward incoming calls from your phone to any other phone or to voicemail. You can thus be sure not to miss any call while you are away from home or office. What does forwarding a call mean? It simply means that when your phone rings at home, and you are not there, the call is transferred to another phone (depending on what you have set before leaving).

How To:
1. Lift the receiver and dial 72.
2. Listen for a second dial tone and then dial the number to which you want your calls forwarded. Two short tones will indicates the number has registered.
3. When the other telephone is answered, Call Forwarding is in effect. Stay on the line for five seconds. If the line is busy or

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there is no answer, hang up and immediately repeat the first three steps. Call Forwarding will be established automatically when you hear two short tones plus a dial tone. No answer is required to activate Call Forwarding on the second attempt. To cancel Call Forwarding, dial 73 and listen for two short tones and a dial tone. Selective Call Forwarding: Dial *64 and follow the recorded instructions.

Additional Feature List:

(10) Voice-Mail

Voicemail is a voice message that a caller leaves when the person called is absent or is taken up with another conversation.

The voicemail feature acts in a way similar to the old answering machine, but with the main difference that instead of the voice message being stored on your answering machine, it is stored on the service provider's server, in a space reserved for the user called a mailbox. It is not very different from email, save that the messages are voices instead of text.

How To:

All forwarding will point to 478-6245 for every mailbox.

The customer will call into their box by dialing (478-6245) from the number that has voice mail activated. The system will log the user in without a pass code. If the customer calls their Voice Mail from a different number, they will be asked to enter the voice mailbox number and their pass code.

Ex. (6064781234) the mailbox number, (0000) the default pass code.

Accessing Your Mailbox:
1. Dial 555-MAIL (6245)

Then either:

- Press # if calling from the phone your voice mail is assigned to, OR
- If using Auto-Login and accessing from your home, no entry is required, OR
- Enter your telephone number, if callling from a remote phone.
2. If requested, Enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.
3. Main menu: Press 1 to retrieve messages, Press 3 to send, Press 7 for current date and time, or Press 9 for mailbox set-up.
To Set-up Mailbox:
1. Options of Mailbox Set-up:
a. Press 1: Greeting options (you can

disregard this step if you choose to use the default greeting)
b. Press 2: Change password.
c. Press 3: Notification Options (1)
d. Press 4: Disable/Enable Auto Log-in.
e. Press *: Return to Main Menu.
To change your greeting:
1. Press 1: Greeting options.
2. Press 2: Re-record your greeting.
3. Press #: End recording function.
4. Press 1: Listen to greeting.
To create multiple greetings:
5. Press 5: Pick a new greeting. Then choose greeting # (2-9).
6. Press 2: Record greeting.
7. Press #: End recording function. Repeat steps 5 & 6, choosing a different greeting # each time.
8. Press 5: Pick a new greeting. Then choose the greeting you wish to become active.
9. Press *: Return to main menu.

Listen to messages:

1. Press 1: Play or replay messages.
2. Press 2: Save message and to next.
3. Press 3: Delete message and go to next
4. Press 4: Save message as new.
5. Press 5: Reply to message. (1)
6. Press 6: Forward message. (1)
7. Press 7: Skip back three seconds.
8. Press 8: Pause or continue message.
9. Press 9: Skip forward three seconds.
10. Press *: Return to main menu.

Voice-Mail Instructions:

1. Dial: 478-MAIL or 452-MAIL
2. Press *
3. At this point, an automated system will instruct you how to set up your greeting, pass code, and name.
4. Beginning with the 2nd time you dial in, you will need to press #, then your 4-digit pass code in order to retreive your messages.

(11) Contact List

Contact Lists allow you to customize your Caller ID so that the name displayed for a contact is the one that you want to see. You are already enjoying this feature with your mobile phone.

(12) Incoming Call Log

You can view all your incoming, outgoing, and missed calls for your Inter Mountain Phone account. How does it help? You learn that a week ago you missed an important call. You have cleared your Caller ID from your phone. How do you track down that number? Check your Call Logs! All your calls incoming,

outgoing, and missed are all available by date and time.

(13) Find Me

Wherever you go, you can have your calls follow you! Find Me allows incoming calls to "find you" at multiple phone numbers, one after another. If you don't pick up at one number, the call will move on to the next, until either you pick up or the call terminates.

(14) Telemarketer Screening

A telemarketer is someone that calls you to sell something. Most of the time, this call comes at a time when you least want to hear the phone ring: after a hard day's work, waiting for dinner to be served.

The telemarketer blocking feature allows your phone service to automatically disconnect the line whenever a telemarketer tries to reach you. It is not possible to use the call blocking feature here because you can't know what the number of the calling telemarketer is. Telemarketer blocking works in a different way.

Tell A Friend!

Inter Mountain Cable has taken Telephone Service into the Future. Digital Phone (VoIP) takes your traditional land-line out of the telecommunication equation and will supply your phone with Inter Mountain Cable High Speed Internet. What this will result is Crystal Clear Voice, Voice-to-Email options, FREE Calling in the 606/859 area code (so you will not be paying for expensive toll charges) & Much More! Let Inter Mountain Cable "HOOK YOU UP" now for the FUTURE of the way you use your telephone! WOW!

YES - Digital Phone WILL network your entire house - YES - 24 Hour Customer Support - YES - Digital Phone works with your Home Security - YES - You will experience NO static with a Digital Line - YES - Your number WILL port from Windstream, Southeast & AT&T providers & YES - Installation is FREE!