



ESSENTIAL
S E R V I C E S
INTEGRATED ACCESS PROVIDER

Calling Feature and Voicemail User Guide

v071708



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Automatic Callback

This service allows you to automatically redial the last outgoing call. If the line is busy, the system will try to reconnect for up to 30 minutes.

To activate Automatic Callback

1. Lift the handset and listen for the dial tone.
2. Press ***66**. This will automatically begin ringing the other line.

Note: If the line is busy, the system will notify you. You can then hang up.

- a. When the line is no longer busy, you will be alerted with a special ring.
- b. Once you lift the handset, the system will begin ringing the other line.

To cancel Automatic Callback

1. Lift the handset and listen for the dial tone.
2. Press ***86**

Automatic Recall (*69)

This service allows you to return the most recent incoming call, or to hear the last incoming caller's number and then optionally return the call.

To activate Automatic Recall

1. Lift the handset and listen for the dial tone.
2. Press ***69**
3. The system will announce the number that called, including the time/date of the call.
4. To return the call, press **1**

To cancel return call when the line is busy

1. Lift the handset and listen for the dial tone.
2. Press ***89**

Additional Information

- If the line is busy when attempting to return the call, the system will attempt to complete the call for up to 30 minutes. In most cases, you will be alerted with a special ring when the number is no longer busy.
- If you have Call Waiting and do not answer the incoming call, *69 will provide you with the information about that call and allow you to return the call.
- Certain calls cannot be returned by this service.

Unconditional Call Forwarding

This service allows ALL incoming calls to be forwarded to an alternative number.

To activate Unconditional Call Forwarding

1. Lift the handset and listen for the dial tone.
2. Press immediately followed by the number you wish to forward to. Local numbers must be dialed as 260-nnn-nnnn, and long distance as 1-nnn-nnn-nnnn.
3. You will hear a confirmation tone, and the system will dial the number.
4. When the call is answered, the feature has been activated.

To cancel Unconditional Call Forwarding

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

Additional Information

- This service can be managed using the online Voice Management Center (Web Services).

Busy Call Forwarding

This service allows incoming calls to be forwarded to an alternative number when your number is busy.

To activate Busy Call Forwarding

1. Lift the handset and listen for the dial tone.
2. Press immediately followed by the number you wish to forward to. Local numbers must be dialed as 260-nnn-nnnn, and long distance as 1-nnn-nnn-nnnn.
3. You will hear a confirmation tone, and the system will dial the number.
4. When the call is answered, the feature has been activated.

To cancel return call when the line is busy

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

Additional Information

- This service can be managed using the online Voice Management Center (Web Services).

Delayed Call Forwarding

This service allows incoming calls to be forwarded to an alternative number when no one answers within a pre-set number of rings.

To activate Delayed Call Forwarding

1. Lift the handset and listen for the dial tone.
2. Press ***92** immediately followed by the number you wish to forward to. Local numbers must be dialed as 260-*nnn-nnnn*, and long distance as 1-*nnn-nnn-nnnn*.
3. You will hear a confirmation tone, and the system will dial the number.
4. When the call is answered, the feature has been activated.

To cancel Delayed Call Forwarding

1. Lift the handset and listen for the dial tone.
2. Press ***93**

Additional Information

- This service can be managed using the online Voice Management Center (Web Services).

Selective Call Forwarding

This service allows you to designate up to 10 numbers whose calls will be forwarded to an alternative number. All other calls will ring at your regular number.

To activate Selective Call Forwarding

1. Lift the handset and listen for the dial tone.
2. Press ***63**
3. Follow the automated instructions for options.

To cancel Selective Call Forwarding

1. Lift the handset and listen for the dial tone.
2. Press ***83**
3. Follow the automated instructions for options.

Note: You will need to press **1** to accept the alternate forwarding number before you can press **3** to turn this service off.

Automated Instructions

- 3** Turn service on and off
- #** Add a phone number
- *** Remove a phone number
- 1** Review the phone numbers in your list

Additional Information

- This service can be managed using the online Voice Management Center (Web Services).

Remote Access to Call Forwarding

This service allows you to setup Call Forwarding on your number from anywhere.

To use Remote Access to Call Forwarding

1. Dial the Remote Access to Call Forwarding number – 333.0102 locally or 260.333.0102 outside of the local calling area.
2. Enter your 10 digit telephone number and PIN when prompted.
3. Enter the Call Forwarding access code you wish to configure (i.e. - *72 for Unconditional Call Forwarding)
4. Configure the call service as you would normally.

Anonymous Call Rejection

This service allows you to reject calls from people who have blocked the display of their Caller ID information. When an anonymous caller tries to reach you, they'll hear a message stating that you are not accepting calls from private numbers, and instructs them to hang up, remove their Caller ID blocking and call again.

To activate Anonymous Call Rejection

1. Lift the handset and listen for the dial tone.
2. Press
3. A recording will inform you that the service is now on.

To cancel Anonymous Call Rejection

1. Lift the handset and listen for the dial tone.
2. Press
3. A recording will inform you that the service is now off.

Additional Information

- This service can be managed using the online Voice Management Center (Web Services).

Selective Call Rejection

This service allows you to program up to 10 numbers that are rejected when they call you. A blocked caller will hear a voice recording that says you are currently not accepting calls from you.

To activate Selective Call Rejection

1. Lift the handset and listen for the dial tone.
2. Press *60
3. Follow the automated instructions for Call Rejection options.

To cancel Selective Call Rejection

1. Lift the handset and listen for the dial tone.
2. Press *80
3. Follow the automated instructions for Call Rejection options.

Automated Instructions

- 3 Turn service on and off
- # Add a phone number
- * Remove a phone number
- 1 Review the phone numbers in your list

Additional Information

- This service can be managed using the online Voice Management Center (Web Services).

Call Trace

This service allows you to request a trace of an incoming call. A record of the traced call will be stored at AES, and may then be passed on to an appropriate authority.

To activate Call Trace

1. Press and release the switchhook
2. When you hear the dial tone, press *57
3. Follow the voice prompts for further instructions.

Additional information

- If a call comes through before you activate call trace, then the system will trace the last call received.
- Once you have successfully traced the required number of calls (required by local law), contact your local law enforcement agency and obtain a complaint number.
- The records of all traced calls will be released only to a law enforcement agency.

Call Transfer

This service allows you to transfer an existing call to another party.

To transfer a call

4. Press and release your phone's recall feature (the flash button, switchhook or hang-up button) to put the first call on hold.
5. When you hear the dial tone, dial the number of the party you wish to transfer to
6. You can then hang up either before or after the other party answers, and the call will be transferred to their line.

Call Waiting

This service provides a special tone to let you know when another call is trying to reach you, and allows you to switch between the calls.

To use Call Waiting

1. When you hear the tone, press and release your phone's recall feature (the flash button, switchhook or hang-up button) to put the first call on hold and answer the second call.
2. To return to the first call and put the second call on hold, press and release your phone's recall feature again. You can alternate between calls as often as you'd like.

Additional Information

- If you hang up when you hear the Call Waiting tone, your phone will ring.
- If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.
- If the first person hangs up, you will automatically be connected to the second person within a matter of seconds.

Caller ID Services

Caller ID allows you to see the name and/or number of the person calling. The information you see depends on whether you are subscribed to Caller ID – Number Delivery ONLY or Caller ID – Number Delivery with Name. This information will appear between the first and second rings on a display device.

Standard access codes for Caller ID

- To disable display of Caller ID, press
- To re-enable display of Caller ID, press

Last Caller ID Erasure

This service allows you to erase the record of the last caller's number, including the date and time of the call, so that it cannot be accessed by any call service. This service also clears the record of the last called number and the call lists, so that there is no longer any record of the most recent incoming and outgoing calls.

To use Last Caller ID Erasure

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

Caller ID Blocking (Withhold Number)

This service allows you to control whether your Caller ID information is listed as anonymous when making outgoing calls.

Standard access codes for Caller ID Blocking

1. Lift the handset and listen for the dial tone.
2. To withhold your Caller ID information from the next call, press immediately followed by the number you wish to dial. Local numbers must be dialed as 260-xxx-xxxx, and long distance as 1-xxx-xxx-xxxx.

Additional Information

- This service can be managed using the online Voice Management Center (Web Services).

Simultaneous Ring

This service provides a way for you to configure additional numbers which will ring along with your main number, any of which can answer the call (i.e. – Ring home and mobile numbers together).

To activate Simultaneous Ring

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

To cancel Simultaneous Ring

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

Additional Information

- You will need to use the online Voice Management Center (Web Services) to set up numbers which will ring simultaneously.

Enhanced Find-Me Follow-Me

This service provides a way for you to configure additional numbers which will ring along with (or exclude) your main number, any of which can answer the call. A pre-defined order is used to determine which number(s) to ring next. (i.e. – Ring home number first, then mobile, then office, etc.)

To activate Enhanced Find-Me Follow-Me

1. Lift the handset and listen for the dial tone.
2. Press * 3 7 1

To cancel Enhanced Find-Me Follow-Me

1. Lift the handset and listen for the dial tone.
2. Press * 3 7 2

Additional Information

- You will need to use the online Voice Management Center (Web Services) to set up numbers which will ring simultaneously.

Outgoing Call Block (Call Barring)

This service allows you to block outgoing calls to certain types of numbers from your line. When users try to make a phone call that has been blocked, they will receive a message stating that outgoing calls are barred.

Calls that can be blocked

- International calls
- National and mobile calls
- Local calls
- Operator calls
- Calls to feature access codes
- Premium rate calls

Calls that are never blocked

- Toll-free calls
- Emergency Calls

To activate Outgoing Call Block (by type)

- Block all calls except emergency calls, press * 3 4 1
- Block international, national and long distance mobile calls, press * 3 4 2
- Block international calls, press * 3 4 3
- Block operator calls, press * 3 4 4
- Block calls to feature access codes, press * 3 4 5
- Block calls to premium rate numbers, press * 3 4 2

Outgoing Call Block *(Continued)*

To cancel Outgoing Call Block (by type)

- Cancel block on all calls except emergency calls, press * 3 5 1
- Cancel block on international, national and mobile calls, press * 3 4 2
- Cancel block on international calls, press * 3 4 3
- Cancel block on operator calls, press * 3 4 4
- Cancel block on calls to feature access codes, press * 3 4 5
- Cancel block on calls to premium rate numbers, press * 3 4 2

Additional Information

- When cancelling Call Block, you will be required to enter your PIN. The default PIN is **4321** unless you have already changed your PIN. If you subscribe to AES voicemail, your PIN is the same as your voicemail password.
- This service can be managed using the online Voice Management Center (Web Services).

Priority Call

This service allows you to select a list of numbers from which incoming calls will ring with a distinctive tone.

To activate Priority Call

1. Lift the handset and listen for the dial tone.
2. Press * 6 1
3. Follow the automated instructions for Priority Call options.

To cancel Priority Call

1. Lift the handset and listen for the dial tone.
2. Press * 8 1
3. Follow the automated instructions for Priority Call options.

Automated Instructions

- 3 Turn service on and off
- # Add a phone number
- * Remove a phone number
- 1 Review the phone numbers in your list

Additional Information

- If you are using a polyphonic ring tone (music) instead of a standard ring tone, distinctive ringing may not work.
- This service can be managed using the online Voice Management Center (Web Services).

Reminder Calls

This service allows you to schedule calls to occur at a specific time. An announcement is played when you answer. Reminder calls can be individual or regular reminders. Individual reminders only occur at one specific time, up to 24 hours after the reminder was set up. Regular reminders occur at a specific time over a number of days, depending on the options selected.

Individual Reminder Calls

- Lift the handset and listen for the dial tone.
- Dial the appropriate access code (see below)
 - To set up an individual reminder, press * 3 1 0
 - To cancel all individual reminders, press * 3 1 1
 - To cancel one individual reminder, press * 3 1 2
 - To check individual reminders you have set up, press * 3 1 3
- You will be prompted to dial the desired time, in 24-hour clock format, then press #
- You will then hear confirmation that the reminder has been set up. Hang up when you hear the dial tone.

Regular Reminder Calls

- Lift the handset and listen for the dial tone.
- Dial the appropriate access code (see below)
 - To set up a regular reminder, press * 3 1 4
 - To cancel all regular reminders, press * 3 1 5
 - To cancel one regular reminder, press * 3 1 6
 - To check regular reminders you have set up, press * 3 1 7
- You will be prompted to dial the desired time, in 24-hour clock format, followed by *
- You will then be prompted to dial the repeat option code (see below)
 - A particular day of the week (Monday – Sunday, press 1 – 7 respectively), followed by #
 - Every weekday, press 8 #
 - Every day, press 9 #
- You will then hear confirmation that the reminder has been set up. Hang up when you hear the dial tone.

Additional Information

- If the reminder call is not answered, the system will retry after a set period.
- This service can be managed using the online Voice Management Center (Web Services).
- The call rings through as an 'Anonymous' call.

Speed Calling

This service allows you to set up one-digit or two-digit codes to be used as shortcuts for selected phone numbers.

To configure Speed Calling

1. Lift the handset and listen for the dial tone.
2. Press ***** **7** **4** for one-digit dialing, or press ***** **7** **5** for two-digit dialing.
3. Immediately following the feature code above, dial the one or two digit short code you wish to use, followed by the phone number you wish to program. [i.e. : *74(x-nnn-nnn-nnnn); where 'x' denotes the Speed Calling code, and 'n' denotes the phone number]
4. You will then hear a confirmation tone.

To use Speed Calling

1. Lift the handset and listen for the dial tone.
2. Dial the one-digit or two-digit short code (programmed above), followed by **#**.

Additional Information

- One-digit codes can be numbers from 2 – 9
- Two-digit codes can be numbers from 20 – 49
- Local numbers must be dialed as 260-nnn-nnnn, and long distance as 1-nnn-nnn-nnnn.
- This service can be managed using the online Voice Management Center (Web Services).

Three-Way Calling

This service allows you to add a third person to your conversation.

To add a third person to your call

1. Press and release your phone's recall feature (the flash button, switchhook or hang-up button) to put the first call on hold.
2. When you hear the dial tone, dial the number of the party you wish add to the call.
3. When the person answers, press and release your phone's recall feature to connect all callers.

Additional Information

- Either person can leave the conversation by hanging up. You will still be connected to the other person
- You can remove the third person anytime by pressing and releasing your phone's recall feature.
- If the number of the third person is busy or there is no answer, return to the first caller by pressing and releasing your phone's recall feature two times.

PIN Change

This service allows you to change your personal identification number, which is used with Remote Access to Call Forwarding, and to deactivate Outgoing Call Block (Call Barring).

To activate Priority Call

1. Lift the handset and listen for the dial tone.
2. Press
3. When prompted, enter your current PIN.
4. You will then be prompted to enter a new four-digit PIN (0000 is not a valid PIN).
5. An announcement confirms the new PIN.

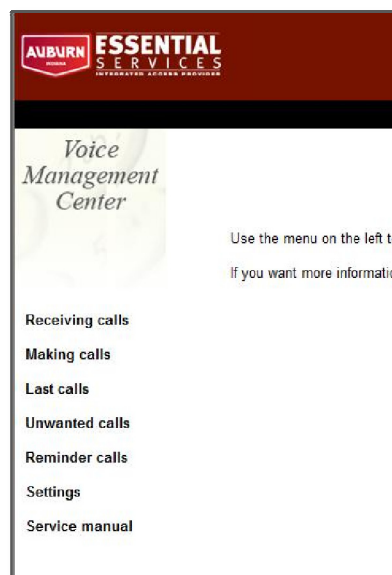
Web Services

This service allows you to easily manage all of your calling services. There are two management pages:

- **Voice Management Center** – for calling features listed above.
- **Voicemail Center** – to listen to and organize voicemail.

Accessing the Voice Management Center for the first time

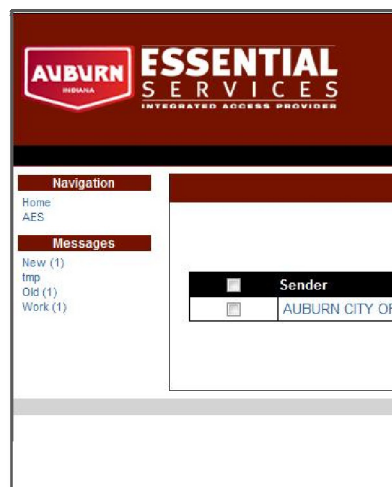
1. Open your Internet browser.
2. Type voice.auburnessentialservices.net in the address bar.
3. In the Directory Number field, enter your 10-digit phone number
4. In the Password field, enter the default **654321**.
5. Click on 'Service manual' on the bottom, left for a quick overview of each menu item.
6. Click on 'Settings', and then 'Security Settings' to change your password. AES recommends changing your password immediately.



Accessing the Voicemail Center for the first time

1. Open your Internet browser.
2. Type vm.auburnessentialservices.net in the address bar.
3. In the Number field, enter your 10-digit phone number
4. In the Password field, enter your password. If you have not already changed the password, the default is **4321**.

Note: Your voicemail password can only be changed over the phone. Refer to the Voicemail – Getting Started section of this user guide for instructions.



Voicemail

Please follow the steps below to immediately set up your voice mailbox. The next section, titled 'Mailbox menu overview,' will provide you with a complete list of the menus within your voice mailbox.

Getting Started

Accessing the voicemail system

1. To access the voicemail system from your phone, dial ***98**. This will take you directly into the system; you will not be prompted for your mailbox number or password.

Changing your voicemail password

1. From the Main Menu, press **0** for mailbox options.
2. From the Mailbox Options Menu, press **5** to change your password.
3. Follow the spoken, automated instructions.
4. After the system confirms your password has changed, move to the next step below.

Recording your name

1. You should still be in the Mailbox Options Menu from above.
2. Press **3** to record your name.
3. Follow the spoken, automated instructions. When finished, you will be presented with the following options:
 - a. Press **1** to accept your recorded name.
 - b. Press **2** to listen to your recorded name.
 - c. Press **3** to re-record your name.
4. After the system confirms your name, move to the last on the next page.

Recording your unavailable greeting

1. You should still be in the Mailbox Options Menu from above.
2. Press **1** to record your unavailable message.
3. Follow the spoken, automated instructions. When finished, you will be presented with the following options:
 - a. Press **1** to accept your recorded name.
 - b. Press **2** to listen to your recorded name.
 - c. Press **3** to re-record your name.
4. Once the system confirms your unavailable message, your mailbox setup is complete. You can then hang up.

Additional Information

- You can also access the voicemail system remotely by dialing **333.0101** locally, or **260.333.0101** outside of the local calling area.
 - a. When the system prompts you by saying 'Mailbox,' enter your 10-digit phone number.
 - b. When the system prompts you by saying 'Password,' enter your password (The default is 4321 if you have not already changed your password)

Mailbox menu overview

Main Menu

- Press **1** to listen to your voicemail (*old or new messages*)
- Press **2** to change folders (*save and organize messages*)
- Press **3** for advanced options (not applicable)
- Press **0** for mailbox options
- Press ***** for help
- Press **#** to exit

After listening to a message

- Press **3** for advanced options
 - Press **1** to send a reply (not applicable)
 - Press **3** to hear the message envelope (*when / from whom received*)
 - Press **5** to leave a message (not applicable)
 - Press ***** to return to the main menu
- Press **5** to repeat the current message
- Press **6** to play the next message
- Press **7** to delete this message
- Press **8** to forward the message to another user (not applicable)
- Press **9** to save this message (*to folders listed on the following page*)
- Press ***** for help
- Press **#** to exit

Mailbox menu overview *(Continued)*

Change Folders Menu

- Press **0** for the New Messages folder
- Press **1** for the Old Messages folder
- Press **2** for the Work Messages folder
- Press **3** for the Family Messages folder
- Press **4** for the Friends Messages folder
- Press **#** to cancel

Note: If there are no messages in a particular folder, then the folder will not be available in the online Voicemail Center management website.

Mailbox Options Menu

- Press **1** to record your Unavailable Message
- Press **2** to record your Busy Message
- Press **3** to record your Name
- Press **4** to record your Temporary Greeting
- Press **5** to Change Password
- Press ***** to return to the Main menu

Notes:

- Unavailable Message is played when you do not answer.
- Busy Message is played when your line is busy.
- Temporary Greeting overrides the Unavailable Message, and must be manually deleted for the Unavailable Message to be restored. To delete this greeting, follow the prompts to record your Temporary Greeting; you will be presented with an option to erase the greeting.

Additional Information

- If you would like to receive email notification when a new voicemail message arrives, you will need to contact AES at 260.333.0100.
- You can only play, delete and save/organize voicemail messages in the Voicemail Center management website.

Quick Reference Guide

Calling Feature Access Codes

Calling Feature	Enable	Disable
Automatic Callback	*66	*86
Automatic Recall (*69)	*69	*89
Call Forwarding		
Unconditional Call Forwarding	*72(number)	*73
Busy Call Forwarding	*90(number)	*91
Delayed Call Forwarding	*92(number)	*93
Selective Call Forwarding	*63	*83
Call Rejection		
Anonymous Call Rejection	*77	*87
Selective Call Rejection	*60	*80
Call Trace	*57	N/A
Caller ID Services		
Caller ID Display	*65	*85
Last Caller ID Erasure	*320	N/A
Caller ID Blocking (Withhold Number)	*67(number)	N/A
Find-Me Follow-Me		
Simultaneous Ring	*361	*362
Enhanced Find-Me Follow-Me	*371	*372
Outgoing Call Block (Call Barring)		
Block all calls except emergency calls	*341	*351
Block international, national and mobile calls	*342	*352
Block international calls	*343	*353
Block operator calls	*344	*354
Block on calls to feature access codes	*345	*355
Block calls to premium rate numbers	*346	*356
PIN Change	*319	N/A
Priority Call	*61	*81
Reminder Calls		
Setup an individual reminder	*310	N/A
Cancel all individual reminders	*311	N/A
Cancel one individual reminder	*312	N/A
Check individual reminders you have set up	*313	N/A
Setup a regular reminder	*314	N/A
Cancel all regular reminders	*315	N/A
Cancel one regular reminder	*316	N/A
Check regular reminders you have set up	*317	N/A
Speed Calling set up: One-digit (2 – 9) [denoted as 'x']	*74(x-number)	N/A
Speed Calling set up: Two-digit (20 – 49) [denoted as 'xx']	*75(xx-number)	N/A
Voicemail Access	*98	N/A
Miscellaneous		
Remote Access to Voicemail	333.0101 or 260.333.0101	
Remote Access to Call Forwarding	333.0102 or 260.333.0102	

Overview of AES Feature Packages

Essential Features Package	Elite Features Package
<ul style="list-style-type: none"> • Automatic Callback • Automatic Recall (*69) • Call Forwarding - Unconditional • Call Transfer • Call Waiting • Caller ID – Number Delivery ONLY • Caller ID Blocking (Withhold Number) • Find-Me Follow-Me (Simultaneous Ring) • Speed Calling • Three-Way Calling • Voicemail • Web Services 	<ul style="list-style-type: none"> • Automatic Callback • Automatic Recall (*69) • Call Forwarding – Unconditional • Call Forwarding – Busy • Call Forwarding – Delayed • Call Forwarding – Remote Access • Call Transfer • Call Waiting • Caller ID – Number Delivery w/Name • Caller ID Blocking (Withhold Number) • Caller ID Erasure • Find-Me Follow-Me: Simultaneous Ring - OR - Enhanced • Priority Call • Reminder Calls – Individual (Basic) • Reminder Calls – Regular (Advanced) • Speed Calling • Three-Way Calling • Voicemail • Web Services