Instructions on Using
Verizon Calling Features

User Guide

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Note: *Some calling services described in this guide may not be available in your area and the availability of current services and features is subject to change. To determine if a particular calling service is available, please call your local Verizon Business Office or visit* ***www.verizon.com****.*

BEFORE YOU BEGIN

Here are a few tips to assist you in using this guide

- The touch call/touch-tone pad is the numbered push button pad you use to dial.
- With some calling services, you will be instructed to press either the star key [*] or the pound key [#]. These keys are located to the left and right of the zero key [0] on your touch call/touch-tone pad.
- When using a rotary phone, dial 1-1 instead of pressing [*] and wait four seconds instead of pressing [#]. For example, if the instructions say "press [7] [0] [#]," you should dial 7-0, and wait four seconds.
- The button that disconnects your call when you hang up the telephone is called the switchhook. When the instructions read, "press and release the switchhook," press the switchhook down for only one second — about the time it takes to say "one thousand and one." Then release it.
- If your phone has a "FLASH" button, you can use it instead of the switchhook.
- If your telephone has a pulse/tone switch and you subscribe to touch call/ touch-tone service, place the switch on tone. If you have rotary dial service, place the switch on pulse.

Other important tips

- Some cordless phones and novelty phones are not compatible with calling services that require distinctive ringing.
- Rates are subject to change without notice.
- Forwarded calls are subject to local or toll charges. If your line is toll restricted, you cannot forward calls to a toll number.

*69

Do you want to know who just tried calling you? Use *69. It's a fast and convenient way to get information about the last call you received - even if you didn't answer it.

To use *69

1. Lift the handset and listen for a dial tone.
2. Press [*] [6] [9]. (Rotary dial 1-1-6-9.)

Other important tips

- If the call is returned and the number is busy, our network 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.
- Depending on your service area, *69 will automatically return the call. In other areas, it may announce the date and time of the call with an option to return the call.

To cancel the call when the line is busy

1. Lift the handset and listen for a dial tone.
2. Press [*] [8] [9]. (Rotary dial 1-1-8-9.)

- *69 works when the calling information is available and for calls made within your local calling area. In some locations, it also works on long distance calls.
- If you have Call Waiting and do not want to answer an incoming call, you can use *69 after you hang up to find out who was trying to reach you and call them back.
- Certain calls cannot be returned by this service.
- *69 is offered in some areas on a "pay-per-use" basis. Rates vary by state.
- All local, regional toll and long distance charges apply.
- When *69 is unable to complete your call, a recording will inform you if the caller's number was out of the area or marked private. Charges may apply.

ANONYMOUS CALL REJECTION

Caller ID and Anonymous Call Rejection (ACR), also called Anonymous Call Block, enable you to reject calls from people who have blocked the display of their telephone numbers and caller information. If anonymous callers contact you, they'll hear a message that instructs them to hang up, remove their block and call again.

To activate ACR

1. Lift the handset and listen for a dial tone.
2. Press [*] [7] [7]. (Rotary dial 1-1-7-7.)

To cancel ACR

1. Lift the handset and listen for a dial tone.
2. Press [*] [8] [7]. (Rotary dial 1-1-8-7.)

ADDITIONAL LINES

Additional lines can be used for business, faxing, Internet or as an additional way to stay in touch. To install an additional line, please call your local Verizon Business Office.

BUSY REDIAL

Busy Redial automatically redials the last local telephone number you called for up to 30 minutes, leaving you free to do other things.

To activate Busy Redial

1. Lift the handset and listen for a dial tone.
2. Press * 6 6. (Rotary dial 1-1-6-6.)

To cancel Busy Redial

1. Lift the handset and listen for a dial tone.
2. Press * 8 6. (Rotary dial 1-1-8-6.)

Other important tips

- When you use Busy Redial, you can still make other calls. When your line and the one you are trying to reach are both free, your phone will signal you with a special ring.
- Busy Redial is automatically cancelled after 30 minutes, even if the call has not been completed.
- You can use Busy Redial to call back more than one number at a time. Canceling Busy Redial will cancel all the numbers you're trying to reach.
- Busy Redial is offered in some areas on a "pay-per-use" basis. Rates vary by state.

CALL BLOCK

Note: *These instructions only apply to customers in DC, DE, MD, NJ, PA, VA and WV.*

Call Block allows you to block calls from specific phone numbers. Blocked callers will hear a voice recording that says you are not presently accepting calls.

To activate Call Block

1. Lift the handset and listen for a dial tone.
2. Press * 6 0. (Rotary dial 1-1-6-0.)

3. Listen to the voice-recorded instructions for Call Block options. The phone numbers you enter on your Call Block list will be repeated to you.
4. The number of the last person who called you may be added to your Call Block list by following the voice-recorded instructions. If you want to add to your list or if your list is full, simply follow the voice-recorded instructions.

To cancel Call Block

1. Lift the handset and listen for a dial tone.
2. Press * 8 0. (Rotary dial 1-1-8-0.)

Other important tips

- Call Block is limited to either 6 or 12 numbers, depending on your region.
- This service cannot block cell phone numbers, some business numbers or calls from pay phones.
- Any calls made from outside your defined calling area or through the operator may not be blocked. This is for your protection in case of an emergency.

CALL FORWARDING

Call Forwarding allows you to transfer all of your calls to any local or long distance telephone number. It must be activated from your home phone.

To activate Call Forwarding

1. Lift the handset and listen for a dial tone.
2. Press * 7 2. In some areas, you must press 7 2 #. (Rotary dial 1-1-7-2.)
3. At the tone, dial the telephone number that you want your calls forwarded to.
4. When the call is answered, the feature has been activated.
5. If the call is not answered, hang up and call the number again within two minutes. When it rings, hang up. Even though the call is not answered, Call Forwarding will be activated.

To cancel Call Forwarding

1. Lift the handset and listen for a dial tone.
2. Press * 7 3 or 7 3 #. (Rotary dial 1-1-7-3.)
3. When you hear two short tones, you've turned off Call Forwarding. Hang up.

CALL FORWARDING *(continued)*

Other important tips

- Calls forwarded with this service are subject to local or toll charges. If your line is toll restricted, you cannot forward your calls to a toll number.
- You can make outgoing calls while Call Forwarding is activated.
- A short reminder tone will sound on your home phone when a call is being forwarded to another number. You cannot answer the call from home.

CALL FORWARDING BUSY LINE/DON'T ANSWER (FIXED AND VARIABLE OPTIONS)

Call Forwarding Busy Line/Don't Answer allows incoming calls to be forwarded to another telephone number when your number is busy or when no one answers within a preset number of rings.

Fixed Options

With the Fixed Option, the number you forward your calls to will be fixed by your local Business Office. To change the number, you must put in a service order request.

Activating/Canceling Fixed Options

- In most cases, the Call Forwarding Busy Line and/or Don't Answer is always on. In MA & NY, you can turn Call Forwarding Busy Line and/or Don't Answer on and off if you subscribe to Ultra Forward. (See Ultra Forward instructions.)

In areas where you can turn Call Forwarding on and off

- Call Forwarding Busy Line is activated using * 9 0 and deactivated using * 9 1.
- Call Forwarding Don't Answer is activated using * 9 2 and deactivated using * 9 3.

Variable Options (not available in all areas)

With the Variable Option, enter the number that you want your calls forwarded to each time.

- Call Forwarding Busy Line automatically forwards calls to your designated number when your line is busy.
- Call Forwarding Don't Answer automatically forwards calls to your designated number when there is no answer after a preset number of rings.

Activating/Canceling Variable Options

- To activate Call Forwarding Busy Line/Don't Answer, dial * 4 1.
- To cancel, dial * 4 3.

Other important tips

- Calls forwarded with this service are subject to local or toll charges.
- You can receive and place calls while Call Forwarding Busy Line/Don't Answer is activated.

CALL GATE

Note: *This feature is available in DC, DE, MD, NJ, PA, VA and WV.*

You now have greater control over the outgoing calls dialed from your home phone. Call Gate offers a range of options. Decide how it can work best for you, and then program your phone. Anytime you want to change your Call Gate features, you may access the service from any touch-tone phone.

Programming your service the first time

1. From your phone which has Call Gate service, dial **1-800-527-7070**, Verizon's Advanced Services.
2. Select "Call Gate Service." You will reach a special set-up message designed for new Call Gate customers. This message will guide you through the initial set-up of your service.
3. Enter your temporary PIN, which is the last four digits of your phone number. The system will automatically ask you to change your temporary PIN to a new, permanent four-digit PIN.
4. Use the Call Gate Menu to create your list of allowed and/or blocked numbers and customize the service to include the options you select.
5. Press 0 when finished, or simply hang up your phone.
6. Wait 10 minutes and test your service.

Making changes in Call Gate

1. Dial **1-800-527-7070** to access Verizon's Advanced Services from any touch-tone phone.
2. Enter your 10-digit phone number.
3. Enter your PIN.

CALL GATE *(continued)*

Main Menu

- Press 1 2 to go to the Call Gate Menu.
- Press 9 9 to change your PIN.
- Press 0 to exit the system.

Call Gate Menu

- Press 1 to find out what options are currently activated on your phone. Press 1 1 to allow all outgoing calls.
- Press 1 2 to block all outgoing calls.
- Press 1 3 to permit outgoing calls only to numbers on your Allowed Numbers list.
- Press 1 4 to block outgoing calls to numbers on your Blocked Numbers list while still permitting calls to your Allowed Numbers list.
- Press 1 5 to block Long Distance, 900/700 and Audiotex calls.
- Press 2 to set up, review or change International, Directory and/or Operator Assisted or Emergency Options.
- Press 3 to set up, review or change your Allowed Numbers list.
- Press 4 to set up, review or change your Blocked Numbers list.
- Press 9 to return to the Call Gate Menu.
- Press 0 to exit the Call Gate system.

Other important tips

- If you forget your PIN, call **1-800-234-2340** for assistance 8am–8pm on weekdays. At other times, call the Verizon Repair Number (**1-800-275-2355**) and we will reset your PIN for you.
- Call Gate does not affect incoming calls.
- Calls to 911 and Verizon Repair Service can never be blocked.

CALL INTERCEPT*

Call Intercept allows you to manage your calls by screening unidentified incoming calls. Call Intercept answers virtually all calls that do not provide a valid telephone number (numbers which typically appear as “anonymous,” “private,” “out of area,” or “unavailable” on your Caller ID screen) before your phone rings. Callers will be told that you do not accept unidentified calls and will be asked to record their name. If unidentified callers do not record their name — or enter your override code — your phone will not ring. This eliminates interruptions from unidentified callers. Recorded names allow you to hear who is calling. You then have several call-handling options.

*Must have Caller ID service. Not available for business or rotary dial service.

How Call Intercept works

Unidentified callers will hear the following announcement: *“The number you are calling has Call Intercept, a service that requires callers whose telephone numbers do not appear on the Caller ID display to identify themselves before the call can continue. To record your name, please press the pound key or simply stay on the line.”*

- If callers have your override code, also referred to as your PIN (see Override Code/PIN section), they must enter it during the announcement to be connected.
- If callers record their name, the call is connected. You’ll hear ringing and callers will hear: *“Thank you. Please hold.”* They will then hear music until you choose how to handle the call.
- You will hear a different ringing pattern from your existing ringing pattern and the words **“Call Intercept”** along with the service number **“1-800-527-7070”** will appear on your Caller ID screen. This indicates the call is from your Call Intercept service.
- When you answer the phone, you’ll hear the recorded name and be given the following five options.

When you press	Callers hear
1 Accept call	*“Thank you. Please hold.”* Music, until you answer the phone.
2 Decline the call	*“The person you are calling is not available. Thank you. Good-bye.”*

CALL INTERCEPT *(continued)*

3 Refuse a sales call	*"The person you are calling does not accept phone solicitations. Please add the name to your Do Not Call list. Thank you. Good-bye."*
4 Send to Verizon Home Voice Mail*	*"Connecting to an answering system."*
5 Hear who is calling again	Music, until you answer or make a choice.

*You must subscribe to Verizon Home Voice Mail service to hear option 4. If no one answers the phone, the caller is connected to your Verizon Home Voice Mail (HVM) service or your answering machine. If you do not have either HVM or an answering machine, callers will hear: *"The person you are calling is not available at this time. Thank you. Good-bye."*

Unidentified long distance callers reaching Call Intercept will pay their normal rates for a completed call.

You have the ability to turn Call Intercept on and off as necessary by calling Verizon Advanced Services at **1-800-527-7070** and following the voice prompts.

Override Code/PIN

Family members and friends can bypass Call Intercept by entering your four-digit Call Intercept override code. Your code is automatically set to the last four digits of your home telephone number. When your override code is entered, your phone will alert you with a unique ringing pattern (short-short-long ring) and the words "Priority Caller" will appear on your Caller ID screen.

To change the override code, call toll-free **1-800-527-7070** from the phone line with Call Intercept and follow the voice prompts.

Other Call Intercept features

Call Block List

- You are able to select up to 25 telephone numbers that will always be intercepted by Call Intercept. These numbers can be added to or deleted from the list as necessary. You can even add telemarketers' telephone numbers to your own Call Block list.
- Callers whose numbers are on the Call Block list will hear the following announcement: *"We are sorry; the person you are calling is not accepting calls from this number. Thank you. Good-bye."*
- To activate or make changes to the Call Block list, call toll-free **1-800-527-7070** from your phone line with Call Intercept. From the Main Menu, press 1 4 for the Call Intercept menu and press 9 for More Options, then select option 4 and follow the voice prompts. Press 0 for an explanation of the feature.

Priority Caller List

- You are able to add up to 15 telephone numbers, which will ring through as Priority Caller, even if the telephone number is marked either private or anonymous.
- This is great for those family members or friends whose telephone numbers are private, but cannot remember the four-digit bypass PIN.
- To activate or make changes to the Priority Caller list, call toll-free **1-800-527-7070** from your phone line with Call Intercept. From the Main Menu, press 1 4 for the Call Intercept menu and press 9 for More Options, then select option 5 and follow the voice prompts. Press 0 for an explanation of the feature.

When Call Intercept is combined with other calling services

- **Anonymous Call Rejection (ACR)/Anonymous Call Block:** You cannot use ACR and Call Intercept at the same time. Deactivate ACR first by pressing * 8 7.
- **Call Waiting:** Call Waiting calls that are also Call Intercept calls will have the short-short-long ring pattern.
- **Call Waiting ID:** "Call Intercept" will appear on your display unit. Briefly press the switchhook to answer Call Intercept.
- **Talking Call Waiting:** When a Call Waiting call comes from a blocked or unavailable number, Call Intercept takes over. You will never hear a Talking Call Waiting announcement for "Private Caller" or "Unknown Caller." (Not available in all areas or for business service.)
- **Call Waiting ID Deluxe:** When you have Call Waiting ID Deluxe and Call Intercept, the caller will not hear the Take Message or Busy/Hold Announcements.
- **Distinctive Ring:** You cannot have both Distinctive Ring and Call Intercept on the same phone line.
- ***69:** If you receive a Call Intercept call, you cannot use *69 to get their name and number.
- **Priority Call, Select Call Forwarding, Do Not Disturb:** These services work normally for identified calls. However, they will not work for calls from private callers. (Not available in all areas.)
- **Home Voice Mail:** Set the ring cycle (the number of rings heard before Home Voice Mail answers your calls) to four rings or less than 42 seconds. In addition, be sure your greeting is 20 seconds or longer to ensure the caller understands when to begin recording his or her message. Please note: you should not use the automated greeting option because it does not last 20 seconds or longer.

CALL INTERCEPT *(continued)*

- **Call Trace:** Customer-originated Call Trace cannot be used on Call Intercept calls.
- **Collect Calls:** Calls from prison inmates who use automated collect calling systems (where they do not speak to a live operator) cannot be completed if you have Call Intercept.
- **International Cellular Calls:** International calls placed from a cellular telephone may have trouble getting through if you have Call Intercept. If you receive a lot of these calls, you may want to reconsider your subscription.
- **Toll Restrictions:** You must have the Toll Restriction/Denial removed from your account for Call Intercept to work.
- **Building Entry Systems:** If you live in a building that uses your telephone line to "buzz up" or allow entry into the building, you should not subscribe to Call Intercept.

CALL TRACE

Note: *If you are ever threatened with bodily harm or you receive a bomb threat, use Call Trace and contact your local law enforcement agency.*

Call Trace allows you to automatically trace unlawful, threatening or harassing phone calls and is available anytime in most areas. Call Trace can record most calls from outside the region as long as you do not receive another call in the interim. Traced calls cannot be blocked. A record of the traced call will be stored at the Verizon Unlawful Call Center.

To activate Call Trace

1. Hang up (or press and release the switchhook).
2. Lift handset and listen for a dial tone.
3. Press * 5 7 (rotary phones dial 1-1-5-7) and follow the voice-recorded instructions.
4. Stay on the line and listen for a recording that tells you if Call Trace was activated and if the call was successfully traced.
5. Once you have successfully traced the required number of calls (differs by area), contact your local law enforcement agency and obtain a complaint number.

WARNING: If a Call Waiting call comes through before you activate Call Trace, the system will trace the last call received.

Taking further action

- Call the Verizon Unlawful Call Center at **1-800-518-5507** (TTY: **1-800-254-5959**) Monday – Friday, 8:30am–5pm (Eastern time zone) with your complaint number to open a case.
- You may also call our Call Trace information line at **1-877-TRACE4U** (**1-877-872-2348**) for prerecorded information about how to use Call Trace.
- Verizon will open a case for a maximum of thirty days. At the end of thirty days, you will be notified by mail with the results of the case. If the case is successful, the Call Trace information will be sent directly to the law enforcement agency. The action taken by law enforcement may vary by areas.

Other important tips

- The records of all traced calls will be released only to a law enforcement agency.
- In some states, Call Trace is a pay-per-use service for each successful activation and charges will appear on your monthly phone bill.
- In other states, you can subscribe to Call Trace for a monthly fee.
- Do not use Call Trace for lawful calls including calls from fax machines, computers and telephone marketing companies.
- If you receive a lot of misdirected fax/computer calls, the Unlawful Call Center (UCC) may have you trace one call and attempt to contact the business that is bothering you. If the call originates from a residential line, you'll be instructed to trace the required amount of calls and contact your local police.

CALL WAITING, CANCEL CALL WAITING AND TALKING CALL WAITING

With Call Waiting, a special tone lets you know when another caller is trying to reach you. You can either answer the new call, or continue talking. With Cancel Call Waiting, you can temporarily deactivate Call Waiting.

To use Call Waiting

- You will hear a Call Waiting tone during a call. The person calling you will hear a normal ring until you answer.
- Inform your first caller that you have another call.

CALL WAITING, CANCEL CALL WAITING AND TALKING CALL WAITING *(continued)*

- To put the first caller on hold and answer the second call, press and release the switchhook, flash button or recall button.
- To return to the first call and put the second caller on hold, press and release the switchhook, flash button or recall button again. You can alternate between calls as often as you like.
- If you hang up when you hear the Call Waiting tone, your phone will ring.
- If the first person hangs up, you will automatically be connected to the second person within two seconds.

To use Cancel Call Waiting (e.g., before using the computer or fax)

1. Lift the handset and listen for a dial tone.
2. Press * 7 0. (Rotary dial 1-1-7-0.)
3. Listen for three short tones followed by a dial tone, then dial the number you want to call.

Talking Call Waiting

Talking Call Waiting is a Call Waiting enhancement that announces the second caller by name right after the Call Waiting tone. You decide whether you want to click over to the second caller or simply call him or her back. If you do not switch to the second caller after the first tone and name announcement, you will hear a "reminder" tone, but the name will not be announced again. (Not available for business service.)

Other important tips

- Call Waiting can only be canceled for one call. When you hang up, it is automatically reactivated.
- In some areas, you can only use Cancel Call Waiting before placing a call. In other areas, if you also subscribe to Three-Way Calling, you can use Cancel Call Waiting during the middle of a call.
- You must have Call Waiting to use Talking Call Waiting.
- Talking Call Waiting doesn't require special equipment.
- When you hear the caller's name announced with Talking Call Waiting, your first caller will hear a brief interruption in the conversation.

- Talking Call Waiting announces the name associated with the Call Waiting party's number. When a name and/or number is not available, the announcement will say "Unavailable Caller."
- When the person calling you blocks his/her name and telephone number, Talking Call Waiting will say "Private Caller."
- If you subscribe to Call Waiting ID, you will see the second caller's name and number on your display instead of hearing his or her name announced.
- If you subscribe to Call Waiting ID and some extensions in your house do not have Call Waiting ID-capable phone equipment, you can use Talking Call Waiting instead.

CALLER ID

Caller ID lets you see the name and number of the person calling. The information will appear between the first and second rings on a display device. Devices vary in design, available features and the amount of names/numbers that can be stored.

Caller ID will display numbers or names and numbers of most calls, including long distance. Some calls may be shown as "Out-of-Area" or "Unavailable."

When the person calling you blocks the display of his/her name and number, the letter "P" or the word "Private" or "Anonymous" will appear. You can block these calls with Anonymous Call Rejection.

Other important tips

- Some names and numbers cannot be called back, either because they do not accept incoming calls or they are the main number of a business.
- Caller ID devices can be used with most answering machines if the machine is set to pick up calls after the second ring.
- A special Caller ID display device must be purchased separately.
- Caller ID – Number Only displays only the caller's number.

CALL WAITING ID

Call Waiting ID displays the name and phone number of the second caller while you're on another call. You can decide whether to take the call or not. This service requires Caller ID and Call Waiting, as well as a special display device that supports Caller ID and Call Waiting, which must be purchased separately.

CALL WAITING ID DELUXE

Note: *This service is not available in all areas.*

Call Waiting ID Deluxe gives you the following options for handling incoming calls

- Connect the incoming caller to the call in progress.
- Put the current caller on hold and answer the incoming call.
- Connect the incoming caller to a "busy" announcement.
- Forward the incoming call to Home Voice Mail or to another location.
- Connect the incoming call to a "hold" announcement.

Other important tips

- To have Call Waiting ID Deluxe, you must have Caller ID and Call Waiting.
- Call Waiting ID Deluxe requires a special Type-3 device, which must be purchased separately.
- Call Waiting ID Deluxe – Number Only displays only the caller's phone number.

DISTINCTIVE RING

Distinctive Ring allows you to assign one or two additional numbers to a single line so that each family member can have his or her own ring. You'll know who the call is for before you pick up. A free listing in your local Verizon Directory is available for each Distinctive Ring number at no additional cost.

Ring patterns

- Calls placed to your primary number will ring in the usual way — one long ring.
- Calls placed to your Distinctive Ring number will ring with two short rings.
- In some areas, you can only receive one additional Distinctive Ring number, which will have a short ring, one long ring and another short ring. Check with your local Verizon Business Office to find out what is available in your area.

Other important tips

- Even though you may have up to three numbers, you can only make one outgoing call at a time.
- Your callers will hear only normal ringing.

- If you have Call Waiting, a special tone that matches each ring pattern will let you know which number the caller is trying to reach.
- If you have Call Forwarding, you may choose to forward calls to all of your numbers or only to your main number. Check with your local Business Office for details.

DO NOT DISTURB

Note: *The following instructions only apply to former Bell Atlantic customers in DC, DE, MD, NJ, PA, VA and WV. If you are unsure as to which instructions are applicable in your area, please call your local Verizon Business Office.*

Do Not Disturb gives you control over when you receive incoming calls. This allows you to prevent unwanted interruptions. This service will not affect your outgoing calls. Do Not Disturb will only work after you call the Advance Services Menu and turn this service on.

To program your service the first time

1. From your phone which has Do Not Disturb service, dial Verizon Advanced Services at **1-800-527-7070**.
2. Select "Do Not Disturb Service." You will reach a special set-up message designed for new Do Not Disturb customers.
3. Enter your temporary PIN, which is the last four digits of your phone number. The system will then ask you to change your temporary PIN to a new, permanent four-digit PIN.

Making changes in Do Not Disturb service

1. Dial **1-800-527-7070** to access Verizon Advanced Services from any touch-tone phone.
2. Enter your 10-digit phone number.
3. Enter your PIN.

Main Menu

- Press 1 2 to go to the Do Not Disturb Menu.
- Press 9 9 to change your PIN.
- Press 0 to exit the system.

DO NOT DISTURB *(continued)*

Do Not Disturb Menu

- Press 1 to turn on Do Not Disturb for an unspecified period of time up to 24 hours. If you wish, you may select the number of hours you want the service left on before it automatically shuts off.
- Press 1 1 to set up the number of hours service (optional).
- Press 2 to turn off Do Not Disturb.
- Press 3 1 to set up, review or modify Override Options: Priority Caller List (up to 15 phone numbers).
- Press 3 2 to set up, review or modify Override Options: Override Code.
- Press 4 to set up, review or modify Pre-Programmed Schedule.
- Press 5 1 to select a Do Not Disturb greeting.
- Press 5 2 to set the Voice Mail Options menu (e.g., Forwarding Number).
- Press 6 to hear Helpful Hints.
- Press 9 to return to previous menu.
- Press 0 to exit the system.

DO NOT DISTURB

Note: *The following instructions only apply to former GTE customers in PA and VA. If you are unsure as to which instructions are applicable in your area, please call your local Verizon Business Office.*

Do Not Disturb (formerly called Special Call Acceptance) allows you to receive calls from a list of approved phone numbers that you create. When it is activated, callers who are not on your list will hear a recording saying you are not presently accepting calls.

To turn Do Not Disturb On/Off

1. Lift the handset and listen for a dial tone.
2. Press * 6 4. (Rotary dial 1-1-6-4.)
3. Listen to the recording for instructions on how to turn your service on or off, as well as how to change or review your list.

Other important tips

- Do Not Disturb stores up to 12 numbers.
- If Do Not Disturb is on and no numbers are on your list, it will turn off automatically.

HOME INTERCOM

Note: *The following feature is available only in DC, MD, NJ, PA, VA and WV.*

Speak with the other people anywhere in your home where there's a phone, without shouting. All extensions of a telephone number will ring with a special ringing pattern—two short rings. Ringing will stop when any extension is answered, including the extension from which the Home Intercom call was placed.

To use Home Intercom

1. Lift the handset and listen for a dial tone.
2. Dial your own 7-digit telephone number.
3. Once you hear the busy signal, hang up within 15 seconds.
4. When any extension is picked up, Home Intercom is activated.
5. When all extensions hang up, Home Intercom is deactivated.

Other important tips

- Allowing the ringing pattern to finish will help to identify the call as a Home Intercom call.

INTERCOM EXTRA

Note: *The following feature is available only in DC, MD, NJ, PA, VA and WV.*

Intercom Extra turns your home phones into an intercom system by giving you four ways to improve your household communications: Intercom Code Dialing, Selective Call Transfer, Call Hold and Three-Way Calling.

To use Intercom Code Dialing

1. Listen for a dial tone and push the code for the special ringing pattern you wish to use.
   - A. Press * 5 1 — Two short rings. (Rotary dial 1-1-5-1.)
   - B. Press * 5 2 — One short ring, one long ring and another short ring. (Rotary dial 1-1-5-2.)
2. Listen for two short tones followed by a dial tone and hang up within 15 seconds.
3. All the extensions of that telephone number will ring with the appropriate ringing pattern.
4. Ringing will stop when any extension is answered, including the extension from which the call was placed.
5. When any extension is answered, the Intercom call is activated.
6. When all extensions hang up, the Intercom call is deactivated.

INTERCOM EXTRA *(continued)*

To use Selective Call Transfer

1. To transfer a non-Intercom call to another extension, press the switchhook briefly. This puts the party on hold.
2. Listen for three short tones and then a dial tone.
3. Press the intercom code * 5 1 or * 5 2 for the special ringing pattern of the person or extension the caller is trying to reach.
4. Listen for two short tones followed by a dial tone and hang up within 15 seconds.
5. All extensions will ring until any extension is answered. The extension that is answered will then be connected with the party on hold.

To use Call Hold

1. To place any call on hold (either incoming or outgoing), press the switchhook briefly. This places the party on hold temporarily.
2. Listen for a dial tone.
3. Press the intercom code * 5 3. (Rotary dial dial 1-1-5-3.)
4. Listen for two short tones followed by a dial tone and hang up within 15 seconds.
5. The call remains on hold until any extension is answered or the party on hold hangs up.

To use Three-Way Calling

- For Information on Three-Way Calling, see the additional description in this User Guide.

Other important tips

- No other extension may place or receive a call when an Intercom Extra feature is activated.
- The ringing patterns can be used in several ways. One is to assign a ringing pattern to a specific person. Another is to assign one ringing pattern to a specific room.

SELECTIVE BLOCKING

With Selective Blocking (also known as Per-Call Blocking), you prevent your number from being displayed on other people's Caller ID equipment one call at a time.

To block display of your number

1. Lift the handset and listen for a dial tone.
2. Press * 6 7. (Rotary dial 1-1-6-7.)
3. Listen for the confirmation tone, followed by a dial tone.
4. Place the call. Your number will NOT be displayed, for *that call only.*

Other important tips

- Calls to 911, toll-free numbers and 700/900 services cannot be blocked.
- Non-listed and non-published numbers will be displayed unless they are blocked.

COMPLETE BLOCKING

Note: *This service is not available in all areas; other restrictions apply.*

With Complete Blocking (also known as Per-Line Blocking) you prevent your number from being displayed on most of the calls you make. However, you can allow your number to be displayed on a call-by-call basis.

To display your number

1. Lift the handset and listen for a dial tone.
2. Press * 8 2. (Rotary dial 1-1-8-2.)
3. Listen for the confirmation tone, followed by a dial tone.
4. Place the call and your number will be displayed for that call only.

Other important tips

- Calls to 911, toll-free numbers and 700/900 services cannot be blocked.
- Non-listed or non-published numbers will be displayed unless they are blocked.
- PA customers only: to test your blocking service, call **1-800-562-5588** within PA.
- NY & CT customers only: to test your blocking service, dial your 3-digit area code plus **890-1900**.
- New England customers only: to test your blocking service, call **1-888-599-2927**.

PRIORITY CALL

With Priority Call, you can assign a special ring to 6 or 12 numbers (depending on region) within your regional calling area. Change the numbers on your list or turn the service off anytime.

To turn Priority Call On/Off or change/review your list

1. Lift the handset and listen for a dial tone.
2. Press * 6 1*. (Rotary dial 1-1-6-1.)
3. Listen to the voice recording for instructions on how to turn your service on or off and how to change or review your list.

**In some areas, turn Priority Call off by pressing * 8 1. (Rotary dial 1-1-8-1.)*

Other important tips

- When a Priority Caller tries to reach you, you'll hear a series of short-long-short rings.
- If you are in an area where Priority Call stores 6 numbers and you want to remove all numbers at the same time, press 0 8.

SELECT CALL FORWARDING

Note: *This feature is only available in DC, DE, MD, NJ, PA, VA and WV.*

With Select Call Forwarding, you can designate calls from 6 or 12 phone numbers (depending on region) to be forwarded to a number of your choice anywhere within your regional calling area. Only calls from a list of numbers you select will be forwarded; all other calls will ring at your regular number. You can change the numbers on that list at any time. You can also turn Select Call Forwarding service off temporarily without changing your list. Call your local Verizon Business Office to confirm if Select Call Forwarding in your area allows for 6 or 12 numbers.

To create your Select Call Forwarding list

1. Pick up the handset and listen for a dial tone.
2. Dial * 6 3. (Rotary dial 1-1-6-3.)
3. Follow the spoken, automated instructions.

To turn on/off and update your list

1. Lift the handset and listen for a dial tone.
2. Dial * 6 3. (Rotary dial 1-1-6-3.)
3. Listen for an announcement giving the current status of the service — On or Off and how to change or review your Select Call Forwarding list. The phone numbers you enter on your Select Call Forwarding list will be repeated to you.
4. If you need the instructions repeated, dial 0.

When Select Call Forwarding is on

- You will hear one short ring — indicating a call is being forwarded.
- You cannot answer a forwarded call at your telephone when Select Call Forwarding is turned on.
- All other calls not on your Select Call Forwarding list will ring your telephone with a normal ring and can be answered.

Other important tips

- In some areas, to turn Select Call Forwarding Off, dial * 8 3. (Rotary dial 1-1-8-3.)
- You can store 6 or 12 numbers from within your defined calling area on the Select Call Forwarding list. If your list is full, you must delete one number before you can add another.
- If you are in an area where 6 numbers can be forwarded, dial 0 8 to remove all numbers from your list.
- You may forward calls to any local or long distance number. If you forward to a long distance number, you will be charged for each completed call.
- If you have measured or message service, the forwarded calls will be included in your phone bill.

SPEED DIALING

Speed Dialing lets you place a call to either 8 or 30 local and long distance numbers (depending on your service) from any phone in your home by dialing just one or two digits. Operating procedures differ by state.

- In some areas, lift the receiver and press 7 4 # or 7 5 #.
- In some areas, lift the receiver and press * 7 4 or * 7 5. (Rotary dial 1-1-7-4 or 1-1-7-5.)
- If you have a rotary or pulse phone, dial 74 or 75, in any state.

SPEED DIALING *(continued)*

If you have Speed Dialing 8

1. Lift the receiver and listen for a dial tone.
2. Press 7 4 # or * 7 4. (Rotary dial 7-4.)
3. Listen for a dial tone.
4. Press the speed code (2 through 9).
5. Dial the desired number.
6. Listen for the confirmation tones.
   A. Hang up or wait for a dial tone.
   B. Repeat these steps until you have assigned a different code to each number on your Speed Dialing list.

If you have Speed Dialing 30

1. Lift the receiver and listen for a dial tone.
2. Press 7 5 # or * 7 5. (Rotary dial 7-5.)
3. Listen for a dial tone.
4. Press the speed code (20 through 49).
5. Dial the desired number.
6. Listen for the confirmation tone.
7. Hang up or wait for a dial tone.
8. Repeat these steps until you have assigned a different code to each number on your Speed Dialing list.

To place a call with Speed Dialing

1. Lift receiver and listen for a dial tone.
2. Press the code for the number you want to call (2 through 9, or 20 through 49) and the # sign.

Other important tips

- If you program long distance numbers, be sure to dial 1 before the area code and number (if required).

- Do **not** use the number 0 or 1 as Speed Dialing codes (1 is reserved for long distance access and 0 is reserved for the operator).
- There is no charge for changing numbers on your Speed Dialing list.
- Once you assign a phone number to a code, that phone number cannot be deleted. Instead, replace it with another phone number or, if you don't have one, your own phone number.
- In most areas, at least seven digits are required to program Speed Dialing. For programming numbers such as 911, check with your local Verizon Business Office.

THREE-WAY CALLING

Three-Way Calling allows you to add a third person to your conversation, for example a friend or coworker. You can even connect long distance calls.

To add a third person to your call

1. Press and release your phone's recall feature (the flash key, switchhook or hang-up button) to put the first call on hold.
2. Listen for three short tones/beeps, followed by a dial tone.
3. Dial the number of the second person you want to add to the conversation.
4. When that person answers, press the recall feature (the flash key, switchhook or hang-up button) once and all three of you will be connected.

To disconnect parties

- 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 the recall feature (the flash key, switchhook or hang-up button) once.
- To disconnect the entire three-way call, simply hang up.

Other important tips

- If the second line is busy or there is no answer, return to the first caller by pressing the recall feature (the flash key, switchhook or hang-up button) twice.
- Either of your connections can be local or long distance. All local, regional toll and long distance charges apply.

THREE-WAY CALLING *(continued)*

- Three-Way Calling is offered in some areas on a “pay-per-use” basis. Rates vary by state.
- This service is not available to pay phone and Centrex customers.

WARNING: To avoid placing a three-way call accidentally, hang up your phone for at least three seconds between every call, whether it’s a three-way call or not, to reset your phone line. If you have a fax machine or modem that allows simultaneous dialing, make sure you reprogram it to allow at least three seconds between transmissions.

ULTRA FORWARD

Note: *You must initialize your service from your subscribing telephone before you can utilize Ultra Forward.*

Ultra Forward service lets you forward your calls or change your forwarding number from virtually any touch-tone phone.

When using your Ultra Forward Service for the first time

1. Call **1-888-294-1618** from your home telephone number. Do not block your number by using either Per-Call Blocking or Line Blocking when placing this call. Press * 8 2 to unblock your number if you have Line Blocking service.
2. Listen to the prompts; enter your 10-digit telephone number.
3. Listen to the prompts to establish your Personal Identification Number (PIN). Your PIN must be 4–10 digits long. The PIN cannot be the last 4, 7 or 10 digits of your telephone number.
4. The system will then indicate that you have successfully initialized your Ultra Forward Service. If you forget your PIN, you may call **1-888-294-1618** from your base number and reestablish it.

To forward calls from a remote location

1. Lift the handset and listen for a dial tone.
2. Dial the Ultra Forward access telephone number **1-888-294-1618**.
3. Enter your 10-digit telephone number (the telephone number on which you have subscribed to Ultra Forward).
4. Enter your PIN which you established when initializing your service, then press the # key.

- Press 1 to activate Ultra Forward Service.
- Enter the number you want calls to be forwarded to, then press the # key.
- You will hear the number read back to you.

  A. If this is correct, press 1.

  B. To re-enter, press 2.

  C. To cancel, press #.

Note: *Whether you are turning Ultra Forward Service on or off, please wait for the confirmation message before hanging up.*

To forward calls from your base telephone number

1. Lift the handset and listen for a dial tone.
2. Press * 7 2. You don’t need to dial the Ultra Forward access number.
3. After the stuttered tone, dial the telephone number you want calls to be forwarded to.

To deactivate the service from your base telephone number

1. Lift the handset and listen for a dial tone.
2. Press * 7 3. You don’t need to dial the Ultra Forward access number.
3. Wait for the stuttered tone and hang up.

Other important tips

- Be sure to use a 12-button telephone with touch-tone capability.
- When you forward your calls, you will be charged the appropriate local, regional toll or long distance charges for all calls that are forwarded.
- If you have Call Waiting, press *70 to turn on Cancel Call Waiting before using Ultra Forward. This will ensure that an incoming call will not interrupt you as you activate or deactivate your forwarding service.

QUICK REFERENCE GUIDE

Use the switchhook/hang-up button/FLASH for Call Waiting, Call Waiting ID, Caller ID and Three-Way Calling.

When using a rotary dial phone

- Dial 1-1 instead of pressing *.
- Wait four seconds instead of pressing #.

Feature	To Use	To Cancel
*69	* 6 9	* 8 9
Anonymous Call Rejection	* 7 7	* 8 7
Busy Redial	* 6 6	* 8 6
Call Block	* 6 0	* 8 0
Call Forwarding	* 7 2	* 7 3
Call Forwarding Busy Line	* 9 0	* 9 1
Call Forwarding Don't Answer	* 9 2	* 9 3
Call Forwarding Busy Line/ Don't Answer Variable	* 4 1	* 4 3
Call Trace	* 5 7	
Cancel Call Waiting	* 7 0	Hang Up
Do Not Disturb	* 6 4	
Per-Call Blocking (Selective)	* 6 7	Hang Up
Per-Line Blocking (Complete)		* 8 2
Priority Call	* 6 1	* 6 1 * 8 1 in some areas
Select Call Forwarding	* 6 3	* 6 3 * 8 3 in some areas
Speed Dialing 8	7 4 #	
Speed Dialing 30	7 5 #	
Ultra Forward	* 7 2	* 7 3

For help, call **1-800-483-1000**. Information in this User Guide is also available online at **www.verizon.com**.