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## Phone Features User Guide

### Anonymous Call Rejection

This service automatically rejects all calls for which the caller has withheld the calling number.

- When someone calls you from a blocked line and Anonymous Call Rejection is enabled, your phone will not ring. Instead, the caller hears the following message: “ The Party you are calling does not accept blocked calls”
- To enable Anonymous Call Rejection, pick up the handset and dial **\*77**
- To disable Anonymous Call Rejection, pick up the handset and dial **\*87**

### Call Barring

This service allows you to bar outgoing calls to certain types of numbers from your line. You will be required to enter your CFS PIN to enable Call Barring.

#### To Enable Call Barring for:

- All calls except emergency calls, dial **\*341**
- National, mobile and international calls, dial **\*342**
- International calls, dial **\*343**
- Operator calls, dial **\*344**
- Calls to access codes, dial **\*345**
- Premium rate calls, dial **\*346**

#### To Disable call barring for:

- All calls except emergency calls, dial **\*351**
- National, mobile and international calls, dial **\*352**
- International calls, dial **\*353**
- Operator calls, dial **\*354**
- Calls to access codes, dial **\*355**
- Premium rate calls, dial **\*356**

### Call Forwarding

This feature allows you to redirect calls from your line to another line. This includes three types of call forwarding, Busy Call Forwarding, Delayed Call Forwarding, and Unconditional Call Forwarding.

#### 1. Busy Call Forwarding

This feature forwards incoming calls to an alternative number when your line is busy.

- To enable this feature, dial **\*90** immediately followed by the number you want your line to be forwarded to. You will hear a stutter dial tone on your handset.
- A courtesy call will be placed to the number you are forwarding to, please wait for this call to be answered. If the courtesy call is not answered, this feature will not be enabled. Please hang up and complete the steps again.
- To disable this feature, dial **\*91** You will hear a stutter dial tone indicating the forwarding has been disabled.

#### 2. Delayed Call Forwarding

This service forwards calls from your line to another number only if they are not answered on your line.

- To enable this feature, dial **\*92** immediately followed by the number you want your line to be forwarded to. You will hear a stutter dial tone on your handset.
  - A courtesy call will be placed to the number you are forwarding to, please wait for this call to be answered. If the courtesy call is not answered, this feature will not be enabled. Please hang up and complete the steps again.
- To disable this feature, dial **\*93**. You will hear a stutter dial tone indicating the forwarding has been disabled.

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### 3. Unconditional Call Forwarding

This service forwards all incoming calls on to an alternative number, without ringing your phone first.

- To enable this feature, dial **\*72** immediately followed by the number you want your line to be forwarded to. You will hear a stutter dial tone on your handset.
  - A courtesy call will be placed to the number you are forwarding to, please wait for this call to be answered. If the courtesy call is not answered, this feature will not be enabled. Please hang up and complete the steps again.
- To disable this feature, dial **\*73**. You will hear a stutter dial tone indicating it has been disabled

### 4. Remote Access Call Forwarding

This service allows you to access and change your call forwarding configuration from any phone.

- To set up your call forwarding remotely, you will need to call into our Access Line **706-883-2012**.
  - You will be prompted to enter your phone number, this will be the number you are wanting to set the call forwarding up on.
  - You will be prompted to enter your pin. This pin would have been provided to you at the time of install.
  - You will be prompted to enter the access code for the call forwarding service that you wish to configure, followed immediately by the number you want to forward to. You will hear a stutter dial tone on your handset.
    - A courtesy call will be placed to the number you are forwarding to, please wait for this call to be answered. If the courtesy call is not answered, this feature will not be enabled. Please hang up and complete the steps again.
  - To Disable the call forwarding you can call back into the remote access line or you can use the appropriate \* code from the line the Call Forwarding is set up on, once you are back in the office.

### Call Trace

This service allows you to request a trace of the incoming call. This information is provided to the City of LaGrange and may then be passed on to an appropriate authority.

- To perform a trace on the last call, dial **\*57**
  - Press **1** to activate the trace.

### Call Transfer

To transfer a call to a second number, flash-hook and dial the second number. Wait until you hear ringback. At this point you can then hang up either before or after the second number answers, and the call will be transferred to their line.

### Do Not Disturb

This service allows you to block your line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that the your line is not currently accepting calls. If there is voicemail on this line, the caller will have an option to leave a message.

- To enable Do Not Disturb, dial **\*78**
  - You will receive a message stating “Your Do Not Disturb service is now on”.
- To disable Do Not Disturb, dial **\*79**
  - You will receive a message stating “Your Do Not Disturb service is now off”.

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## Find Me Follow Me (SimRing)

This service provides a way for you to configure additional numbers (up to a maximum of 32) which will ring at the same time as the your own number, any of which can answer the call.

- To enable this feature, dial **\*361**
  - **Note:** You will need to contact the City of Lagrange to add the lines to your SimRing group, or refer to your commportal user guide (if commportal is an available feature for this line).
- To disable this feature, dial **\*362**

## Selective Call Rejection

This service allows you to specify a list of numbers from which incoming calls are automatically rejected. If the Caller ID on an incoming call matches one of these numbers, a rejection announcement is played to the calling party.

- To enable this feature, dial **\*60** and follow the prompts
  - To Enabled Selective Call Rejection press 3. You will then be prompted to press # to add an entry.
    - To add an entry press # and then dial the number to be added followed by # again. You will get a confirmation message with the number you are blocking.
    - To Reject the last calling party, press #01#. You will get a confirmation message with the phone number you are attempting to block.
  - To add an entry, once your service has been enabled, press #.
    - You will be prompted to dial the number to be added followed by the # key. You will get a confirmation message with the number you are blocking along with notification that your service has been successfully enabled.
  - To Remove one or more entries press \*
    - You will be prompted to dial the number the number you want to remove followed by the \* key. With this option, you are able to remove one line at a time.
    - To Remove all entries, dial 08 followed by \*. This will remove your entire list of rejected calls.
    - To Remove only the Anonymous entries dial 09 followed by \*. This will remove any anonymous calls from your list.
- To disable this feature, dial **\*60** and follow the prompts.
  - To Disable, press 3.

## Voicemail

This services allows callers to leave a message for your line when you are unable to answer the line for any reason.

- To Access your voicemail, dial **\*318**.
- You will be prompted to enter your PIN, the default PIN is **147789**, followed by #.
  - If you have already completed the initial set up of your voicemail, you will use your new PIN.
- **Note:** This service is only available if the service was assigned to your line. If you do not have voicemail on a specific line and you would like it, Please call into the City of LaGrange Telecommunications Department (**706**) **883-2003** or email us at [telecomorders@lagrangega.org](mailto:telecomorders@lagrangega.org)



## Feature Codes

Anonymous Call Rejection	Enable: <b>*77</b> , Disable <b>*87</b>
Call Barring (all except 911)	Enable: <b>*341</b> , Disable: <b>*351</b>
Call Barring (National, mobile and international calls)	Enable: <b>*342</b> , Disable: <b>*352</b>
Call Barring (international calls)	Enable: <b>*343</b> , Disable: <b>*353</b>
Call Barring (Operator calls)	Enable: <b>*344</b> , Disable: <b>*354</b>
Call Barring (Calls to access codes)	Enable: <b>*345</b> , Disable: <b>*355</b>
Call Barring (Premium rate calls)	Enable: <b>*346</b> , Disable: <b>*357</b>
Call Forwarding- Busy	Enable: <b>*90</b> , Disable <b>*91</b>
Call Forwarding- Delayed	Enable: <b>*92</b> , Disable: <b>*93</b>
Call Forwarding- Unconditional	Enable: <b>*72</b> , Disable <b>*73</b>
Call Forwarding- Remote Access Line	<b>(706) 883-2012</b>
Call Trace	<b>*57</b> , Press <b>1</b> to activate
Do Not Disturb	Enable: <b>*78</b> , Disable: <b>*79</b>
Find Me Follow Me (Sim Ring)	Enable: <b>*361</b> , Disable: <b>*362</b>
Voicemail (Default password: <b>147789</b> )	<b>*318</b>
Voicemail Access Line	<b>(706) 350-5101</b>