

Phone Features & User's Guide

PHONE FEATURES & USER'S GUIDE

24-hour Customer Care

Bandon: 329-1000

Coquille: 396-1501

Myrtle Point: 572-2349

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100P1001 v3.0

FEATURES

OPTION	Feature On	Feature Off
Anonymous Call Rejection	*77	*87
Auto Call Back	*66	*86
Call Forwarding	*72	*73
Call Forwarding - Busy	*90	*91
Call Forwarding - Delayed	*92	*93
Call Forwarding - Selective	*63	n/a
Call Hold	*52	*52
Call Rejection	*60	n/a
Call Transfer	flash	n/a
Call Waiting	n/a	*70
Call Waiting with Caller ID	n/a	*70
Caller ID	n/a	n/a
Caller ID Block	*67	*82
Do Not Disturb	*78	*79
Caller Pick Up	*11	n/a
Last Call Return	*69	n/a
Reminder Call	*310	*311
Selective Call Acceptance	*64	n/a
Selective Call Rejection	*60	n/a
Speed Call 8	*74	n/a
Speed Call 30	*75	n/a
Three-way Calling	flash	n/a

To access ComSpan voice mail from your phone line dial *98. To check your voice mail remotely dial 329-0002 and follow the recorded instructions.

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Welcome to ComSpan

This User's Guide provides instruction on how to use the features listed in the table on the opposite page.

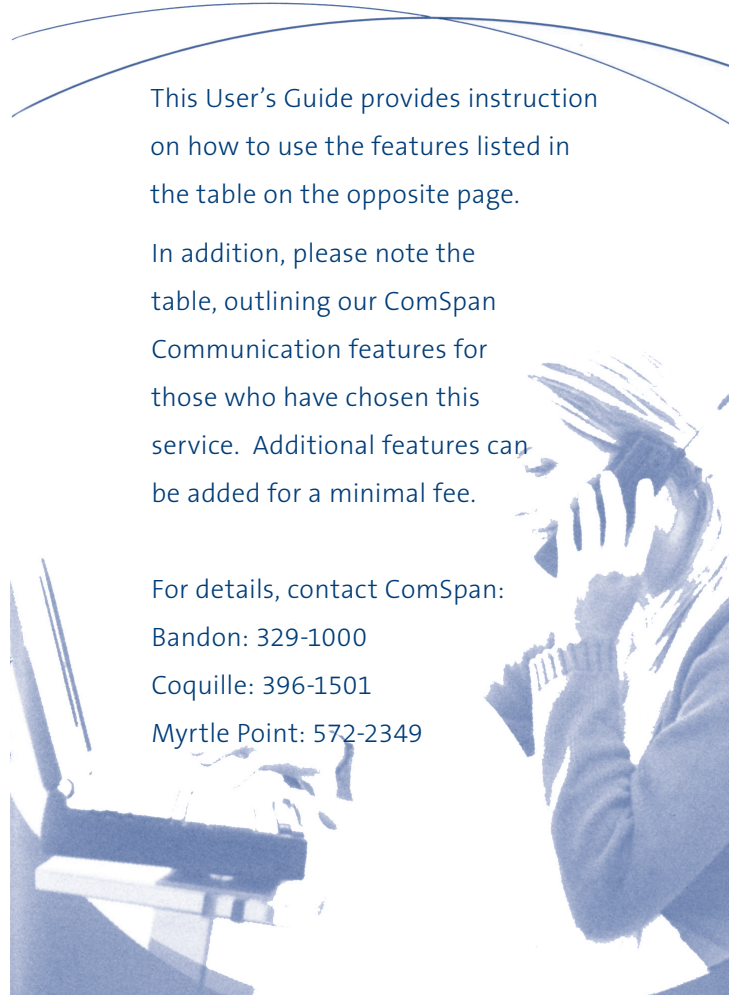
In addition, please note the table, outlining our ComSpan Communication features for those who have chosen this service. Additional features can be added for a minimal fee.

For details, contact ComSpan:

Bandon: 329-1000

Coquille: 396-1501

Myrtle Point: 572-2349



key

Feature

Description

on

off

Anonymous Call Rejection *77 *87

Why answer the phone if you don't know who's calling?

This feature allows you to reject incoming calls if the caller has blocked their information from your Caller ID display.

Here's how to block anonymous callers:

1. Press *77.
2. Anonymous callers will hear a recorded message, stating you are not accepting calls. Your phone will not ring.
3. To cancel Anonymous Call Rejection, press *87.

Automatic Call Back *66 *86

This service allows you to automatically redial the last outgoing call.

Here's how to use this feature:

1. To automatically call back the last outgoing call press *66
2. To cancel all outstanding call back attempts press *86

Call Forwarding *72 *73

Tired of missing calls while you're away from the phone? Then take advantage of our Call Forwarding feature. Forward your calls to a selected voice mail, cellular, local or long distance number. All incoming calls will bypass your primary phone, however, you will still have the convenience of being able to phone out while this feature is active. A single ring will remind you that your phone is forwarded.

Here's how to forward your calls to a predetermined number:

1. Press *72.
2. Immediately, dial the phone number you wish to have your calls forwarded to.
3. Hang up when your call is answered.
4. To cancel Call Forwarding, press *73.

NOTE: If the forward-to number is busy, or if no one picks up, repeat the process within two minutes. When you have successfully forwarded your phone, you will hear two quick tones to confirm this feature is activated.



Call Forwarding - Busy *90 *91

This feature is convenient when you are busy with another call. Call Forwarding - Busy forwards your calls to a selected voice mail, cellular, local or long distance number when your line is otherwise busy.

Here's how to forward your calls to a predetermined number if your line is busy:

1. Press *90.
2. Dial number you wish to have your calls forwarded to.
3. To cancel Call Forwarding – Busy, press *91.

NOTE: If the forward-to number is busy, or if no one picks up, repeat the process within two minutes. When you have successfully forwarded your phone, you will hear two quick tones to confirm this feature is activated.

Call Forwarding - Delayed *92 *93

This feature comes in handy for those times when it takes longer than normal to reach the phone. Call Forwarding – Delayed forwards your calls to your voicemail or a selected cellular, local or long-distance number when you aren't able to answer your line within a specific number of rings. If you have subscribed to this FiberConnectSM feature, please determine the number of rings to allow, and ComSpan will program it for you.

Here's how to forward your calls to a predetermined number if not answered within a specific number of rings:

1. Press *92.
2. Dial the number you wish to have your calls forwarded to.
3. To cancel Call Forwarding – Delayed, press *93.

Call Forwarding - Selective *63 n/a

Call Forwarding – Selective allows you to choose the specific phone numbers you wish to forward to a selected cellular, local or long-distance number. Use it for those calls you just can't afford to miss.

Here's how to forward certain calls to a predetermined number:

1. Press *63.
2. Follow recorded instructions to add/delete numbers and enable/disable feature.
3. Choose up to 15 different numbers to forward.

Call Hold *52 *52

Our Call Hold option allows you to place a caller on hold in order to answer a second call. When you are done with the incoming call, Call Hold allows you to resume your original conversation.

How to place a call on hold:

1. Press the FLASH button.
2. Press *52.
3. Press FLASH button.
4. Answer the incoming phone call.

To retrieve a call on hold:

1. Press the FLASH button.
2. Press *52.
3. Resume your original conversation.

Call Rejection

*60

n/a

As important as it is to receive the calls you want, sometimes it's just as crucial to be able to avoid those calls you don't want. With our Call Rejection feature, you can prevent up to 15 different callers from interrupting your day.

Here's how to block specific callers by phone number:

1. Press *60.
2. Follow recorded instructions to add/delete numbers and enable/disable feature.
3. Recorded instructions will allow you to block the last caller.
4. Blocked callers will hear a recorded message, stating you are not accepting calls. Your phone will not ring.

Call Transfer

flash

n/a

This feature enables you to transfer a phone call to a third party.

To transfer an established phone call with the caller on the line:

1. Press the FLASH button.
2. Dial the third party's number.
3. If the line is busy, press the FLASH button twice to resume your original conversation.
4. If you wish to talk to the party prior to transferring a caller, stay on the line until they answer.
5. Once the third party answers, choose one of the following options:

- Transfer Call:
Complete transfer by hanging up.

- Talk to third party, then transfer:
 - Talk to the third party as long as you'd like, then complete transfer by hanging up.
 - If the person you are transferring to declines the call, simply press the FLASH button when they hang up their phone to return to the original caller.
- Disconnect third party and reconnect second party:
 - Press the FLASH button twice to disconnect the third party and resume your original conversation.

Call Waiting

n/a

*70

This feature notifies you of any incoming phone calls while you're on the line. You can switch over to the second call and back without disconnecting from either one.

Here's how to use Call Waiting:

1. When you hear the distinct Call Waiting tone, press the FLASH button.
2. Press the FLASH button once more to resume your original conversation.
3. Press *70 to temporarily deactivate Call Waiting.

NOTE: It is even possible to temporarily deactivate this feature with a call already in progress. Simply press the FLASH button to put your current call on hold, press *70 after hearing three brief tones followed by a normal dial tone, then press the FLASH button once more to resume your original conversation without interruption.

Call Waiting with Caller ID

Flash

*70

This feature is an enhanced version of Call Waiting and works in conjunction when you have Caller ID on your phone line. When you hear the Call Waiting tone, Caller ID information will be present on a Caller ID equipped phone.

Here's how to use Call Waiting with Caller ID:

1. When you hear the distinct Call Waiting tone, you can check your Caller ID enabled phone to see who is calling. Press the FLASH button to connect to the second caller.
2. Press the FLASH button once more to resume your original conversation.
3. Press *70 to temporarily deactivate Call Waiting.

NOTE: It is even possible to temporarily deactivate this feature with a call already in progress. Simply press the FLASH button to put your current call on hold, press *70 after hearing three brief tones followed by a normal dial tone, then press the FLASH button once more to resume your original conversation without interruption.

Caller ID

n/a

n/a

This feature is simple, yet necessary in today's busy world. It can be very helpful to know who is calling before you decide to pick up the phone. Your Caller ID display unit, which is attached to your telephone, will show the caller's name and number following the first complete ring. It will also keep a log of your most recent calls, storing the name, number, date and time of most calls for easy reference.

Caller ID Block

*67

*82

Caller ID Block allows you to block your name and number from being displayed on a per-call basis. In addition, if you have ordered Caller ID Block as a permanent feature from ComSpan, but occasionally wish to have your number displayed, you may unblock your number on a per-call basis.

Here's how to block your name / number on a per-call basis:

1. Press *67.
2. To unblock your number on a per-call basis, press *82 before dialing the desired phone number.

Your name and number will be displayed for that call.

Caller Pick Up

*11

n/a

This feature allows you to answer another call by dialing the Caller Pick Up code.

How to pick up a call using another phone in your Caller Pick Up group:

1. Listen for a normal dial tone.
2. Press *11.
3. Answer the incoming call. If you hear a fast busy tone, someone else has already picked up the incoming call.

Do Not Disturb

*78

*79

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 you are not currently accepting calls.

Here's how to use this feature:

1. To turn the Do Not Disturb feature ON
press *78
2. To turn the Do Not Disturb feature OFF
press *79

Last Call Return

*69

n/a

It happens all the time – your phone stops ringing just before you get there. Now you can find out instantly who called. If you like, you can even return the call automatically.

Here's how to use Last Call Return:

1. To view the last call received, press *69.
 2. To automatically dial this number, press 1.
- NOTE: This feature does not work for Caller ID blocked telephone numbers.

Reminder Call

*310

*311

This service allows you to book calls at a set time of day.

If the call is not answered, this system will retry after a set period. Possible reasons for a reminder not being answered include the person not picking up the call, the line is busy or a resource failure. Reminder Calls can be individual or regular reminders. Individual

reminders are made once at a set time, up to 24 hours after the reminder was configured. Regular reminders are made a set time on a number of days, depending on the particular options selected.

The time at which the call is made is based on the local time zone of the caller. If the caller's time zone setting is altered after the Reminder Call is set up, the call will be made based on their old settings. If you alter a subscriber's time zone setting, you should remind them to set up their Reminder Calls again.

How to enable an individual Reminder Call through the handset:

1. Press *310
2. An announcement will prompt you to dial the desired time, in 24-hour clock format, followed by #.
3. An announcement will confirm that the Reminder Call has been set, with the option to cancel at this point if desired.
4. To cancel all reminder calls, press *311

Selective Call Acceptance

*64

n/a

This feature allows you to specify up to 15 incoming numbers that are permitted to connect to your phone number. Callers not on your list will be blocked and will hear the recording: "We're sorry, the number you have dialed is not accepting calls at this time."

Here's how to access the Selective Call Acceptance feature:

1. Press *64.
2. Follow recorded instructions to add/delete numbers and enable/disable this feature.
3. Choose up to 15 different numbers to add to your list.

Selective Call Rejection

*60

n/a

This allows you to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party. To access this feature press *60

Speed Calling - 8

*74

n/a

This feature allows you to get in touch with your most frequently called contacts, simply by pressing a single button on your phone's touchpad. Speed Calling – 8 is ideal for those who have up to eight people whom they call more than the rest of the contacts in their address book. To use Speed Calling – 8, select the single-digit code, from 2-9, for the desired number, then press #.

Here's how to program Speed Calling – 8:

1. Press *74.
2. Dial a single-digit code, from 2 to 9.
3. Enter the desired phone number, including any applicable access or long-distance codes.
4. A double tone will confirm the programming is complete.
5. Repeat this process for each phone number you wish to program.

Speed Calling - 30

*75

n/a

Similar to Speed Calling – 8, this function gives you even more options for programming speed-dialed phone numbers. In an office environment, Speed Calling – 30 can be configured so that one person can program the numbers, and all other members of the group can dial those numbers. To use Speed Calling – 30, select the two-digit code, from 20-49, for the desired number, then press #.

Here's how to program Speed Calling – 30:

1. Press *75.
2. Dial a two-digit code, from 20 to 49.
3. Enter the desired phone number, including any applicable access or long distance codes
4. A double tone will confirm the programming is complete.
5. Repeat this process for each phone number you wish to program.

Three-way Calling

Flash

n/a

When you need to be two places at once, Three-Way Calling can help solve this dilemma. This feature allows you to talk to two different parties on separate phone lines at the same time, and can connect both local and long-distance calls.

Here's how to conference with two separate parties:

1. Press the FLASH button to place the first party on hold.
2. Dial the phone number of the second party.
3. Press the FLASH button one more time to connect all three of you.
4. If the second party does not answer, press the FLASH button twice to cancel and resume your original conversation.
5. To disconnect the second party after your successful Three-Way Call, press the FLASH button again. Original call will conclude when first party hangs up.

TTY Assistance

n/a

n/a

TTY assistance is available for the hearing-impaired. To use this service, dial 711. A TTY operator will ask the name and number of the party you wish to connect to. Your call will be placed, and the TTY operator will relay your spoken words to a teletype keyboard connected via dial-up data to the hearing-impaired subscriber's teletype device.