NetCall Digital Telephone Features Manual

Last Update: July 11, 2013

Table of Contents

Introduction

Welcome to NetCall Digital Telephone. Thank you for your confidence in our company to provide you with your telephone service. We will do our utmost to ensure that your confidence is not misplaced.

Every NetCall Digital Telephone line includes Call Waiting, Call Display, Voicemail, Call Return, Call Forwarding and 3-Way Calling. We also offer you the ability to have your number and name unlisted, and for your caller ID information to be blocked on every outgoing telephone call that you make. Full e911 service is provided – if you call 911 and are unable to speak, the 911 operator will see your address and dispatch emergency services.

As part of the service, we will provide you with an Arris Telephony modem. This modem is your link to the public switched telephone network, so it is important that you do not tamper with the modem. Please do not move it to another physical location in your home or disconnect any wires. Should you have a problem or wish to relocate the modem, please contact us.

To contact us
Phone: (250) 832-6000
Toll Free: (866) 832-6020
Fax: (250) 832-5575
E-mail: support@masconcable.ca
Web : www.masconcable.ca

Call Display

Call Display shows an incoming caller's name and telephone number (if available) on a caller ID-equipped phone or caller ID unit.

To use Call Display

Watch the display screen on your caller ID-equipped phone or caller ID unit when a call comes in. After the first full ring, the phone number and name will appear if the call is from an area where Call Display service is available.

"Unknown Number" and "Unknown Name" will be displayed if the call is from a pay phone, some cellular phones, areas where Call Display features are not available, or an operator-assisted call where operator assisted blocking was requested.

"Unknown" and "Unknown" will be displayed if the caller activated Call Display blocking.

Call Display blocking

Call Display blocking prevents your name and phone number from being displayed when you make a call. To activate Call Display Blocking, dial ***67** before placing a call. "Unknown Number" and "Unknown Name" will be displayed instead of your name and number.

Call Waiting

With Call Waiting, you'll know if another call is coming in when you're already on the line.

How to use Call Waiting

1. You'll hear a single tone when another call is waiting.
2. Press and release the receiver-disconnect button (or **LINK** or **FLASH**). Caller #1 is now on hold and will hear a repeated "Please hold" message while they wait.
3. You can now speak privately to caller #2.
4. Press the receiver-disconnect button again to return to caller #1.

Call Waiting will not work if a phone extension is in use. All other phones in the house must be hung up to switch to a waiting caller.

To deactivate Call Waiting (per call)

Call Waiting can be deactivated on a per-call basis. Before you make a call:
1. Dial ***70**. Listen for two beeps.
2. Listen until no further beeps are heard and make your call.

Call Waiting will be restored when you hang up.

When Call Waiting is activated

- Callers will hear a normal ring instead of a busy signal when you are already on the phone.
- Waiting calls that are not answered will be routed to Voicemail. You can call the telephone number of the second call by using the Call Return service (***69**).
- If you lose a call, hang up. The phone will automatically ring and the call will be re-established. Similarly, if you hang up while the original caller is on hold, the phone will ring to re-establish that call.
- Call Waiting does not work when you are on a 3-way call. Additional callers will be routed to Voicemail.

- If you have temporarily turned Call Waiting off, second callers will be routed to your Voicemail.

To deactivate Call Waiting permanently

Call Waiting can be deactivated permanently by dialing ***57**.

To reactivate Call Waiting

Call Waiting can be reactivated by dialing ***56**.

Please note that if the telephony modem is rebooted for any reason, Call Waiting will automatically be reactivated.

Voicemail

NetCall Digital Telephone service includes a robust Voicemail service with all lines. Callers can leave messages for you when you're unable to answer the phone or are talking to another caller and don't want to be interrupted.

To access Voicemail

1. Pick up your Home Phone and dial ***40**.
2. You will be prompted to enter your password. The default password is **123456**.

To access Voicemail remotely

1. Call your Home Phone line and when the Voicemail answers, press *****.
2. Enter your password. You will now have full access to your Voicemail.

To set your Voicemail Greeting

1. After accessing your voicemail, press **0.**
2. Press **1** to record your unavailable message (nobody available to answer the phone). Alternatively, press **2** to record your busy message.
3. Follow the system prompts to save your greeting.

To change your Voicemail password
1. After accessing your voicemail, press **0.**

2. Press **5** to change your password. Follow the system prompts. You will need to enter your new password twice for ensure accuracy.

Checking Voicemail messages

1. If you have a message waiting, you will hear a stutter tone when you pick up your phone. If your phone is appropriately equipped, the message waiting indicator will light up.
2. After accessing your voicemail, press **1.**
3. Any new messages will play. During playback, the following options are available:
   i. Press **#** to fast-forward message by 3 seconds.
   ii. Press ***** to rewind message by 3 seconds.
   iii. Press **0** to pause message.
   iv. Press **0** again to un-pause message.
   v. Press **4** to go to previous message.
   vi. Press **5** to repeat current message.
   vii. Press **6** to go to next message.
   viii. Press **7** to delete current message.
   ix. Press **9** to save the current message (ie. to save as a new message for another user to access later).

To change the number of rings before Voicemail picks up

1. Pick up your Home Phone and dial ***94** followed by the number of rings you would like before your voicemail answers, from 0-9.
2. After a second or 2 your will hear "Thank-You. You entered <number> Good Bye"
3. You can now hang up.

Call Return

With Call Return, you can redial the last number that called you whether you answered the call or not.

To use Call Return just lift your receiver and dial ***69** to call the phone number of the last incoming call.

Call Return will not work when the call is from a private number, a blocked number, a line that has

Call Forwarding activated, some pay phones, business lines, call phones and long-distance connections. It does not work with 1-800 or 1-900 numbers.

3-Way Calling

The 3-Way Calling feature lets you talk with two other people in one call. Use it to save time, or just have fun!

To make a 3-Way Call

1. Phone the first person and tell them you're going to bring another participant in.
2. Press the receiver-disconnect (or **LINK** or **FLASH**) button to place them on hold.
3. When you hear the dial tone, call the next participant.
4. When the second participant answers, press the receiver-disconnect button again (or **LINK** or **FLASH**). All three people will be connected in one call.

3-Way Calling tips

- If your telephone has a **LINK** or **FLASH** button, use it rather than the receiver-disconnect button.
- If you are unable to reach the second participant, press the receiver-disconnect button (or **LINK** or **FLASH**) twice to connect back with the first person you called.
- If you reach a participant's voicemail, press * three times to disconnect.
- As long as you remain on the line, either one of the other participants can hang up and you can continue to talk to the remaining person.
- During a 3-way call, Call Waiting will not work. The caller will be routed to Voicemail.
- All extension phones must be hung up in order to use 3-Way Calling.

Call Forwarding

Call Forwarding redirects your incoming calls to another phone number. You can forward calls to any number you choose.

To activate Call Forwarding with your phone

To forward calls to another number:
1. Lift the receiver and dial ***72**.
2. Immediately enter the ten-digit number you want your calls forwarded to.
3. After a second or 2 your will hear "Thank-You. You entered <phone number> Good Bye"
4. You can now hang up. Call Forwarding is activated.

To deactivate Call Forwarding with your phone

1. Lift the receiver and dial ***73**.
2. When you hear "Thank-You, Good-bye", you can hang up. Call Forwarding has been deactivated.

Note You can only deactivate Call Forwarding from the phone that has Call Forwarding activated.

When Call Forwarding is activated

- You may still make calls from your phone.
- Callers will receive a busy signal when the number that your calls are forwarded to is busy.
- Call Waiting is inoperable.
- Calls that are unanswered at the forwarded number will not route to your Voicemail.

Busy Call Forwarding
- *900 – To Voicemail
- *90 9995551234 - To 9995551234
- *91 - Remove call forwarding rule

No Answer Call Forwarding
- *920 - To Voicemail
- *92 9995551234 - To 9995551234
- *93 - Remove call forwarding rule
- *947 - Change the No Answer call forwarding ring count to 7

Anonymous Call Blocking

With Anonymous Call Blocking, you can block any incoming calls with an anonymous call display.

How to enable Anonymous Call Blocking

1. Dial *77

To deactivate Anonymous Call Blocking

1. Dial *87

Call ID Blocking

With Call ID Blocking, you can block you're outgoing call ID with an *private* call display.

How to enable Call ID Blocking

2. Dial *81 to activate permanent Caller ID Blocking

To deactivate Call ID Blocking

2. Dial *82