

Phone Features Guide



DOYLESTOWN
TELEPHONE COMPANY



Anonymous Call Rejection
Call Forward
Call Forward Busy
Call Forward No Answer
Call ID Block
Caller ID Unblock
Call Return
Call Trace
Call Waiting
Direct Connect Service
Priority Call
Remote Call Forward Activation
Repeat Dialing
Revertive Calling
Robo Dialer Intercept
Selective Call Acceptance
Selective Call Forward
Selective Call Rejection
Speed Calling
Three-Way Calling
Telemarketer Do Not Disturb
Toll Restriction with PIN Override

Phone Feature Definitions

Anonymous Call Rejection (Call Reject)

Anonymous Call Rejection (Call Reject) allows subscribers to reject calls from people who have Caller ID Blocking on their telephone.

Call Forward

Allows a customer to automatically transfer all incoming calls during the period of time that this feature is activated to another telephone.

Call Forward Busy

Allows a customer to automatically transfer all incoming calls during the period of time that this feature is activated to another telephone when their number is busy.

*Note: This feature and Call Forward No Answer are used by the voice mail system. A subscriber may not have this service and voice mail on the same line.

Call Forward No Answer

Allows a customer to automatically transfer all incoming calls (during the period of time that this feature is activated) to another telephone when they are not available to answer.

*Note: This feature and Call Forward Busy are used by the voice mail system. A subscriber may not have this service and voice mail on the same line.

Caller ID Block

Caller ID Block blocks the subscriber's name and number (Caller ID) delivery on all outgoing calls.

Caller ID Unblock

Allows the subscriber to remove the restriction of Caller ID Block for one call.

Call Return

Allows a customer to return the last incoming call, whether or not it was answered. The last incoming call is automatically dialed. If the line is busy when the customer activates the service, a confirmation announcement is heard, the customer hangs up, and a queuing process begins. For the next 30 minutes both the calling and called parties' lines are checked periodically. The call is made when both the caller and recipient lines become available. After activation of the feature, the caller and recipient lines may place other calls without affecting the Call Return service status. The call backs may be to areas where a charge could apply.

Call Trace

Call Trace allows customers to request an automatic trace of the last call received. The customer will hear a recording confirming that the trace has been completed successfully. The Call Trace feature must be activated before receiving another call so that the correct number will be recorded.

Phone Feature Definitions

Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting.

Direct Connect Service

Allows a subscriber to automatically place a call to a preselected directory number by simply lifting the receiver off the hook. No dialing is required.

Priority Call (Distinctive Ring Service)

Priority Call allows the subscriber to create and edit a screening list and assign a distinctive ring to the telephone numbers in the list. Incoming calls from calling parties in the screening list are identified to the subscriber by the distinctive ring. Or, if a subscriber is engaged in conversation and a call from one of the designated telephone numbers arrives, a distinctive tone accompanies the incoming call. All other calling numbers ring normally.

Remote Call Forward Activation

Subscribers who have any or all of the Call Forwarding classes of service (variable/no answer/busy) may add Remote Call Forwarding Activation. This feature provides a dedicated telephone number on the switch for remote activation. A subscriber can place a direct call to this remote activation number from any location.

Repeat Dialing (Automatic Callback)

Automatically redials the last outgoing number. Repeat Dialing will monitor a busy line for 30 minutes after activation and places a call when both the caller and recipient lines become available. After activation of the feature, the caller and recipient line may place other calls without affecting the Repeat Dialing service status.

Revertive Calling

Allows a subscriber to ring their own line. This service is mostly used by people with extension phones in garages, barns, etc.

Robo Dialer Intercept

Allows the subscriber to screen all calls for telemarketers regardless of the caller ID presentation. If the feature is active, all calling numbers will be routed to an announcement, as follows: *"The number you have reached does not accept calls from Telemarketers. If you are a Telemarketer, please add this number to your Do Not Call List and hang up now. Otherwise, please dial "9" or stay on the line."* Subscriber has the ability to add calling numbers to a Telemarketer Screening Allowed List or Telemarketer Screening Rejected List.

Selective Call Acceptance (Do Not Disturb)

This service allows the subscriber to receive incoming calls only from a specified list of up to 10 numbers. An incoming call from a number that is not on the Selective Call Acceptance (SCA) list routes to an announcement stating that the called party will not receive the call. For example, subscribers who do not want to be interrupted by unwanted calls but want to receive important calls would find this feature useful.

Selective Call Forward

Selective Call Forwarding allows subscribers to forward calls from telephone numbers identified on their Selective Call Forwarding list (up to 10 numbers) to another telephone number. When the Selective Call Forwarding feature has been activated, only incoming calls that appear on the Selective Call Forwarding List are forwarded to the remote location.

Selective Call Rejection (Call Block)

Selective Call Rejection allows the subscriber to create a reject list of telephone numbers. Calls from these numbers receive a fast busy signal and the subscriber's telephone does not ring.

Speed Calling

Allows the subscriber to dial frequently-called numbers using a one-digit code (speed dial number). The subscriber has a list of 8 speed dial numbers. Two arrangements are available, an 8-number capacity and a 30-number capacity. The two arrangements may be combined for a 38 number capacity.

Three-Way Calling

Allows a customer to add a third party to an established connection without operator assistance. The third party may be called by the subscriber initiating the Three-Way Calling on either a local or long distance basis.

Telemarketer Do Not Disturb

Allows the subscriber to only screen blocked caller ID calls for telemarketers. Incoming callers hear a recorded announcement regarding non-acceptance of calls from telemarketers.

Toll Restriction with PIN Override

Allows a customer to dial a specific code (customer-defined) that would toggle the customer's line from "Toll Restricted" (i.e., 1 + not allowed) to "Toll Allowed" on a per-call basis. This will allow the customer to control the origination of toll traffic from the customer's line.

Phone Feature Directions

Anonymous Call Rejection (Call Reject)

To Activate:

1. Dial *77 and follow the prompts

To Deactivate:

1. Dial *87 and follow the prompts

Call Forward

To Activate:

1. Dial *72 and listen for four beeps then a steady dial tone
2. Dial the telephone number to which calls will be forwarded and press the # key
3. Hang up

To Deactivate:

1. Dial *73 and listen for three beeps
2. Hang up

Call Forward Busy

To Activate:

1. Dial *90 and listen for four beeps and a steady dial tone
2. Dial telephone number you want call forwarded to
3. Hang up

To Deactivate:

1. Dial *91 and listen for four beeps and a steady dial tone
2. Hang up.

Call Forward No Answer

To Activate:

1. Dial *92 and listen for four beeps and a steady dial tone
2. Dial telephone number you want calls forwarded to
3. Hang up

To Deactivate:

1. Dial *93 and listen for four beeps and a steady dial tone
2. Hang up

Caller ID Block

To Activate:

1. Dial *67 and listen for four beeps and a steady dial tone
2. Dial telephone number
3. Hang up

Caller ID Unblock

To Deactivate:

1. Dial *82 and listen for four beeps and a steady dial tone
2. Dial telephone number
3. Hang up

Call Return

To Activate:

1. Dial *69

To Deactivate:

1. Dial *89

Call Trace

Dial *57 and listen for a confirmation that the trace was successful

Call Waiting

To End an Existing Call and Answer a Waiting Call:

1. Hang up, then allow telephone to ring and answer it

To Hold an Existing Call and Answer a Waiting Call:

1. Quickly depress receiver hook

To Disconnect Calls:

1. Hang up

To Activate Cancel Call Waiting:

1. Dial *70 and listen for four beeps and a steady dial tone
2. Dial the telephone number

To Activate Cancel Call Waiting During a Call:

(Three-way Calling Feature is Required)

1. Quickly depress the receiver hook, then listen for four beeps and a steady dial tone
2. Dial *70 then listen for four beeps
3. Wait for an automatic reconnection of existing calls

Direct Connect Service

Contact customer service to activate

Priority Call (Distinctive Ring Service)

To Activate:

1. Dial *61 and follow the prompts

To Deactivate:

1. Dial *81 and follow the prompts

Phone Feature Directions

Remote Call Forward Activation

1. A subscriber places a direct call to 330-658-RCFO (7230), the Remote Call Forward Operator - calls to this number are answered with a tone
2. The subscriber dials his/her home number
3. The subscriber dials the security code followed by #. If the security code matches the provisioned code then a confirmation tone plays
4. The subscriber proceeds with the call forwarding activation/deactivation procedure as if dialing from home (*72 or *73)

Repeat Dialing (Automatic Callback)

To Activate:

1. Dial *66
2. Hang up

To Deactivate:

1. Dial *86
2. Hang up

Revertive Calling

1. The subscriber places a call to their own telephone number
2. The subscriber listens for a confirmation tone
3. After the tone plays, the subscriber hangs up and all phones on the line ring with a distinctive ring
4. The first receiver to pick up stops the ring and begins to talk with other phones that pick up
5. The call is released when all phones hang up

Robo Dialer Intercept

Contact Customer Service to activate

Selective Call Acceptance (Do Not Disturb)

To Activate:

1. Dial *64 and follow the prompts

To Deactivate:

1. Dial *84 and follow the prompts

Selective Call Forward

To Activate:

1. Dial *63 and follow the prompts

To Deactivate:

1. Dial *85 and follow the prompts

Selective Call Rejection (Call Block)

To Activate:

1. Dial *60 and listen for four beeps and a steady dial tone
2. Dial telephone number
3. Hang up

To Deactivate:

1. Dial *80 and listen for four beeps and a steady dial tone
2. Hang up

Speed Calling

To Set-Up a Speed Dial Number:

1. Dial *74 for 1-Digit Speed Dial (codes 2-9) or Dial *75 for 2-Digit Speed Dial (codes 20-49)
2. Listen for four beeps and a steady dial tone
3. Enter the Speed Dial code you want to use (2-9 or 20-49)
4. Dial desired telephone number, depress # then listen for three beeps
5. Hang up

To Review Speed Dial entries:

1. Dial *78 for 1-Digit Speed Dial (codes 2-9) or Dial *79 for 2-Digit Speed Dial (codes 20-49)

To Change Speed Dial entries:

1. Repeat first five steps

To Use Speed Dialing:

1. Dial desired Speed Dial code (2-9 or 20-49) then press #

Three-Way Calling

To Set Up a Three-way Call:

1. Quickly depress receiver hook, then listen for three beeps and a steady dial tone (present call is placed on hold).
2. Dial third party's telephone number. If busy or no answer depress receiver hook twice to reconnect to first call.
3. After third party answers depress receiver hook for a three-way call.

Telemarketer Do Not Disturb

Contact Customer Service to activate

Toll Restriction with PIN Override

Contact Customer Service to activate

PHONE FEATURES QUICK REFERENCE GUIDE

FEATURE	ACTIVATE	CANCEL
Anonymous Call Rejection	*77	*87
Call Forward	*72	*73
Call Forward Busy	*90	*91
Call Forward No Answer	*92	*93
Call ID Block	*67	
Caller ID Unblock	*82	
Call Return	*69	*89
Call Trace	*57	
Priority Call	*61	*81
Repeat Dialing	*66	*86
Selective Call Acceptance	*64	*84
Selective Call Forward	*63	*85
Selective Call Rejection	*60	*80

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