TalkBroadband™ Quick Feature Guide

5-way Calling

To include an additional party or parties to the current call:
- Flash (press quickly and release) the receiver button

The call is placed on hold and you hear dial tone.
- Dial the phone number of the party you wish to include
- Inform them of the conference
- Flash the receiver button again to bring in the 3rd party

You are now in conference with both parties.
Repeat the process to add more parties.

You can also add calling parties via the Phone Control tab of My TalkBroadband portal.

Call Answer/Voice Mail

If you have any voice mail messages, when you lift the handset you will hear a stutter dial tone (and/or flashing Message Waiting Indicator). To access your voice mail:
- Press *98
- Your default password is the last 4 digits of your TalkBroadband phone number
- Follow the prompts to use the voice mail system (detailed Voice Mail menu tree is here)

To access you voice mail from a phone other than your TalkBroadband line, call your TalkBroadband number and press * when you hear the voice mail message.

You can also access your voice mail via the Voice Mail tab of My TalkBroadband portal. From there you can see if you have got a new voice mail, listen to it, delete or forward to an e-mail address. You can also setup new voice mail notification to be sent to your e-mail or pager.

Caller ID Block

Blocks display of your Caller ID for this call only.
- Lift the handset and wait for dial tone
- Press *67
- Dial the desired phone number

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Call Forward

Call Forward lets you forward incoming calls to another number.
To enable/modify Call Forwarding:
- Lift the handset and dial *72
- Follow the prompts to enter, edit or activate the forwarding destination number

To disable Call Forwarding:
- Lift the handset and dial *73
- After hearing the verification message, hang up

When call forwarding is enabled, you will hear "Forward... forward" before the dial tone.

You can also manage Call Forward via the Concierge Tab of My TalkBroadband portal.

Call Log

You can see your detailed call records (made, received or missed calls) online via My TalkBroadband portal.

Call Screen

Call Screen lets you program your phone to reject calls from a list of telephone numbers.
- Lift the handset and wait for dial tone
- Press *60
- Follow the voice prompts to enable or disable the feature, or add the last caller to the blocked list, and add, delete, or list numbers to be blocked

You can also manage the screening of your incoming calls via My TalkBroadband portal. See Call Treatment on Page 3.

Call Transfer

Call Transfer lets you transfer a live existing call to another phone (e.g. cell phone).
- During the call, press the flash button
- Press *08
- Enter the phone number you want this call to be transferred to
- Hang Up

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Call Treatment

Call Treatment feature, accessible via the My TalkBroadband portal allows you to setup different treatment rules for your incoming calls, based on their caller ID. Some of the options available:
- Forward to another number
- Forward to another number when there is no answer
- Send to voice mail
- Virtual ring

Call Waiting

When you are having a phone conversation, Call Waiting notifies you about incoming calls by 2 beeps. You can put one call on hold while you answer a second call.
You may then alternate between the two. If additional callers try to reach you, they get a busy signal.
- When you hear Call Waiting tones, quickly press and release (flash) the receiver button

You are connected to the incoming call and the first call is put on hold. Repeat the step to switch between calls. To end one of the calls, hang up the phone while on that line.

Cancel Call Waiting
To temporarily cancel call waiting:
- Lift the handset and wait for dial tone
- Press *70
- Dial your desired number

Call Waiting is restored after you hang up.

Directory

My TalkBroadband portal allows you to create directory of your contacts, e.g. by exporting directories from other applications, such as MS Outlook.

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TalkBroadband™ Quick Feature Guide

Do Not Disturb

When activated, this feature allows you to re-direct all incoming calls to your voice mail.
• Lift the handset
• Press *04 (press *04 again to cancel)
When Do Not Disturb is enabled, you will hear "Private... private" before the dial tone.

You can activate or cancel Do-Not-Disturb via the Phone Control tab of My TalkBroadband portal.

Find Me Follow Me

Find me Follow Me feature, available via the My TalkBroadband portal allows you to create list(s) of phone numbers, such as your office or cell phone numbers, that will ring simultaneously or sequentially if you are not answering on your TalkBroadband line.

Hold

During a call if you want to place someone on hold:
• Press the Flash button or flash the receiver button
The call is placed on hold and you hear a dial tone.
To retrieve a call on hold:
• Lift the handset or flash the receiver button
While on hold, a new incoming call has priority over the call on hold and rings through first. If you answer the phone, you get the new call first.

You can also place a call on hold via the Phone Control tab of My TalkBroadband portal.

Permanent Caller ID Block Release

If your phone is configured to block sending Caller ID information, Permanent Caller ID Block Release sends your Caller ID information for a single phone call.
• Lift the handset and dial *82
• At the second dial tone, dial the extension or telephone number you wish to reach

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Privacy Guard

Privacy Guard forces the caller with masked or unavailable Caller ID to announce himself or enter a special 3-digit access number before you take this call.
- Lift the handset and dial *11
- You will have an option to:
  - Enable/Disable Privacy Guard
  - Enter/change your Access Code (will apply to all callers)
  - Hear the Access Code
  - Add a number to the Selective Caller List
  - Hear the Selective Caller List
  - Remove a number from the Selective Caller List
- Caller with unknown Caller ID will be forced to either enter an Access Code or record his/her name before you take the call
- After hearing who is calling, you will have an option to
  - Take the call
  - Send the caller a message that you are unavailable " The person you are calling is unavailable at this time. Please try again later". After this, the call is terminated
  - Send the caller a message that you do not accept sales calls: "Attention! Please add this person's name and telephone number to your Do Not Call list. The person you are calling does not accept phone solicitations." After this, the call is terminated
  - Forward the call to Voice Mail

Remote Phone

Remote Phone feature, available via My TalkBroadband portal, allows you to assign another phone number (e.g. office or cellphone) to a remote number for your TalkBroadband service. When someone is calling your TalkBroadband line, your Remote phone will ring. As well, you will be able to place outgoing long distance calls from your Remote number, billable to your TalkBroadband service.

Speed Dial

Speed Dial lets you create up to 100 personal 2-digit speed dial codes.
The Speed Dial menu provides step-by-step instructions.
To program/modify a Speed Dial Code:
- Lift the handset and dial *75
- Follow the voice prompts
To use a Speed Dial Code:
- Lift the handset and dial *3
- Enter the desired 2-digit code

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Visual Call Waiting

When you are having a phone conversation, Visual Call Waiting notifies you about an incoming call by 2 beeps. You will also see the caller's phone number on your phone's display. You can put one call on hold while you answer a second call. You may then alternate between the two. If additional callers try to reach you, they get a busy signal.
- When you hear Visual Call Waiting tones, quickly press and release (flash) the receiver button

You are connected to the incoming call and the first call is put on hold. Repeat the step to switch between calls. To end one of the calls, hang up the phone while on that line.

Cancel Visual Call Waiting
To temporarily cancel call waiting:
- Lift the handset and wait for dial tone
- Press *70
- Dial your desired number

Visual Call Waiting is restored after you hang up.

Notes

Flash Button
If you have a Flash button on your phone, you may use it instead of quickly pressing and releasing the receiver button.

Make sure to visit the Forums section of My TalkBroadband portal to see advice on how to use various TalkBroadband features and ask your questions about this service and features.

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