



## Custom Calling Features for Measured Business Lines

Arrival's Custom Calling Features provide you with the ability to customize your telephone lines by adding useful features to add productivity to your business. To add one of the features listed below to your Measured Business Line(s), call an Arrival Customer Care Representative at 888-950-2100.

Feature	Feature Description	Activate	Deactivate
<b>Anonymous Call Rejection</b>	Refuse callers who have their number blocked. A recording will explain how to unblock their number to complete the call.	Obtain dial tone, dial *77 and hang up.	Obtain dial tone, dial *87 and hang up.
<b>Busy Call Forwarding</b>	Automatically forwards incoming calls to another number, such as Voicemail, when the line is in use.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Busy Call Forwarding Extended</b>	Automatically forwards incoming calls to another number outside of the service area when the line is in use.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Call Forwarding</b>	Forwards calls to any number you specify, inside or outside of your company, such as an answering service or your mobile phone.	Obtain dial tone, enter *72 and wait for second dial tone. Enter the number where calls will be forwarded. When answered, announce that you will be forwarding your calls to this station and hang up. If no answer or busy, repeat the above process and Call Forwarding will be automatically activated.	Obtain dial tone, dial *73 and hang up.
<b>Call Hold</b>	Place a caller on hold for an unlimited period of time. Unlike a hold button, this feature provides access to dial tone while a call is being held.	During the phone call press the flash-hook button, wait for dial tone and enter *78. To make another call, dial the new number. To return to the call on hold, hang up. The telephone set will ring with the 1st call on the line. To alternate between calls, press flash-hook button, wait for dial tone and enter *78.	N/A
<b>Call Return</b>	Obtain the number of your last incoming call and call the number back. If the line is busy Call Return will continue to dial for up to 10 minutes, alerting you with a distinctive ring when the connection has been made.	Obtain dial tone, enter *69 and follow instructions.	Obtain dial tone and enter *89.
<b>Call Screen</b>	Block calls from up to 10 numbers that you specify.	Obtain dial tone, enter *60 and follow the recorded instructions.	Obtain dial tone and enter *80.
<b>Call Trace</b>	Trace harassing or offending incoming calls. Arrival will only release the number to the law enforcement agency handling the harassment complaint.	Obtain dial tone, enter *57 and follow the recorded instructions.	N/A
<b>Call Transfer Disconnect</b>	Transfer any received call to any other telephone number.	During the phone call press the flash-hook button and wait for dial tone. Dial the "transfer-to" phone number. You may announce the transfer or immediately hang up.	N/A
<b>Call Waiting</b>	Place one call on hold while you answer an incoming call. You may alternate between the two calls.	During the phone call you will hear a beep tone. Press the flash-hook button to answer the incoming call. Use flash-hook to alternate between calls.	To temporarily disable, obtain dial tone and enter *70.

Feature	Feature Description	Activate	Deactivate
<b>Call Waiting ID</b>	Identify the name and number of an incoming call while you are on another call.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Caller ID</b>	Identify the name and number of the calling party on your Caller ID telephone or display unit on incoming calls. Note: This feature requires Caller ID-compatible equipment not supplied by Arrival.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Delayed Call Forwarding</b>	Automatically forwards incoming calls to another number, such as an answering service or mobile phone, after a pre-determined number of rings when line is not answered.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Delayed Call Forwarding Extended</b>	Automatically forwards incoming calls to another number (outside of your area) after a pre-determined number of rings, when line is not answered.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Hunting</b>	Configure your lines so that incoming calls will "hunt" for the next available line if one or more are in use.	Must be activated by Arrival. Call 888-950-2100.	Must be deactivated by Arrival. Call 888-950-2100.
<b>Priority/Distinctive Ringing</b>	Assign distinctive rings on up to 10 numbers.	Obtain dial tone, enter *61 and follow the instructions.	Obtain dial tone and enter *81.
<b>Remote Access to Call Forwarding</b>	Allows you to control your Call Forwarding feature from outside the office.	Dial the Remote Access dial-in number and follow the instructions. You will need to enter your 10-digit phone number your 4-digit pin number and *72 to activate.	Dial the Remote Access dial-in number and follow the instructions. You will need to enter your 10-digit phone number your 4-digit pin number and *73 to deactivate.
<b>Repeat Dialing</b>	Checks busy lines for up to 30 minutes. Once the number is available, you will be alerted via a distinctive ring on your telephone.	After receiving a busy signal, press the flash-hook button to obtain dial tone. Dial *66 and hang up again. Wait for distinctive ring.	Obtain dial tone and enter *86 to cancel.
<b>Select Call Forwarding</b>	Automatically forwards calls from up to 10 pre-selected numbers to a single number of your choice, such as a home phone or cell phone.	Obtain dial tone, enter *63 and follow instructions.	Obtain dial tone and enter *83.
<b>Speed Calling - 30 Code</b>	Dial your 30 most frequently called numbers using a two-digit code.	To program and activate your Speed Calling 30 list, dial *75 and follow the instructions. The two-digit code you select is 20-49. To use the feature, dial "*", the two-digit code of the number, and "#".	N/A
<b>Speed Calling - 8 Code</b>	Dial your 8 most frequently called numbers using a one-digit code.	Obtain dial tone, dial *74 and follow the instructions. The one-digit code you select is 2-9. To use the feature, dial "*", the one-digit code of the number, and "#".	N/A
<b>Three-Way Calling</b>	Add a third person to your phone call at any time.	During the phone call press the flash-hook button, wait for dial tone and enter the telephone number of the 3rd party. When the 3rd party answers, press the flash-hook button. If 3rd-party line is busy, has no answer, or is the wrong number, press the flash-hook button twice to return to original call.	N/A