TelePacific®
C O M M U N I C A T I O N S

FEATURE GUIDE

FEATURE	DESCRIPTION	INSTRUCTIONS
Account Codes	Tracks and sorts long distance usage on billing and restricts unauthorized outbound calling.	When dialing long distance, you will be prompted to enter the code before the call can be completed.
Call Forward	Variable: Calls are forwarded wherever you like, within or outside your company. After programming the forwarding number on your phone, it will automatically forward regardless of the line status as busy or idle.	**To activate:** ■ Obtain a dial tone ■ Enter *72 ■ Wait for stutter dial tone ■ Enter the number where calls will be forwarded ■ Wait to hear stutter dial tone and hang up **To deactivate:** ■ Obtain a dial tone ■ Enter *73 ■ Wait to hear dial tone and hang up

Remote Access to Call Forwarding (RACF)

Note: This feature requires PINs (access codes) is defaulted as the last 4 digits of the telephone number that has the remote access to call forwarding feature.

List of access telephone numbers:

DALLAS:
 214-379-9990
972-354-9990
817-289-9990 (Fort Worth)

SAN ANTONIO:
 210-447-9990

AUSTIN:

512-735-9990
HOUSTON:
 713-590-9990

CORPUS CHRISTI:
 361-561-9990

To activate:
1. Dial the access Telephone Number; customer will hear dial tone
2. Enter customer's 10-digit telephone number; customer will hear stutter dial tone
3. Enter four digit PIN then #; customer will hear stutter dial tone.
4. Enter *72; customer will hear stutter dial tone
5. Enter 10-digit forward-to telephone number; customer will hear stutter dial tone
6. Forwarding is complete

To deactivate:
1. Dial the access Telephone Number; customer will hear dial tone
2. Enter customer's 10-digit telephone number; customer will hear stutter dial tone
3. Enter four digit PIN then #; customer will hear stutter dial tone.
4. Enter *73; customer will hear stutter dial tone
5. Deactivation is complete

Call Forward Busy

Forwards all calls when the caller receives a busy signal.

"Forward to" numbers are added when the service order is placed and can only be changed by contacting Tel West.

Call Forward Don't Answer	Forwards calls if the call is not answered in a predetermined number of rings.	"Forward to" numbers are added when the service order is placed and can only be changed by contacting Tel West.
Call Transfer	Gives you the ability to transfer a call to another line.	While on the call: ▪ Press the feature button on the phone or switch hook. ▪ Enter the transfer number ▪ Press the feature button or switch hook again to transfer ▪ Stay on the line for a three way call or hang up to complete the transfer
Call Waiting	Gives you the ability to take another call while you are on the line. You will hear a beep tone when a second call arrives.	When you hear the beep tone: ▪ Press the switch hook or flash button and the new call will be on the line To end the second call: ▪ Hang up or press the switch hook or flash button
Cancel Call Waiting	Cancels call waiting while on an outbound call.	▪ Press *70 before placing the call
Caller ID	When you receive a call, the caller's information will appear on your Caller ID display, unless Caller ID information is blocked by the caller.	Caller ID can be set up according to the manufacturer's instructions included with your equipment. The Caller ID feature must be programmed via your service order.

Caller ID on Call Waiting	Works in combination with Caller ID and Call Waiting. Allows you to see the name and number of the incoming call while you are on another call.	*Your Caller ID equipment must have the ability to display Caller ID on Call Waiting. The Caller ID feature must be programmed via your service order.
Three Way Calling	Allows you to call up to two other parties and make a three way call.	While on an existing call: ▪ Press and release the switch-hook and listen for a second dial tone ▪ Dial the number of the person you would like to add to the call ▪ Once this person answers the line, press the switch-hook once more to combine the calls
Three Way Calling Transfer	Gives you the ability to set up a 3-way call and then disconnect, allowing the remaining parties to continue the conversation.	While on an existing call: ▪ Press and release the switch-hook and listen for a second dial tone ▪ Dial the extension number of the person you would like to add to the call ▪ Once this person answers the line, press the switch-hook once more to combine the calls ▪ Hang up to complete the transfer.

Selective Call Rejection	Screens calls against a "do not accept" list of numbers and redirects the calls to an announcement that your number is not accepting calls.	Selective Call Rejection can be accessed by pressing ***80** or ***60**, and do the following: ▪ Turn on and off Call Block by pressing **3**. ▪ Add an entry to the reject list by dialing **# DN #**. ▪ Remove an entry from the reject list by dialing *** DN ***. ▪ List to the entries in the reject list by dialing **1**. ▪ Dial a Call Block access code and delete DNs from the reject list. ▪ Store the last number that called in the reject list by dialing **#01#**.
Anonymous Call Rejection	Incoming callers with a blocked caller ID will hear a message stating that the line does not accept blocked calls.	The Anonymous Call Rejection feature must be programmed via your service order.