tomorrow's technology today

T3 Calling Feature Guide

Individual features may be enabled or disabled by calling the T3 Helpdesk; 877-333-8127.
Note, all features may not function with your phone system or PBX.

Caller ID Number

This feature displays the caller's number on your phone so you can choose whether or not you want to answer the call.

Caller ID Name and Number

This feature displays the caller's name and number, so you can choose whether or not you want to answer the call.

Call Waiting

Missed calls mean missed opportunities to talk to your customers. Call Waiting sounds a short
tone to alert you that you have another incoming call on the line in use.

To answer Call Waiting:
• Press the receiver button or flash-hook when you hear the tone
• Press the receiver button or flash-hook again to return to the first call

To deactivate Call Waiting:
• Dial *70
• Listen for a confirmation tone and dial your call
• Call Waiting will automatically be restored to your line when your call is finished

Call Waiting with Caller ID

Are some calls more important than others? This feature allows you to decide whether or not an incoming call should be answered while you are on another call. Just listen for the short tone and check your Caller ID unit for the name and number of the incoming caller. Either answer the call or note the caller's information and call back at a more convenient time.

To answer Call Waiting with Caller ID:
• Press the receiver button when you hear the tone
• Press the receiver button again to return to the first call

To deactivate Call Waiting with Caller ID:
• Dial *70
• Listen for a confirmation tone and dial your call
• Call Waiting will automatically be restored to your line when your call is finished

Outbound Caller ID Name and Number

This is the information that is sent from T3 to the caller ID unit on the terminating end of the call. The standard information sent is the company name and the billing telephone number (BTN). This feature was set up based on the information on your order form and has a 15 character limit.

Permanent Caller ID Blocking
This feature allows you to prevent your name and number from being displayed to people you call.
***Call our Helpdesk at 877-333-8127 to activate

Per-Call Display
You can use this feature if you have Caller ID Blocking on your line and you would like to remove the blocking for a specific call.

To activate Per-Call Display:
• Dial *82
• Listen for the confirmation tone
• Dial the number you wish to call
• Per-Call Display ends once the call has been terminated

Per-Caller ID Blocking
This feature prevents your name and number from being displayed on the called party's phone when you make a call. Blocking ends once the call has been terminated.

To activate Per-Caller ID Blocking:
• Dial *67
• Listen for the confirmation tone
• Dial the number you wish to call

Distinctive Ring
Do you have two different phone numbers on the same line? Distinctive Ring allows you to use both, by identifying each number with a different ring.
***Call our Helpdesk at 877-333-8127 to activate

Anonymous Call Rejection
This feature prevents callers who intentionally block their numbers from being displayed on a caller ID unit from getting through on your line.
***Call our Helpdesk at 877-333-8127 to activate

To activate Anonymous Call Rejection:
• Dial *77
• Listen for the confirmation message

To deactivate Anonymous Call Rejection:
• Dial *87
• Listen for the confirmation message

Call Trace
This feature allows you to trace the most recent incoming call. This feature should only be used to trace harassment calls, as the call information will only be released to a law enforcement agency once you have filed a complaint.
***Call our Helpdesk at 877-333-8127 for more information

To activate Per-Call Trace:
• Hang up on the harassing caller
• Lift receiver and listen for dial tone
• Dial *57
• Listen for confirmation that Per-Call Trace activation was successful

Call Forward Variable

This feature allows you to forward calls to another phone from your main phone. Combine this feature with Remote Access Call Forwarding for complete flexibility.

To activate Call Forward Variable:
• Dial *72
• Listen for dial tone
• Dial the number where the calls should be forwarded
• You will hear a confirmation tone

To deactivate Call Forward Variable:
• Dial *73
• Once you hear the confirmation tone the feature is deactivated

Remote Access Call Forwarding

This feature allows you to activate Call Forward Variable from any location. Your calls can follow you quickly and efficiently.

To activate Call Forwarding Remote Access:
• Dial your Remote Access Call Forwarding Number:
  - SW Florida 239-333-2250
  - Polk County 863-332-1050
  - Toll Free 866-947-6404
• Enter the 10-digit phone number that you wish to forward followed by the # sign
• Enter your personal identification number followed by the # sign
  ****Call our Helpdesk at 877-333-8127 to obtain your PIN*
• Enter feature code *72; you will hear a stutter dial tone
• Enter the destination number as you would dial it from your main phone
• You will hear two beeps confirming your number is forwarded

To change or remove forwarding:
• Repeat all steps listed above before entering the feature code
• Dial *73
• You will hear two beeps confirming that your call forwarding has been turned off

Call Forward No Answer

This feature forwards a call to a specified number if the line isn't answered in a specified amount of time.
• *92 activates
• *93 deactivates

Call Forward Busy Line

This feature forwards a call to a specified number if the line is busy.
• *90 activates
• *91 deactivates

Call Transfer

This feature allows you to transfer your current call to another destination.

To activate Call Transfer:
• After placing or receiving a call, press the receiver button or flash-hook to place the caller on hold
• Listen for a dial tone
• Call the number that you wish to transfer the call to
• When the second party answers, either announce the caller and hang-up or simply hang up and the call will be transferred automatically
Note: If the number that you are attempting to transfer to is busy or there is no answer, simply hang up and try again.

Automatic Recall (Per-Call Return)

Couldn't get to the phone in time? This feature will give you the number, date and time of your last incoming call and give you the option to have it automatically dialed for you.

To activate Per-Call Return:
• Dial *69
• A recording will give you the number, date and time of your last incoming call
• Press 1 to automatically dial the number
• If the line is busy, Per-Call Return will alert you with a ring back when the line is free

To deactivate Per-Call Return:
• Dial *89
• A recording will confirm the cancellation of Per-Call Return
Note: Per-Call Return will continue trying to connect you for up to 30 minutes and will alert you with a ring back if the line is free.

Three Way Calling

This feature allows you to add a third party to the conversation while using only one phone line.

To place a Three Way Conference Call:
• After placing or receiving a call, press the receiver button or flash-hook to place the first call on hold
• Listen for a dial tone
• Dial the second number
• Press the receiver button again to connect all three parties
***Long distance charges may apply

Call Hold

This feature allows you to place a caller on hold permanently or for an extended period of time.

To activate Hold:
• After placing or receiving a call, press the receiver button to place the call on hold; the call will reconnect after the feature times out unless you place them on permanent hold
• To place the customer on permanent hold, dial *52

To deactivate Hold:
• Dial *52 to deactivate permanent hold and reconnect, or
• Press the receiver button to deactivate consultation hold and reconnect
Note: This feature requires Call Transfer or Three Way Calling

Speed Dialing (8)
This feature allows you to call your eight most frequently dialed numbers faster with just a one-digit code.

To program or change a Speed Dial number:
• Dial *74
• Listen for dial tone
• Dial a one-digit code (2 through 9) of your choice
• Dial the phone number you wish to store
• Listen for a confirmation tone

To use:
• Get a dial tone
• Enter your one-digit code
• Press #

Enhanced Speed Dialing (30)
This feature allows you to call your 30 most frequently dialed numbers faster with just a two-digit code.

To program or change an Enhanced Speed Dial number:
• Dial *75
• Listen for dial tone
• Dial a two-digit code (20 through 49) of your choice
• Dial the phone number you wish to store
• Listen for a confirmation tone

To use:
• Get a dial tone
• Enter your two-digit code
• Press #

Voice Mail Service
To access your voice mail from your phone, dial *333

To access remotely:
• In Lee and Collier Counties, dial (239) 333-2626
• In Polk County, dial (863) 332-1000
• Toll Free, dial (866) 442-1109