



WELCOME TO THE WORLD OF DIGITAL PHONE

## **HBL's VoIP Digital Phone Service - Residential Features**

You may already be familiar with the limited features traditional phone services offer, but chances are you pay extra for them each month. HBL's Voice over IP (VoIP) technology delivers the calling features you want at a significantly lower cost than traditional phone carriers. You get the following features for one rate:

1. Three-Way Calling
2. Anonymous Call Reject
3. Caller ID
4. Call Forwarding
5. \*69 Call Return
6. Call Waiting
7. Email Notification
8. Last Number Redial
9. Speed Dial
10. Voice Mail
11. Online Account Management

### **Three-Way Calling**

- Start a conference call when using a simple phone without call control capability. HBL Communications Flash Three-Way Calling allows you to perform a conference call without a conference button.
  - To conference a call: flash the phone after you have made the first call (click the flash button or click the hang up button once) then dial the second number of the person you would like to call to complete the conference. Once the second number answers, click flash again and the conference call will be established. To end the conference call, simply hang up.

### **Anonymous Call Reject**

- Prevent a caller from reaching you when the caller has explicitly restricted their Caller ID/number. HBL Communications Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your group.

### **Caller ID**

- Caller ID/Calling Name Retrieval looks up the name of a caller in an external database when the name did not arrive with the original call.

### **Call Forwarding**

- With HBL's VoIP services you can automatically forward all your incoming calls to a different phone number, such as your office, home office or cell phone. By using the Ring Reminder feature, you can also make your office phone emit a short ring burst to inform you if you are next to your phone when the call



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is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your desk waiting to receive calls. \*NOTE: The number you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number to forward to using the voice portal or on the phone using the feature access code.

### **\*69 Call Return**

- You can call the last party that called you, whether or not the call was answered.
  - To call back the last party that called, simply dial the call return feature code [\*69]. The system stores the number of the last party that called and then connects you to that party. With HBL Communications the \*69 Call Return feature is always free.

### **Call Waiting**

- Don't miss a single call with HBL Communications Digital Phone Service. Call Waiting allows you to receive another call while you are on the phone. You can turn it ON or OFF for all calls or you can selectively turn it back ON or OFF using the \*70 feature access code directly from your phone. It's like having two lines while paying for only one.
  - When a second call is received while on the phone, a call waiting tone will alert you. If you have Caller ID, see the callers ID on your phone.
  - To answer the incoming or waiting call, simply press the flash button or switch hook. You will be connected with the waiting party while your original party holds. Press the flash button or switch hook again, to reconnect to the original party & hold the waiting party. You can continue to alternate between parties as often as you'd like.

### **Email Notification**

- Automatically forward all your incoming calls to an email address.

### **Last Number Redial**

- You can call the last number that you dialed with HBL's VoIP services Last Number Redial feature code or by pressing the 'Redial' button on your phone.

### **Speed Dial**

- Dial a pre-defined number by only dialing one or two digits on your phone.

### **Voice Mail & Management**

- Record messages for calls that are not answered within a specified number of rings or for busy calls. Voice Management allows you to specify how to handle your voice messages. Use Unified messaging if you want to use your phone to retrieve voice messages or choose to send the message to your e-mail instead.

### **Online Account Management**

- Control your calling features, listen to voicemail and monitor your account activity all from one portal.