BIG RIVER TELEPHONE

Features Guide

Residential

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Key:

💬 A special note regarding the feature

‼️ An important instruction or message regarding the operation of the feature

Features Guide

FEATURES

Call Forwarding

This service forwards all of a subscriber's incoming calls to an alternative number without ringing the subscriber telephone first.

1. To Activate
   a. Dial *72
   b. Wait for confirmation tone, then dial the number to forward to
   c. Wait for the courtesy call to be answered
   d. Hang up the telephone

   If the courtesy call is not answered, repeat steps a. and b. to manually activate without the courtesy call.

2. To Deactivate
   a. Dial *73
   b. Wait for confirmation tone
   c. Hang up the telephone

Remote Access to Call Forwarding

This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone. Subscribers are provided with a telephone number to call Remote Access to Call Forwarding which can be called from any phone.

1. To Activate
   a. Call 573-388-2006
   b. Enter your Telephone Number and PIN (same PIN as used for voicemail) when prompted.
   c. Enter the Call Forwarding Access Code you require (for example, to access Call Forwarding, enter *72).
   d. Configure the call service as for normal Call Forwarding configuration.

Call Forward Busy

This feature forwards incoming calls to another number when the originally dialed number is busy.

   Feature can be provisioned via the web self care portal.

Call Return

This service allows the subscriber to return the most recent incoming call.

1. To return the last call
   a. Press *69.

Call Block (Selective Call Rejection)

This service allows the subscriber to block the last incoming call by immediately dialing *60 after hanging up the phone.

   Feature can be provisioned via the web self care portal.

Call Trace

This service allows a subscriber to request a trace of the last incoming call. This information is provided to the Service Provider, not the subscriber, and may then be passed on to an appropriate authority.

1. To perform a trace on the current or last call, press *57

Anonymous Call Rejection

This service automatically rejects all calls from withheld numbers.

1. To enable Anonymous Call Rejection, press *77
2. To disable Anonymous Call Rejection, press *87

   Feature can be provisioned via the web self care portal.

FEATURES

Three Way Calling

This service allows a subscriber to call another party during an existing call and add that party to the call thus creating a three-way conversation.

1. To add a third party to an active call, press the flash-hook and then dial the third party's number. If the third party answers, hit the flash-hook again to add both of you to the original call, connecting all three parties.
2. If the third party does not answer or their line is busy, hit the flash-hook twice to rejoin the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold, and can rejoin the call by picking up the phone. This service is known as Three Way Calling Ringback.

Call Waiting

This service notifies a subscriber that a second call is on the line and allows the subscriber to switch between the calls. The called party is notified by a tone when the call is waiting.

1. When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

2. To disable Call Waiting for the next call only, press *70 before the call.

Cancel Call Waiting Per Call

This service allows a Call Waiting subscriber to disable Call Waiting for an individual call, so that important calls are not interrupted.

1. To disable Call Waiting for the next call, press *70 before the call.
2. To cancel Call Waiting during an active call (when Three Way Calling is activated), press *70 during the call
3. To cancel Call Waiting during an active call when Three Way Calling is not activated, flash-hook and press *70 during the call (assuming that global-level configuration supports this option).

Call Transfer Disconnect

Give the customers the ability to transfer an incoming call from their phone or to any phone number of their choosing.

1. Answer the incoming call.
2. While on the phone with caller press the flash button.
3. Wait for the dial tone.
4. Dial the number to which to transfer the caller.
5. Hit flash button again.
6. When all 3 parties are on the phone you may hang up.

Only incoming calls can be transferred. Originating calls cannot be transferred.

Record OnCue

With Big River's advanced network, you can record your important telephone calls.

1. To begin recording, press the following keys on your telephone keypad in quick succession; **0**.

2. To stop the recording, press the following keys on your telephone keypad in quick succession; **0**.
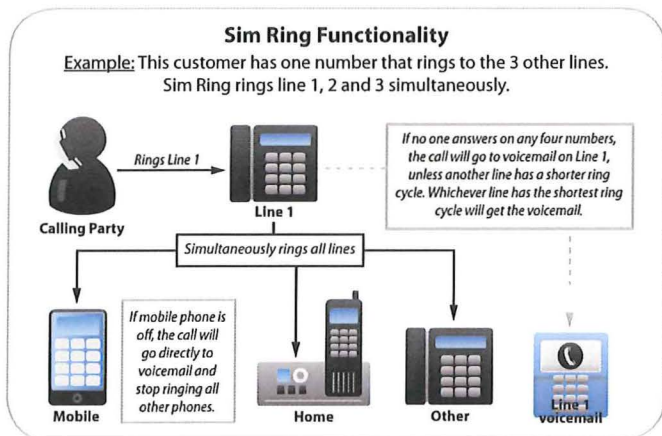
FEATURES

Sim Ring (Simultaneous Ring)

This service allows up to 4 phones to ring at one time. When the call is picked up either by the customer or voicemail then the other phones stop ringing. At least one of the phone numbers must have service provided by Big River.

1. To activate, dial *96
2. To deactivate, dial *97

Sim Ring is activated by default.

!! Cell Phone Information

✔ If a cell phone number is set up as one of the Sim Ring numbers and that cell is turned off then when the originating Sim Ring number is called it will go directly to voicemail on the cell phone after 1 ring.

Sim Ring Functionality

Example: This customer has one number that rings to the 3 other lines. Sim Ring rings line 1, 2 and 3 simultaneously.

Rings Line 1

Calling Party

Line 1

If no one answers on any four numbers, the call will go to voicemail on Line 1, unless another line has a shorter ring cycle. Whichever line has the shortest ring cycle will get the voicemail.

Simultaneously rings all lines

If mobile phone is off, the call will go directly to voicemail and stop ringing all other phones.

Mobile

Home

Other

Line 1 voicemail

!! Sim Ring will not work on a line with Find Me Follow Me. Customer must choose one or the other.
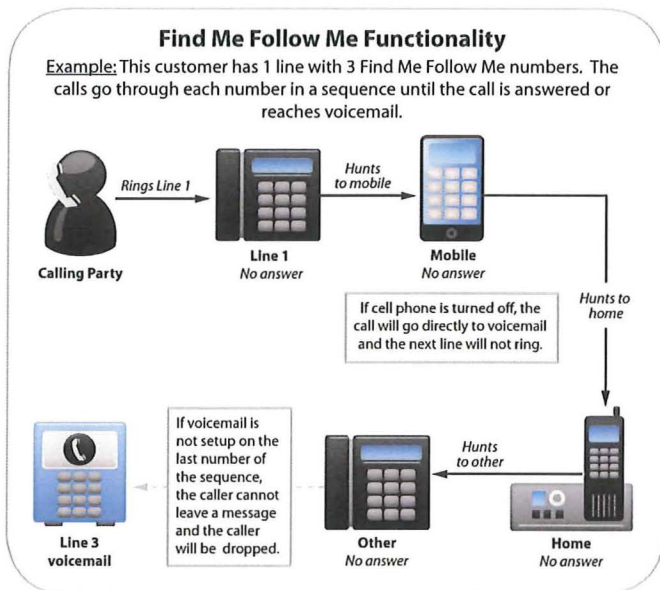
Find Me Follow Me (Sequential Ring)

This service provides a way for subscribers to configure additional numbers that will ring instead of or as well as the subscriber's own number, any of which can answer the call.

1. To enable Find Me Follow Me, press *371
2. To disable Find Me Follow Me, press *372

!! Cell Phone Information

✔ If there is a cell phone number as one of the Find Me Follow Me numbers and that cell is turned off when it hunts to that line it will go directly to voicemail on the cell phone.

Find Me Follow Me Functionality

Example: This customer has 1 line with 3 Find Me Follow Me numbers. The calls go through each number in a sequence until the call is answered or reaches voicemail.

Rings Line 1

Hunts to mobile

Calling Party

Line 1
No answer

Mobile
No answer

If cell phone is turned off, the call will go directly to voicemail and the next line will not ring.

Hunts to home

If voicemail is not setup on the last number of the sequence, the caller cannot leave a message and the caller will be dropped.

Line 3 voicemail

Other
No answer

Hunts to other

Home
No answer

!! Find Me Follow Me will not work with Sim Ring. Customer must choose one or the other.

FEATURES

Do Not Disturb (DND)

This service allows the subscriber to block his or her line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that the subscriber is not currently accepting calls.

1. To enable DND, press *78
2. To disable DND, press *79

Speed Dial

A 2-digit number that maps to a frequently used number such as: a close relative work, or any number of the customer's choosing.

n Feature can be provisioned via the web self care portal.

Telebranch

Telebranch service automatically forwards calls to your main number from designated numbers outside your calling area. When you set up Telebranch service, we'll assign you a telephone number in the calling area(s) you choose (**Big River must have numbers in the area you choose**).

!! **Long Distance Charges**

✔ The customer owning the Telebranch will be responsible for any applicable long distance charges associated with forwarding to that number.

Distinctive Ring

This feature allows customers to have one line and two phone numbers. Each number rings with a distinctive pattern so the owner knows which number is being called. Typically, the original number rings with the standard ring pattern. Regardless of what ring pattern the called party hears; the calling party hears the standard ring pattern.

vFax

vFax stands for virtual fax. This feature allows you to receive incoming faxes directly to one or multiple email addresses. The person sending the fax sends it to a ten-digit number just like a traditional fax. However, instead of receiving it in paper form on your fax machine, it will show up in your email inbox.

Traditional fax lines can be converted into vFax lines, just call Customer Service.

Selective Call Acceptance

This feature allows the subscriber to block the line temporarily to prevent any incoming calls that are not specifically permitted by the owner of the number. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on the subscriber's configured list are not connected. Instead, the caller hears an announcement that the subscriber is not currently accepting calls.

1. To access Selective Call Acceptance, press *64.

n Feature can be provisioned via the web self care portal.

FEATURES

Selective Call Forwarding

This service allows subscribers to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative forwarding number.

To get to Selective Call Forwarding options dial "*63"
1. To add entry dial "#"
2. To remove entries dial "*"
3. To hear entries in list dial "1"
4. To hear instructions again dial "0"

To add entry
1. Dial "*63"
2. Dial "#"
3. Then it will ask you to enter in the 10-digit number you wish to forward and press "1"
4. Then enter in 10-digit number that you want forwarded
5. Or dial "01" to add last calling party
6. Then hit "#"

To remove entries
1. Dial "*63"
2. Dial the 10-digit number you wish to remove
3. To remove all entries dial "08*"
4. To remove all anonymous entries dial "09*"

Turn off Selective Call Forwarding
1. Dial "*63"
2. Dial "1"
3. Dial "3"
4. Hang up

Headline News Line

For those times you have no access to the Internet and you want the latest headline news just dial the Big River Newsline. A simple call to the Big River Newsline will access the Internet upon the receipt of your call and will read the latest news headlines.

1. To retrieve the latest news dial "314-225-2620" from your Big River telephone line.

Caller ID Block Per Call

When you make a call your telephone number (including non-published numbers) will automatically appear to customers who subscribe to Caller ID service. When activated before dialing, your name and telephone number will not be transmitted to the party you are calling. This feature must be activated before every call.

1. To enable, press *67

Caller ID Block Per Line

This service is permanent on your line and blocks the Caller ID so when an outbound call is made the called party sees "private" instead of the Caller ID information. This feature is not set up by code. Provisioning has to set this for the customer.

FEATURES

Voicemail

Setting up your mailbox
Access the voice messaging system:

1. Dial your phone number or *333, wait for your recorded message to begin playing, then press *.
2. Enter your pass code after the prompt, and then hit the 4 key. (Your default pass code is the last 4 digits of your phone number). (Please note you must change your pass code to something other than the last 4 digits of your phone number for security reasons. If you do not, your voicemail could become unusable).
3. The following commands are available:
   1. Change Greeting
      (1) Use system greeting
      (2) Use personal greeting
      (3) Create personal greeting
   2. Record Name
      (2) Use recorded name
      (3) Create recorded name
   3. Change Pass Code – follow the prompts
   4. *Exit

Checking your messages via the telephone
Access the voice messaging system:

1. Dial your phone number, wait for your recorded message to begin playing, then press * and follow the prompts.
2. To listen, delete and save messages press the following key:
   (1) Replay current message
   (2) Skip current message
   (4) Skips back 5 seconds while playing a message
   (5) Skips ahead 5 seconds while playing a message
   (7) Delete current message
   (8) *Exit

INTERNET ACCESS INSTRUCTIONS

1. After logging onto the Internet site, go to the "settings" tab off the main screen.
2. From here, you can change the following options on your e-mail account:

Welcome, John Smith

Name:
First Name: John
Last Name: Smith

- Displays your name
- Adjusts the name on your account and how it appears on your screen.

Email Options:

☑ Voicemail Forwarding - Email with Voicemail attachment
Email address: john@email.com

- Check the box and enter the e-mail address where you want new voice messages sent. The e-mail will have an attachment of the voicemail.

☑ Voicemail Notification - Notify Email without attachment
Email address: 5735551234@mycellphone.net

- Check the box and enter the e-mail address where you want notification of new voice messages sent. (Messages will not be attached.)

Notification Message Format:
Include:
☑ Caller ID Name   ☑ Time of Message
■ Caller ID Number ☑ Date of Message
■ Length of Message ■ Your Mailbox Number

- Check the box for the information you want displayed on your message notifications.

CHANGING YOUR SETTINGS

Click the messages button on your main screen to access voice messages. From the Messages Screen (below) you will be able to review, play and delete messages online.

Old Messages: 2   New Messages: 1
Voicemail Capacity: 2 out of 60 minutes used (3.33%).

Delete	New	Call From	Received	Length
Delete	!	(5733344124)	Wednesday, October 13, 2004 at 5:59:48 PM	3 seconds
Delete		(6182361882)	Wednesday, September 01, 2004 at 9:40:39 PM	1 minute, 46 seconds

- Deletes current message
- Click speaker image to play message
- Red exclamation point indicates new message
- Shows the telephone number of the person who left message
- Shows the day, date and time of message
- Shows the length of time your message lasts

CHECKING YOUR MESSAGES