

CALLING FEATURES



Phone calling features from Arvig® make it easy to manage your calls. Each is carefully designed to make your phone a more useful tool that can help simplify your life.

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 **arvig**[®]
It's All Here

Making Calls

PAGE

Call Return.....	3
Conference Calling.....	3
Repeat Dial.....	3
Speed Calling 8.....	3
Speed Calling 30.....	3
Three-Way Calling.....	4
Three-Way Calling With User Transfer.....	4

Receiving Calls

Call Forward—All Calls.....	4
Call Forward—Busy.....	4
Call Forward—No Answer.....	4
Call Forward—Remote Access.....	5
Call Waiting.....	5
Phone To Go.....	5
Reminder Call.....	5-6
Selective Call Forwarding.....	6
Voicemail.....	6
Virtual Voicemail.....	6
Voicemail Fax.....	6

Identifying Calls

Caller ID: Erasure.....	6
Caller ID: Name & Number.....	6
Call Waiting ID.....	6
Call Tracing.....	7
Distinctive Ring.....	7
Priority Call.....	7
Selective Call Acceptance.....	7
Selective Call Rejection.....	7
Vanity Number.....	7

Blocking Calls

Anonymous Call Rejection.....	7
Line Blocking.....	7
Per-Call Blocking.....	8
Per-Call Unblocking.....	8
Selective Toll Restriction.....	8

Making Calls

Call Return

If you can't answer a call, Call Return will store the number of the last incoming call and automatically dial it for you. **Start code is *69. Stop code is *89.**

Conference Calling

Allows you to talk with up to 20 individual callers at the same time. Call Arvig with the time and date of your meeting and Arvig will arrange your Conference Call.

Repeat Dial

Automatically redials the last number called from your phone.

Start code is *66. Stop code is *86.

Speed Calling 8

To Use Your Speed Calling Feature

- Dial the appropriate speed number.
- **Press #.**
- Your call will be dialed.

To Enter or Change Your Speed Calling 8 List

- **Press *74.** A broken dial tone is played.
- Enter the one-digit speed number (2 through 9).
- Enter the number you wish to speed call.
(Long distance entries should include "1" and the area code.)
- A confirm tone is played, then after a second of silence, the dial tone is played.

Speed Calling 30

To Use Your Speed Calling Feature

- Dial the appropriate speed number.
- **Press #.**
- Your call will be dialed.

To Enter or Change Your Speed Calling 30 List

- **Press *75.** A broken dial tone is played.
- Enter the two-digit speed number (20 through 49).
- Enter the number you wish to speed call.
(Long distance entries should include "1" and the area code.)
- A confirm tone is played, then after a second of silence, the dial tone is played.

Three-Way Calling

To Add A Third Person To Your Call

- Press the switch hook (or "link" or "flash" button if available) for about one second.
- Dial the third party's number.
- Press the switch hook again to add both of you to the original call, connecting all three parties.
- If the third party does not answer or their line is busy, hit switch hook twice to rejoin the original call.
- If you hang up, you will receive a ring back reminding you that the original call is still on hold, and you can rejoin the call by picking up the phone.

To Disconnect

- Press the switch hook for about one second to disconnect the third person but stay connected to the original party.
- If either of the two other callers hangs up, you can continue talking to the one remaining.
- Hang up to disconnect all parties.

Three-Way Calling With User Transfer

This feature is used with Three-Way Calling. It allows you to transfer a call to another phone number, then drop out of the call, leaving the parties connected to each other. Please call 888.992.7844 for details on how to use this feature.

Receiving Calls

Call Forward—All Calls

This feature forwards all incoming calls to an alternative number, without ringing your phone first.

- **Press *72**, enter the phone number to forward the calls to.
(Long distance may apply.)
- Wait for the call to be answered.
- **Press *73**, to deactivate Call Forwarding.

Call Forward—Busy

Forwards your calls when you are on the phone with another call.

- **Press *90**, enter the phone number to forward the calls to.
(Long distance may apply.)
- Wait for the call to be answered.
- **Press *91**, to deactivate Call Forward Busy.

Call Forward—No Answer

Forwards your calls when there is no answer on your phone.

- **Press *92**, enter the phone number to forward the calls to.
(Long distance may apply.)
- Wait for the call to be answered.
- **Press *93**, to deactivate Call Forward No Answer.

Call Forward—Remote Access

Allows you to activate or deactivate your Call Forwarding option from a remote location. Dial 218.936.9000 and follow the voice prompts.

Call Waiting

Notifies you that a second call is on the line, and you can answer that call while keeping the other caller on hold.

- Press the switch hook (or "link" or "flash" button if available) to talk to the other caller.
To end the call, press the switch hook or hang up.
- If you hang up while a call is on hold, you will receive a ring back reminding you to reconnect to the call.
- **Press *70**, to cancel Call Waiting.

Phone To Go

Allows your calls to simultaneously ring other phone numbers when callers dial your main number. Choose to have calls ring at your home, office, cabin, cell phone, etc. so you never miss an important call.

Set up via Arvig.net (if you have Arvig voicemail)

Click on **Call Manager** and select the **SimRing** tab.

- Click on the box, "SimRing allows incoming calls..."
- Click in the **Destination** box and add a phone number, then click **Add**.
- Once you are finished adding phone numbers click **Apply** and your calls will follow you.

Turn Off

- Via the web: Click on the check mark to make the service inactive.
- Via the phone: **press *52** (to activate, **press *62**).

Reminder Call

Allows you to set up individual or regular reminders.

Set Up

Dial the appropriate access code:

- **Press *310**, to enable an individual reminder.
- **Press *311**, to disable all individual reminders.
- **Press *312**, to disable one individual reminder.

- **Press *313**, to check individual reminders.
- **Press *314**, to enable a regular reminder.
- **Press *315**, to disable all regular reminders.
- **Press *316**, to disable one regular reminder.
- **Press *317**, to check regular reminders.
- Enter the desired time of the Reminder Call, in 24-hour clock format, (e.g., 8am = 0800, 2pm = 1400) followed by *.
- Enter your option code, followed by #.

Option Codes:

- Monday/**1**, Sunday/**7**, Every weekday/**8**, Everyday/**9**.
- An announcement will confirm your settings.

Selective Call Forwarding

Enter a list of phone numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded to the number you selected.

Start code is *63. Stop code is *63.

Voicemail

Our **voicemail** allows you to play, send, answer and forward voice messages from any touch-tone phone in the world. We also offer **Voicemail Fax** and **Virtual Voicemail**, ask for details.

Identifying Calls

Caller ID: Erasure

Press *320, to erase the record of the last caller's number, including the date and time of the call so that it cannot be accessed by any call service. You will hear a recording to confirm that all records of the last calling party have been deleted.

Caller ID: Name & Number

Displays the name and/or number of the incoming call on your phone, if your phone has a caller display screen or caller display unit.

Call Waiting ID

See who's calling when you are on the phone. When you hear your Call Waiting "beep," the name and/or phone number of the calling party will appear on your display unit.

Call Tracing

Press *57, to initiate a trace on the last call you have received. The originating phone number, time and date of the call is recorded by Arvig and can be forwarded to a law enforcement agency at your request. When you activate the trace, a digital voice recording will inform you if the trace was successful. There is a charge for each successful trace.

Distinctive Ring

Allows you to have up to three additional phone numbers while only having one physical line. Calls to the additional numbers have a distinctive ring tone for each number.

Priority Call

Allows you to select a list of numbers from which incoming calls will ring with a distinctive tone. **Start code is *61. Stop code is *61.**

Selective Call Acceptance

Select a list of numbers from which incoming calls are automatically accepted. A rejection announcement is played to other callers.

Start code is *64. Stop code is *64.

Selective Call Rejection

Select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.

Start code is *60. Stop code is *60.

Vanity Number

Choose a phone number that spells your name or slogan, if it's available, Arvig will assign you the phone number. For example, you may want a number like 346-FOLD, 338-WALK or 844-MARY.

Blocking Calls

Anonymous Call Rejection

Prevents intentionally blocked calls from reaching you. Callers who have blocked their call with Per-Call Blocking or Line Blocking will hear a message stating this number is not accepting calls from blocked lines.

Start code is *77. Stop code is *87.

Line Blocking

Prevents your number from being displayed to Caller ID customers on all calls made from your phone. Line Blocking is available upon request at no charge to residential customers.

Per-Call Blocking

This feature, which is already provided on your phone line, prevents your phone number from being displayed to Caller ID customers on a per-call basis. **Start code is *67.**

Per-Call Unblocking

This feature, which is already provided on your phone line, allows your phone number to be displayed to Caller ID customers on a per-call basis. **Start code is *82.**

Selective Toll Restriction

Allows you to control access to direct-dialed long distance calling from your phone. Call Arvig to activate Selective Toll Restriction.

- Dial the long distance number you want to call.
- After the tone, enter your PIN number—your call is then connected.

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