

## ADDITIONAL FEATURES

Because a wide array of features are available on telephone systems, check with telephone suppliers for your specific requirements. Centralized equipment usually incorporates standard as well as optional features, both of which are included in the sample list that follows.

*Audio conferencing and audio-plus conferencing* See Unit 10, "Meetings/Net Meetings and Event Planning," for details.

*Automated billing service* Calls can be collect, billed to a phone card, or billed to a third number.

*Automated call attendant system* A one-line telephone rings and a recorded voice welcomes callers and guides them to the required extension. Callers are then automatically switched to another telephone number or to a fax machine.

*Automatic dialing-announcing devices (ADADs)* These devices can store or produce telephone numbers to be called and deliver either a pre-recorded or synthesized voice message. The use of ADADs to make calls for the purpose of solicitation is prohibited.

*Automatic hold of central office (CO)* Incoming calls can automatically be placed on hold.

*Automatic ring again* When a busy station or outside line is free, the telephone rings again.

*Call answer* Messages are taken for you when your phone is busy or unanswered. Use any Touch-Tone phone to record a personal greeting or to access messages. Callers have three minutes to leave a message.

*Call answer message manager* This service offers all the features of call answer as well as additional mailboxes, notification of new messages to a pager, and free unlimited messaging within your home province.

*Pager notification* With this option and *call answer*, your pager can be notified each time a message is left in your *call answer* mailbox.

◆ *Extension call answer*: This service allows personal answering for up to four people. Subscribers can send, reply, or forward messages to each other.

*Call answer plus* This service allows the caller 45 seconds to record a greeting, stores up to 50 messages of up to five minutes each, and gives the subscriber unlimited use of *message monitor*. There is an additional monthly fee for this service.

*Call blocking* This feature stops or "blocks" the subscriber's name and telephone number from being viewed by the person being called.

◆ *Occasional blocking*: Before dialing a number, press \*67 on a Touch-Tone phone or dial 1167 on a rotary dial phone. A message will be displayed or transmitted to the caller: "PRIVATE NAME/PRIVATE NUMBER." There is no charge for this service.

- ◆ *Permanent blocking*: This is a service that permanently blocks both the name and number on the line. This option is available only to shelters for victims of domestic violence, crisis lines, public law enforcement agencies, social service agencies, and victims and potential victims of violence. For further information, contact the customer service at the phone service provider.

*Call display* This consists of *number display* and *name option* services. *Number display* service and a telephone with a display screen allow you to see the number of the caller. *Name option* allows you to see the name of the caller.

*Private name display* This feature replaces your name with the message "PRIVATE NAME." If you are calling someone who has *call display* with the name display option, he or she will see "PRIVATE NAME" and your telephone number.

*Call editor* This phone service connected to a personal computer can block unwanted calls or fax messages, record incoming calls, or forward calls automatically.

*Call forwarding (call transfer)* Calls are automatically forwarded from one extension or telephone number to another as instructed, including cellular or pager numbers.

*Call return*

- ◆ If the number called is busy, this feature monitors that line for 30 minutes and automatically dials it when it is free.
- ◆ The last call placed can be redialed with a simple code number.
- ◆ The last call received can be returned with a code number.

*Call screen* Unwanted calls from up to 12 numbers can be diverted with a message saying calls are not being taken.

*Call switching* If an extension is to be left unattended, incoming calls may be switched to another extension for answering.

*Call trace* The last caller's number can be traced and recorded by the telephone company, if desired.

*Call transaction processing* Callers can select services or information by calling a telephone linked to a computer-based system.

*Call waiting* A person on a call gets a light *beep* tone periodically to warn of another call waiting. The waiting call can be taken without disconnecting the original caller. A long-short-short ring indicates that the call is long distance.

*Calling line identification* The answering telephone automatically identifies the calling number (which is linked to a computer) that instantly alerts the computer to bring up the calling person's data. Thus, all pertinent information is immediately available to the person taking the call.

*Camp on* If a number called is busy, the caller can wait without hanging up and be automatically connected when the line is free.

*Community voice mail* This is an option that allows groups to create a distribution list of members and to send messages by touching a button.

*Conference calling* A third person—on some equipment, up to three additional people—can be brought in on a conversation.

*Control features* These features are available for companies that wish to monitor costs or to control telephone use.

- ◆ *Toll restrictions:* Telephones in the system can be programmed to restrict users from making outside calls, from making long-distance calls, from calling the operator or directory assistance, from calling to specific area codes, from contacting numbers in an area code, or from using certain telephone lines (e.g., WATS).
- ◆ *Call-detail recording:* This control feature, which requires a computer interface, enables an organization to record calls by individuals, by departments, by clients called, etc., for accounting purposes. The data is stored and can be printed on command.

*Dial access to central dictating systems* The caller can dial and dictate into the telephone. For more details, see Unit 14, "Keying and Formatting for Document Processing."

*Display line* A digital readout (LCD: liquid crystal display) can give day, date, time, name and/or number of caller, name or number of company dialed, length of call, and number of messages waiting.

*Do not disturb* This facility enables the user to block out all but emergency calls.

*Facsimile and modem compatible* A modem connection permits data and document transmission.

**NOTE** To stop unwanted fax calls on your phone line: dial \*69 to identify the phone number of the business or fax machine that is sending the fax, or report the problem to repair service.

*Group listening* A speaker in the handset is switched on to enable those present to hear both sides of a telephone conversation.

*Hands-free features*

- ◆ *Hands-free dialing:* The telephone receiver can be left in place until dialing is complete.
- ◆ *Hands-free—listen on hold:* If you are placed on hold, you may hang up and a built-in speaker will monitor the line for you. When you are reconnected, you can pick up the handset.
- ◆ *Hands-free speakerphone:* This permits the user to move about the room and even hold conferences with several people present.

*Ident-a-call* This service provides the convenience of a maximum of two extra phone numbers on one line. Each phone number has a distinguishable ring that allows you to identify the number being called.

*Intercom link* A single button permits multi-link connection among several offices or departments at one time.

*Internet call display (\*60)* This feature allows you to handle calls while online, without the expense of a second phone line.

*Last call return (\*69)* A voice message gives the telephone number of the last person who called.

*Last number redial* This feature automatically redials the last number the caller tried to reach.

*Message waiting* A light tells the user that a message awaits.

*Microphone mute* This button permits one-way listening—the user can hear intercom announcements but cannot be tuned into them.

*Multiple-line conference* Additional people can be brought in on a two-way conversation.

*Music-on-hold* Callers hear music or a recorded message while they wait.

*Name that number* If you have a phone number but no name, call 1-416-555-1313 (no charge) to identify the caller. You will be charged a fee for each name found.

*Obscene or harassing calls* Hang up when you receive an obscene call. If calls persist or are threatening, use the *call trace* feature or *last call return (\*69)*. The *call trace* should only be used in serious situations where legal action is taken. Contact the phone service provider and the local police. The phone company will only release a traced number with legal authorization. *Call trace* service is only available to residence and individual line business customers in areas where it is technically possible to offer it.

*Paging access* This provides dial access to one or more personal paging systems or to a loudspeaker paging system.

*Prime-line executive service* One telephone line can reach you anywhere you travel—for telephone, fax, or pager.

*Priority signal* This alerts the user to urgent calls or messages, despite the "Do Not Disturb" connection.

*Ring reader* The telephone recognizes the ring of the incoming call and automatically sends the call to an extension, fax, or answering machine.

*Saved number redial* This allows you to store a number while you make or receive other calls and then redial the stored number automatically.

*Speed calling* This service allows the subscriber to dial up to eight numbers from any phone in the home, by using a one-digit code.

*Star message system* This allows a caller to press the star on the telephone key pad and record a message if the number called is busy or not answered. The number is then dialed every 20 min, for up to four hours, until the message is delivered. A toll-free number can be called to ascertain that the message was delivered.

*Teleconferencing* See Unit 5, "Electronic Mail" and Unit 10, "Meetings/Net Meeting and Event Planning."

*Teleguard* This service can block unauthorized outgoing calls to numbers such as 900 numbers, long distance, and others.

*Three-way calling* A third party can be contacted while you have the caller on hold, or a three-way conversation can be conducted.

*Tie-trunks* These provide direct system-to-system links to multiple location businesses—a one-digit number will connect the user to the long-distance location; then just the local number is dialed.

*Unwanted telephone or fax solicitation* Persons making voice or fax calls for the purpose of solicitation must

- ◆ identify the person on behalf of whom the call is being made.
- ◆ display the originating number or an alternative number where they can be reached, unless number display is not available for technical reasons. The fax number, name, address, and telephone number must also appear on the fax.
- ◆ remove a customer's name and telephone number from calling or fax lists within 30 days for voice calls and seven days for fax calls (your request will remain in effect for three years).
- ◆ provide, upon request, the name, telephone number, and address of the telemarketing organization.

Callers who violate the restrictions imposed by the Canadian Radio-Television and Telecommunications Commission with respect to live voice solicitation, facsimile solicitation, and ADAD calls could have their service suspended by the telephone company upon two days' notice.

*Video conferencing* See Unit 10, "Meetings/Net Meetings and Event Planning."

*Visual call waiting* The name and number of a waiting call is displayed.

*Wide-area paging* When your cellular number is dialed, the system searches you out (even in another city) and connects the caller.

The telephone system is constantly adding new developments to its range of services. A call to your telephone company or supplier will inform you about specific systems or equipment to suit your company's needs.