


# CALLING PLAN FEATURES



A Guide for  
Understanding the  
Features of Your  
ACN Business Advantage  
Calling Plan

MICHIGAN AND OHIO

**ACN**

 **connect**  
without boundaries

# USING YOUR NEW FEATURES

ACN customers can select from a variety of calling features – each designed with the convenience and privacy of our customers in mind. All of ACN's available calling features are described below and are accompanied by simple instructions for properly utilizing each feature. Simply follow the instructions to activate the features you have selected, and you're on your way to customized phone service.

All services listed in this guide are optional and can be ordered separately. Contact ACN Customer Service at 1-877-226-7177 for information on ordering additional ACN services.

## Caller ID Name Display

Caller ID Name Display allows you to see who's calling without picking up the phone. With this feature, you can see the listed name and the telephone number of the person calling on a special display device, unless the caller has chosen to block their number or the number is unavailable.

After the first ring, you may also see one of these messages on your display unit:

- **"0" or "Out of Area" or "Unavailable":** These messages mean the call is from an area, or the caller is using machinery, that isn't equipped with Caller ID technology.
- **P or Private:** This indicates the caller's information is blocked.
- **E or Error:** The display unit or phone can't identify the caller's phone number. Sometimes, you may also see an error message if you pick up the call too soon.
- **B or Blocked:** This means the caller has chosen to block Caller ID information.

To block your number from appearing on someone else's caller display unit:

- Listen for the dial tone before calling.
- Dial \*67 (1167 on a rotary phone). You'll hear a series of tones, followed by a dial tone. Your blocking is activated and you can continue making your call as usual. Note: You must follow these steps every time you wish to block a call.

*Note: Caller ID may not display the numbers of some cellular, calling card or operator-assisted calls. For long-distance calls outside your service area, your carrier must be equipped with Caller ID technology for the service to function.*

*Note: A Caller ID display unit must be purchased separately. Display messages may vary.*

## Call Waiting

Call Waiting allows you to answer a second call when your line is already in use. Call Waiting beeps during a call to inform you that another call is coming into your line. If you hear a Call Waiting beep while you're on a call, simply:

- Press the receiver button (flash or link button on many cordless phones) once to put the first call on hold and connect the new call.
- To return to the first call, press the receiver button once again. You can switch back and forth between calls as many times as you like. If you hang up when you hear the Call Waiting beep, your phone will ring with the second call.

## To deactivate this feature:

You can deactivate this feature before making a call or during a call.

- Before making a call, dial **\*70** (1170 on a rotary phone), and then dial your call as usual
- During a call, press the receiver once to put your caller on hold. Dial **\*70** (1170 on a rotary phone), and then press the receiver once again to return to your call. (Three-Way Calling service is required.)
- In either case, after you hang up, Call Waiting reactivates next time you use the phone

## Call Waiting ID

This feature works just like Call Waiting. When you hear the Call Waiting tone while you are on the phone, you will be able to see the caller's information for the second incoming call.

- This feature requires Caller ID equipment.
- Not available in all areas.

## Three-Way Calling

Three-Way Calling lets you talk with two different people at the same time – putting conference call features at your fingertips from the comfort of the office! Plus, Three-Way Calling is so easy, anyone can use it.

### To utilize Three-Way Calling:

- Dial the number of the first person you wish to call.
- Press the receiver button once (flash or link button on many cordless phones). You'll hear three short tones.
- Dial the number of the third person who you would like to join your call. When you get an answer, press the receiver button once again. This brings the first person back on the line for the three-way call.
- If the third person doesn't answer, press the receiver button twice to return to the first person on the line.
- To drop the third person, press the receiver button once. The third person is disconnected and the first person is still on the line. Keep in mind that if you hang up, both parties will be disconnected. Even if you didn't make the first call, you can still use Three-Way Calling, and you only pay for the call you make.

## Call Forward

ACN Call Forward transfers your incoming calls to another telephone number, including your wireless phone or pager, so you never have to miss a call even when you are away from the office.

### To forward calls to another number:

- Dial **72#** or **\*72** (1172 on a rotary phone).
- When you hear a dial tone, dial the number where you want to receive your incoming calls. Two short tones followed by ringing will confirm your request.
- When the call is answered, Call Forward is on. If the line is busy or not answered, repeat the above steps. This will set up Call Forward without anyone answering the

called number.

*Note: If you have Voicemail, activation of Call Forward will not allow calls to reach your mailbox.*

**To deactivate Call Forward:**

Dial **\*73** (1173 on a rotary phone). Two tones will confirm your cancellation.

## **Auto Call Back (\*69)**

Get the phone number, date and time of the last incoming call, with the option to call back this number.

**To get or return the last call received:**

- Dial **\*69** (1169 on a rotary phone).
- You'll hear the phone number of the last caller with the date and time of the call. If you don't want to connect, simply hang up.
- If you want to connect to the number, simply press 1.
- If the callback number is busy, Auto Redial (\*66) will keep trying for up to 30 minutes.

*Note: You can continue to make and receive calls during the callback period. However, Auto Redial will ring back only if your line is free. Auto Redial is not available if the last incoming call was blocked, private or unavailable. Auto Redial is explained further under its own section heading below.*

**To deactivate Auto Call Back requests:**

- Dial **\*89** (1189 on a rotary phone). A recorded message will confirm your cancellation.

*Note: Remember, Auto Call Back returns the last incoming call you received, whether you answered it or not. To return the last call that you made, use Auto Redial (\*66) instead.*

## **Auto Redial (\*66)**

With Auto Redial, your telephone will automatically redial a busy number for you. This service will dial a busy number for up to 30 minutes and then call you back when the line is free. You can still make and receive other calls while you're waiting to be connected.

**To automatically call back a busy number or redial the last call you made:**

- Dial **\*66** (1166 on a rotary phone). The number will dial automatically.
- If the line is free, you'll be connected.
- If it's busy, you'll hear a recorded message. If the number you call becomes free in the next 30 minutes, your phone will ring with a distinctive signal to alert you that the line is free.

If the number is in an area not served by Auto Redial, a recorded message tells you that your call cannot be made.

**To cancel Auto Redial:**

- Dial **\*86** (1189 on a rotary phone). You'll hear a recorded message confirming your cancellation.

## **Call Screening**

Call Screening allows you to block the receipt of up to 10 telephone numbers.

### To activate Call Screening:

- Dial \*60 (1160 on a rotary phone).
- You will hear the announcement that gives the current status of the Call Screening list.
- You will then hear recorded step-by-step instructions on how to add and remove numbers on your Call Screening list, or how to turn the service on or off. Some of the most frequently used instructions are listed below.

### To add numbers to your Call Screening list:

- Dial \*60 (1160 on a rotary phone).
- Press # (12 on a rotary phone).
- Wait for three confirmation tones.
- Dial the phone number you wish to add.
- Then press # again (if you have touch tone service). A recorded message will help you designate a list of phone numbers you wish to block calls from. You may have up to 10 phone numbers on your list.

### To remove a number from your Call Screening list:

- Dial \*60 (1160 on a rotary phone).
- Press \* (11 on a rotary phone).
- Wait for three confirmation tones.
- Dial the phone number you wish to remove. If you have touch-tone service, you must also press \*. You may also remove a number by dialing 07 after you hear the number on the recorded message.

### Important features:

- People calling you from a number you have screened will hear the following recorded message: "The person you are calling does not wish to receive calls at this time and has activated Call Screening service."
- Long distance numbers, or numbers outside the area served by Call Screening, may not be screened.
- At any time during the recorded instructions, dial 0 to hear the previous instructions or 1 to hear the numbers on your list.

## Speed Calling 30

With Speed Calling, you can assign a special, two-digit code to numbers you frequently dial. This time-saving feature allows you to touch just a few buttons for convenient, accurate dialing, without having to enter the entire phone number of the person you wish to call. Plus, you can use Speed Calling from any phone in the office. Speed Calling allows you to store up to 30 numbers.

### To program Speed Calling 30:

- Dial 75# (75 on a rotary phone). You'll hear a dial tone.
- Dial the two-digit code (numbers 20 - 49) you want to assign for a phone number.
- Dial the number you want assigned to the two-digit code you have selected, including 1 and the area code for long distance calls.
- When you're finished, you'll hear two short tones to confirm your request.

- Repeat the steps to program and store additional numbers.

### **To place a call with Speed Calling 30:**

Dial your Speed Calling code. If you have touch-tone, also press #. It's a good idea to keep a list of the numbers and their codes by your phone for easy reference.

### **To change a number on your list:**

Dial 75# (75 on a rotary phone), listen for a dial tone, dial the code of the number you wish to change, and then dial the new number.

## **Distinctive Ring Service**

This feature provides unique, individual rings for different people or entities sharing your phone line (for example another employee or another business number, etc). With this feature, you'll always know whom the call is for before picking up the phone, just by the sound of the ring. You will experience the following ring patterns with Distinctive Ring Service:

- Your main number will ring one, long ring.
- Your first extra number will ring two, long rings.
- Your second extra number (if applicable) will ring two, short rings, then one, long ring.
- Wait until the full ringing pattern is complete before answering your telephone so you know exactly which telephone number was dialed. When providing your telephone number to others, be sure to just give the telephone number designated for their calls (i.e. sales number or customer service number) instead of the main number.

### **Important features:**

- You are given a directory listing for each telephone number. An additional monthly charge for each additional listing may apply.
- Although you can have up to three telephone numbers, you have just one line, and only one conversation can be held at a time. (But if you have Three-Way Calling, you can talk with two other parties at once, provided you originate the second call).
- The calling party hears normal ringing, not the Distinctive Ring Service ring.

*Note: In some areas, only one additional number is available.*

## **Voice Mail and Set-Up**

ACN Advantage Voice Mail gives you complete control. You can play your messages on-line, receive email notifications when you have new messages, and access your voice mail remotely by phone.

**REMEMBER:** Your Voice Mail password is initially set to 1234. When you dial into your Voice Mail for the first time, follow the instructions to reset your password to one you can remember, keeping in mind that your password must be 4 digits.

### **Access Your Voice Mail**

Simply call your ACN local phone number. Enter your 4 digit password. Follow the prompts to listen to messages, save or delete messages, update or change your greeting, and more.

### **Access Your Voice Mail Directly**

Call 877-ACN-VOICE (877-226-8642). The system will prompt you to “enter your mailbox number” (same as your telephone number). Press the # key, and enter your password. Then, follow the prompts to listen to messages, save or delete messages, update or change your greeting, and more.

## **Managing Your Voice Mail Box**

The Voice Mail greeting is your recorded message played to callers when they reach your Voice Mailbox. Access your Voice Mailbox to use these features:

### **Record a Personalized Name Announcement**

Select from the following options after entering the Main Menu using the \* key and choosing option 2 to enter the Personalized Name Menu:

- Press 1 to: Record New Greeting
- Press 2 to: Listen to Current Greeting
- Press \* to: Return to Previous Menu
- Press # to: Save the recording

### **To Record a new Busy Greeting, press 2 (two) Select from the following options:**

- Press 1 to: Record New Greeting
- Press 2 to: Listen to Existing Greeting
- Press 3 to: Revert to Default System Greeting • Press \* to Return to Previous Menu
- Press # to: Repeat the Menu

### **To Record a new No Answer Greeting, press 3 (three) Select from the following options:**

- Press 1 to: Record New Greeting
- Press 2 to: Listen to Existing Greeting
- Press 3 to: Revert to Default System Greeting • Press \* to Return to Previous Menu
- Press # to: Repeat the Menu

## **New Voice Mail Message**

There are different ways to check your new Voice Mail messages:

1. Call your local phone number.
2. Call 877-ACN-VOICE (877-226-8642).
3. Go online, and click the Voice Mail tab.

**To Play and Save Messages from your Voice Mailbox using a telephone enter your mailbox using one of the options presented above.**

- Press 1 to: Listen to your messages
- Press # to: Save the current message
- Press 4 to: Repeat the current message
- Press 5 to: Listen to message envelope
- Press 6 to: Listen to next message
- Press 7 to: Erase the current message
- Press 8 to: Callback caller
- Press 9 for: additional options
- Press \* to: return to previous menu

## **Managing Your Voice Mailbox Online With Your Computer**

### **To retrieve messages from your computer:**

1. After login, click the Voice Mail tab (on the far left control panel).
2. The Voice Mail page will be refreshed with any received messages.

### **To open a message using your computer**

1. From the Voice Mail page, you will see Type, From, Subject, Received and Size of messages in your box.
2. If Caller ID is not blocked, the caller's number will be displayed in the: From column. If Caller ID is blocked, you will see 'restricted' in the: From column.
3. To listen to a message, click the appropriate message as listed in the Subject column. Note: Make sure your computer speakers are turned on.
4. Voice Mail will play via the computer's default application for audio files. Once a message has played, exit your media application.

*Note: An unread message will appear in the folder view in bold text. After reading a message, it will appear in the folder view in non-bold text.*

*Note: You can get your messages from any computer with Internet access and a web browser.*

### **To delete messages using your computer**

1. From the Voice Mail page, check the box next to the message(s) to be deleted
2. Select the Delete option from the drop down box (bottom of screen)
3. Click the Go button

### **To save a received message using your computer**

1. From an open received message, click the Save button and navigate to the directory you would like to save the message
2. To save a message attachment, click the Save button next to the attachment file name

### **To sort messages from the Inbox**

Click one of the following column headings:

- Type - to sort by type of message
- From - to sort alphabetically by sender
- Subject - to sort alphabetically by subject
- Date - to sort chronologically by date received
- Size - to sort by size

*Note: When you first open your Voice Mail, messages are sorted with newest messages at the top.*

### **To reset your password to default password:**

1. After login, select Voice Mail from the left control panel
2. Select Manage Features
3. Check the Reset Your Voice Mail Password section of the page, check the Reset box

4. Click the Save All button on the bottom right of the page to save your changes
5. our Voice Mail password is now reset to the default password 1234. You can use your phone to set your Voice Mail password to a new password.

### **Voice Connect**

Save time with Voice Connect -- when you dial your phone number from your ACN phone, your Voice Mail system recognizes you and takes you directly to the Voice Mail prompts, bypassing the greeting. With Voice Connect, you can set another number to use to access your Voice Mail messages directly and bypass the greeting.

#### **To Use Voice Connect**

1. After login, select Voice Mail from the left control panel.
2. Select Manage Features.
3. Under the Voice Connect section of the page, enter the phone number or numbers you would like to authorize to access your Voice Mailbox directly.
4. Click the Save All button on the bottom right of the page to save your changes.
5. Your Voice Mailbox can now be accessed directly from the number or numbers you have listed on the page.

### **Email Notification**

Activate Voice Mail Email Notification to direct your Voice Mail to send an email message each time a new Voice Mail message is received. Each Voice Mail message will appear in a separate email and, if Caller ID information is available, you'll see the caller's phone number in the subject line of the email. You will also be able to see if callers mark their messages as urgent. Email notification can be activated or deactivated online. Please note changes to your settings will not take effect immediately.

#### **To use Email Notification:**

1. After login, select Voice Mail from the left control panel
2. Select Manage Features
3. Under the Voice Mail Delivery Options section of the page, select the Send Notification Email To box and enter the email you would like to have your Voice Mails delivered to
4. Click the Save All button on the bottom right of the page to confirm your changes

### **Enable Voice Mail Attachments**

When selected, you can send a notification email every time a new Voice Mail message arrives as well as attach a .wav file.

- Play back your voice messages through your computer without accessing your Voice Mail system or online account
- Forward the voice message via email
- Save the voice message to your hard drive, CD-Rom, etc.

Most media player formats are supported. Be sure to complete the Email Address text box field when using this option.

## To forward Voice Mail attachments to your email

1. After login, select Voice Mail from the left control panel.
2. Select Manage Features.
3. Under the Voice Mail Delivery Options section of the page, select the Forward Copy of Email To box and enter the email you would like to designate delivery.
4. Click the Save All button on the bottom right of the page to save your changes.

## Accounting Codes (non-validated)

Phone lines equipped with ACN Accounting Codes (non-validated) require that a 2 to 8 digit identification code be entered prior to placing long distance phone calls (domestic or international calls). Accounting codes can be assigned to represent departmental centers, client projects, specific company employees, etc. When you ordered Accounting Codes, they were added to all of the phone lines that you specified. The digit-length (between 2 and 8 digits) that you established while ordering Accounting Codes, is the same for all of the phone lines that you specified.

After placing a long distance call, from any of your phone lines that are equipped with Accounting Codes, a tone will be heard. After the tone is heard, enter the desired Accounting Code. Once the appropriate number of Accounting Code digits has been entered, your phone call will be completed.

## Hunting

Telephone systems with two or more lines may have some or all lines working in a hunting pattern, eg. if one line is busy the incoming call will be forwarded to the next line in the sequence. If all lines in the hunt group are busy the caller will receive a busy signal. Some local carriers refer to this feature as rollover.

The two types of hunting offered by ACN are Sequential Hunting and Circular Hunting. Sequential Hunting: The hunting sequence begins with the lead number. If the line is busy, the call hunts through the remaining numbers in sequential order until a free line is found. When the last number is reached the hunting stops. For example:

- 669-3501 (first line - lead number)
- 669-3502 (second line)
- 669-3503 (third line – stop hunt)

A call first terminating to the second line would hunt to the third line and stop, not hunting to the first line.

**Circular Hunting:** with Circular Hunt, if the last number is busy, it will hunt back to the first line and then stop. If the first number is busy, the customer will receive a busy signal. The call will not continually hunt. For example:

- 669-3501 (first line – lead number)
- 669-3502 (second line)
- 669-3503 (third line – hunts to first line and stops at the first line)

A call first terminating to the second line would hunt to the third line, then to the first line, then to the second line again and if still busy, provide a busy signal.

**Restrictions** - Lines that hunt should not be equipped with call forward. It will break up the hunt sequence.

Call waiting should not be present on lines with hunting. If the call waiting signal is answered, hunting will be terminated.

Voicemail boxes should only terminate the last line of a sequential hunt group and should not terminate any line of a circular hunt group.

## **ACN BUSINESS ADVANTAGE CALLING CARD**

Customers can also select to take advantage of ACN's affordable Business Advantage Calling Card for absolutely no additional monthly fee. ACN's Business Advantage Calling Card provides customers with a convenient way to make phone calls when away from the office, while receiving exceptional rates that are charged directly to the customer's monthly bill.

### **Calling Card information:**

- 25¢ surcharge for each domestic call plus 30¢ per minute – 24 hours a day, seven days a week\*
- Access to over 240 Countries
- State-of-the-art technology offering easy dialing
- Provides up to four calling cards per account
- Speed dialing
- Operator Assistance

*\*Additional 24¢ surcharge per call from a domestic pay phone*

**Contact Customer Service at 1-877-226-7177 to order an ACN Business Advantage Calling Card.**



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