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Stay Connected: Your Guide to Calling Features

CALLING FEATURES
Your new home phone service includes a number of calling features at no extra cost. These features include:

- Caller ID and Caller Name Delivery
- Call Waiting
- Call Hold
- 3-Way Calling
- Call Return
- Last Number Redial
- Anonymous Call Rejection
- Calling Line ID Delivery Blocking
- Call Forward Always
- Call Forward No Answer
- Do Not Disturb

Caller ID and Caller Name Delivery
For phones that support this feature, incoming calls will include the incoming caller ID and caller name if provided by the network.

Call Waiting
Call waiting allows you to receive a new call while you are still on an existing call. The service will deliver caller ID and caller name during call waiting if your phone supports this feature. To answer the call waiting call, either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

Call Hold
To temporarily place a caller on hold, either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second. You will hear a dial tone from your phone, but it's not necessary to dial anything. To pull the call back from hold, either press the Flash key again on your phone if it has one, or press the hookswitch and release it after a half second.

Do Not Disturb
Placing your home phone service in Do Not Disturb will cause all calls to go to your voicemail box. To enable the Do Not Disturb service, dial *78. To disable the service, dial *79.

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3555 N 24th St, Quincy, IL 62305 | 217-214-3423
fiber@adamstel.com | followthefiber.net

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3-Way Calling

To place a 3-way call, either answer an incoming call or place an outgoing call. Once answered, put the first call on hold by either pressing the Flash key on your phone if it has one, or pressing the hookswitch and release it after a half second. You will hear a dial tone from your phone. Enter the destination number for the next caller. Wait until the other person answers. Either press the Flash key on your phone if it has one, or press the hookswitch and release it after a half second to join everyone together. To end the 3-Way call, simply hang up. If any of the called users hangs up first, you will remain joined to the other user. Hang up at any point to end the 3-Way call.

Call Return

To return a call to the last person that called you, simply dial *69. The last person that called you will be called back.

Last Number Redial

For phones that don't have a redial key, you can redial the last call you placed by dialing *66.

Anonymous Call Rejection

To reject calls that come across as Anonymous, dial *77. To re-enable receiving Anonymous calls, dial *87.

Calling Line ID Delivery Blocking

To block sending your caller ID call-by-call, dial *67 followed by the number you are calling. The other party will receive an Anonymous call. Dial *31 to enable this for all calls. Dial #31 to restore sending caller ID.

Call Forward Always

If you will be traveling and want to forward your phone, dial *72 followed by the number to forward calls to. To disable the call forward, dial *73.

Call Forward No Answer

To forward unanswered calls instead of letting them go to your voicemail, dial *92 followed by the number to forward calls to. To disable the call forward, dial *93.

Call Forward Busy

To forward busy calls instead of letting them go to your voicemail, dial *90 followed by the number to forward calls to. To disable the call forward, dial *91.