

Calling Features, Descriptions and Instructions VoIP Lines

Features	Key Codes		Per Call Activation	Descriptions
	Activate	Deactivate	Yes/No	
Anonymous Call Rejection	*77	*87	N	While activated, this feature automatically rejects all calls from callers with withheld phone numbers. You receive no notification of the call; the call is routed to a rejection message and terminated.
Call Blocking	N/A	N/A	N	Allows you to specify certain outgoing call types that users are blocked and therefore not permitted to call. (e.g. Long Distance, International). <i>Programmed by a POPP Representative.</i>
Call Forward Busy	N/A	N/A	N	If your phone line is busy, this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate. <i>Programmed by a POPP Representative.</i>
Call Forward No Answer	N/A	N/A	N	If your phone line is not answered within a specific number of rings (you choose), this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate. <i>Programmed by a POPP Representative.</i>
Call Forward Unavailable	automatic	automatic	N	If the client's phone system or CPE is unreachable or if a call is rejected by the client's phone system, POPP's switch will forward calls for the specified Telephone Number(s) to the specified Unavailable Call Forward to Number. <i>The phone number to forward must be configured by POPP.</i>
Call Forward Variable with Courtesy Call	*72	*73	N	Allows you to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. 1. Dial "**72" to activate. 2. Wait one second, then dial the number to forward calls to (calls forwarded to a long distance or Toll free number can be programmed with or without a "1"). 3. A confirmation tone will be heard, and then a courtesy call will be made to the forwarding number. Wait for the courtesy call to be answered. Once the courtesy call is answered (by a person or an automated system), hang up. If the courtesy call is not answered, hang up and immediately repeat steps 1 and 2. The second attempt will not require a courtesy call; once confirmation tone is heard, hang up. Once activated, each incoming call will ring once at your location before forwarding. <i>If calls are forwarded to a Custom Ringing number, the distinctive ring tone will be heard.</i>
Call Forward Variable without Courtesy Call	*72	*73	N	Allows you to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. 1. Dial "**72" to activate. 2. Wait one second, then dial the number to forward calls to (calls forwarded to a long distance or Toll free number can be programmed with or without a "1"). 3. A confirmation tone will sound after you have dialed the number you want your calls forwarded to. After the tone is heard, hang up. Once activated, each incoming call will ring once at your location before forwarding. <i>If calls are forwarded to a Custom Ringing number, the distinctive ring tone will be heard.</i>
Call Trace	*57	N/A	Y (chargeable per use)	Allows you to request a trace of the last incoming call received. After activating the trace, call your law enforcement agency to see if further action is necessary.
Call Transfer	N/A	N/A	Y	Allows you to transfer an inbound caller to another telephone number. Note: Call Transfer does not work on outbound calls. <i>To transfer a call, press the flash-hook and dial the second number. When the phone starts ringing, hang up, or stay on the line to announce the call.</i>
Call Waiting	N/A	N/A	N	Notifies you (with a tone) that a second call is on the line and enables you to switch between the calls.
Call Waiting Caller ID	N/A	N/A	N	Displays the name and/or number of a second call. <i>(Additional equipment needed)</i>
Caller ID Block	*67	N/A	Y	On a per-call basis, you may block your outbound Caller ID. You may also choose to block your outbound Caller ID on all calls (programmed by POPP Representative).
Caller ID Name and Number	N/A	N/A	N	Displays the name and number of the person calling you. <i>(Additional equipment needed)</i>
Caller ID Unblock	*82	N/A	Y	If your Analog Phone Line is configured to suppress your outbound Caller ID information, this feature allows you to deliver your outbound Caller ID on a per-call basis.
Cancel Call Waiting	*70	N/A	Y	Allows you to cancel call waiting on a per-call basis.
Continuous Redial*	*66	*86	Y	If you call a phone line that is busy, this feature will continuously redial that phone number (for up to 30 minutes); once the phone line you called is no longer busy, your phone line will ring with a distinctive ring. <i>If the called party's line does not become idle within 30 minutes, or if it does become idle but the call cannot be returned (for ex, your line is busy), the attempt is abandoned. Activating the feature again will reset the 30-minute timeout period.</i>
Hunting (aka Rollover)	N/A	N/A	N	This feature automatically routes incoming calls by testing for busy on each line in a prearranged order (Hunt Group) until an available line is found or the end of the list is reached.
Last Call Return**	*69	N/A	Y (chargeable per use)	This service allows you to hear the last incoming caller's phone number and the time of the call; you are then given the option to return the call by dialing "1".
Stutter Dial Tone	N/A	N/A	N	When you take your telephone off-hook, and you have a new voice mail message, you will hear a stutter dial tone (you must also have the stutter dial tone feature on your POPP hosted voice mail box).

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Three Way Calling	N/A	N/A	Y	<p>During an existing call, this service allows you to call a third party, and add the third party to the call, creating a three-way conversation.</p> <p><i>To add a third party to an active call, press down the flash-hook and then dial the third party's number. If the third party answers, press down the flash-hook again, connecting all three parties. If the third party does not answer or the line is busy, press down the flash-hook twice to rejoin the original call. If you accidentally hang up, you will receive a ring-back reminding you that the original call is still on hold; you can rejoin the call by picking up the phone.</i></p> <p>Note: If your telephone does not have a flash-hook (aka switch-hook), you can try pressing the "Flash" or "Pause" button instead (if present).</p>

* This feature does not work with all phone line types. If you attempt to continuously redial a phone line that is not compatible, you will hear a message stating "We're sorry, your automatic callback request cannot be processed at this time."

** The ability to return a call by dialing "1" does not work with all phone line types. If you attempt to return a call to a phone line that is not compatible, you will hear a message stating "We're sorry, your automatic recall request cannot be processed at this time."

Non-Chargeable Features	Descriptions
Priority Call	<p>Allows you to program up to ten numbers from which incoming calls to those numbers will ring with the same distinctive tone. Calls to numbers not on the screening list will ring normally.</p> <ol style="list-style-type: none"> Dial *61 or *81 to access the Priority Call (Distinctive Ringing) menu. To add an entry, dial #, then the number, then # again (#nnn-nnn-nnnn#). Continue this pattern until all phone numbers have been added. Numbers can be entered with 10-digits or 7-digits (if the number added has the same area code as your phone line); numbers cannot be added with a "1" before the 10-digit number. <ul style="list-style-type: none"> Deactivate or reactivate Priority Call: Dial 3 while in the menu Add the last number that called you: Dial #01# (may not work on all types of phones) Delete an entry: Dial *, then the number, then * again (*nnn-nnn-nnnn*) To delete all numbers: Dial 08 To hear instructions: Dial 0 To hear current entries: Dial 1
Selective Call Acceptance	<p>Allows you to receive incoming calls only from a list of up to 10 numbers. Incoming calls from callers not on the list will be routed to an announcement that states you are currently not accepting calls. Outgoing calls are made normally.</p> <ol style="list-style-type: none"> Dial *64 or *84 to access the Selective Call Acceptance menu. To add an entry, dial #, then the number, then # again (#nnn-nnn-nnnn#). Continue this pattern until all phone numbers have been added. Numbers can be entered with 10-digits or 7-digits (if the number added has the same area code as your phone line); numbers cannot be added with a "1" before the 10-digit number. <ul style="list-style-type: none"> Deactivate or reactivate Selective Call Acceptance: Dial 3 while in the menu Add the last number that called you: Dial #01# (may not work on all types of phones) Delete an entry: Dial *, then the number, then * again (*nnn-nnn-nnnn*) Delete all numbers: Dial 08 To hear instructions: Dial 0 To hear current entries: Dial 1
Selective Call Forwarding	<p>Allows you to forward incoming calls from a list of up to 10 numbers to the same pre-determined number. All other callers are not forwarded.</p> <ol style="list-style-type: none"> Dial *63 or *83 to access the Selective Call Forwarding menu. To add an entry, dial #, then the number, then # again (#nnn-nnn-nnnn#). Continue this pattern until all phone numbers have been added. Numbers can be entered with 10-digits or 7-digits (if the number added has the same area code as your phone line); numbers cannot be added with a "1" before the 10-digit number. <ul style="list-style-type: none"> Deactivate or reactivate Selective Call Forwarding: Dial 3 while in the menu Add the last number that called you: Dial #01# (may not work on all types of phones) Delete an entry: Dial *, then the number, then * again (*nnn-nnn-nnnn*) To delete all numbers: Dial 08 To hear instructions: Dial 0 To hear current entries: Dial 1
Selective Call Rejection	<p>Allows you to reject incoming calls from a list of up to 100 numbers (callers hear a rejection message, and the call is terminated).</p> <ol style="list-style-type: none"> Dial *60 or *80 to access the Selective Call Rejection menu. To add an entry, dial #, then the number, then # again (#nnn-nnn-nnnn#). Continue this pattern until all phone numbers have been added. Numbers can be entered with 10-digits or 7-digits (if the number added has the same area code as your phone line); numbers cannot be added with a "1" before the 10-digit number. <ul style="list-style-type: none"> Deactivate or reactivate Selective Call Rejection: Dial 3 while in the menu Add the last number that called you: Dial #01# (may not work on all types of phones) Delete an entry: Dial *, then the number, then * again (*nnn-nnn-nnnn*) To delete all numbers: Dial 08 To hear instructions: Dial 0 To hear current entries: Dial 1
Speed Dial 8	<p>Allows you to create and edit a list of up to 8 numbers that can be quickly dialed using the one-digit key code you assign.</p> <p>Dial *74 to access the Speed Dial 8 menu.</p> <ul style="list-style-type: none"> Add an entry: Dial the speed dial digit (2-9) you'd like to program, followed by the 10-digit phone number. Once you hear dial tone, hang up. Make a speed dial call: Dial the speed dial digit (2-9) followed by "#".
Speed Dial 30	<p>Allows you to create and edit a list of up to 30 numbers that can be quickly dialed using the two-digit key code you assign.</p> <p>Dial *75 to access the Speed Dial 30 menu.</p> <ul style="list-style-type: none"> Add an entry: Dial the speed dial digit (20-49) you'd like to program, followed by the 10-digit phone number. Once you hear dial tone, hang up. Make a speed dial call: Dial the speed dial digit (20-49) followed by "#".



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Chargeable Features	Descriptions
Account Codes (\$4.95 per month)	Enter a 3-8 digit numeric code in order to complete specific call types (e.g. Long Distance, International). Failure to enter a valid account code will cause the call not to complete. Account codes may be either: <ul style="list-style-type: none"> • Verified – user must enter an exact code specified. • Non-Verified – user may enter any code, as long as it matches the required number of digits. <i>Programmed by a POPP Representative.</i>
Remote Call Forward Activation with Courtesy Call (\$4.95 per month)	Remotely program your Analog Phone Line to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. To Activate <ol style="list-style-type: none"> 1. Dial 651-789-0185. 2. Enter the 10-digit phone number of the Analog Phone Line you are forwarding. 3. When prompted, enter your PIN (default PIN is 1234), then "#". 4. Dial "**72" when prompted to enter the access code for the call forwarding service. 5. Wait for a confirmation tone, and then dial the number you want calls to forward to. 6. A courtesy call will be made to the forwarding number. Wait for the courtesy call to be answered. Once the courtesy call is answered (by a person or an automated system), hang up. If the courtesy call is not answered, hang up and immediately repeat steps 1 - 5. The second attempt will not require a courtesy call; once confirmation tone is heard, hang up. <i>If calls are forwarded to a Custom Ringing number, the distinctive ring tone will be heard.</i> To Deactivate <ol style="list-style-type: none"> 1. Dial 651-789-0185. 2. Enter the 10-digit phone number that forwarding should be removed from. 3. When prompted, enter your PIN (default PIN is 1234), then "#". 4. Dial "**73" when prompted to enter the access code for the call forwarding service. Once confirmation tone is heard, forwarding has been disabled.
Remote Call Forward Activation without Courtesy Call (\$4.95 per month)	Remotely program your Analog Phone Line to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. To Activate <ol style="list-style-type: none"> 1. Dial 651-789-0185. 2. Enter the 10-digit phone number of the Analog Phone Line you are forwarding. 3. When prompted, enter your PIN (default PIN is 1234), then "#". 4. Dial "**72" when prompted to enter the access code for the call forwarding service. 5. Wait for a confirmation tone, and then dial the number you want calls to forward to. 6. A confirmation tone will sound after you have dialed the number you want your calls forwarded to. After the tone is heard, hang up. <i>If calls are forwarded to a Custom Ringing number, the distinctive ring tone will be heard.</i> To Deactivate <ol style="list-style-type: none"> 1. Dial 651-789-0185. 2. Enter the 10-digit phone number that forwarding should be removed from. 3. When prompted, enter your PIN (default PIN is 1234), then "#". 4. Dial "**73" when prompted to enter the access code for the call forwarding service. Once confirmation tone is heard, forwarding has been disabled.