



# TELEPHONE FEATURES GUIDE

Updated August 2018

---

# WELCOME.

We value you as a customer and will continue to work to ensure you have a great experience. We are committed to offering a quality voice experience. This guide will assist you in taking advantage of the features available to you as part of your phone service.

## TELEPHONE PORTAL

Log-in to our portal to see call history and access controls for many features.

<https://continuum.user.alianza.com/login>

## SUPPORT

704-660-3842

[support@ourcontinuum.com](mailto:support@ourcontinuum.com)

---

# TABLE OF CONTENT

Call Waiting.....	4
To Use Call Waiting.....	4
To Temporarily Disable Call Waiting – One Call .....	4
Web Portal .....	4
Caller ID for Call Waiting.....	4
Call Return.....	4
To Use Call Return.....	4
Three-way Calling.....	4
Call Screening.....	5
Anonymous Call Block.....	5
Call Screening – Custom Number .....	5
Nomorobo – Robocall Blocking.....	5
How to Set Up Nomorobo – Nomorobo Piece .....	5
How to Set Up Nomorobo – Continuum Voice Portal Piece .....	8
National Do Not Call Register .....	8
Caller ID.....	8
Caller ID Block per Call .....	8
Caller ID Unblock per Call .....	8
Call Forwarding.....	9
Call Forward .....	9
Call Forwarding - Remote Access.....	9
Other Call Forwarding Options .....	9
Voicemail and Unified Messaging.....	9
Listening to Voicemail Messages .....	9
Controls while listening to a message: .....	9
Voicemail to Email .....	9
Access on Power/Connectivity Failure .....	10
Remote Access to Voicemail.....	10
Busy and No Answer Voicemail Greetings.....	10

---

Voicemail Message Waiting Indicator (MWI) .....	10
Social and Public Services .....	10
211 – Community Services Assistance .....	10
411 – Directory Assistance .....	11
711 – Telecommunications Relay Service .....	11
811 – Local Utilities “Call Before You Dig” .....	11
911 - Emergency Services .....	11

## **Call Waiting**

When you are on a call and receive another call, you will hear a call waiting tone. You can

---

choose to place your current call on hold and take the second call, or you can simply continue talking and ignore the second call.

#### To Use Call Waiting

- When you hear the Call Waiting tone, press and release the switch hook or flash button on your phone.
- Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the switch hook or flash button.

#### To Temporarily Disable Call Waiting – One Call

- Lift the receiver and listen for dial tone.
- Press \*70 and wait for a second dial tone.
- Dial the number – Call Waiting is disabled for the current call.
- After you hang up, Call Waiting will be active once more.

#### Web Portal

Call Waiting can be changed from the Settings page in the Calls section.

[add optional screen shot]

#### Caller ID for Call Waiting

You can see who is calling, even if you are already on another call. Caller ID and Caller ID name is available if your phone displays Caller ID.

## Call Return

With Call Return you can reconnect with the caller you last talked to without entering the number.

#### To Use Call Return

- Lift the receiver and listen for dial tone.
- Press \*69.
- Your call will be placed to the last inbound or outbound party.

## Three-way Calling

Three-way calling lets you bring two parties into the same call to all participate in the same conversation.

- Call the first party.
- Press and release the switch hook or Flash button on your phone. This will put the first party on hold.
- Listen for a second dial tone and call the second party.
- After the second party answers, press and release the switch hook or Flash button to join both parties into the call.

## Call Screening

---

Your privacy and personal time are important. Calls from anonymous callers ringing your phone can be annoying and inconvenient, several call screening features allow you to limit the calls you receive before they ring your phone.

#### Anonymous Call Block

- Lift the receiver and listen for dial tone.
- Press \*77.
- Callers without a Caller ID will be blocked.

To remove this block press \*87.

#### Call Screening – Custom Number

If you want to prevent calls from a specific number, you can use the Custom Call Screening feature to control who can ring your phone.

- Lift the receiver and listen for dial tone.
- Press \*60.
- When prompted, enter your PIN.
- When prompted, enter the phone number you would like to block.
  - o Enter the Caller ID just as you see it, typically this includes a 1 plus the area code, i.e. 1 222 555-1212.
- Calls from the number entered will now be blocked.

To remove a number from this block press \*59 and follow the prompts as outlined above.

#### Nomorobo – Robocall Blocking

Nomorobo identifies recorded phone calls, spam calls, or other annoyances or scams, and actively blocks the calls.

To configure Nomorobo you need to create an account with the Nomorobo service at: <https://www.nomorobo.com/signup> - You will need to create a free account on the Nomorobo website and use the voice web portal to finish the setup.

### How to Set Up Nomorobo – Nomorobo Piece

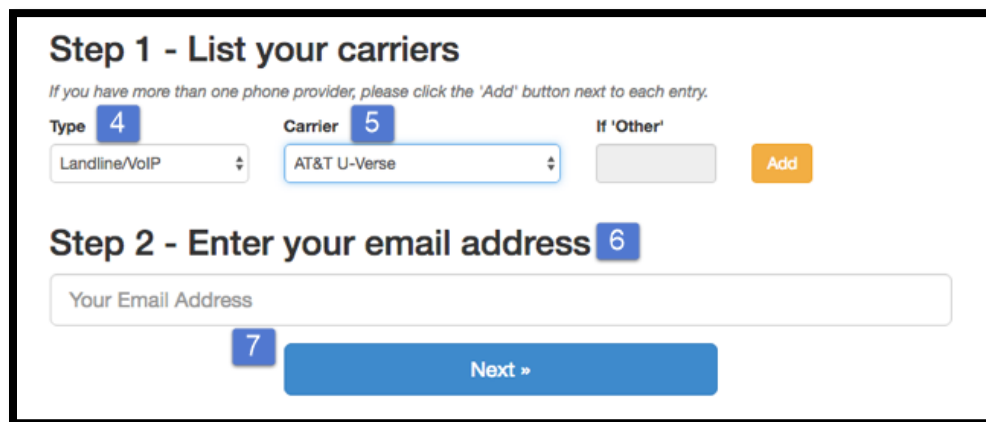
1. Visit [www.nomorobo.com](http://www.nomorobo.com).
2. Click “Get Started Now”.



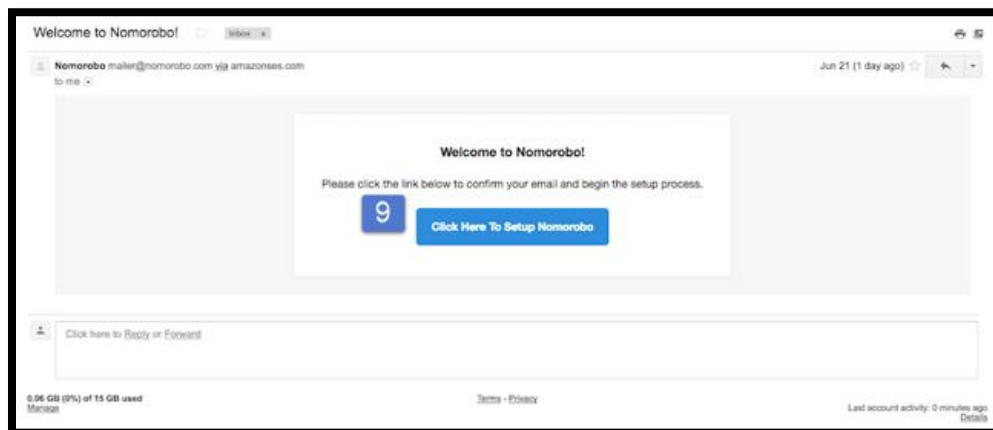
3. Select your service provider from the Supported VoIP Carriers list.



4. In the "Type" box, select "Landline/VoIP".
5. In the "Carrier" box, select again your service provider.
6. In the email address field, enter the email address to be used for the Nomorobo account.
7. Click "Next".



8. Shortly after clicking "Next", you will receive an email.
9. Click the "Click Here To Setup Nomorobo" button in the email.



10. Click the "Click here to get started" button.

**It doesn't look like you have any phones setup yet. Let's change that.**

To enable robocall protection, you have to complete a simple, one-time setup on each of your phone lines.

10 [Click here to get started.](#)

- 11. Fill out the "Phone Type" box with "Landline/VoIP".
- 12. Fill out the "Carrier" field with your service provider.
- 13. In the "Phone Number" field enter the phone number from which robo calls should be blocked.
- 14. Click "Next" and ignore Nomorobo's "Step 2: Setup Your Carrier" and click "Next" at the bottom.

**NOMOROBO**

### Add Your Phone Number

Please enter some information about your phone.

1 Add Your Phone Number 2 Setup Your Carrier 3 Verify Robocall Protection

11 Phone Type Landline/VoIP 12 Carrier AT&T U-Verse If 'Other' Carrier

13 Phone Number 1- (888) 555-5555 Description (optional) Desk Phone

« Previous 14 Next »

- 15. Click "I'm ready. Call me now".

### Verify Robocall Protection

1 Add Your Phone Number 2 Setup Your Carrier 3 Verify Robocall Protection

This will be your number

Nomorobo will now call (801) 701-1277 to make sure that robocall protection is enabled.  
Please pick up the phone **after** the status bar on the next page changes color.

« Go Back 15 I'm ready. Call me now. »

### How to Set Up Nomorobo – Continuum Voice Portal Piece

- 1. Go to your Call Handling settings.



2. Choose Sim Ring.
3. Enter the Nomorobo number.
4. Click Save.

**Call Handling**

Scheduling  0 Schedules

Do Not Disturb

Phone Numbers

Simultaneous Ring will ring all devices on this User and all numbers added to the list. The first Phone Number to pick up will take the call.

No Answer  after  seconds

### National Do Not Call Register

You can reduce the number of unwanted sales calls you get by signing up for the National Do Not Call Registry. It's free. Visit [www.donotcall.gov](http://www.donotcall.gov) to register your number.

## Caller ID

When using a compatible phone, you can see the name and number of the party calling your phone. When you place a call, your name and phone number is available to people you dial. You can control when your caller ID information is sent.

### Caller ID Block per Call

To prevent your caller ID (name and number), from being displayed to the person you dial:

- Lift the receiver and listen for dial tone.
- Press \*67 and wait for a second dial tone.
- Dial the number – caller ID is not available to the party you called.
  - o Your caller ID will be displayed on future calls.

### Caller ID Unblock per Call

To allow your caller ID to be sent to the person you dial:

- Lift the receiver and listen for dial tone.
- Press \*65
- Your calls will no longer send caller ID.
- If you need to enable caller ID for a single call, you can use \*65 and the number, to enable caller ID for that call only.

## Call Forwarding

You can forward incoming calls from your home phone to another phone number.

---

## Call Forward

If you would like to forward all calls.

- Lift the receiver and listen for dial tone.
- Press \*72.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination phone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and have calls ring to your line, dial \*72, enter PIN and choose option 2.

\*This service will continue to function even in the event of a power outage, Internet outage, or device failure.

### Call Forwarding - Remote Access

Unconditional call forwarding or forwarding of all calls is available remotely using the voicemail system. This feature can be accessed remotely by entering your phone number, and while listening to the voicemail greeting pressing the # key. This will allow you to enter your PIN and access the voicemail system. In the Personal options menu (8), you can enable call forwarding.

### Other Call Forwarding Options

Other forwarding options, like Find-me/Follow-me, Simultaneous Ring, Forwarding select numbers to voicemail, and many additional options are available in the online voice portal.

## VoiceMail and Unified Messaging

You can have your voicemail messages delivered to an email address or listen to your voicemail messages by dialing into the voicemail system.

### Listening to Voicemail Messages

- Lift the receiver and listen for dial tone.
- Press \*62.
- When prompted, enter your PIN.
- Press 1 to listen to messages.

### Controls while listening to a message:

- Press 1 to skip message – Marks the voicemail as unread.
- Press 2 to save message – Marks the voicemail as read.
- Press 3 to delete message – Removes the message from the voicemail box.
- Press 9 to repeat the message.

### VoiceMail to Email

VoiceMail messages can be converted to a .mp3 file and sent to an email address, or list of email addresses. VoiceMail to email can be setup using the online voice portal.

- Browse to the Voicemail menu.
- Select the voicemail box from the list by clicking on the row.
- Check the “Forward Voicemail to Email” box.

- 
- Enter your email address (or multiple email addresses) in the box.
  - Click Save.

Selecting the “Keep a copy in voicemail box” allows you to also listen to messages on your phone. By unchecking this option, you can prevent the stuttered dial tone notification on your phone and use your email to listen to voicemail messages.

#### Access on Power/Connectivity Failure

In the event of a power outage, Internet outage, or device failure; people that attempt to call you will go to your voicemail. Call forwarding, sim ring, or find-me/follow-me will continue to function.

#### Remote Access to Voicemail

You can call into your voicemail box to check voicemail messages from any phone.

- From another phone, dial your phone number.
- Listen for your voicemail greeting and press #.
- When prompted, enter your PIN.
- To listen to messages, Press 1.

Note: You must have set up a PIN from your phone to be able to access your voicemail remotely.

#### Busy and No Answer Voicemail Greetings

You can let callers know a little more about why you did not answer the phone. You can have callers hear different greetings when you are on the phone (busy) and not able to answer (no answer).

- Lift the receiver and listen for dial tone.
- Press \*62.
- When prompted, enter your PIN.
- Press 8 for Personal Options.
- Press 2 to Personalize Greeting.
- Press 2 for Busy Greeting/Press 3 for No Answer Greeting.
- Record Greeting – you can review (3) or erase (4) the greeting before continuing.
- Press 1 to Save.

#### Voicemail Message Waiting Indicator (MWI)

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

## Social and Public Services

The following services are available using a short code through your phone service.

211 – Community Services Assistance

Access to information about health and human services by entering 211 (United States).

411 – Directory Assistance

Nationwide U.S. Directory Assistance can be reached by entering 411.

---

## 711 – Telecommunications Relay Service

Telecommunications Relay Service (TRS) can be accessed by entering 711 (United States and Canada).

## 811 – Local Utilities “Call Before You Dig”

Each state has its own 811 call center to help you get digging. An 811 representative will take information about your project and notify appropriate utility companies to mark buried lines, so you can dig safely around them.

## 911 - Emergency Services

When you dial 911, your call is connected to a local 911 operator in the nearest Public Safety Answering Point (PSAP) based on your address. The 911 operator is given a call-back number and address.

**NOTE:** It is important that if you move your phone service, you keep your address up to date.