

Local Phone Service Feature Guide

Who needs this User Guide?

Customers who use LOGIX for local phone services.

Why this User Guide?

Are you curious about how to block calls or even forward your number to another location? This guide will take you through all of the step-by-step details to utilize the numerous features LOGIX makes available to our customers.

Here are some of the features, an explanation of how they might be used and instructions on how to use them.

Auto Redial

Auto Redial retries your call automatically if the number you are calling is busy for up to 30 minutes. When the called number is no longer busy, your phone will ring you back with a special ring.

Usage example:

*Your boss is on the phone and you need to reach him right away. Instead of dialing the entire phone number over and over until he gets off the phone, use LOGIX's **Auto Redial** feature.*

Instructions:

- ◆ *66 redials the last outgoing call you made
- ◆ *86 deactivates the redialing

Call Return

Call Return allows you to dial the last incoming call to your phone number without knowing the number.

Usage example:

*You're on a business call that you can't interrupt and you see on your Caller ID that your boss is calling you. You need to talk to him and know that he's about to leave for a meeting. When you get off the first call, you use LOGIX's **Call Return** and reach him fast before he leaves.*

Instructions:

- ◆ *69 calls back the last call received

Call Block

Call Block aids in avoiding calls you don't want by rejecting calls from numbers you specify. You can specify up to ten phone numbers to block.

Instructions:

- ◆ Dial *60 and follow the instructions to add new numbers to the list or delete numbers you placed on the list earlier.

Call Forwarding-Variable

Call Forwarding-Variable allows you to send all your incoming phone calls to any phone number you choose.

Instructions:

- ◆ Dial *72 and wait for an answer, then hang up after the number is answered. If you don't get an answer, hang up and dial *72 again and you will hear a confirmation tone.
- ◆ To have the calls begin ringing on your phone again, press *73, which deactivates the call forward feature.

Calling Number Delivery Block

Calling Number Delivery Block allows you to block delivery of your name and phone number when calling someone else.

Instructions:

- ◆ Dial *67, plus the telephone number you are calling and your name and phone number will be blocked from the called number's caller I.D. display.

Usage example:

*A particularly obnoxious stockbroker has called you three times in the last week. You've asked her to take you off her call list, but she is still calling. A simple solution – use LOGIX's **Call Blocker** feature.*

Usage example:

*Your wife has run out of gas. You've been waiting on a call from your assistant to find out what time your flight leaves for Chicago tomorrow morning, but you can't leave your wife stranded. No problem – use LOGIX's **Call Forwarding-Variable** feature.*

Usage example:

*You have been trying to reach your employee who hasn't shown up for work, but hasn't called in sick. You think that if she is at home and realizes it is you calling, she won't answer. There is an easy solution. Use LOGIX's **Calling Number Delivery Block**.*

Customer Originated Trace

Customer Originated Trace allows you to discover the originating phone number of the last call you received.

Instructions:

- ◆ Dial *57 to request a trace of the last call.

Speed Calling

This feature is available in blocks of 8 numbers or 30 numbers and allows you to dial someone with the touch of a button. Assign each call a one or two-digit code, then just press in that code to ring the number.

Instructions:

- ◆ **8-Number Block**
 - Use *76 to program the numbers. Dial 2 – 9 to place the calls.
- ◆ **30-Number Block**
 - Use *75 to program the numbers. Dial 20 – 49 to place the calls.
- ◆ Speed Calling is available in 8-number or 30-number blocks only.

Selective Call Forwarding

Selective Call Forwarding allows you to forward incoming calls from selected numbers to another number. Other calls ring on your main line as usual.

Instructions:

- ◆ Dial *63 and follow the instructions to add numbers or turn them off.

Usage example:

*Someone has been calling your phone number and hanging up when you answer. The calls always come at bad times (you're in the tub, eating lunch, working outside, etc.). You could get your phone number changed, OR, you could use LOGIX's **Call Trace** feature to find out who is doing this.*

Usage example:

*Always in a hurry? You're 10 minutes late for your appointment and forgot to tell your boss that you won't be in the 5 p.m. meeting. Reach him in a hurry using LOGIX's **Speed Calling**.*

Usage example:

*Your attorney is attending a negotiating session for you and you have to be in a board meeting. You can program your phone to forward calls from your attorney's number only directly to another number so that you don't miss his important calls. To do this, use LOGIX's **Selective Call Forwarding**.*

Remote Access Call Forwarding

Change the phone number to which your calls are forwarded from any touch-tone phone with touch-tone service. Any calls forwarded to a long-distance number will be charged on your next statement at the long-distance rate for the location to which the number was forwarded.

Instructions:

This feature requires a PIN. To get a PIN:

- 1) Access a dial tone on your main line.
- 2) Dial *74#, which is the code for changing PINs.
- 3) When prompted for the feature access code, dial *54#, which is the feature code for Call Forward Remote Access.
- 4) When prompted for your PIN, enter 00#.
- 5) Enter the four-digit number you want to use for your PIN, plus the # sign (_ _ _ _ #).
- 6) Re-enter the same number again: _ _ _ _ #.
- 7) Your PIN has been set up.

Access Numbers

Houston – (713) 980-9000

Dallas – (214) 420-9000

Austin – (512) 610-9000

San Antonio – (210) 293-9000

Oklahoma City – (405) 516-9999

Tulsa – (918) 556-9999

Usage example:

*You're in Miami for meetings with several different departments and will be moving from office to office. Using LOGIX's **Remote Access Call Forwarding**, you can have your calls follow you by forwarding them to the office you're visiting, then when you leave, forwarding them to your hotel for the evening.*

To turn on Call Forwarding from anywhere other than your main line:

- 1) Dial your Call Forwarding access number as shown above.
- 2) Enter the 7 or 10-digit telephone number to which you want to forward your phone, followed by your PIN and a # sign.
- 3) Enter the feature access code, *72#, to activate forwarding.
- 4) Enter the telephone number to which you want to forward your phone, then press #.
- 5) The system will read back the number that you input and ask you to confirm it by pressing "1."
- 6) You will hear a confirmation tone.

To cancel Call Forwarding from your own line:

- 1) Get a dial tone on your line and dial *73.

To cancel Call Forwarding from anywhere except your own line:

- 1) Dial your Call Forwarding access number as shown above.
- 2) Enter the telephone number you want to remove from call forwarding, followed by your PIN and the # sign.
- 3) Enter *73#, which is the feature access code to deactivate Call Forwarding.
- 4) You will hear a confirmation tone.