Switch 2 Frequently Asked Questions

Utility Telecom Feature Instructions

This guide is intended to help answer some of our most commonly asked questions. This guide includes copies of our service set-up documents. If you have any additional questions our customer service team is more than happy to help. Call us at 877-965-7800!

UtilityTelecom

Digital Business Communications

TABLE OF CONTENTS

1. Call Transfer Disconnect Instructions

Call Transfer Disconnect allows you to transfer any incoming calls to any telephone number, including international, mobile phone, voice mail or pager.

How to use:

To transfer a call, with the incoming caller on the line:

1. Press and release the flash/recall button on your phone to put the first call on hold and to get a second dial tone.

2. Dial the number to which the party is to be transferred.

    a. You can hang up immediately to transfer the call and free up your line for more incoming calls or,

    b. When the called part answers, you can have a private conversation to announce the call or press and release the flash button again to conference all three parties together.

3. Hang up to free your line to take other incoming calls, while the other two parties can continue their conversation without being disconnected.

If you mis-dial the number to be transferred to and need to disconnect and dial again without losing the incoming call, simply press the flash button once to conference all three parties and then press the flash button again to disconnect the number to be transferred to. You will now hear the second dial tone and you can dial another number as in Step 2.

NOTE: The Call Transfer Disconnect customer pays the continuing usage on the transferred call. For your safety, Call Transfer Disconnect is normally provisioned for domestic calls. If you have a desire to transfer your calls internationally, you will be sent a letter about toll fraud asking you to sign the letter accepting financial responsibility for the international calls.

2. Call Forwarding Instructions

Automatically forwards incoming call to any number you choose, including pager or mobile phones.

How to use:

- To turn on **Dial *72**. At the dial tone, enter the number to which you want your calls forwarded.
    - If the number you're forwarding to is a Toll Free number, or a long distance call, dial 1, the area code, and then the number*.
- Wait for the line where you are forwarding calls to pick up then you can hang up.
    - If the line is busy or doesn't answer, repeat the above process and it will be activated even if the line is busy.

- To turn off, **Dial *73**.

If you transfer calls to a location outside your local calling area, you are responsible for toll or long distance charges to wherever you are forwarding your calls.

3. Call Forwarding Instructions (Dial 9)

Automatically forwards incoming call to any number you choose, including pager or mobile phones.

How to use:

- For Centrex lines to turn on, dial 9 to access outside line, **Dial *72** then **9** again and at the dial tone, enter the number to which you want your calls forwarded.
    - If the number you're forwarding to is a Toll Free number, or a long distance call, dial 1, the area code, and then the number*.
- Wait for the line where you are forwarding calls to pick up then you can hang up.
    - If the line is busy or doesn't answer, repeat the above process and it will be activated even if the line is busy.
- To turn off, dial **9** and **Dial *73.**

If you transfer calls to a location outside your local calling area, you are responsible for toll or long distance charges to wherever you are forwarding your calls.

You can control Call Forwarding from any touch-tone phone with "Remote Access to Call Forwarding"

<u>How to use:</u>

- Lift receiver; wait for dial tone.

- Dial the toll free Remote Access to Call Forwarding programming number, **1-650-597-1023.**

- This connects you with the voice prompt system. Follow voice prompts to enter information.

You will hear the following:

- **"Please enter your own telephone number followed by the number sign key"**
  - Enter your **10 digit telephone number** _____ followed by # sign. You may hear dial tone.

- **"Please enter your current PIN followed by the number sign key"**
  - Enter your current **PIN** _____ followed by the # sign. You will hear dial tone.

- "Please enter the access code for the Call Forwarding you wish to configure"
  - Enter one of the following feature codes for the Call Forwarding you wish to configure:

To turn on Call Forwarding: **Dial *72**;
NOTE: if this is already active, you will hear a fast busy, you must deactivate first.

When you hear dial tone, dial the number where calls should be sent exactly as you would dial it. You will then here a confirmation tone and your call will ring through to the number you are forwarding to. ** The call must be answered on the other end in order for the call forwarding to take effect.

To turn off Call Forwarding: **Dial *73**. You will then here a confirmation tone

5. Remote Access to Call Forwarding Instructions (Dial 9)

You can control Call Forwarding from any touch-tone phone with "Remote Access to Call Forwarding"

How to use:

- For Centrex lines to turn on, lift receiver; press **9** for an outside line and wait for dial tone.

- Dial the toll free Remote Access to Call Forwarding programming number, **650-597-1023.**

- This connects you with the voice prompt system. Follow voice prompts to enter information.

  - Enter your **10 digit telephone number** _____ followed by # sign. You will hear dial tone.

  - Enter your current **PIN** _____ followed by the # sign. You will hear dial tone.

- Enter one of the following feature codes:

  - To turn on Call Forwarding: **Dial 9** for an outside line and at the dial tone, **Dial *72**;
    NOTE: if this is already active, you will hear a fast busy, you must deactivate first.

  - When you hear dial tone, dial the number where calls should be sent exactly as you would dial it. You will then here a confirmation tone.
    **Please wait for the forward-to # to answer.

  - To turn off Call Forwarding: **Dial 9; then Dial *73**. You will then here a confirmation tone.

We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co

**Visit uyt.co Today
For Information!**