

**ADAMS** DIGITAL PHONE

Welcome to  
Adams Digital Phone Service

Features Guide

June 2017

## Caller ID

Caller ID lets you see the number and, if available, the name of the party that is calling you. You can decide whether or not to answer the the incoming call. If you choose not to answer the call it will go to voice mail. (if you have voicemail feature)

**Note:** You must have proper equipment to see the Caller ID Information transmitted.

## Call Waiting

With Call Waiting, you can take a second call without disconnecting the first. When you are on the telephone, a call waiting tone will alert you that you have another incoming call. You can choose to place your current call on hold and take the second call, or you can simply continue talking and the second call will be forwarded to your voicemail. (if you have voicemail feature)

### To use Call Waiting:

Press and release the switch hook or flash button when you hear the Call Waiting Tone. Your first call will be placed on hold, and your second call will be on the line. Press the switch hook or flash button as often as you would like to switch between the two calls.

To end the first call and answer the second, simply hang up. Your telephone will ring and your second call will be on the line. You can end either call by having the caller hang up.

### To enable Call Waiting:

Lift the receiver and listen for dial tone.  
Dial \*56 to enable Call Waiting

### To disable Call Waiting:

Lift the receiver and listen for dial tone.  
Dial \*57 to disable Call Waiting

## Call Waiting ID

With Call Waiting ID, you will be able to see the name and number of the second caller when you hear the Call Waiting tone. You can decide whether to place the first call on hold and take the second call or continue talking and let the second call go to your voicemail.

**Note:** You must have proper equipment to see the Caller ID information transmitted.

## Call Forward

Call Forward allows you to forward all your incoming calls to another telephone number.

### **To enable the Call Forward feature:**

Lift the receiver and listen for the dial tone.

Dial \*72

To enable Call Forwarding press 1

Enter the forwarding number followed by the #key

The system will repeat the number your calls will be forwarded to.

### **To disable the Call Forward feature:**

Lift the receiver and listen for the dial tone.

Dial \*72

To disable Call Forwarding press 2

The system will advise you that Call Forwarding is disabled

## Return Call

With Return Call, you can automatically place a call to the last number that called you.

### **To use the Return Call feature:**

Lift the receiver and listen for the dial tone.

Dial \*69

## Call Forward Ring/No Answer

The Call Forward Ring/No Answer feature allows you to have incoming calls transferred to another phone number or sent to voicemail whenever your telephone is unanswered.

**Note:** To setup Call Forward Ring/No Answer, log into the Adams Digital Phone Portal

## Three-Way Calling

With Three-Way Calling you can set up your own 3-party conference calls.

### **To use the Three-Way Calling feature:**

Once you are on the line with your first call, press and release the switch hook or flash button to hear a second dial tone.

Dial the number for your second party.

When the second party answers, press and release the switch hook or flash button.

Your three-way call will begin.

When finished with the call, simply hang up.

## Anonymous Caller Rejection

Anonymous Caller Rejection blocks incoming calls from parties who are actively blocking their outbound called ID. If the caller doesn't have caller ID to display, the call will come through as unknown.

### **To enable the Anonymous Call Rejection feature:**

Lift the receiver and listen for dial tone.

Dial \*77 to reject calls from blocked numbers.

### **To disable the Anonymous Call Rejection feature:**

Lift the receiver and listen for dial tone.

Dial \*87 to allow calls from blocked numbers.

## Selective Call Rejection

With the Selective Call Rejection Feature, you can choose to block incoming calls from specific telephone numbers.

### **To set up Selective Call Rejection:**

Please log into the Adams Digital Phone Portal.

## Caller ID Blocking

With Caller ID Blocking, you can prevent your name and telephone number from being displayed on Caller ID on certain calls.

**Note:** Caller ID Blocking may not be available on some calls including calls to E911.

### **To enable the Caller ID Blocking feature per call:**

Lift the receiver and listen for dial tone.

Dial \*67 and the number you wish to call.

You will be connected with your Caller ID blocked for this call.

### **To disable the Caller ID Blocking feature per call:**

Lift the receiver and listen for dial tone.

Dial \*82 and the number you wish to call.

## Do Not Disturb

Do Not Disturb prevents all of your incoming calls from ringing on your phone. When Do Not Disturb is turned on, all incoming call go to voicemail.

### **To enable Do Not Disturb:**

Lift the receiver and listen for dial tone.

Dial \*78

### **To disable Do Not Disturb:**

Lift the receiver and listen for dial tone.

Dial \*79

## Accessing Voicemail

Records messages from unanswered calls that you can play, save or delete any time you choose. \*A stutter dial tone when you pick up the handset indicates you have new voicemail messages.

### **To enter your voice mailbox:**

Lift the receiver and listen for dial tone.

Dial \*98

You will receive the Main Menu

### **To retrieve messages while you are away:**

Dial your 10 digit home phone number.

As soon as voicemail greeting begins, interrupt by pressing the # key.

You are prompted to enter your pin, followed by the # key.

You will receive the Main Menu.

**Note:** Initial voicemail pin setup from your telephone line is required.

## Main Menu

### **Press 1 to listen to messages.**

Any new or saved message will play automatically.

- 1 - Skip
- 2 - Save
- 3 - Delete
- 9 - Repeat menu
- 0 - Exit menu

### **Press 8 for Personal Options.**

#### **1 - Change Setup PIN**

Enter PIN followed by #

#### **2 - Personalize Greeting**

##### **1 - Record your default greeting**

Record Your Default Greeting followed by the # sign

- 1 - Save
- 2 - Record Again
- 3 - Listen
- 4 - Erase
- 9 - Repeat menu
- 0 - Exit menu

## **Accessing Voicemail** *Continued*

### **2 - Record your greeting for calls sent to voicemail when you are busy**

Record your greeting followed by the # sign

- 1 - Save
- 2 - Record Again
- 3 - Listen
- 4 - Erase
- 9 - Repeat menu
- 0 - Exit menu

### **3 - Record your greeting for calls that you do not answer**

Record your greeting followed by the # sign

- 1 - Save
- 2 - Record Again
- 3 - Listen
- 4 - Erase
- 9 - Repeat menu
- 0 - Exit menu

## **411 Directory Assistance Call**

Just dial 411 for access to both local and long distance numbers.

Directory Assistance calls are charged on a per-use basis.

Additional charges will depend on the service requested.

For prices, call Customer Service.

### **Directory Assistance Call Completion:**

You can obtain a listed phone number from Directory Assistance and complete the call by having the operator dial the number or via the automated process. Additional charges apply.

## **611 Customer Service Assistance Call**

Just dial 611 for access to a Adams Digital Phone Customer Service Representative. Customer Service Assistance calls are free.

The Adams Digital Phone Customer Service Representative can assist you with any of your needs relating to services offered from Adams Cable Service.

## **711 Telecommunications Relay Service (TRS) TTY Assistance Call**

Just dial 711 for access to the Telecommunications Relay Services (TRS). Telecommunications Relay Services (TRS) Assistance Calls are free. The Telecommunications Relay Services (TRS) allows a caller with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

## **811 Call Before You Dig Assistance Call**

Just dial 811 for access to the Call Before You Dig Service. Call Before You Dig Assistance Calls are free. The Call Before You Dig Assistance service provides a notice to local utility companies to locate underground facilities before a homeowner starts digging.

## **911 Emergency Assistance Call**

In most major cities, emergency police, fire and medical services can be reached by dialing \*911. Remember, DIAL 911 immediately in case of any emergency. \*Your Digital Phone allows access to E911 services that may not be accessible in the event of a power or network outage or if your broadband connection is unavailable. You should not move your Digital Phone without notifying Adams Cable Service at 1-888-222-0077. The address associated with E911 is the original service address on record. If your Digital Phone equipment is moved to another address, calls to E911 using that equipment will still identify the original service address.





**ADAMS** DIGITAL PHONE

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