

CALL MANAGER CONNECTION

Thank you for selecting Call Manager Connection. It brings you a rich package of features to help manage your business – at a great price!

BASIC PACKAGE FEATURES

These six time-saving features are included in every Call Manager Connection package:

- **Call Forwarding Variable** lets you forward calls to any other number.
- **Caller ID** lets you see who's calling before you answer.
- **Call Rejection** automatically rejects calls from certain numbers.
- **Continuous Redial** will keep dialing any busy number for you.
- **Priority Call** identifies important callers with a distinctive ring.
- **Three-Way Conferencing** lets you talk to two other people at the same time.

YOUR PACKAGE MAY ALSO INCLUDE ONE OF THESE CALL WAITING OPTIONS:

- **Call Waiting** tells you when someone else is trying to call.
- **Call Waiting ID** works together with your Caller ID unit to show you who else is trying to call, so you can decide whether to answer or not.
- **Call Waiting Deluxe** works with specially equipped phones to identify the second call, then give you several options for how to handle it.

Complete instructions for each of these features are included on the following sheets. In addition, you'll also want to refer to the instructions included with any equipment you've purchased, such as a Caller ID display unit or the Business Receptionist® phone.

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QUICK REFERENCE GUIDE

Call Manager Connection Feature

Call Forwarding Variable

To Activate,
press: ***72**

To Cancel,
press: ***73**

Call Rejection

***60**

***80**

Continuous Redial

***66**

***86**

Priority Call

***61**

***81**

Turn OFF Call Waiting for one call

***70**

Hang up

CALL FORWARDING VARIABLE

When you are going to be out, Call Forwarding Variable will forward all your calls to a selected local, long distance or wireless number. You can still make outgoing calls while Call Forwarding Variable is turned on.

HOW TO SET UP CALL FORWARDING VARIABLE

- Lift the receiver and press ***72** (①①⑦② rotary).
- When you hear a second tone, dial the number you want your calls forwarded to.
- When that phone is answered, Call Forwarding is activated and you can hang up.
- If the phone is busy, or no one answers the number you want your calls forwarded to, hang up and repeat steps 1 and 2. Two quick tones will confirm that Call Forwarding is in effect.
- As a reminder, you'll hear a short ring on your phone each time a call is forwarded.

HOW TO CANCEL CALL FORWARDING

- Press ***73** (①①⑦③ rotary). Two tones tell you Call Forwarding Variable is off.

Measured service and long distance charges may apply for all completed calls.

CALL REJECTION

There are some calls you just don't want to receive. Avoid receiving these calls with Call Rejection.

HOW TO USE CALL REJECTION

- To block unwanted calls, lift the receiver, press ***60** and follow the recorded instructions to enter the phone numbers of unwanted callers.
- When an unwanted caller attempts to call you, a recorded message indicates that you are not accepting calls.
- Even if you do not know the unwanted caller's number, Call Rejection can be activated immediately after hanging up from their call. To activate, lift the receiver, press ***60** and follow the recorded instructions.
- Up to 15 numbers can be stored on your unwanted callers list. Works with most local and some long distance numbers within your area.
- To temporarily deactivate Call Rejection, press ***80**.

If you are using a rotary dial telephone instead of a touch-tone, dial ①① in place of the ***** key. For example ***60** is ①①⑥① on rotary phones.

Available in most areas. Some restrictions apply.

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CONTINUOUS REDIAL

The busy signal... we all get tired of hearing it when we are trying to place a call. With Continuous Redial, let your phone do the work for you.

HOW TO USE CONTINUOUS REDIAL

- When you get a busy signal, hang up, pick up the receiver again and press ***66**.
- Hang up. Continuous Redial will keep dialing the number for thirty minutes.
- When the line is no longer busy, you are notified by a distinctive ring – simply pick up the phone and the call will connect.
- You can activate Continuous Redial on up to 15 numbers. Works with most local and some long distance numbers within your area.
- You can continue to place and receive calls while Continuous Redial is activated.
- To cancel Continuous Redial, lift the receiver and press ***86**.

If you are using a rotary dial telephone instead of a touch-tone, dial **11** in place of the ***** key. For example ***66** is **1166** on rotary phones.

Available in most areas. Some restrictions apply.

Measured service and long distance charges may apply for all completed calls.

3-WAY CALLING

Talk to two people at separate locations at the same time. This great feature brings up to three people together on one call to make planning meetings and scheduling appointments easy. 3-Way Calling can connect both local and long distance calls.*

HOW TO USE THREE-WAY CONFERENCING

- Press and release the switchhook button to put the first person on hold.
- You'll hear three brief tones and a normal dial tone. Call the second party. At this point you have two separate conversations.
- To connect all three of you, press and release the switchhook once again. The original call is ended when the first person hangs up. If the second person doesn't answer:
- Press the switchhook twice to cancel. Continue talking to the first person.

* Measured service and long distance charges may apply for all completed calls.

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PRIORITY CALL

These are people in your life who tend to take priority – people whose calls you consider important and look forward to receiving. With Priority Call, a unique ring alerts you when these people call.

HOW TO USE PRIORITY CALL

- You can store up to 15 different numbers to be identified with a unique ring.
- To establish or change your Priority Call list, simply lift the receiver, press ***61** and follow the recorded instructions.
- Customers with Call Waiting will have their Priority Calls identified by a special tone if they are on another call.
- Works with most local and some long distance numbers within your area.
- To cancel Priority Call, lift the receiver, press ***81** and follow the recorded instructions.

If you are using a rotary dial telephone instead of a touch-tone, dial **11** in place of the ***** key. For example ***61** is **1161** on rotary phones.

Available in most areas. Some restrictions apply.

CALLER ID

Caller ID lets you know who is calling before you answer the phone. The Caller ID display unit will show the name and number of the person who is calling. A log is kept of your most recent calls.

HOW TO USE CALLER ID

- When an incoming call is received, a display unit attached to your phone will show the name and number of most calls after the first complete ring.
- The name and number of the caller, along with the date and time of the call will automatically be stored, even if you do not answer the call.
- You can return important calls at your convenience, and ignore unwanted calls.
- If the word Private or Anonymous displays on your Caller ID unit, you will know that the person calling has chosen to block their names and number. If Unknown, Unavailable, or Out of Area is displayed, you will know that the person is calling from an area where Caller ID is not available.
- A Caller ID display unit is required to use Caller ID.

Available in most areas. Some restrictions apply.

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If you've selected Call Manager Connection with Call Waiting, Call Manager Connection with Call Waiting ID, or Call Manager Connection with Business Receptionist, your service includes all 6 of the basic package features plus one of these Call Waiting options. Please refer to the instructions below for the Call Waiting options that you've chosen.

CALL WAITING

Don't miss important calls when you're on the phone. Call Waiting lets you take a second call without ending your first conversation. When you're on the phone, a special tone alerts you that someone is calling.

HOW TO USE CALL WAITING

- When you hear the Call Waiting tone, quickly press and release the switchhook or flash key to put the first call on hold and answer the second call.
- Press the switchhook again to alternate between callers.
- To remove one party, simply hang up.

HOW TO TEMPORARILY TURN OFF CALL WAITING

Before you make an important call that you don't want to be interrupted:

- Press ***70** and listen for three short tones, then regular dial tone.
- Dial the phone numbers you wish to call. Anyone else who calls you will hear a busy signal or go into your Business Voice Messaging Service.*

When you already have a call in progress:

- Press and release the switchhook or flash to put your call on hold.
- Listen for three brief tones and a normal dial tone, then press ***70**.
- Press and release the switchhook again to continue your original call with no Call Waiting interruptions.
- When you hang up, Call Waiting will be restored.

* Purchase of additional service required.

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CALL WAITING ID

Just like Call Waiting, Call Waiting ID sends you a tone to let you know someone else is trying to call, plus your special Call Waiting ID unit will show the name and number of most callers. You'll know who your second caller is so you can decide whether or not to answer the call.

HOW TO USE CALL WAITING ID

- When you hear the Call Waiting tone, look at your Caller ID display to see who's trying to call.
- If you want to answer, quickly press and release the switchhook or flash key to put the first call on hold and answer the second call.
- Press the switchhook again to alternate between callers.
- To remove one party, simply hang up.

HOW TO TEMPORARILY TURN OFF CALL WAITING

- Follow the same instructions for Call Waiting on the previous page.

CALL WAITING DELUXE WITH BUSINESS RECEPTIONIST

Call Waiting Deluxe, like regular Call Waiting, lets you take a second call without ending your first conversation. And, Call Waiting Deluxe gives you several additional options with your Business Receptionist. When you hear the Call Waiting Deluxe tone (it will sound slightly different from the regular Call Waiting tone), you will be able to see the name and number of the incoming caller and decide how to handle the call.*

WITH CALL WAITING DELUXE AND BUSINESS RECEPTIONIST YOU CAN:

- Identify the incoming caller and switch to that call.
- Send the caller a pre-recorded "please hold" message.
- Forward the call to your Business Voice Messaging Service.**
- Join the callers together for a three-way conference call.

* Must subscribe to Caller ID

** Must subscribe to Business Voice Messaging Service

The Call Waiting tone may not function under certain conditions.

ABOUT OTHER QWEST BUSINESS PRODUCTS

Enhance your Call Manager Connection plan by adding these great business ideas from Qwest to your service.

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BUSINESS RECEPTIONIST

This all-in-one telephone is designed to work together with your Call Manager Connection services which include Caller ID and Call Waiting Deluxe. You'll see every call option on the phone's display screen, all available at the touch of a button.

- Caller ID display shows you who's calling before you answer, whether or not you're on an existing call.
- Sends a pre-recorded message asking a new caller to please hold when you are already on a call.
- Lets you send an incoming call to your Business Voice Messaging Service.* A flashing red light** bar on the phone tells you when you have messages, with one-touch message retrieval through the display screen.
- Stores up to 50 names and numbers in your personal directory.
- Lets you join a new call in with your existing call.
- Speaker phone lets you talk hands-free.

* Must subscribe to Business Voice Messaging Service

** Not available in all areas.

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