

Feature	Abbr	Description	* Codes			Packages	
			Enable	Disable	Other	Residential	Business
Anonymous Call Rejection	ACR	Automatically reject calls with withheld or blocked caller ID. This does not block calls where the number reports as "unavailable".	77	87			
Automatic Callback	AC	Automatically continue to redial the last dialed number that failed due to the line being busy. The switch will automatically redial the line when it becomes idle.	66	99			
Automatic Recall	AR	Hear the last incoming caller's number or automatically redial that number.	69	89		Basic	
Basic Line Hunting		This is a multi-line hunt group like service, intended primarily for residential type customers. This service will attempt to hunt through a list of phone numbers should the called number be busy or not answered.					
Reminder Calls		Allows the subscriber to schedule reminder calls. The switch will call the customer at the set time and continue to call the customer until they answer the call. There are two types of reminder calls: Basic: These are one-time individual reminder calls Regular: These are repeating reminder calls, such as for a wake-up alarm.			310: Enable an individual reminder 311: Disable all individual reminders 312: Cancel one individual reminder 313: Check individual reminders 314: Enable a regular reminder 315: Disable all regular reminders 316: Disable one regular reminder 317: Check regular reminders		
Call Hold	CHD	The subscriber can place their call on hold and call a 2nd party. This is activated by flash hooking, then entering the access code.	52				
3-Way Calling	TWC	The subscriber can call a 2nd party and connect both parties into the same call with them. This is activated by flash hooking, dialing the 3rd number, then flash hooking again sometime after the 3rd party answers the call.					
Call Transfer	CT	The subscriber can transfer an existing call to a 2nd party. This is activated by flash hooking, dialing the 2nd party and hanging up sometime after the ringback or the 2nd party answers.					
Call Trace	COT	The subscriber can initiate a customer originated trace after the call is completed by dialing the access code and pressing 1 at the menu. The subscriber can also do this during the call by flash hooking, then dialing the access code.	57			Basic	
Call Waiting	CW	Allows the subscriber to receive a 2nd call while already on the phone with another party. The subscriber can switch between both calls by flash hooking. Cancel call waiting is included in this service.		70		Basic	
Call Waiting with Caller ID		Allows the subscriber to receive phone number and calling name information for an incoming 2nd call while on call. Requires Call Waiting.					
Caller ID Presentation		This feature controls whether the subscriber's phone number and calling name is delivered when they make phone call. The default setting is to provide this information on every phone call. The subscriber can disable this feature on a call-by-call basis by entering the access code before making a phone call. Upon customer request, their phone line can be set to permanently block Caller ID information on every phone call.			67: Disable Caller ID for the next call 82: Enable Caller ID for the next call if it is set to permanently block Caller ID.	Basic	
Calling Name Delivery	CIDIP	This allows the subscriber to specify a name to be delivered along with their phone number when they make a phone call. If this is set to withheld, the Calling Name will display "Private". If this is left blank, the Calling Name will display "unavailable".	*65	*85	65: Enable Calling Name Delivery 85: Disable Calling Name Delivery	Basic	
Call Forwarding: Remote Access	RACF	Allows remote access to change call forwarding features. Dial 775-8192, enter the 10-digit phone number, the PIN, then the desired access code.				Basic	
Call Forwarding: Unconditional	UCF	Allows the subscriber to unconditionally forward their phone to another phone number. Their phone will ringsplash when someone calls them to remind them their phone is being forwarded. The subscriber can set this up using access codes from their phone. Type *72 to enable the feature and add the phone number afterward followed by a #.	72	73		Basic	
Call Forwarding: Busy	BCF	Allows the subscriber to forward their phone to another phone number when the phone is busy. The subscriber can set this up using access codes from their phone.	90	91		Basic	
Call Forwarding: Delayed	DCF	Allows the subscriber to forward their phone to another phone number when a call is not answered after a specified amount of time. The subscriber can set this up using access codes from their phone. The default delay time is 18 seconds (about 3 rings).	92	93		Basic	
Call Forwarding: Selective	SCF	Allows the subscriber to forward incoming calls from a specified list of phone numbers to a different phone number. The subscriber can set this up using access codes from their phone. The list can hold up to 10 phone numbers	63 or 83				

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Do Not Disturb	DND	Allows the subscriber to reject all incoming calls temporarily. The caller will receive an announcement that the subscriber is not currently accepting calls. The subscriber can enable and disable this feature via access code.	78	79			
Home Intercom		Allows the subscriber to take with other extensions connected to the phone line. Call another extension: Dial the subscriber phone number and hang up. Let the other person pick up the phone, then answer the phone to talk to them. Transfer a call to another extension: While on the call, flash hook and hang up. All extensions will start ringing, let the other extension answer the call.				Basic	
Mandatory Account Codes		This allows a subscriber to use account codes to help divide their long distance billing. This feature requires an access code be entered before making specific types of calls. Multiple access codes are allowed and the feature can be set to require an exact match or allow any code to be entered. The account codes can be configured to apply to only certain types of services. Some call types, such as emergency or toll-free calls, cannot be restricted with account codes.					
Priority Call		This allows the subscriber to set up a list of phone numbers that will ring a distinctive ringtone when they call the subscriber. The subscriber sets this list up by using access codes.	61 or 81				
Selective Call Rejection	SCR	This allows the subscriber to set up a list of phone numbers that will be rejected when they attempt to call. A rejection announcement will be played to the calling party. The subscriber sets this list up by using access codes.	60 or 80				
Speed Calling		This allows the subscriber to store commonly-dialed numbers for quick access. There are two variations of speed calling: 1-digit: This provides access to store up to 8 numbers, stored in numbers 2 through 9. To dial these numbers, dial the stored number location and # (IE: 2#) 2-digit: This provides access to store up to 29 numbers, stored in numbers 20 through 49. To dial these numbers, dial the stored number location (IE: 20#)			74: To configure 1-digit 75: To configure 2-digit		
Teen Service		This allows the subscriber to have up to three additional phone numbers bound their phone line. Each of these teen lines are set to play a distinct ringtone when someone calls that number. Outgoing calls are made from the primary phone number.					
Warm Line		This allows a subscriber's line to be configured to automatically dial a specific phone number after the phone has been taken offhook for a specified length of time.					
Hot Line		This allows a subscriber line to automatically dial a specified phone number when the phone goes off-hook.					
PIN Change		This allows a subscriber to change their PIN using the handset. This does not affect the subscriber using CommPortal to change their PIN.	319				
Last Caller ID Erasure		This allows the subscriber to erase the last caller's number to prevent call services like Automatic Recall.	320				
CommPortal		This allows the subscriber to access voicemail and phone settings via a webpage. The subscriber can visit <a href="https://commportal.steelvillephone.com">https://commportal.steelvillephone.com</a> and log in with their phone number and PIN					
Voicemail: Plain Old Voicemail	POVM	Plain Old Voicemail (POVM) is the basic voicemail service. The subscriber can receive voicemail and check these voicemails from any phone or from the CommPortal website. Subscribers can also forward voicemails messages as email attachments.	318				
Voicemail: Announcement Only Mailbox	AOM	Announcement Only Mailbox (AOM) allows a greeting to be recorded and played back to callers. This service does not allow callers to leave messages for the subscriber. Subscribers using their phone to record the greeting. They cannot manage their voicemail services from CommPortal.					
Voicemail: Unified Messaging	UM	Unified Messaging (UM) allows the subscriber to receive faxes in their voicemail. They can view or print the faxes from the CommPortal or choose to forward the fax on to another recipient or a fax machine of their choice.					
Broadcasts		Broadcasts are played when a subscriber checks their voicemails from a telephone (not the CommPortal). These may be either Marketing or Administrative messages.					

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Live Message Screening	LMS	Live Message Screening (LMS) allows a subscriber to listen in to the voicemail as the caller is leaving the message. When a caller is diverted to voicemail, the subscriber's phone rings with a different tone. If the subscriber picks up the phone, they can then listen to the message the caller is recording. If the subscriber wants to answer the call, pressing 1 will connect them to the caller. At no point is the caller aware that the subscriber is listening in.					
Future Delivery		The Future Delivery service allows subscribers to schedule the delivery of their voicemail messages to other subscribers, rather than send them immediately. Once a subscriber has recorded their voicemail message they can schedule the date and time at which they would like MetaSphere EAS to deliver their message. Subscribers can schedule the delivery anywhere from 15 minutes up to 364 days in the future.					
Commportal Assistant		CommPortal Assistant is an application which runs on a subscriber's PC, offering a convenient and fully-integrated route into their CommPortal account. Using the toolbar the subscriber can carry out a number of tasks, all from a PC: <ul style="list-style-type: none"> <li>• see when an incoming call arrives, and choose to either redirect the call to another number or decline the call rather than answer it</li> <li>• see when new messages are received in the MetaSphere EAS mailbox</li> <li>• search contact lists and place calls to those contacts</li> <li>• make instant changes to call settings, for example to send calls to voicemail</li> <li>• place calls with one click from inside Microsoft Outlook</li> <li>• synchronize CommPortal Assistant contacts with Outlook contacts, if both are installed on the same PC</li> </ul>					
Accession Communicator for Desktop		Accession Communicator for Desktop is a softphone that runs on a subscriber's Windows or Mac desktop computer or laptop.					
Accession Communicator for Mobile		Accession Communicator for Mobile is a VoIP soft client app for iPhone, iPad and Android devices that "twins" with a subscriber's main directory number, so they can make and receive calls using that number from their mobile device. The app can be downloaded via a subscriber's CommPortal account or directly from an app store.					
Find Me Follow Me (Basic "SimRing")	FMFM	The Find Me Follow Me (FMFM) Basic service (SimRing) allows a subscriber to configure incoming calls to ring up to 3 other phone numbers simultaneously. The Basic SimRing service provides no scheduling abilities. If the calling party chooses to allow the Metaswitch to "Find" the subscriber, all specified numbers will be dialed. This service can be configured from the handset, CommPortal or MetaView Web.	361	362			
Find Me Follow Me (Enhanced)	FMFM	The Find Me Follow Me (FMFM) Enhanced service is the typical Find Me Follow Me service. In addition to the features provided by the FMFM Basic (SimRing) service, the subscriber can use CommPortal to create a series of steps to order what numbers are called or by using a time schedule.	371	372			
MetaSphere Fusion		The MetaSphere Fusion service provides support for Fixed-Mobile convergence in your deployment. The service enables wired-line subscribers who use a different service provider for their mobile phone to associate this mobile phone with their existing MetaSphere EAS account, by carrying out a simple self-provisioning step using CommPortal. MetaSphere Fusion subscribers then have a unified voicemail inbox for both their landline and mobile device, and can also choose to receive immediate text-message notifications on their mobile phone whenever a message arrives in their mailbox.					