

# Miracom Business Line User Guide



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## 1.1 Call Forward

**Call Forward is included for simple activation with Miracom Voice Advantage. To make the feature active the user must turn Call Forward on.**

**When active on a line this feature causes calls to be forwarded to an alternate telephone number. Three variations are offered:**

- **Call Forward Immediate - forwards all calls**
- **Call Forward No Answer - forwards calls if unanswered**
- **Call Forward Busy – forwards calls when the line is busy on another call**

**The forward destination number can be any valid telephone number on any Australian carrier's network (landline and mobile).**

**While the feature is active your phone service can still be used to make calls. When the feature is active there is no line facility to alert users that the feature is active.**

### 1.11 To turn-on Call Forward Immediate:

<b>What you do</b>	<b>What you hear</b>
<b>1.) Take line off hook/ turn speaker on</b>	<b>Dial Tone</b>
<b>2.) Dial *21</b>	<b>Stutter Dial Tone</b>
<b>3.) Dial Destination number followed by #</b>	<b>Confirmation Tone</b>

### 1.12 To turn-off Call Forward Immediate:

What you do	What you hear
1.) Take line off hook/ turn speaker on	Dial Tone
2.) Dial #21#	Confirmation Tone
3.) Put line on hook	

Call Forward Immediate takes precedence over both other variants of Call Forward in situations where both are active on a line simultaneously.

### 1.13 To turn-on Call Forward No Answer:

What you do	What you hear
1.) Take line off hook/ turn speaker on	Dial Tone
2.) Dial *61	Stutter Dial Tone
3.) Dial Destination number followed by #	Confirmation Tone

### 1.14 To turn-off Call Forward No Answer:

What you do	What you hear
1.) Take line off hook/ turn speaker on	Dial Tone
2.) Dial #61 #	Confirmation Tone
3.) Put line on hook	

**Call Forward No Answer operates by forwarding the call after a defined number of ring signals. You may choose 4, 6, 8, 10 or 12 ring signals. This is set by Miracom at the time of initial service deployment, or by a subsequent application for a service modification.**

### **1.15 To turn-on Call Forward Busy:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Take line off hook/ turn speaker on</b>	<b>Dial Tone</b>
<b>2.) Dial *24</b>	<b>Stutter Dial Tone</b>
<b>3.) Dial Destination number followed by #</b>	<b>Confirmation Tone</b>

### **1.16 To turn-off Call Forward Busy:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Take line off hook/ turn speaker on</b>	<b>Dial Tone</b>
<b>2.) Dial #24 #</b>	<b>Confirmation Tone</b>
<b>3.) Put line on hook</b>	

**Call Forward On Busy is effective after the line has rung 10 times (equivalent to 30 seconds).**

**This is a network parameter not changeable by the customer.**

## **2.1 Call Waiting**

**Call Waiting is included with Miracom Voice Advantage in the “on” (active) state (not used by lines in a hunt group).**

**When active on a line, this feature causes the user to hear a tone on the line mid-call when a third party tries to call their phone service. The Call Waiting tone is two**

**“beeps” repeated once after 10 seconds. The user is able to suppress the feature on a per call basis**

**2.11 To hang-up the first call and talk with second caller:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Put line on hook</b>	<b>Ringing</b>
<b>2.) Take line off hook</b>	<b>Second Caller</b>

**2.12 To put the first caller on hold and talk with second caller:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Dial Recall</b>	<b>Dial Tone</b>
<b>2.) Dial 2</b>	<b>Second Caller</b>

**2.13 To switch between callers:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Dial Recall</b>	<b>Dial Tone</b>
<b>2.) Dial 2</b>	<b>Preferred Caller</b>

## **2.14 To hang-up on one caller and return to the caller on hold:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Put line on hook</b>	<b>Ringing</b>
<b>2.) Take line off hook</b>	<b>Caller on hold</b>

## **2.15 To suppress Call Waiting when making a call:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Take line off hook/ turn speaker on</b>	<b>Dial Tone</b>
<b>2.) Dial *87#</b>	<b>Stutter Dial Tone</b>
<b>3.) Dial Destination Telephone Number</b>	<b>Confirmation Tone</b>

## **3.1 Conference Call (3 Way)**

**Conference Call is included with Miracom Voice Advantage. When used, this feature enables a user to put a call in progress on hold and dial out to another party, then if they wish, establish a three-way conversation (conference).**

### **3.11 To make a second call while one is already in progress:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Dial Recall</b>	<b>Dial Tone</b>
<b>2.) Dial third party telephone number</b>	<b>Stutter Dial Tone</b>

**When two calls are in progress, to establish the three-parties in a conference:**

**3.) Dial Recall**

**When a conference is in progress, to conclude the second call and return to the first call:**

**4.) Dial Recall**

## **4.1 Calling Line Identification Restriction (CLIR)**

The default setting for Calling Line Identity (CLI) when making outbound calls is to permit presentation of the CLI (CLIP) on the destination line.

However, Miracom Voice Advantage users may select to restrict presentation of CLI (CLIR) on the destination line on a permanent basis. This is set by Miracom at the time of initial service deployment, or by a subsequent application for a service modification.

Users are able to override the provisioned CLIP/CLIR status on a call-by-call basis.



**4.11 To permit the delivery of CLI on a per call basis for calls from a line with CLI restricted:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Take line off hook/ turn speaker on</b>	<b>Dial Tone</b>
<b>2.) Dial 1832 or *32#</b>	<b>Stutter Dial Tone</b>
<b>3.) Dial Destination Number</b>	<b>Confirmation Tone</b>

**4.12 To restrict the delivery of CLI on a per call basis for calls from a line with CLI set to permit presentation:**

<b>What you do</b>	<b>What you hear</b>
<b>1.) Take line off hook/turn speaker on</b>	<b>Dial Tone</b>
<b>2.) Dial 1831 or *31#</b>	<b>Stutter Dial Tone</b>
<b>3.) Dial Destination Number</b>	<b>Confirmation Tone</b>

## QUICK REFERENCE

<b>Call Forward Immediate</b>	<b>Activate</b>	<b>*21 [Destination number]#</b>
	<b>Cancel</b>	<b>#21#</b>
<b>Call Forward No Answer</b>	<b>Activate</b>	<b>*61 [Destination number]#</b>
	<b>Cancel</b>	<b>#61#</b>
<b>Call Forward Busy</b>	<b>Activate</b>	<b>*24 [Destination number]#</b>
	<b>Cancel</b>	<b>#24#</b>

<b>Call Waiting</b>	<b>Suppress</b>	<b>*87# [Destination number]</b>
	<b>Switch between callers</b>	<b>Recall 2</b>
	<b>End current call and speak to second call</b>	<b>Hang up, hear ring, pick up</b>

<b>Conference</b>	<b>Initiate second call</b>	<b>Recall [destination number]</b>
	<b>Establish conference</b>	<b>Recall</b>
	<b>Exit conference &amp; return to original call</b>	<b>Recall</b>

<b>Calling Line Identification Restriction</b>	<b>Restrict presentation for one call</b>	<b>1831 [Destination number], or *31# [Destination number]</b>
	<b>Allow presentation for one call</b>	<b>1832 [Destination number], or *32# [Destination number]</b>