



Telephone Answering Service

FEATURES

Telephone Answering Service allows you:

- To **know if somebody has left a voice message** on your Answering Service when you are away from home. If you are interesting in having more information, you can access the information service for free, through option 3 from the menu Options on the Answering Service. You can also receive a message alert from any telephone number which belongs to the Spanish fixed telephone network or to any mobile network operator.
- To **listen to your messages for free from your own telephone**, you just have to lift the handset. Confidentiality is absolutely guaranteed.
- To **listen to your messages for free from your telephone or from any other touch-tone telephone**, in Spain or abroad.
- A new additional facility: **Immediate Response** which allows you to make phone calls in order to reply to your messages after you have listened to them.
- To **receive a phone call** when the line is engaged.
- To record your personal **greeting message**.
- To have at your disposal a **password** (the password has a default of 0000) to personalize your Telephone Answering Service and to take your messages from other telephones other than your own.
- To program **the time of the alert** in order to inform you of your messages.
- To choose among **8 languages** (5 regional languages and 3 foreign languages) in order to interact with the functions of the service.
- To hold a call and answer another (**Call Waiting Service**).
- To have at your disposal a **message storage capacity of 20 minutes**.

ADVANTAGES

- Since it is not physical equipment, **it does not take up any space** at home.
- **A tape is not required** to record the messages.
- **The service functions even when the line is engaged**, while other answering systems only function when you do not reply.
- The recorded messages are displayed with **information of the date and hour** when they were received.
- **No maintenance** related to the Answering Service is required (except that of your touch-tone telephone if it belongs to you), as it will be constantly carried out by *Telefónica*.
- **The message storage capacity is limited to 20 minutes**, similar to any other telephone answering equipment.
- You have an option **to activate or deactivate the service** when you find it convenient.



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HOW THE SERVICE WORKS

Answering Service for individual lines

You can activate and deactivate this service when you wish, by lifting the handset and pressing the following buttons:

Activation code:



Disactivation code:



A continuous confirmation tone indicates that the service has been activated or deactivated.

LEAVING MESSAGES

When you receive a call in a telephone in which the Answering Service has been activated, the following situations may arise:

If the person who receives the telephone call does not answer:

If he or she does not answer the telephone within 20 seconds, the call will be put through to the Answering Service and then, the person who is calling will hear the greeting message of the voice mailbox (this message may be the standard one or a personalized one). Immediately after, the person who is calling can leave you a message.

If the line of the person who is receiving the telephone call is engaged:

He or she will hear some tones which indicate an incoming call (Call Waiting). You can choose whether or not to take the call. If the call is not answered, the caller will be allowed to leave a message as described above.

LISTENING TO MESSAGES

From home:

-  Lift the handset.
- Wait for 7 seconds.

Then, you will be informed by an announcement if you have any new messages. If you have received any, they will be played. Information about the hour and date of the received messages is provided on the message display. The received messages may be recorded, deleted or listened to as many times as necessary.

From another telephone:

This Service allows you to listen to your messages from any other touch-tone telephone (each button produces a tone) without the need to use additional appliances. In order to do so, you should follow these instructions:

- Call your phone number.
- Interrupt the greeting message by pressing .
- Enter your password (for security reasons, the default password 0000 is recommended to be changed).

Then, you will be allowed to listen to your messages the same way you do from home.



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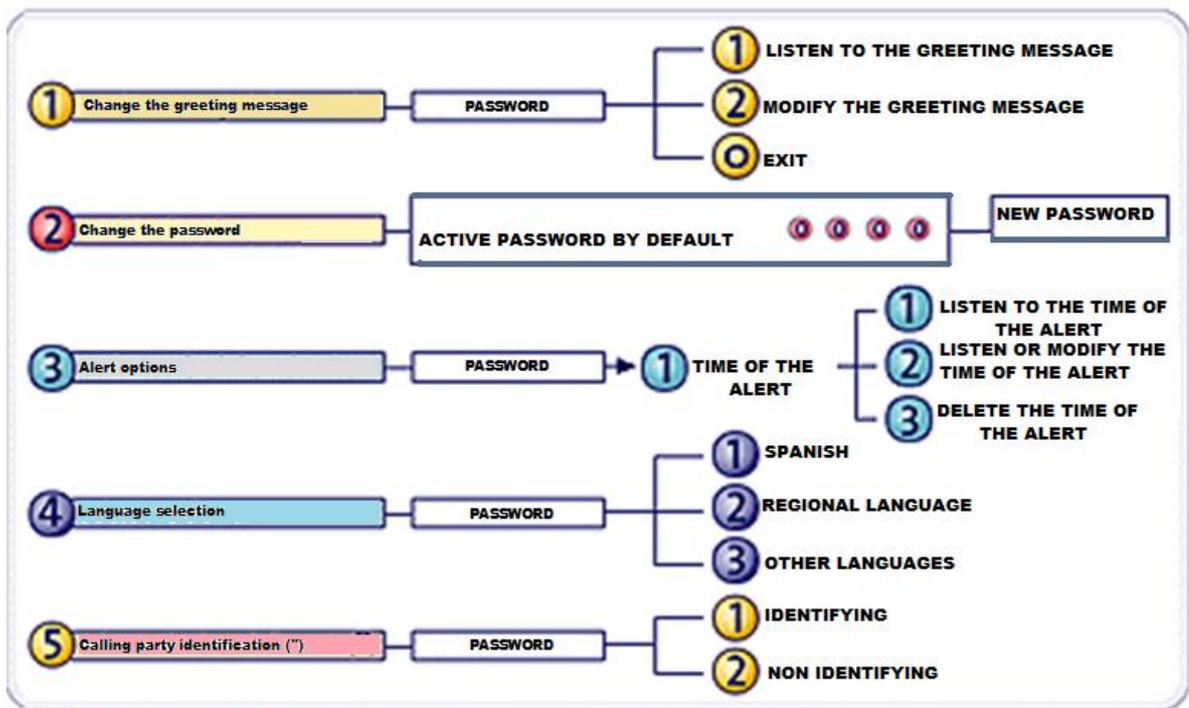


MODIFYING THE FEATURES OF YOUR ANSWERING SERVICE

From home:

1.  Lift the handset.
2. Wait for 7 seconds.
3. Listen to your messages if you have any.
4. Press **1** in order to access the Personal Options menu.

Then, an announcement will show you step by step how to select one of the following options:



(*) Only if Calling Display is activated

From another telephone:

The features of your Answering Service can be modified by the service itself from any other touch-tone telephone (each button emits a sound) without the need to use additional appliances. In order to do so, you should follow these instructions:

1. Call your phone number.
2. Interrupt the greeting message by pressing *****.
3. Enter your password (for security reasons, the default password 0000 is recommended to be changed).

Then, you will be allowed to modify the features of the service the same way you do from home.



Call Waiting

FEATURES

Call waiting is an optional service which can be activated on your line and allows you to receive other calls while you are already speaking by telephone.

- If you receive a second call during a conversation, **you will be informed by an audio warning signal**. You can choose whether or not to take the call.
- If you accept it, you can take this second call **by pressing a button** and put your first correspondent on hold. During the conversation with the second correspondent you can come back to the first one and vice versa. Otherwise, you can keep your first conversation without interruptions.
- The display can inform you of the number of the calling party by contracting, if your line has coverage, the **Caller Display** or the **Call Waiting Display**.

TECHNICAL REQUIREMENTS

- It is necessary to be connected to a Central Exchange.
- You must have at your disposal a touch-tone telephone.

INTERACTIONS WITH OTHER ADDITIONAL SERVICES

- If you are having **two conversations, indicators will not inform you of a new incoming call** and you will not be able to use 3 Way Calling, although you have contracted it (service not offered by BT).
- No indicator will inform you of a call waiting **if you are speaking and Immediate Call Diversion is activated**.
- If Call Waiting is activated **in conjunction with the Answering Service, the time out is 20 seconds**.

ADVANTAGES

- It is **similar to having at your disposal a second phone line**.
- **You will not miss any call** which may be urgent or important.
- Phone communication is an essential part of most companies, offices and business, so **this service helps to remarkably reduce the number of missed calls**.
- It allows you to use your telephone and **your line will still be available to receive other calls**.
- It allows you to receive calls during a existing conversation and **to alternate between conversations**.
- This service is **included on the Network Answering Service**.

HOW THE SERVICE WORKS

If you have activated the service, you will hear call-waiting tones. The time **to answer is limited to 30 seconds**.

Activating/Disactivating the service:

This service is initially activated from the Central Exchange when it is contracted. Then, it can be activated or disactivated, if you wish, by following this simple process:

1. Lift the handset and wait for the dial tone.
2. **Activate:** Dial * 43 #
3. **Disactivate:** Dial # 43 #

You will receive a continuous confirmation tone which indicates that the service has been activated/disactivated.



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Caller Display

FEATURES

The Caller Display is an optional service which you can have on your phone line which **allows you know who is calling**.

If you have contracted the **Caller Display** and **Call Waiting** on your line and you receive a call while your line is engaged, you will hear the call-waiting tone and the display will show you the number or the name of the new caller.

SERVICE REQUIREMENTS

- To contract the Caller Display, **coverage on your phone line is needed**.
- This service can be enjoyed by all **telephones which have a display** or a Caller Display compatible equipment.
- **The last phone numbers and names which have called you will be stored in your telephone**. You will also be informed of the date and hour when they were received.
- Caller Display allows you **to return automatically the last received calls**, answered or not. The amount of stored phone numbers depends on the storage capacity of the telephone.



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Call Waiting Display

FEATURES

Call waiting Display is an optional service, which you can contract on your telephone line, and which **shows you the person or number that is calling you on the display while your line is engaged.**

TERMS AND CONDITIONS

- This service is offered **for free** to all customers who have at their disposal **Call Waiting** (having activated the Answering Service) and **Caller Display**.
- To enjoy this service you must have the **appropriate terminal and telephone line** (coverage must be checked).

ADVANTAGES

- **Useful:** You will know who is calling while you are having another conversation. You can choose whether or not to take the call.
- **Quiet:** If you are not able to answer the new call at that moment, it will be taken by the Answering Service (if activated), so no calls will be missed.
- **Practical:** If you decide to answer the new call, you can finish your first conversation and take the new one, or you can put your current correspondent on hold while you answer the new call. During the conversation with the second correspondent you can come back to the first one and vice versa.
- **Economical:** This service is completely free.
- **Easy:** The service is already available, so you do not have to do anything to enjoy it.



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Call Diversion

FEATURES

This service can be activated by yourself on your line. **It allows you to answer all your calls from any other telephones that is not your own** as if you were at home.

It is a **nationwide** service and the **diverted part of the call is charged to the person who activates the service.**

CALL DIVERSION OPTIONS

By default the line has the following divert option:

- **Engaged:** Once activated, calls are diverted when your line is engaged.

TECHNICAL REQUIREMENTS

- It is necessary to be connected to a Central Exchange.
- You must have at your disposal a touch-tone telephone.

HOW THIS SERVICE WORKS

CALL DIVERSION WHEN THE LINE IS ENGAGED

Activating:

1. Lift the handset and wait for the dial tone.
2. Dial * 67 *
3. Dial the phone number to divert to.
4. Press # (a continuous confirmation tone indicates that the service has been activated).
5. Hang up the handset.

Disactivating:

1. Lift the handset and wait for the dial tone.
2. Dial # 67 #
3. Hang up the handset.



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