

Robocall Blocker

Tired of Telemarketers and Robocalls?

Description

Robocall Blocker is an enhanced service that Cincinnati Bell automatically adds to all residential, flat rate or low usage business lines* that mitigates unwanted robocalls, and is included at no additional cost.

Did you receive a call that you think should have been blocked or did you not receive an important call that was blocked? By accessing your My Cincinnati Bell account you can quickly allow or block those calls by a click of a button.*

**Robocall Blocker is only applicable to flat rate or low usage business lines.*

HOW TO USE

Simply press *950 to activate and *951 to deactivate.

If you have questions about Robocall Blocker, please call 513-566-5050.

CB One for All

Manage all your messaging needs with one service.

Description

CB One for All includes the following services

- **Distinctive Ring** so you know who an incoming call is for
- **Multiple Voice Mailboxes** — Up to 9 individual Voice Mailboxes, plus a General Voice Mailbox
- **Combined Office and Wireless Voice Mailbox**
- **Zero Transfer** so callers can press **0** when they receive your voice mail to be forwarded to another local phone — even a wireless phone
- **Text Notification** on your wireless so you know you have a message in your mailbox

Example

Your sales office includes 7 sales reps who are out of the office much of their time. They each have a voice mail box attached to your company's phone number for when they are not available at the number. They also have wireless phones so they can keep in touch with their customers when they are on the road. They find that managing both their office and cell phone voice mail boxes isn't always easy.

With CB One for All, they can combine their office and wireless voice mailboxes so that all their messages are retrievable from one place. They can even receive text notification on their wireless when they have messages in their office mailbox.

Plus, when they have to be out of the office but are waiting for an important customer call that they don't want to miss, they can ask the customer to press **0** after they go into Voice Mail and the call can be transferred to the rep's wireless phone.

In addition, when they are in the office, they can know if an incoming call is for them or for another rep by the distinctive ring tone that is specifically theirs.

HOW TO USE

CB One for All Distinctive Ring

Prior to ringing, your main greeting will prompt the caller to select a single digit number, **1-9**, that's been assigned to specific individuals. You'll know who the call is for by the distinctive ringing pattern assigned to your extension.

To set up your Distinctive Ring Introductory greeting

1. In Dayton call 937-610-0047, in Cincinnati call 513-721-0231, out of town call 877-564-0222.
2. Enter your phone number and your temporary password which is **1111**.
(Note: if you are calling from your business phone, you will be prompted to enter your password only.)
3. The first time you call, a tutorial will step you through changing your password, recording a greeting, and activating the service. Additional calls to this number will play the normal Main Menu.

To activate/deactivate Distinctive Ring

1. To activate Distinctive Ring from your phone, dial ***959** (Rotary customers: dial 11 instead of *).
2. To deactivate Distinctive Ring from your phone, dial ***958** (Rotary customers: dial 11 instead of *).

CB One for All

HOW TO USE

CB One for All Multiple Voice Mailboxes

Up to 9 individual voice mailboxes with personalized greetings are included.

To set up your Introductory Greeting for the Base Mailbox

The Base Mailbox Introductory Greeting is only active if you are not using the Distinctive Ring service or if you turn off the Distinctive Ring feature. In that case, the Base Mailbox Introductory Greeting will be played so callers can select a mailbox for their message. To set up your Introductory Greeting for your Base Mailbox:

1. Dial the access number – **513-554-1234** in Cincinnati, **859-392-1234** in Kentucky, and **937-619-1234** in Dayton – from your phone.
2. Enter your password then press #. If this is a new mailbox, your temporary password is **1111**.
(**Note:** if you are not calling from your phone, press # followed by your mailbox number which is your 10-digit telephone number.)
3. From the main menu, press **4** (Personal Options).
4. Press **3** (Greeting Options).
5. Press **1** (Personal Greeting). This is the greeting that you will use for your introductory greeting.
6. Press **1** to record your introductory greeting.

To change your password for the Base Mailbox

1. From the main menu, press **4** to access Personal Options.
2. Press **2** to access Administration options.
3. Press **1** to Change your password.

To change your recorded name for the Base Mailbox

1. From the main menu, press **4** to access Personal Options.
2. Press **3** to access Greeting Options.
3. Press **3** to Record your Name.

To set up your personal mailbox greeting in Multiple Voice Mailboxes

Once you have recorded your Introductory Greeting for your Base Mailbox, you must set up your personal mailbox greeting. This is the message a caller hears when they are directed to your mailbox. You will need the following information:

- Your Voice mail access number **513-554-1234** in Cincinnati, **859-392-1234** in Kentucky, and **937-619-1234** in Dayton.
- Your temporary password for each Multiple Mailbox. These numbers are: **1000** for Mailbox 1, **2000** for Mailbox 2 ... through **9,000** for Mailbox 9.

1. Dial the access number from your phone.
2. Enter your password then press #. (**Note:** if you are not calling from your phone, press # followed by your mailbox number which is your 10-digit telephone number.)
3. The first time you call, a tutorial will step you through changing your password, recording a name and recording your greeting. Additional calls to this number will play the normal Main Menu. If you have enabled callers to Zero Transfer, you will need to record this as part of your personal mailbox greeting.

CB One for All

HOW TO USE

CB One for All Combined Office and Wireless Voice Mailbox

Unanswered calls from both your office phone and wireless phone go to one voice mailbox. You must be a Cincinnati Bell Wireless subscriber to enjoy this service.

To create greetings for your Combined Office and Wireless Voice Mailbox.

If you have not already done so, set up your personal mailbox greeting on your office phone. To do so, follow the instructions above under, To set up your personal mailbox greeting in Multiple Voice Mailboxes.

To record a separate greeting for calls to your wireless number

1. Call your voice mail access number from your wireless phone.
2. Enter your password. This is the same password that you are using for your office phone voice mail.
3. From the Main Menu, press **4** to access Personal Options.
4. Press **3** to select Greeting Options.
5. Press **1** to select Personal Greeting.
6. Press **1** to record your personal greeting.
Callers dialing your wireless phone will hear this greeting.

HOW TO USE

CB One for All Zero Transfer

You can prompt the caller to press "0" during your voice mail greeting and the call will be transferred to a local number you specify – even a wireless phone.

To set up Zero Transfer

1. Go to www.cincinnati-bell.com/myaccount (Manage My Voice Mail) to set up Zero Transfer. If you do not have a My Account set up, this website will give you simple instructions on how to set it up.
2. Click on Set Up.
3. Click on Zero Transfer number.
4. Enter your information.
5. Click on Save Changes at the bottom of the screen.

To disable Zero Transfer

1. Go to www.cincinnati-bell.com/myaccount (Manage My Voice Mail)
2. Click on Set Up.
3. Click on Zero Transfer number.
4. Clear the transfer phone number in the phone number field.
5. Click on Save Changes at the bottom of the screen.

CB One for All

HOW TO USE

CB One for All Text Notification

When you get a voice mail message at your office, a text notification can be sent to your wireless phone, displaying the caller's name and phone number. Incoming text messages are free for Cincinnati Bell Wireless subscribers.

To set up Text Notification

1. Go to www.cincinnati-bell.com/myaccount (Manage My Voice Mail) to set up Text Notification.
If you do not have a My Account set up, this website will give you simple instructions on how to set it up.
2. Click on Set Up.
3. Click on Text Notification number.
4. Enter your information. (Note: the Text Notification can be sent to any local number in the **513, 937, 812** and **859** exchanges).
5. Click on Save Changes at the bottom of the screen.

To disable Text Notification

1. Go to www.cincinnati-bell.com/myaccount (Manage My Voice Mail).
2. Click on Set Up.
3. Click on Text Notification number.
4. Clear the transfer phone number in the phone number field.
5. Click on Save Changes at the bottom of the screen.

To Retrieve Your Voice Mail Messages

1. Dial the access number from your phone. (Note: if you are not calling from your phone, Press # followed by your mailbox number which is your 10-digit telephone number.)
2. For multiple mailboxes you will hear a message stating the number of messages in each mailbox.
3. Enter your password then press #.
4. Press **11** to hear new messages.

For assistance or questions regarding CB One for All services, call 513-397-0900 in Cincinnati or 866-566-1500 in Dayton and press Option #1.

Call Forwarding Services

Never miss an important phone call.

Description

Call Forward: Allows you to activate your call forwarding from anywhere.

Anywhere Call Forward: Allows you to forward all incoming calls to another number from anywhere.

Call Forward Busy: When you are on the line, incoming calls can be redirected to a predetermined number which can be a long-distance or wireless number, or even voice mail.

Call Forward – Don't Answer: Allows the user to forward incoming calls to a predetermined number when the first line is not answered after a specified number of rings.

Priority Call Forward: Allows only the most important calls to be forwarded, giving you control over who can reach you and where you can be reached.

Examples

Together Call Forward services let the busy professional manage incoming calls as needed. Whether you've gone to a branch office and had your calls forwarded there; are busy making outgoing calls so instead of customers getting a busy signal, or voice mail, you can re-direct the calls to your assistant; or you're in and out of the office and when you're not there, want to have calls forwarded to another branch ... it's all as simple as activating the system to fit the need.

NOTE: All Call Forwarding services must be activated at the time of order, or call 513-566-5050 to request these services.

HOW TO USE

Standard Call Forwarding

To activate Call Forward

1. Listen for a dial tone, then press ***72** (Centrex customers: press ***172**. Rotary customers: dial 11 instead of *).
2. When you hear the dial tone, dial the number to which you want your calls to be sent.
After you dial the number, you'll hear two short beeps.
3. When the other telephone is answered, Call Forwarding is set. If that number is busy or there is no answer, hang up and immediately repeat the first two steps. Call Forwarding will be set up automatically.

- Check to see that Call Forwarding is working by pressing ***72**.
You will hear a rapid busy signal indicating that your Call Forwarding has been activated.
- Remember, while your calls are forwarded your phone is still available for making outgoing calls.

To cancel Call Forwarding

1. Listen for a dial tone, then press ***73** (Centrex customers: press ***173**. Rotary customers: dial 11 instead of *).
2. Listen for two short tones and then dial tone. Your calls will no longer be forwarded.

Note: When your calls are forwarded and a call comes in to your phone, you will hear a half-ring indicating your calls are forwarded. You will be unable to answer incoming calls while Call Forwarding is activated.

If you have trouble viewing PDFs download the latest FREE version of Adobe Reader.

<http://get.adobe.com/reader/otherversions/>

Anywhere Call Forwarding

HOW TO USE

To activate Anywhere Call Forwarding

1. Dial 513-421-7869 or 937-610-1200.
2. Follow the prompts and enter your telephone number and your 4 digit password.
The PIN number will be the LAST four digits in the order number that was established at the time you ordered Anywhere Call Forwarding.
3. Once your password is accepted, you will hear five menu options.
 - To activate Anywhere Call Forwarding to any number **1**
 - To activate Anywhere Call Forwarding to your preferred number **2**
 - To deactivate Anywhere Call Forwarding **3**
 - To change your password **4**
 - To create or change your preferred Anywhere Call Forwarding number **5**
4. When you have Anywhere Call Forwarding activated, you will still hear a half ring at your office as a reminder that your calls are being forwarded.

To cancel Anywhere Call Forwarding from your business phone

1. Listen for a dial tone then press ***73**.
2. Listen for two short tones and then dial tone. Your calls will no longer be forwarded.

To cancel Anywhere Call Forwarding from a remote phone

1. Dial **513-421-7869** or **937-610-1200** from a remote location.
2. Follow the prompts.

Call Forward Busy

HOW TO USE

When you order Call Forward Busy, it will be activated by Cincinnati Bell and will be ready to use. It's that easy.

Call Forward — Don't Answer

HOW TO USE

When you order Call Forward – Don't Answer, it will be activated by Cincinnati Bell and will be ready to use. It's that easy.

Priority Forwarding

HOW TO USE

- Priority Forward works with a Priority Forward List of up to 6 numbers that you create and control (see Managing Priority Forward Lists). The numbers require area code + number and must be within Cincinnati Bell's service area.
- Dialing the Priority Forward activation code will give you detailed instructions that guide you through your Priority Forward service options. The instructions will help you add or delete numbers on your list, review your list and turn your Priority Forward service on and off.
- You have the ability to turn Priority Forward on and off at any time. When Priority Forward is on, calls received from the numbers on your list will be forwarded to a number that you've designated. Other calls will ring at your business. When Priority Forward is turned off, calls from the numbers on your list will ring as normal.
- You can forward calls to any number you choose. If calls are transferred to a long-distance number, you will be charged the long-distance cost.

Note: This service is not available in the Greater Dayton area.

To activate Priority Forward

1. Listen for a dial tone then press ***63** (Rotary customers: dial 11 instead of *).
2. Listen to recording. It will tell you to press 0 to hear the instructions. You will be given options on how to add, remove, or review the numbers on your list. If you are a new subscriber to this service or have not entered any numbers on your Priority Forward List, you will be instructed to add one in order to turn on the service.

To cancel Priority Forward

Most customers can turn their Priority Forward services on and off by pressing **3** after they use the ***63** activation code.

To manage your lists

1. Listen for a dial tone then press ***63** (Rotary customers: dial 11 instead of *).
2. The recorded message announces your Priority Forward List status, the number of entries on your list, and provides initial instructions.
3. The system will repeat the telephone number to which your calls will be forwarded.
 - If the number is correct, Press **1**
 - If the number is not correct:
 1. Press **0**
 2. Dial the telephone number to which your calls should be forwarded. (Include the area code, if required.)
 3. Press **#**

To add, remove, or hear list entries

- Dial 0 for Instructions or
- Choose from the following options:
 - To add a phone number to your Priority Forward List: **# telephone number #**
 - To add the number of the last caller to your list: **#01#**
 - To remove a phone number on your list: *** telephone number ***
 - To hear phone numbers on your list: **1**
 - To delete a number from your list after the number is announced: **07**
 - To delete all entries on your list: **08**
 - To delete private entries on this list: **09**

If you have questions about Call Forward Services, please call 513-566-5050.

If you have trouble viewing PDFs download the latest FREE version of Adobe Reader.

<http://get.adobe.com/reader/otherversions/>

Call Block

A flexible, easy-to-use way to block unwanted calls.

Description

A service that allows you to block up to six different numbers from ringing your phone.

Example

You are a busy professional and do not have time for unwanted calls. You can put Call Block to work for you by selecting up to six numbers to block. You can also choose when to block them -- all day, just during meetings, or anytime you do not want to be interrupted by inconvenient calls. Callers will hear a courtesy message telling them you are unavailable. Call Block can be turned on and off as needed and you can change your blocked numbers at any time.

HOW TO USE

To activate Call Block

1. Listen for a dial tone then press ***60** (Rotary customers: dial 11 instead of *).
2. Listen to the recorded instructions. (The recorded instructions will tell you to press **0** to hear the instructions.) The instructions will give you options on how to add, remove, or review the numbers on your list. * They will also tell you how to add your last caller. If you are a new subscriber to this service or have not entered any numbers on your Call Block list, you will be instructed to add one in order to turn on the service.

To cancel Call Block

Most customers can turn their Call Block service on and off by pressing **3** after they use the ***60** Call Block access code.

Managing Call Block Lists

Managing Call Block Lists allows you to turn the service on or off, and add or delete numbers from your list. The numbers on your list must be within Cincinnati Bell's service area.

If you have questions about Call Block, contact 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Call Return

Never miss an important opportunity.

Description

A feature that allows you to return a call quickly and easily with just the press of a few buttons.

Example

The phone is ringing but you don't get to it in time. No message is left. Was that the call you were waiting for? Just dial *69 and you'll know the phone number, date and time of the most recent caller. And, your phone will automatically dial the number for you. No more looking up numbers or guessing who might have called.

HOW TO USE

To use Call Return

1. Dial *69. You will hear: The last call came from (telephone number).
This call was received (month/day) At (hour, minute, am/pm).
To activate Call Return, dial 1. Otherwise, hang up now.
2. Dial 1 at any point in the announcement to return a call to the indicated number or hang up if you decide not to return the call at this time.
 - When you activate Call Return and the called line is busy, an announcement will instruct you to hang up while the service continues to dial the number. It will attempt to complete the call for up to thirty minutes.
 - When the called line is free, Call Return will alert you with a special ringing pattern - two short and one long. (This pattern will repeat.) When you pick up the phone, your call will be placed for you.
 - You can use your phone to receive or place other calls while Call Return is activated.
 - If during the 30-minute activation period, you can't pick up when you hear the special ring, Call Return will try again in 5-minute intervals. If you have not answered by the third try, your Call Return request will be cancelled.
 - If you have Call Waiting, Call Return can be used to return an unanswered call that you received while on another call.
 - Call Return cannot be activated on long distance calls, although the service will announce the number of the last caller.

Note: The Call Return service cannot complete a call marked as "private." If the Call Return service is attempted against a private number, the caller will receive an announcement indicating that the call cannot be placed.

* Works only if the caller is within Cincinnati Bell's service area.

** Local charges may apply if the service returns a call that is outside your local calling area.

As a Call Return subscriber, you also have the ability to block "private" or "anonymous" calls from reaching you. Please refer to Anonymous Call Rejection for further details.

To cancel Call Return

1. Listen for a dial tone, then press *89 (Rotary customers: dial 11 instead of *).
2. Listen for the announcement telling you your Call Return request has been cancelled.†

Call Return

Privacy Options for You and Others:

Cincinnati Bell offers both **Per Call** and **Per Line Privacy**. Per Call Privacy designates individual calls as "private".

If the caller does not want their name and/or number revealed when calling a Caller ID or Call Return customer, they may simply dial ***67** prior to placing the call, and it will be marked "private". Per Call Privacy is a free service to all Cincinnati Bell customers.

Per Line Privacy automatically marks all outgoing calls from a phone line as private. There is a fee associated with Per Line Privacy for customers who are published in the phone book but not for non-published customers. Per Line Privacy customers also have the option to allow their number to be displayed on an outgoing call. By pressing ***82** before placing a call, Per Line Privacy customers can allow their number to be displayed for that particular call. Per Line Privacy interferes with the message retrieval for voice mail. For Per Line Privacy customers, dial ***82** before calling your mailbox to get your message, eliminating the need to enter your mailbox number.

Notice to customers with Call Return

The special ringing pattern created by Call Return may affect the operation of your answering machine, FAX or modem ± depending on the model and its settings. For example, your answering machine, FAX or modem may interpret the special short, short, long ringing pattern generated by Call Return as three separate rings. This may result in your machine answering a call prior to the selected ring cycle. Refer to your specific machine's owners manual to adjust your answering cycle if necessary.

If you have questions about Call Return, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Call Transfer

Transfer calls to any local, wireless or long distance number seamlessly.

Description

A service that allows a user to transfer a call to any local, wireless or long distance number.

Example

A customer calls with questions about an order. The staff member with the answers is working at another branch. Save the customer the trouble of having to call the branch, simply transfer the call yourself.

HOW TO USE

To transfer a call to another person at a different location

1. Press the receiver button once and release, or use your flash button. The first caller is now on hold.
2. Listen for three short tones and then a dial tone.
3. Dial the number of where you would like the call transferred. (If the call is long distance, charges will apply.)
4. When the phone is answered, press the receiver button once and release. All three of you will be connected. If the line is busy or there is no answer, press the receiver button twice to return to the first call.
5. To transfer the call to the other person, simply hang up and the other parties will still be connected.

Note: Call Transfer feature may require special programming if you have a PBX or phone system. Call Transfer will not work with 3-way calling (customers may select one or the other.)

If you have questions about Call Transfer, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Call Waiting

Never miss an important call again.

Description

When you're on the telephone and you get another call:

- You will hear a short beep tone if the second call is local or a short beep, long beep, short beep if the second call is long distance.
- The person with whom you are talking may hear a click.
- The new caller will hear the usual ringing.
- Put the first caller on hold. When the second call comes in, you can switch between callers.

Example

You're on the phone with a supplier but you're waiting for an important call from an out-of-town customer regarding a new order. A second call comes in and you know it is long distance because of the short-long-short series of beeps you hear. You put your supplier on hold and take the call, and get the new order! *For even greater "phone control," with Caller ID you can see who is calling before putting the supplier on hold.*

HOW TO USE

To answer the second call

1. Press the receiver, Flash or Call Waiting button once firmly and release. You will be connected with the second caller. The first caller is on hold while you are talking with the second caller.

To return to the first call

1. Press the receiver, Flash or Call Waiting button once firmly and release.
You can switch back and forth as often as you wish by pressing the receiver button.

To end either call

1. Press the receiver button once firmly and release. You will be connected to the other caller. Or, hang up. Your phone will ring and you will be connected with the person remaining on the line.

Note: If you are on an important call, you may not want to be interrupted by the Call Waiting beep. In this situation, you may temporarily cancel your Call Waiting service.

To cancel Call Waiting

1. Before placing your call, press ***70** (Rotary customers: dial 11 instead of *).
2. Listen for a dial tone and dial the phone number as usual. (You will not be interrupted by the Call Waiting signal during this conversation, and new callers WILL be directed to your Voice Mail or hear a busy signal.)
3. When you hang up, Call Waiting is automatically reactivated.

If you have questions about Call Waiting, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Caller ID

See who is calling at a glance.

Description

Provides the identity of the person or business calling as well as the date and time of the call.
(A display unit keeps a log of recent calls – unit sold separately.)

Bonus: Don't waste time taking calls you don't want. When your business has Caller ID you can also take advantage of Anonymous Call Rejection which blocks unwanted calls marked "Private" or "anonymous". When Anonymous Call Rejection is activated, your phone will not ring when an incoming "private" or "anonymous" call is received. Instead, the caller will hear an announcement advising them that the called party is not accepting calls marked "private" or "anonymous." It's easy to activate.. Simply press *77 to activate and *87 to deactivate.

Example

Even if you're away from your desk, you'll always know who called - even if they didn't leave a voicemail message. If you are already on the phone, and you have Call Waiting, you'll be able to see who is calling on the Caller ID display. Never miss an important customer call again.

HOW TO USE

To use Caller ID service you must have a display phone or unit. Caller ID display phones and display units are available from Cincinnati Bell or where you buy telephone equipment.

- Follow the manufacturer's instructions for setting up your display unit or display telephone.
- Once you've ordered Caller ID, the service is automatically activated for you.
- The name and/or number of the calling party will be displayed after the completion of the first ring. If you pick up during the first ring, Caller ID will not display the caller's information.
- Instead of Caller ID information, you may get information indicating an "anonymous", "private", or "blocked" call on your display. (Check the manufacturer's instructions for the exact message.) The "private" message means the calling party has used a privacy option to prevent the display of their telephone number.
- Caller ID information will be provided when you receive a call from an area where Caller ID service is available, both locally and long distance. (If a call is placed from a cellular phone or some types of business phones, the calling information may not be displayed.)
- When you receive a call from outside a Caller ID service area, you may receive an "Out Of Area" message. (Check the manufacturer's instructions for exact message.) The call will be completed as usual but the caller's number will not appear on your Caller ID display unit.
- As a Caller ID customer, you also have the ability to block "private" or "anonymous" calls from reaching you. Please refer to Anonymous Call Rejection for further details.

Notice to customers with Call Waiting

Depending on the type of Caller ID unit you request, the number of the incoming call may or may not be displayed.

Privacy Options for You and Others

Cincinnati Bell offers both Per Call and Per Line Privacy.

Per Call Privacy designates individual calls as "private". If the caller does not want their name and/or number revealed when calling a Caller ID or Call Return customer, they may simply dial *67 prior to placing the call, and it will be marked "private". Per Call Privacy is a free service to all Cincinnati Bell customers.

Per Line Privacy automatically marks all outgoing calls from a phone line as private for unlisted customers. There is a fee associated with Per Line Privacy for customers who are published in the phone book but not for non-published customers. Per Line Privacy customers also have the option to allow their number to be displayed on an outgoing call. By pressing *82 before placing a call, Per Line Privacy customers can allow their number to be displayed for that particular call. Per Line Privacy interferes with the message retrieval for voice mail. For Per Line Privacy customers, dial *82 before calling your mailbox to get your message, eliminating the need to enter your mailbox number.

If you have questions about Caller ID, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

If you have trouble viewing PDFs download the latest FREE version of Adobe Reader.

<http://get.adobe.com/reader/otherversions/>

Distinctive Ring

Assign distinctive ring patterns for you or your employees to identify who the call is for, or use them to distinguish fax messages.

Description

A service that allows the user to designate up to two additional numbers (available in most areas) that, when called, will have their own distinctive ring pattern.

Example

Business customers find distinctive ring helpful in two ways. First, some fax machines can detect a distinctive ring, so you can use a single line for both telephone and fax calls. Second, you can assign special distinctive ring numbers to different people in your office so you know who the call is for. If you have a home office, you can assign different ring tones so you always know if the incoming call is business or personal.

HOW TO USE

- Cincinnati Bell will assign your new telephone numbers. You decide how you want to use each number.
- Notify your callers of the new telephone number(s).
- Have a colleague call each number so you'll recognize the new ring.
- Your phone will ring differently for each number.

Notice to customers with Call Waiting

The Call Waiting beep you hear will also be different for each number so you will know who has a call waiting. If you are using Distinctive Ring for fax purposes, check with the manufacturer whether your fax machine recognizes Distinctive Ring, and for any special programming requirements.

If you have questions about Distinctive Ring, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Hunting

Make sure your customers speak to a live person.

Description

Hunting allows your incoming calls to “hunt” for an open line. The hunt begins with the called line and continues through a prearranged sequence until the call is answered or reaches your voice mailbox.

Example

You are normally able to keep up with most incoming customer calls, but there are peak times during the day or month where the call volume increases. Hunting allows incoming calls to search for an open line so that your customer can talk to another company representative rather than receiving a busy signal or being forwarded to your voice mailbox.

HOW TO USE

When you order Hunting, a Cincinnati Bell representative will work with you to set up the prearranged sequence. Once it is set up, Hunting will automatically happen with each incoming call.

If you have questions about Hunting, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

One Reach

Give your customers one number to reach you — at work, at home, or on the road.

Description

One Reach gives you the ability to program your office number to simultaneously ring up to three (3) local telephone numbers. Once a call is answered at one location, the other location(s) will stop ringing.

Example

You normally work out of your home office. You share an assistant who works out of your branch office and you visit the branch office about once a week. With One Reach, you can program your home office number to ring at home and at the branch office, so you'll never miss a call. While you are working from home and are on the phone, your assistant can take the call in the branch office – or you can take the call at the branch office when you are there.

Note: This service is not available in the Greater Dayton area.

HOW TO USE

How to access One Reach Plus

1. Dial 513-39REACH (**513-397-3224**).
2. You will be prompted to enter your ten-digit phone number.
3. You will be prompted to enter your PIN number, which is the last three digits of your account number + 0. You can find your account number on your Cincinnati Bell statement.
4. You have entered the Main Menu of One Reach Plus.
5. You will hear a message that tells you whether your One Reach Plus is active or deactivated.

To activate or deactivate your One Reach Plus

1. From the Main Menu, press **2** to toggle activation/deactivation.

To change your PIN number

1. From the Main Menu, press **3** and follow the prompts.

To set up or change your call list

1. From the Main Menu, press **1**.
2. You will hear a message that gives you 4 options:
 - To change or hear your first call out number, press **1**.
 - To change or hear your second call out number, press **2**.
 - To change or hear your third call out number, press **3**.
 - To hear your entire call out list, press **4**.
3. After choosing your option, follow the prompts to set up or change your call list.

If you have questions about One Reach, please call (513) 566-5050.

Per Line Privacy

Keep your identity from appearing on Caller ID.

Description

With Per Line Privacy, you can block your phone number from appearing on Caller ID unless you choose to allow it to be shown. Per Line Privacy automatically marks all outgoing calls from a phone line as "private." This service is FREE for non-published customers and available at a small fee for customers who are published in the phone book.

Example

Your company operates under several company names. Using this service allows you to make calls to all your customers knowing that if they have Caller ID, the call will be marked as "private".

HOW TO USE

Once you order the service, Per Line Privacy is automatically activated.

How to override Per Line Privacy for a specific phone call

1. Listen for dial tone, then press ***82** (Rotary customers: dial 11 instead of *).
2. Dial the phone number you wish to call and your phone number will be displayed on the Caller ID of the person you're calling. Per Line Privacy will be back in effect again for the next call that you make.

Note: Per Line Privacy can dial ***82** before calling their mailbox to retrieve messages. This eliminates the need to enter your mailbox number.

If you have questions about Per Line Privacy, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Priority Call

Make sure you don't miss a call from your priority customers.

Description

Priority Call lets you know when calls are coming from up to six "VIP" telephone numbers that you have programmed into a caller list. When you receive a call from one of the numbers, your telephone will ring with a special ring.

Example

You are on a call with a co-worker when you receive an incoming call. With Priority Call, you can tell by the special ring that the call is from one of your top customers. You tell your co-worker that you'll call them back and take the call from that important contact.

Note: This service is not available in the Greater Dayton area.

HOW TO USE

How to turn Priority Call on and off

1. Listen for dial tone, then press ***61** (Rotary customers: dial 11 instead of *).
2. Press 3 (this works as a toggle to turn on and off).

How to set up your Priority Call List

1. Listen for the dial tone, then press ***61** (Rotary customers: dial 11 instead of *).
2. Press 0 to hear the instructions on how to add, remove or review the numbers on your list. If you are a new subscriber to Priority Call or have not entered any numbers on your Priority Call list, you will be instructed to add a number to your list in order to activate the service. The numbers on your list must include the area code and telephone number.

If you have questions about Priority Call, please call 513-566-5050.

Repeat Dial

Save time and make sure you don't miss making that important call.

Description

Allows the user to automatically redial a number.

Example

You need to reach a customer but the number is busy. Simply dial *66 to activate the Repeat Dial service and it will automatically redial the number for up to 30 minutes until it gets through. This lets you attend to other tasks in the meantime.

HOW TO USE

To activate Repeat Dialing

1. When you encounter a busy signal, hang up. Then pick up the phone and dial *66.
2. You will get an announcement that instructs you to hang up while the service continues to dial the number. Repeat Dialing will continue trying to complete the call for up to 30 minutes or until the call is completed.
3. When the called line is free, Repeat Dialing will alert you with a special ringing pattern - two short and one long. * (This pattern will repeat.) When you pick up the phone, your call will be placed for you.
4. You can use your phone to receive or place other calls while Repeat Dialing is activated.
5. Repeat Dialing will attempt to complete up to six calls at a time. As lines clear, it will alert you with the special ring.
6. If, during the 30 minute activation period, you are using the phone or can't pick up when you hear the special ring, Repeat Dialing will try again in 5 minute intervals. If you haven't answered by the third try, the request will be cancelled. **

To cancel Repeat Dialing

1. Listen for a dial tone, then press *86 .
2. Listen for cancellation announcement telling you that your Repeat Dialing request has been cancelled. †

If you have questions about Repeat Dial, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

** The special ringing pattern created by Repeat Dialing may affect the operation of your answering machine, FAX or modem - depending on the model and its settings. For example, your answering machine, FAX or modem may interpret the special short, short, long ringing pattern generated by Repeat Dialing as three separate rings. This may result in your machine answering a call prior to the selected ring cycle. Refer to your specific machine's owners manual to adjust your answering cycle if necessary.*

***If you have multiple requests during this time, all your Repeat Dialing requests will be cancelled.*

† All of your Repeat Dialing requests will be cancelled.

Note: Repeat dial feature may require special programming if you have a PBX or phone system.

Reveal

Identify everyone who calls - before you answer.

Description

Reveal works in partnership with Caller ID by preventing “private” or “anonymous” calls from getting through. No more anonymous calls from people who block their numbers – even telemarketers. To use Reveal, you must also subscribe to Caller ID service from Cincinnati Bell. When Reveal is activated, the caller will hear the following message: “The number you are calling does not accept calls that cannot be identified by Caller ID. Please enter the number you’re calling from, including area code, using your telephone’s keypad. The party you are calling will then be notified of your call.”

If the caller enters a phone number, your phone rings and the number appears on your Caller ID display. An asterisk (*) will appear to the left of the caller’s name to let you know that Reveal intercepted the call, and the call is either a “private” caller who entered a number other than their own, or numbers were entered on a call that was originally marked “unavailable” (typical for calls from telemarketers or some businesses). The name also will appear if the number matches one in Cincinnati Bell’s database. If not, the city and state or “Reveal Unknown” will appear in the name space.

If the caller does not enter a number, Reveal tells the caller: “We’re sorry, your call cannot be completed since you have not entered a phone number or you are calling from a rotary phone. If you are calling from a rotary phone, please hang up and redial this number by first dialing **1182** to unblock your number. Please hang up now.” Your phone does not ring.

Note: Reveal subscribers should be aware that Reveal will totally block callers that do not enter a phone number. Callers unable to understand the Reveal messages may not know to enter a number and therefore their call will not get through. Certain other calling situations may prevent number entry and hence call completion such as: some collect or operator assisted calls, and some institutional phone systems.

Example

You repeatedly get calls from telemarketers with offers of no interest to you. Their calls show on your Caller ID as PRIVATE or ANONYMOUS. By activating Reveal, you can block their call from getting through to you.

Note: This service is not available in the Greater Dayton area.

HOW TO USE

To activate Reveal

1. Dial ***87** to turn off your Anonymous Call Rejection service. ACR comes with your Caller ID service to block all private calls.
2. Dial ***99** to activate Reveal.
3. You will hear this announcement: “Thank you for activating Reveal from Cincinnati Bell. Now, calls will only be delivered to you if Caller ID information is available.” When Reveal is active, it will intercept calls that normally would appear as private, anonymous, blocked, unavailable, unknown or out-of-area, depending on the Caller ID box.

To deactivate Reveal

1. Dial ***98** (Rotary customers: dial 11 instead of *).
2. You will hear this announcement: “Reveal from Cincinnati Bell is now deactivated. Unidentified calls will now be allowed to pass through.”
3. You will receive all calls until you activate Reveal again.

Tip for using Reveal: If someone you know has a private number, arrange with them to dial in a special number that will let you know who is calling, like “9999.”

How does Reveal differ from Anonymous Call Rejection (ACR)?

ACR is a free service included with your subscription to Caller ID. Reveal is a premium service that provides ACR’s capability of screening private calls, plus the ability to screen any other unidentified calls- such as telemarketing calls that show up as “Unavailable”. With ACR, callers from private numbers have to hang up and call you back by dialing ***82** to unblock their phone number. But with Reveal, they can simply enter their phone number without hanging up.

If you have questions about Reveal, please call 513-566-5050.

If you have trouble viewing PDFs download the latest FREE version of Adobe Reader.

<http://get.adobe.com/reader/otherversions/>

Speed Call 30

No need to look up or remember those numbers you use every day.

Description

A service that allows users to get abbreviated dialing for up to 30 numbers.

Example

Save time by getting abbreviated dialing for those numbers you call all the time — like your best customers and suppliers. With Speed Call 30, dialing is simple and fast from any phone in your workplace. Select your most frequently dialed numbers and change your list of programmed numbers as often as you wish.

HOW TO USE

To assign Speed Call codes

1. Pick up phone handset and listen for a dial tone.

For 8 numbers: Press ***74** and use Speed Calling codes **2** through **9**.

For 30 numbers: Press ***75** and use Speed Calling codes **20** through **49**.

2. Listen for a dial tone. Dial a Speed Calling code and the complete number you have assigned to that code. (Remember to dial 1 + area code + number for long distance).
3. Listen for two short tones and then a dial tone.
4. To add other numbers, dial another Speed Calling code and telephone number.

To use Speed Calling

1. Pick up phone handset and listen for a dial tone.
2. Dial the Speed Calling code for the number you want. If you have a Touch-Tone phone, press the **#** button after the code. The call will go through even faster.

If you have questions about Speed Call 30, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Three-way Calling

Conference in a third person easily and quickly.

Description

A service that allows the user to talk to two other people on the phone at the same time.

Example

You want to have a phone conversation with two employees at two different locations at the same time. No problem. Simply make the first call and then add the third party to the same phone line.

HOW TO USE

To add a third person to an existing conversation

1. Press the receiver button once and release, or use your flash button. The first caller is now on hold.
2. Listen for three short tones and then a dial tone.
3. Dial the number of the person to be added. (If the call is long distance, charges will apply.)
4. When the phone is answered, press the receiver button once and release. All three of you will be connected. If the line is busy or there is no answer press the receiver button twice to return the first call.

To end the conversation with either person

1. If one party hangs up, you will remain connected to the other party.
2. When you hang up, all parties are disconnected.

Notice to customers with Call Waiting

- When you make a Three-way call, your Call Waiting will not work - callers will get a busy signal.
- When you are added on a Three-way call that originated by someone else, your Call Waiting will work as normal.
- Three-way calling will not work with call transfer, and may require special programming if you have a PBX or phone system.

If you have questions about Three-way Calling, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Voice Mail

The most flexible way to manage your incoming calls and messages.

Description

A secure, professional and reliable network-based call answering service that can also be used to send messages to other Cincinnati Bell Voice messaging customers without ringing their phone (and get confirmation when your message has been heard). Plus use it to send broadcast messages to Group Lists you set up. Unlike an answering machine, if the power goes out, Voice Messaging service still operates and messages remained safely stored in the mailbox.

Cincinnati Bell's Voice Messaging services are the best way for you to keep in contact with your customers and business associates. For your callers, it means every call is answered and callers never hear a busy signal. – even when your line is tied up. For you, it means you can retrieve your messages on the road, at work, or anyplace in between. With Voice Mail, you're sure to get all your messages no matter how hectic your schedule is. Voice Mail is easy to use.

Example

A customer was supposed to call during business hours to leave instructions for an urgently needed part but didn't get around to it. You can't wait any longer – you need to attend your daughter's recital. No problem. Your customer can call after hours, and leave the information. And, you can access the system from home, your wireless or anywhere to get the message later.

HOW TO USE

Your mailbox offers automated prompts to guide you through setting up your mailbox, retrieving your messages and using any of the advanced features Voice Mail provides. The * key is multifunctional. After listening to your messages, press * to disconnect. If you are accessing your voice mail to change your password or greeting, press * to return to the Main Menu.

How to Set Up Your Voice Mailbox

To set up your mailbox and retrieve your messages, you will need the following information:

- Your Voice Mail access number

Greater Cincinnati

513-554-1234 (Ohio and Indiana)

859-392-1234 (Kentucky)

Greater Dayton, Middletown and Springfield

937-619-1234

- Your mailbox number is your telephone number (10 digits)
- Your temporary password is **1111**.

1. Dial the access number.
2. You will hear the "New Subscriber Tutorial," an automated lesson in setting up your mailbox. This tutorial will guide you through:
 - **Changing your password.** Your password ensures the privacy of your mailbox. Your password can contain between 4 and 20 digits.
 - **Establishing a greeting.** Your greeting is what your callers will hear before they leave a message in your mailbox.
 - **Recording your name.** Your recorded name is what you hear when you access your mailbox.

Your mailbox setup is complete. You may retrieve your messages at any time.

If you have trouble viewing PDFs download the latest FREE version of Adobe Reader.

<http://get.adobe.com/reader/otherversions/>

Voice Mail

HOW TO USE

How Do You Know You Have New Messages?

Voice Mail uses a special dial tone known as “stutter” dial tone. If, when you hold the handset to your ear, you hear a stutter dial tone instead of a solid dial tone, then you have new messages waiting. The voicemail system will also provide a Message Waiting Indicator (MWI) lamp if your device is equipped.

Accessing the Voice Mail system

Voice Mail offers you the convenience of entering the system from anywhere.

To enter the Voice Mail system from your office phone*

1. Use the shortcut, dial ***966** or ***11**.
2. You will be asked for your password.
3. Enter your password and you will be at the Main Menu.

To enter the Voice Mail system from a phone other than your office phone

1. Simply dial one of the following access numbers:

Toll free access to voice mail (when you are out of town): 1-866-567-2444

Greater Cincinnati (including Mason and Oxford): 513-554-1234

Kentucky: 859-392-1234

Greater Dayton, Middletown and Springfield: 937-619-1234

Wilmington: 937-366-1234

Tipp City and Troy: 937-877-1234

2. Press **#**.
3. Enter your ten-digit mailbox number.
4. Enter your password and press **#**.
5. You are at the Main Menu.

** If you have purchased Cincinnati Bell's Per-Line Privacy feature, dial *82*

+ The access number to release your number to the Voice Mail system.

Retrieving Your Messages

After you access your mailbox, you will be in the Main Menu. The Main Menu serves as the “entryway” to your all your Voice Mail features.

To retrieve your messages from the Main Menu

1. From the Main Menu, press 1 to review your messages. You will hear a prompt to enter 1 to review new and saved messages. Or, you can use the following shortcut to bypass the prompt:
 - Review New or Saved Messages, enter 1

Voice Mail

HOW TO USE

Managing Your Greetings and Personal Options

You can manage and change your greetings and Mailbox Settings, such as changing your PIN or changing your prompt levels, through the Main Menu.

To change your PIN from Mailbox Settings:

1. Press 4 for Mailbox settings, then 3 for Security Options and follow the prompts to change your password.
(Note: Your password is the unique code number that you use to ensure the privacy of messages left in your mailbox. Your password can contain between 4 and 20 digits.)

To change your greetings from the Main Menu:

1. Press **3** and follow the prompts to change your greetings. There are four possible voice mail greetings:
Personal greeting **1**
Extended absence greeting **2**
Record name **3**
Busy greeting **5**

Voice Mail provides “standard” prompts for accessing your mailbox. If you prefer more detailed prompts, you may replace the “standard” prompts with “extended” prompts. If you prefer abbreviated prompts, you may replace the “standard” prompts with “rapid” prompts.

1. Press 4 for Mailbox Settings
2. Press 3 and then
 - For standard prompts, press **1**
 - For extended prompts, press **2**
 - For rapid prompts, press **3**
 - For mailbox settings, press 4

Voice Mail

HOW TO USE

Other Voice Mail Options

Options Available to You While Listening to Your Message

- Rewind 5 Seconds **22**
- Pause Message **8**
- Fast Forward 5 Seconds **33**
- Erase Message **7**
- Save Message **9**
- Hear Time/Date Stamp on Message **66**
- Skip to Next Message **#**
- Exit to Main Menu *****

Options Available to You at the End of Your Message

- Replay Message **1**
- Hear Time/Date Stamp on Message **66**
- Reply by Voice Mail **4**
- Erase Message **7**
- Forward Message **5**
- Save Message as New **99**

If you have questions about Voice Mail, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

Choice Mail

Gives you four voice mailboxes so your customers can reach the person they need.

HOW TO USE

Choice Mail Mailboxes

Choice Mail gives you one base voice mailbox plus nine additional voice mailboxes, each with personalized greetings. **To set up your Introductory Greeting for the Base Mailbox**

The Base Mailbox Introductory Greeting will be played so callers can select the appropriate mailbox for their message. To set up your Introductory Greeting for your Base Mailbox:

1. Dial the access number – **513-554-1234** in Cincinnati, **859-392-1234** in Kentucky, and **937-619-1234** in Dayton.
2. Enter your password then press **#**. If this is a new mailbox, your temporary password is **1111**.
(**Note:** if you are not calling from your phone, press **#** followed by your mailbox number which is your 10-digit telephone number.)
3. From the main menu, press **3** (work with greetings).
4. Press **4** (Group Mailbox Greeting).
5. To start using the group greeting, press **1**
6. To record a new group greeting, press **2**.

To change your PIN for the Base Mailbox

1. From the main menu, press **4** to access Mailbox settings.
2. Press **3** to access Security options.
3. Press **1** to change your PIN.

To change your recorded name for the Base Mailbox

1. From the main menu, press **3** to work with greetings.
2. Press **3** to access System Generated Greeting & Name Recording.
3. Press **2** to review or re-record your name.

To set up your personal mailbox greeting in Multiple Voice Mailboxes

Once you have recorded your Introductory Greeting for your Base Mailbox, you must set up your personal mailbox greeting. This is the message a caller hears when they are directed to your mailbox. You will need the following information:

- Dial the access number – **513-554-1234** in Cincinnati, **859-392-1234** in Kentucky, and **937-619-1234** in Dayton.
 - Your temporary password for each Multiple Mailbox. These numbers are: **1000** for Mailbox 1, **2000** for Mailbox 2 ... through **9,000** for Mailbox 9.
1. Dial the access number from your phone.
 2. Enter your password then press **#**.
(**Note:** if you are not calling from your phone, press **#** followed by your mailbox number which is your 10-digit telephone number.)
 3. The first time you call, a tutorial will step you through changing your password, recording a name and recording your greeting. Additional calls to this number will play the normal Main Menu. If you have enabled callers to Zero Transfer, you will need to record this as part of your personal mailbox greeting.

If you have questions about Choice Mail, please call 513-566-5050 in Cincinnati and 888-CIN-BELL in Dayton.

If you have trouble viewing PDFs download the latest FREE version of Adobe Reader.

<http://get.adobe.com/reader/otherversions/>