



TELUS Calling Features

Please see below for detailed instructions on how to set up and use your TELUS Calling Features. For more information or to add Calling Features to your home phone, please call us at 310-2255.

Pay per use services – always on your line

CODE	FEATURE	HOW TO USE	PRICE
* 6 9	Call Return	<p>Press * 6 9 to hear the last number to call your line. Press 9 to repeat the number. Press 1 to return the call, otherwise hang up.</p> <p>If you reach a busy signal after pressing 1:</p> <ul style="list-style-type: none">■ Hang up and Call Return will keep redialing the number for up to 30 minutes■ When the line is free, you'll hear a distinctive ring■ Answer your phone and your call will be connected <p>Press * 8 9 to cancel your * 6 9 request.</p> <p>Call Return works even if you're on the phone and unable to answer. It will not return calls to some wireless numbers or to numbers marked "Private" or "Unknown".</p>	\$3.00 <small>per use*</small>
* 6 6	Busy Call Return	<p>If you reach a busy signal and hear "This number is busy..." then:</p> <ul style="list-style-type: none">■ Press * then hang up to turn on Busy Call Return. Or upon reaching a busy signal, hang up, then pick up your phone and press * 6 6.■ Hang up again and we'll redial the number for up to 30 minutes■ When the line is free, your phone will ring with a distinctive ring. Pick up your phone for the call to be connected. <p>Press * 8 6 to cancel your * 6 6 request.</p> <p>Some fax machines, modems, and autodialers do not recognize the Busy Call Return recording. Press * 0 3 to turn off the prompt for that call.</p> <p>Note: Busy Call Return does not work with numbers starting with 280, university registration lines, some wireless numbers and very busy commercial lines.</p>	\$3.00 <small>per use*</small>



Know who's calling

Call Display

See who's calling before you answer and who called while you were out
Call Display* shows the caller's name and number on your display screen.
When a "Private" or "Unknown" number is displayed, either information cannot be sent from where the call originated or the caller may have blocked their number.

Anonymous Call block allows Call Display subscribers to reject "PRIVATE" callers

Anonymous Call Block

- Anonymous Call block is a free feature automatically included for Call Display subscribers in BC and Edmonton.
- To activate the function, wait for the dial tone and press * 7 7 .
- To deactivate the function, wait for the dial tone and press * 8 7 .

Caller Reveal

Lets you easily identify calls marked "Private" and "Unknown" number
With Caller Reveal* service on your line, callers with "Private" or "Unknown" numbers will be instructed to identify their number to complete their call.
With Caller Reveal, names will display either a " ^" or "*" symbol.

^ indicates a private caller unblocked or entered the number they are calling from

* indicates the unknown caller has entered a number that may not match the number they are calling from

To turn Caller Reveal ON or OFF:

- The first time setup must be completed from home
- Call the TELUS Calling Feature Assistant ¹ at 310-8682. Listen to the voice prompts
- Temporary password: _____
(your 10-digit phone number)
- Permanent password: _____
Needs to be 6 to 10 digits and can't be your phone number, nor start with "0"
- Press 5 for Caller Reveal
- Press 1 to turn Caller Reveal on
- Press 2 to turn Caller Reveal off



Call Screen

Prevent unwanted callers from reaching you

Program up to 12 phone numbers that you want to screen. Callers on your list will hear a recording, "The party you are trying to reach is not accepting calls at this time." Your phone won't even ring.

Call Screen ² lets you add or delete numbers whenever you choose.

To program your Call Screen list:

- Press ***60** and follow the voice prompts
- To turn Call Screen ON, press **1** or **3**
- To turn Call Screen OFF, press **0** or **3**

You may even block "private" callers by using the "Reject the Last Calling Party" option. Important: There must be at least one number on the Call Screen List to use this option. Answer the call and stay on the line for 5 seconds before hanging up. This allows the system to recognize the incoming number.

- Press ***60**
- Dial **#**
- Dial **01**
- Dial **#** again

*Requires compatible equipment.

¹ If you have activated Call Forwarding calls from a number on your list you will receive the recording and



Manage your calls

Call Waiting

Don't miss important calls because you're on the phone

To answer the second call:

- Press the "LINK", "FLASH", or hang up button to put the first call on hold
- Press the "LINK", "FLASH", or hang up button again to transfer between calls

To turn Call Waiting OFF before placing a call:

- Listen for dial tone, then press ***70** or **70#** before dialing the number you wish to call

To turn Call Waiting OFF during a call:

- Briefly press the "LINK", "FLASH", or hang up button
- Press ***70** or **70#**
When you hang up, Call Waiting is automatically turned back on

Visual Call Waiting

See who's waiting

Visual Call Waiting* combines Call Display and Call Waiting. It displays a second caller's name and phone number when you're already on the phone.

Smart Ring[†]

Two phone numbers on one phone line, each with a distinctive ring

A distinctive ring will alert you to calls to your Smart Ring number.

If you also subscribe to Call Waiting, a distinctive beep lets you know that a second caller is phoning your Smart Ring number.

To use a fax machine with distinctive ring, a compatible fax machine needs to be configured. Refer to your fax machine's user manual or call the manufacturer to get help setting up your fax machine.

* Smart Ring may interfere with custom rings on certain CPE telephones.



Call Forwarding

Forward your calls wherever you go

FEATURE

TO TURN ON

TO TURN OFF

Call Forwarding Variable

Choose where you want your calls forwarded each time you turn on the service

- Dial *73 or 73# and hang up after 2 beeps

- Dial *72 or 72#, listen for 3 beeps, then a dial tone
- Dial the phone number you want your calls to be forwarded to. If that phone is answered, Call Forwarding is on. If the phone is busy, or unanswered, hang up and repeat the activation process within 2 minutes. An intermittent dial tone confirms that Call Forwarding is on.

Call Forwarding Busy

Forward incoming calls to a pre-determined Voice Mail number when your line is busy

- Dial *91, after 2 beeps, hang up
- Deactivating the feature will prevent calls from forwarding to your voicemail when the line is busy. Reactivate the feature.

- Dial *90, after 2 beeps, hang up

Call Forwarding No Answer

Forward incoming calls to a pre-determined Voice Mail number after a certain number of rings

- Dial *93, after 2 beeps, hang up
- Deactivating the feature will prevent calls from forwarding to your voicemail. Reactivate the feature and set the number of desired rings before your voicemail answers.

- Dial *92, after 2 beeps, hang up

To set the number of rings:

1. Dial *94
2. Listen for 3 beeps, then a dial tone
3. Enter the number of rings, 2 to 9
4. After 2 beeps, hang up

Call Forwarding Fixed

Forward incoming calls to a pre-determined number automatically, each time you turn on the service

- Dial *73, after 2 beeps, hang up

- Depending on your region, use either:
Dial *72 and hang up after 2 beeps
- or
Dial 79# and hang up after 2 beeps