



## Simultaneous Ring

### How to Use Simultaneous Ring

1. Pick up the handset, and listen for the dial tone.



2. Press \*62 if you're at your desk phone. (On a rotary phone, dial 1162.) If you're at a different phone, dial 721-RING (7464) for Adamstown, Akron, Denver or Ephrata; or call 625-RING (7464) anywhere else.

3. The system announces whether this feature is on or off.



4. Follow the voice instructions. Press 3 to turn the feature on (if it's currently off) or off (if it's currently on). Press 0 to repeat the instructions

### To add a phone number:



1. Press # to add a phone number to the list of numbers that will ring simultaneously.


2. Follow the voice instructions you'll hear.

3. Dial the phone number you wish to add as you would from the pilot phone (include 9-, 1-, or area code as needed).




4. Press the # key.




4.  Press the # key.


### To remove a phone Number:

1.  Press \* to remove a phone number from the list of numbers that will ring simultaneously.

2. Follow the voice instructions you'll hear.

3. Dial the phone number you wish to remove.

4.  Press the \* key.

5.  The system repeats the number you entered. If the number is correct, press 1.

## Frequently Asked Questions

1. What if two phones *pick up at the same time*?  
The first telephone that answers the call receives the call. When the Sim Ring system sees that a call has been answered, the other calls are immediately disconnected.
2. What if I'm already on my pilot phone when another call comes in?  
If you have Call Waiting service, you will hear a call waiting tone and can answer the incoming call by flashing the switch hook.

If you do not have Call Waiting, the system will see the busy signal and continue ringing the other phone numbers. In this case, your wireless phone acts as a second phone and will receive your calls.

If you are on your Pilot phone and another call comes in, the other phones on Sim Ring will ring. If other phones do not have voice mail, the call will not be answered. The Pilot phone gets a busy treatment if, and only if, all phones on Sim Ring are busy.



- 1. I turned off my phone which is on Sim Ring. All my calls went directly to my voice mail without even ringing my Pilot phone. Why?**  
If your phone is on Sim Ring and is *turned off or out-of-range*, all calls will go directly to where the call is forwarded (usually voice mail).
- 2. All my calls go directly to my Pilot phone's voice mail - without ringing any of the phones on Sim Ring. Why?**  
Check to see if "call forward all calls" is set on your Pilot phone. Turn this feature off if you do not want all calls coming into the Pilot phone to go to voice mail.
- 3. What if I have *more than one voice mail service*?**  
If more than one line on Sim Ring service has voice mail, the line with the shortest ring length will receive the message.

If you are on your Pilot phone and another call comes in, the other phones on Sim Ring will ring. If the call is not answered, the call will be forwarded to the other phone's voice mail (call will not go to Pilot's voice mail).
- 4. My home phone has *Telemarketing Blocker* and is one of the numbers on Sim Ring. Why does every call that comes into my business phone go directly to my home phone?**  
Telemarketing Blocker is set up as an immediate answer. The system sees the call as being answered by the home phone and doesn't ring the other phones. However Sim Ring will work if it's on your pilot phone.
- 5. I have two phones with Sim Ring and both have voice mail. I *want all my calls to go to only one voice mailbox*, so I only have to check one place for messages. Can this be done?**  
Yes. Sim Ring will transfer your wireless phone voice mail messages to your Pilot's phone voice mail via a transfer mailbox (additional \$2.95/month). After the transfer mailbox is set up, you will need to change the forwarding number on your phone to the voice mail system. Call Customer Service to set up the mailbox transfer set up.
- 6. What if one of my phones on Sim Ring is a *long-distance call*? Who pays for the call?**  
For example: Business phone is located in Ephrata and is Pilot phone. Phone at Stone Harbor beach home is on Sim Ring. If call comes to the business phone and is picked up at beach home, long distance charges will incur. Subscriber is billed for the long distance charges.