



# NodeLine Features Guide

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## Hello

Thanks for making the switch over to NodeLine. You've signed up for a great service, offering excellent call rates and the simplicity of dealing with one company, one bill.

But there's more to NodeLine than meets the eye (and ear). We've put together this guide to help you learn both basic and advanced features, so that you can make the most out of your phone service from Internode.

## Call Forward Immediate

Forward those important calls from your home or office to your mobile with the Call Forward Immediate function.

To forward:

1 # Follow Prompts or \* 2 1 Phone Number #

To switch off this function:

1 # Follow Prompts or # 2 1 #

The Call Forward Immediate function is available to use right now. It overrides all other NodeLine Features except the Call Forward Selected Callers function.

Charges apply for forwarded calls. Visit [internode.on.net/nodeline](http://internode.on.net/nodeline)

## Call Forward Busy

Your calls can be forwarded to most numbers in Australia, while you're using your NodeLine service.

To forward:

1 # Follow Prompts or \* 2 4 Phone Number #

To switch off this function:

1 # Follow Prompts or # 2 4 #

To check if this function is on or off:

1 # Follow Prompts or \* # 2 4 # Announcement

The Call Forward Busy function is available to use right now.

Charges apply for forwarded calls. Visit [internode.on.net/nodeline](http://internode.on.net/nodeline)



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## Call Forward No Answer

No answer? No problem. Calls can be forwarded to most numbers in Australia when no one is around to pick up the home phone.

To forward:

1 # Follow Prompts or \* 6 1 Phone Number #

To set the destination and 'time in seconds' before the call is forwarded:

1 # Follow Prompts or \* 6 1 Phone Number \* Time in Seconds #

To switch off this function:

1 # Follow Prompts or # 6 1 #

To check if this function is on or off:

1 # Follow Prompts or \* # 6 1 # Announcement

The Call Forward No Answer function is available to use right now. The default 'time in seconds' setting is 20 seconds (about 7 rings) and can be set from 5 to 60 seconds.

Charges apply for Call Forward. Visit [internode.on.net/nodeline](http://internode.on.net/nodeline)

## Call Back Busy

Have your call completed when the phone number you are calling becomes free. The busy call will be monitored for 45 minutes, and up to five Call Backs can be arranged at any one time.

To activate Call Back:

Busy Tone Recall \* 3 7 # Announcement

To cancel Call Back:

# 3 7 #

The Call Back function is available to use right now. It will not work for all calls, such as calls to some business numbers, Operator Assisted Services, international destinations and to phones on other carriers' networks.

Charges apply for Call Back. Visit [internode.on.net/nodeline](http://internode.on.net/nodeline)



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## Call Return

Missed out on an important call but don't know the number? Retrieve it with the Call Return function (except if it's a blocked number).

To retrieve:



The Call Return function is now ready for use on your phone.

Applicable usage and call charges apply if you return the call.

## Call Waiting

Missed an important call while you were on the phone? Not anymore, thanks to the Call Waiting function. Just switch it on and a tone (two beeps every five seconds) alerts you that there's a call waiting to be answered.

To switch on this function:



To switch off this function:



You can also switch Call Waiting off when using your dialup internet account or sending a fax. To do this:

Store \*44 on the front of your dialup number or fax number.

If you're unsure whether Call Waiting is on or off:



To switch between calls:



To hang up one call and return to the other:



To reject an incoming call when you're on another call:



The Call Waiting function is automatically switched on to use for most new NodeLine connections. It stays on unless you switch it off and won't work during a 3-Way Chat.



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## Three Way Chat

Three is definitely company with the Three Way Chat function.

To put an existing call on hold and make a new call:

Recall Dial Tone Phone Number Wait for Answer

To split a Three Way Chat (one call will be placed on hold):

Recall Dial Tone 3

To switch between calls:

Recall Dial Tone 2

To hang up one call and return to the call on hold:

Recall Dial Tone 1

The Three Way Chat function is available to use right now. While you're using this function, Call Waiting will not work. But, if set, Call Forward Immediate or Busy will still work.

Charges apply for Three Way Chat. Visit [internode.on.net/nodeline](http://internode.on.net/nodeline)

## VoiceMail

Your NodeLine service comes with a virtual answering machine function. We call it VoiceMail. It's a handy tool when you're away from your phone, on another call, or simply can't answer.

If you would like VoiceMail enabled on your NodeLine, call us on 1300 304 718. We don't charge for usage but a fixed monthly charge does apply. Visit [internode.on.net/nodeline](http://internode.on.net/nodeline) for details.

The first time you set this service up, you'll be asked to key in your PIN, which is the last six digits of your phone number.

Enter it followed by #

Next, you will be prompted to enter a new six digit PIN.

Enter it followed by #

Finally, follow the prompts to set up your mailbox.

To access your VoiceMail from the phone it's connected to:

1 2 5 1 0 1 and if prompted, PIN #



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## VoiceMail continued

To access VoiceMail from a phone other than your home phone:

**1 2 5 1 0 2** and when prompted, **Announcement**  
(which is your phone number including area code) **PIN #**

The time before an unanswered call is forwarded to VoiceMail is automatically set to 20 seconds (about 7 rings). This can be changed at anytime from 5 to 60 seconds.

To change the time before a call is forwarded to VoiceMail:

**☎ \* 9 9 Time in Seconds # ☎**

When you have messages, you should hear a 'stutter tone' instead of a ringtone. Some phone handsets have a message indicator lamp. Messages are stored for 14 days then deleted, even if you haven't listened to them. If you have listened to them, they can be saved for 7 days. A maximum limit of 60 messages of up to 5 minutes each applies.

Charges apply for Voicemail. Visit [internode.on.net/nodeline](http://internode.on.net/nodeline)

## Caller ID Outbound

This function allows you to present your number to the called party. It is selected during the online signup process and doesn't cost you a thing.

Please note unlisted numbers always have Caller ID Outbound set to off.

To switch off this function, dial 1831 before dialling the number you wish to call.

To switch on this function, dial 1832 before dialling the number you wish to call.

## Goodbye

So that's everything you need to know about how to use basic and advanced features of Internode's NodeLine service. We're pretty sure everything there is to know is in this guide. But, if you still have any questions, call us on 1300 304 718.

Thanks again for making the switch over to NodeLine.