Calling Features Instructions

Call Forward
Transfer your incoming calls to another number by dialing a special code to have your calls redirected to another telephone number.

To forward your calls:
- Dial *72, listen for 3 beeps

- Dial telephone number to which calls will be forwarded.

- Stay on the phone, wait for ringing, and advise party for call forwarding. *If there is no answer, or the line is busy, hang up and repeat the procedure within 30 seconds.* You will hear the two beeps indicating your Call Forwarding is activated.

- Hang up.

To deactivate call forwarding:
- Dial *73 #, then listen for 3 beeps.

- Hang up.

Call Forward-Busy Line
Incoming calls are redirected to another telephone number ONLY when your telephone line is busy.

To forward calls when your line may be busy:
- Dial *90, listen for 3 beeps and a steady dial tone.

- Dial telephone number to which calls will be forwarded.

- Stay on the phone, wait for ringing, and advise party for call forwarding. *If there is no answer, or the line is busy, hang up and repeat the procedure within 30 seconds.* You will hear the two beeps indicating your Call Forwarding is activated.

- Hang up.

To deactivate Call Forward-Busy Line:
- Dial *91 #, listen for 3 beeps.

- Hang up.

Call Forward – No Answer
Incoming calls are redirected to another telephone number only if you do not answer your telephone call within a pre-specified number of rings. The number of rings before forwarding is default 6 and can only be changed by the telephone company.

To forward calls when you don't answer:
- Dial *92, listen for 3 beeps

- Dial telephone number to which calls will be forwarded.

- Stay on the phone, wait for ringing, and advise party for call forwarding. *If there is no answer, or the line is busy, hang up and repeat the procedure within 30 seconds.* You will hear the two beeps indicating your Call Forwarding is activated.

- Hang up.

To deactivate Call Forward-No Answer:
- Dial *93 #, listen for 3 beeps

- Hang up.

Selective Call Forward
The subscriber can forward incoming calls from a maximum of six specified telephone numbers to another telephone number. The telephone number list can be constructed or modified by the subscriber by dialing a special activation code. Only calls received from the telephone numbers included on the list are forwarded to the specified telephone number. All forwarded calls are subject to applicable local and long distance charges and are also subject to transmission limitations.

To activate Selective Call Forwarding:
- Press *63, listen to voice instructions to guide you through the steps of how to turn Selective Call Forwarding on or off and how to make changes to your Selective Call Forwarding List.

- Press 0: Repeat instructions.

- Press 1: Review the numbers on your list.

- Press 3: Turn Selective Call Forward on/off.

- Press #: Add number to your list.

- Press *: Delete a number from your list.

- Press 08: Delete all numbers from you Selective Call Forwarding List.

Voice Instructions will guide you through the steps of how to enter, confirm, or change the number to which your calls will be forwarded.
- Press 1: Confirm the forward-to number.

- Press 0: Change the forward-to number.

Remote Call Forward
Activate and deactivate Call Forwarding from a telephone other than your own. It works with all the Call Forwarding options.

To activate Remote Call Forward:
- Dial a dedicated number used for this feature and listen for a second dial tone. (NXX-7222). (NXX is your prefix: i.e. 664, 568 etc.).

- Dial the 10 digit phone number you wish to call forward followed by #

- Dial your 4 digit assigned security pin followed by #.

- Proceed with the same activation process for Call Forwarding that you would use if you were at home. (See Call Forwarding)

Call Hold
Dial a special code to put someone on hold when you want to initiate a second call for privacy. The subscriber can also place the incoming call on hold, hang up, listen for ringing and retrieve the call from another extension off the same telephone line.

To activate Call Hold after an incoming call is received:
- Press *76

- Hang up

- Pick up phone later or at another extension on the same line.

Caller ID
View the calling party's telephone number prior to answering your call. Your Customer Premise Equipment (CPE) will display the caller's phone number between the first and second ring, increasing security and helping to eliminate unwanted calls. If the caller has his number "blocked", you will receive a "Private" display.

Caller ID with Call Waiting
Caller ID with Call Waiting allows the subscriber, who has Caller ID and Call Waiting to view the number of the call that is coming in on the Call Waiting tone. Your Customer Premise Equipment must be capable of displaying this feature.

Caller ID Blocking (Per Call)
Caller ID Blocking allows the subscriber to prevent their telephone number from being delivered to the called party for the duration of one call. By dialing a special code (*67) before placing a call, the subscriber can block the sending of the telephone number. This allows you to keep your number private when you choose to, and is available to all subscribers at no cost.

Caller ID Blocking (Per Line)
Caller ID Blocking per line is also available. For some operations where anonymity is required, i.e. law enforcement centers, abuse shelters, juvenile detention centers, etc. all outgoing calls have their number blocked so the call party cannot determine the caller's telephone number. The Per Line Blocking can be released for the duration of one call by dialing a special code (*82) just prior to placing the call, which will "un-block" the number allowing it to be delivered to the called party. Calls to 911 will not be blocked under any circumstance.

Call Waiting w/Cancel:
If you have an incoming call while you're already on the line, the Call Waiting feature will alert you. A beep tone tells you another call is waiting. Another reminder tone will be heard 10 seconds later if the waiting call remains unanswered. The second caller hears the normal ringing tone only.

To Answer the Second Call:
- Flash hookswitch and answer incoming call.

- Flash hookswitch to return to first call and to also alternate between calls.

To end first call and answer call waiting:
- Hang up, allow telephone to ring and then answer it.

To Cancel call waiting before making a call:
- Dial *70, listen for 3 beeps and a steady tone.

- Dial your desired number

To cancel call waiting during a call (three-way calling feature is required):
- Flash hookswitch, listen for 3 beeps and a steady dial tone.

- Dial *70 and listen for 3 beeps.

- Wait for automatic reconnection to your existing call. When Cancel Call Waiting is activated, callers will hear a busy signal.

Call Return
Dial a code and automatically redial the telephone number of the most recent incoming call.

To activate Call Return:
- Press *69 and listen to an announcement that tells you the phone number of the party who last called you.

- If you wish to return the call, press 1, listen for ringing, wait for an answer.

- If the line is busy, listen for the announcement telling you the number is busy. Hang up. You will hear a short-short-long rind when the line is free. Your call will automatically be made when you lift the handset. To deactivate Call Return, press *89 and listen for tone or announcement.

Call Screening
The subscriber may block the last incoming call or calls from a maximum of six specified phone numbers. A list of screened and blocked numbers is established by the subscriber and may be changed by the subscriber by dialing a code. Callers who are blocked are directed to a telephone company recorded announcement.

To activate Call Screening:
- Press *60, listen to instructions to guide you through the steps of how to turn your Call Screening on or off, and how to make changes to your Call Screening List.

- Press 0: Repeat Instructions

- Press 1: Review the numbers on your Call Screening List

- Press 3: Turn Call Screening on/off

- Press #: Add a number to your Call Screening List

- Press 08: Delete all numbers from your Call Screening List

After receiving an annoying call, you may wish to prevent that person from calling you in the future. Call Screening's voice instructions explains how to add the number of the last caller to your list, even if you don't know their number.
- Hang up, then lift receiver for dial tone.

- Press *60 and listen for instructions.

- Press #01#.

Call Transfer
Transfer an established telephone call to another telephone number by flashing the hookswitch, dialing the number to which the call is to be transferred, and hanging up to transfer the call.
After an incoming call is received:
- Flash hookswitch.

- Dial the numbers to which the call is being transferred.

- Hang up. (The transfer is completed).

Priority Ringing
Identify special and important calls by a distinctive ringing pattern or Call Waiting tone. Determine

by Priority Ringing who is calling from a selected list of six (6) phone numbers you can program into your Priority List by using a special code. All other calls will ring normally, but whenever one of the six Priority Callers calls, your phone will ring differently to help you determine who is calling.

Repeat Dialing
Redial a busy number automatically. Just dial an access code (*66) and your phone will continuously attempt to redial the busy number that you just tried to call. When the line becomes free, you will be alerted by a special ring and your call will be placed for you. The repeat dialing feature will try re-dialing for 30 minutes and it can also be used to redial the last number that you dialed.

Voice Data Protection
By activating Voice/Data Protection, interruption tones such as Call Waiting can be prevented from occurring on your line while the line is in use. This feature can be activated or deactivated by the user with a special code. This protects data transmitted by computer modem or fax machine, and remains active until the user deactivates it with the special code. Activate with *97 and deactivate with *98.

Unidentified Call Rejection
This feature will reject any call that does not deliver the telephone number to the called party. To activate, press *77. To deactivate, press *87.

Do Not Disturb
The subscriber can prevent calls from ringing at their telephone by diverting then to a tone or recorded announcement. The subscriber may give selected caller a PIN number that allows them to override the Do Not Disturb to complete the phone call.

To activate the Do Not Disturb:
- Dial *78, listen for 3 beeps and hang up.

To deactivate Do Not Disturb:
- Dial *79, listen for 3 beeps and a steady dial tone.

- Hang up.

Speed Calling
Dial selected phone numbers by dialing a one or two digit code. No need to remember long phone numbers.

To set up Speed Calling:
- Dial *74 for 1 digit dialing using codes 2 through 9

- Dial *75 for 2 digit dialing using codes 20 through 49

- Listen for 3 beeps

- Enter speed dialing code (2-9 or 20-49).

- Dial desired number, press #, listen for 3 beeps.

- Hang up.

To use Speed Calling:
- Dial desired speed calling code (2-9 or 20-49)

- Press #, wait for ringing and the called party to answer.

To change your speed calling list, simply follow the same instructions for establishing your list. A new number automatically cancels out the existing number.

Special Call Acceptance

This is the opposite of Call Screening. Create a list of six (6) phone numbers from which you are willing to accept calls. Numbers not on your acceptance list are routed to an announcement that informs them that you are not receiving calls at that time. Only the most important calls from those that you have programmed into your list of 6 using a special code, will reach you. You can modify your list at any time by dialing your special code.

To activate Special Call Acceptance:
- Press *61, listen to instructions which will guide you through the steps of how to turn Special Call Acceptance on or off and how to make changes to your Special Call Acceptance List

- Press 0: Repeat instructions

- Press 1: Review numbers on your Special Call Acceptance List.

- Press 3: Turn Special Call Acceptance on/off.

- Press #: Add a number to your Special Call Acceptance List.

- Press *: Delete a number from your Special Call Acceptance List.

- Press 08: Delete all numbers from your Special Call Acceptance List.

Three-Way Calling

This allows the subscriber to add a third party to an existing telephone conversation.

To set up a Three-Way Call:
- Place your first call. When the called party answers, flash the hookswitch and listen for 3 beeps followed by a steady dial tone.

- Dial third party's telephone number. If busy or there is no answer, depress hookswitch twice to reconnect to the first call.

- After third party answers, flash hookswitch and your second party is added to the conversation. If for some reason the call to the third party is not completed, depress the hookswitch twice to get back to your held party.

To disconnect the third party:
- Depress the hookswitch for about a second. You will now have only the original party on the line.

To disconnect completely:
- Simply hang up.

- If either of the other two parties hangs up, you can continue to talk to the one remaining.

Voicemail

To Set up Voice Mailbox
- Dial Prefix (NXX)-1001 (NXX is your prefix: i.e. 664, 568 etc.).

- Follow voice prompt instructions to set up personal greeting and to reset your 4-digit personal PIN code number.

To Retrieve Voice Mail (From your home phone)

You will hear a "stutter" dial tone when you lift the receiver to place a call, if you have a voice mail waiting.

- Dial prefix (XXX)-1001 (NXX is your prefix: i.e. 664, 568 etc.).

- The message in waiting will automatically play followed by instructions.

- Follow instructions for listening and deleting or saving your voice-mail messages. Example: Press "3" to delete a message.

To Retrieve Voice Mail (from another touch-tone phone)
- Dial your home telephone number.

- Let it ring until the voice mail picks up.

- Interrupt your personal greeting with the STAR (*) key.

- Upon prompt, enter your 4-digit PIN code number

- The message in waiting will automatically play followed by instructions.

- Follow instructions for listening to and deleting your voice mail messages.

NOTE: You will know there is a message waiting for you when you pick up your telephone and hear a "stutter" dial tone. When you dial your home number and hear two beeps, this indicated that you have no messages.
You must process the first message to be able to listen to the rest. You can Press "1" to Save or "3" to Erase at any time during the message. The next message will automatically play.
You can press a menu option at any time while you are logged into your Voice Mailbox. If you ever have a problem, just hang up and try again. Our Voice Mail is very friendly and patient. It reminds you of all commands.
When you hear your own voice or the tutorial, press # to interrupt the recording tone, log in and check messages or access personal options.

Business Voice Mail:
- Incoming messages can be up to three minutes in length.

- Thirty (30) messages can be stored at one time.

- Unplayed messages can be stored for up to four weeks.

- Saved messages can be stored for ten days before they are automatically deleted.

- Includes message waiting signal.

Residential Voice Mail:
- Incoming messages can be up to two minutes in length.

- Twenty (20) messages can be stored at one time.

- Unplayed messages can be stored for up to two weeks.

- Saved messages can be stored for five days before they are automatically deleted.

- Includes message waiting signal