



CUSTOM  
CALLING  
SERVICES

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**This user guide provides instructions for the following calling services.**

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## GENERAL INFORMATION

During a conversation many features can only be activated by first **depressing the switch hook**.



Caution: **Depressing the switch hook during a call will disconnect your call.**

- Some features require you to use the \* **button**. If you have a rotary or pulse dial telephone, dial 11 instead of using the \*button.
- Some features require you to use the # **button** after dialing a code or number. If you have a rotary or pulse dial telephone, you can ignore the # button and wait four seconds for the feature to activate.
- When certain features are activated, you may hear a **Distinctive Dial Tone**. This is a high pitched tone that reminds you a feature you have activated is still in operation.

## **CALL WAITING**

Call Waiting alerts you with a beep during a telephone conversation that another call is waiting to be answered.

What Call Waiting does for you:

- Prevents missed calls.
- Callers will hear ringing, not a busy signal
- Provides many of the advantages of an additional line, but at a fraction of the cost.

**To end an existing call and answer a waiting call:**

Hang up, and then allow telephone to ring and answer it.

**To hold an existing call and answer a waiting call:**

Depress switch hook.

## CANCEL CALL WAITING

Cancel Call Waiting allows you to cancel Call Waiting before or during a telephone call:

### **To Cancel Call Waiting before making a call:**

1. Press **\*70** then listen for three beeps and a steady dial tone.
2. Dial desired telephone number.

### **To Cancel Call Waiting during a call (3-way calling is required).**

1. Depress switch hook, then listen for three beeps and a steady dial tone.
2. Press **\*70**, then listen for three beeps.
3. Wait for automatic reconnection to existing call.

**Note:** When **Cancel Call Waiting** is activated, callers will hear a busy signal.

## CALL FORWARDING

Call Forwarding allows you to redirect all calls to another telephone number.

### To forward calls:

1. **\*72** and then listen for three beeps and a steady dial tone.
2. Dial telephone number to which calls will be forwarded.
3. If busy or no answer, repeat.
4. Hang up.

### To Cancel Call Forwarding:

1. **\*73** then listen for three beeps.
2. Hang up.

### Notes:

- a. Calls forwarded to long distance telephone numbers will be charged to you.
- b. An optional short ring or a distinctive dial tone may be provided as a reminder that Call Forwarding is activated.
- c. To change the number to which your calls will be forwarded, you must cancel Call Forwarding, then follow the above procedures.

## THREE-WAY CALLING

Three-Way Calling allows you to add a third party to an existing telephone conversation.

### To set up a Three-Way Call:

1. Depress switch hook, then listen for three beeps and a steady dial tone. (*Present call is placed on hold.*)
2. Dial third party's telephone number. If busy or no answer, depress switch hook **twice** to reconnect first call.
3. After third party answers, **depress switch hook** for a three-way call.

### Notes:

- a. You may privately converse with third party as long as you wish before using switch hook to establish three-way call.
- b. After a three-way call is established, you may depress switch hook to drop third party at any time.

## **SPEED CALLING**

Speed Calling allows you to call selected telephone numbers quickly by dialing an assigned code.

### **To set up Speed Calling numbers:**

1. Press **74#** for 1-Digit Speed Calling (codes 2-9),  
**OR**  
Press **75#** for 2-Digit Speed Calling (codes 20-49).
2. Listen for three beeps and a steady dial gone.
3. Enter Speed Calling code (2-9 or 20-49).
4. Enter desired telephone number, **press #**, then listen for three beeps.
5. Hang up.

### **To use Speed Calling:**

Press desired Speed Calling code (2-9 or 20-49), then **press #**.

### **To change Speed Calling entries:**

Repeat first five steps.



## **ANONYMOUS CALL REJECTION**

*\*77 Activates Service \*87 Deactivates*

This blocks **PRIVATE** numbers from calling, like telemarketers and people with private numbers. If someone you know has a **PRIVATE** number and you want to receive a call from them, you must tell them to dial **\*82** before calling. This will make their number public and it will not be blocked.

## **SELECTIVE CALL REJECTION (SCR)**

This blocks **PRIVATE** numbers from calling, like telemarketers and people with private numbers. If someone you know has a **PRIVATE** number and you want to receive a call from them, you must tell them to dial **\*82** before calling. A customer can enter up to **“6”** numbers to be blocked.

The customer at anytime can turn this feature **ON** or **OFF** with their phone. To activate the service, dial **\*60** and listen to the audio attendant prompt. By **pressing 3** on the dial pad a customer can turn Selective Call Rejection on and off. For a customer to block a number, press the **“#”** key on the dial pad, then dial the number to be blocked. For a customer to remove a blocked number press **“\*”** key on the dial pad, then dial the number to be removed.

**#** Feature lets the customer add numbers to be blocked; customer can add up to **6** numbers.

**\*** Feature lets the customer delete blocked numbers **\*08** removes **all** blocked numbers **\*09** removes **Private** numbers from being blocked.

**ADVANCED CALLING  
SERVICES  
QUICK REFERENCE**

Auto Call Back.....\*66

Auto Recall .....\*69

Call Trace.....\*57

**Note:** Call Trace will charge **\$2.00** for a successful trace; information can only be released to a law enforcement agency.

**Cancel Call Waiting:**

- Before making call: Press **\*70**

**Call Forwarding:**

- To use: press **\*72** then
- Dial telephone number, if busy or no answer, repeat.
- To cancel: Press **\*73**

**Speed Calling:**

- To use: Press assigned code (2-9 or 20-49) then depress #.
- To set or change code: Press **74#** for 1 digit dialing or **75#** for 2-digit dialing, and then enter code (2-9 or 20-49 and telephone number.

## Voice Mail

### **From the phone subscribed to the service:**

1. Dial 567-MAIL (567-6245) or 311.
2. If prompted, enter your PIN (**0000**) and then #.

### **From a different phone:**

1. Dial 567-MAIL (567-6245).
2. Enter your 10-digit mailbox number.
3. Enter your PIN and then #.

### **Record Your Greeting:**

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting
5. Record your greeting and then press #.
6. Press 2 to keep your greeting.

### **Change Your PIN:**

1. Access your voice mailbox
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #.

### **Retrieve Messages:**

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement *"You have x new messages and x saved messages."*
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

