

# PHONE FEATURES USER GUIDE

## 8 Number Speed Calling

To set up:

1. On a pushbutton phone: Push \*74  
On a dial type phone: Dial 74 and wait 4-5 seconds.
2. Dial any code number from 2 to 9.
3. Dial the telephone number.
4. Press the # button.
5. Wait for confirmation tones.
6. Hang Up.

**Example:** To set up the Telephone Company number (357-2111) on Code "2".

**Push: \*742357-2111#**

To use:

1. Dial Code (2 to 9) for number you wish to call.
2. On a pushbutton phone: Push: #  
On a dial type phone: Wait 4-5 seconds.

**Example:** To speed call the Telephone Company number we coded above:

**Push: 2#**

## 30 Number Speed Calling

To set up:

1. On a pushbutton phone: Push \*75  
On a dial type phone: Dial 75 and wait 4-5 seconds.  
Same procedure as to set up to 8 numbers except dial any code number from 20 to 49.

## Caller ID

To Use:

You need a special phone or display box to receive the number or subscribe to CLvision Digital Cable TV.

1. Wait for one ring for the number to be displayed.

## Caller ID – Per Call Blocking

To Use:

Prevents your telephone number from appearing to the person you are calling, simply dial \*67 (rotary dial 1167) before dialing each call.

## Caller ID – All Calls Blocking

To Use:

You may subscribe to this service to keep your number from appearing to the person you are calling unless you unblock the service on a per call basis by dialing \*82 before making a call (rotary dial 1182).

## Selective Call – Acceptance

To Use:

- Dial \*64 and follow the recorded instructions.

This feature allows you to define a list of up to 10 calling numbers that will be accepted. All other incoming calls will be rejected and will receive an announcement that the called party is not presently accepting calls.

## Selective Call – Rejection

To Use:

- Dial \*60 and follow the recorded instructions.

Allows you to define a list of up to 10 calling numbers that will be blocked, even if you don't know the caller's phone number. An incoming call from one of those 10 numbers is rerouted to a recorded message and your phone does not ring.

	Activate	Deactivate		Activate	Deactivate
<b>Caller ID – All Calls Blocking</b>	<b>*82</b>		<b>Selective Call Acceptance</b>	<b>*64</b>	
<b>Caller ID – Per Call Blocking</b>	<b>*67</b>		<b>Priority Call</b>	<b>*61</b>	
<b>Cancel Call Waiting</b>	<b>*70</b>		<b>Automatic Redial</b>	<b>*66</b>	<b>*86</b>
<b>Call Forwarding</b>	<b>*72</b>	<b>*73</b>	<b>Last Call Return</b>	<b>*69</b>	<b>*89</b>
<b>8 Number Speed Calling</b>	<b>*74</b>		<b>Anonymous Call Rejection</b>	<b>*77</b>	<b>*87</b>
<b>30 Number Speed Calling</b>	<b>*75</b>		<b>Call Trace</b>	<b>*57</b>	
<b>Selective Call Forwarding</b>	<b>*63</b>		<b>Voice Mail Retrieval Short Cut</b>		<b>*98</b>
<b>Selective Call Rejection</b>	<b>*60</b>				

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## Unlimited Three Way Calling

### To Set Up:

1. Establish your first call. Someone can call you or you can call them.
2. Depress the receiver/flash button for ½ second. You will hear three tones followed by dial tone.
3. Dial the third person's telephone number.
4. When the third person answers, again depress the receiver/flash button for ½ second to complete the three-way call.
5. If you do not get an answer, depress the receiver/flash button twice, each time for ½ second to return to your first call.

## Remote Call Forwarding

*You can turn your call forwarding feature on or off and forward calls from any touchtone telephone.*

### To Use:

1. Lift the receiver and listen for the dial tone.
2. Dial the Access Directory Number and wait for special tone. Access Directory Number: 641-355-RACF (7223)
3. Dial your own 10 digit telephone number followed by the # sign and your PIN number and wait for a special dial tone.
4. Follow the instructions for the feature you wish to activate or deactivate. (The announcement starts with the instruction "Please dial a feature code." This refers to code \*72 for Call Forwarding or \*73 to deactivate Call Forwarding.)

## Call Forwarding

### To Set Up:

1. Push \*72 on a pushbutton phone and wait 4-5 seconds on a dial type phone.
2. Wait for the second dial tone.
3. Dial the telephone number where calls are to be forwarded. Toll charges will be billed to your number for each call that is forwarding long distance.
4. The forwarded telephone will ring.
5. Forwarding is set up if the ringing telephone is answered. If no one answers or the phone is busy, hang up and repeat the above steps to set up automatic call forwarding.

### To Cancel

1. Push \*73 on a pushbutton phone and wait 4-5 seconds on a dial type phone. Call Forwarding must be set up and cancelled from your home. When forwarding is in effect, your phone can still make outgoing calls but can not answer incoming calls.

## Call Waiting

### To Set Up:

When you are talking on the telephone and hear a "beep" either:

1. Hang up. This ends your first call. The phone will ring and when you pick it up you are connected to second call.
2. Depress receiver/flash button for ½ second. Your first call is put on hold (they will hear a ring) and you are then connected to the second. You can alternate between calls each time you depress the receiver button for ½ second.
3. Ignore the beep. Keep talking to your first call. The second caller will not interrupt you, but they may think you are not home because they will hear normal ringing.

### To Cancel:

1. If you want to cancel call waiting on a particular call, dial \*70 and listen for dial tone. During this call only call waiting is inactive.

## Automatic Redial

### To Use:

Keeps dialing busy or unanswered numbers, so you don't have to do it. The network will automatically redial and then ring when the connection is made. You may also use it to redial the last number dialed from your phone.

### To Activate Automatic Redial:

- Upon reaching a busy number, hang up.
- Immediately lift the receiver again and dial \*66 (rotary dial 1166).
- If the line is:
  - Not busy, listen for normal ringing.
  - Busy, listen for announcement, then hang up. When the line clears, your phone will give you a distinctive ring.
- The telephone system will check the number you dialed for 30 minutes. When the line is free, your phone will ring.
- If you answer it, it will then ring through to the number you called.



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## Last Call Return

### To Use:

- At your command, your phone will dial the last caller's number.

### To Activate Last Call Return:

- Dial \*69 (rotary dial 1169).
- Announcement will tell who called, when they called and will ask you to press 1 at any time to dial.
- If the line is:
  - Not busy, listen for normal ringing.
  - Busy, listen for announcement, then hang up. When the line clears, your phone will give you a distinctive ring.
- When you pick up the receiver, the number will automatically be dialed.

### To Deactivate Last Call Return:

- Dial \*89 (rotary dial 1189).

## Call Trace

### To Use:

- Will allow you to automatically trace the last incoming call you received. A successful trace receives a success message.

### To Activate Call Trace:

- Hang up and dial \*57 (rotary dial 1157).

### Notes on Call Trace

- Traced call information is provided upon request to a law enforcement agency only, not to the customer.

It is essential that the Call Trace action, pressing \*57 (rotary dial 1157) be done immediately after you hang up the phone following the offending call. If you delay taking action and receive a subsequent call, Call Trace will not trace the original number.

## Voice Mail - Residential

### First Time Set-Up of Your Personal Voice Mail:

To set up your voice mail the first time, you must call from the phone number that is associated with your voice mail account. For example, your home phone.

1. To sign in, dial the access number 355-8813 or \*98.
2. The first time, you will sign-in to voice mail using the PIN 000-000.
3. You will first be asked to change your PIN. Your new PIN must be between 5 and 20 digits. After you enter your PIN, you will be asked to confirm it by re-entering it.
4. Once you have successfully changed your PIN, you will be prompted to record your recorded name.
5. Your recorded name, such as your first and/or last name, The Smith Family, or your business name, must be shorter than 10 seconds.

6. When prompted, say your name and then press # to stop recording. Once you have recorded your recorded name, it is played back to you and you are provided with options to keep it or change it. To change your greeting, press 0.
7. Once you have accepted your recorded name, you are prompted to record your greeting.
8. Your greeting is what callers hear when they reach your mailbox. The greeting must be longer than 2 seconds and shorter than 30 seconds.
9. Press 1 to record a personal greeting. Press 2 if you would like to use a system generated greeting that uses your spoken name. Press 3 if you would like to use a system generated greeting that uses your phone number. Press 4 if you would like to use a system generated greeting that does not use your name or phone number.
10. Once you have completed recording your greeting, you are redirected to the Main Menu.

### To Listen To Your Messages from Home:

1. Dial \*98.
2. Enter your PIN number followed by the # key.
3. To listen to messages, press 1. To send a message, press 2. To work with your greetings, press 3. To change your settings, press 4. To leave this mailbox and log on as another subscriber, press 7. To get more help, press 0. To exit your mailbox, press \*.
4. To exit out of voice mail, either hang up the phone or press \* twice.

Another new feature you will notice when working with your greetings is that we have added system automated greetings. These are greetings that can include your spoken name or your phone number. They can also be used without any personal information such as name or phone number.

### Working with the Automated Greetings:

1. Dial \*98.
2. Enter your PIN number followed by the # key.
3. Press 3 to go to the Greetings Menu.
4. Press 3 again to select a system generated greeting.
5. Press 1 to select the type of system generated greeting. Press 1 if you would like to use a system generated greeting that uses your spoken name. Press 2 if you would like to use a system generated greeting that uses your phone number. Press 3 if you would like to use a system generated greeting that does not use your name or phone number. Press 4 if you would like to review or rerecord your spoken name.
6. To exit out of voice mail, either hang up the phone or press \* four times.