

# Calling Features Usage Instructions

## Caller ID

To use Caller ID:

1. Wait for the start of the second full ring of your telephone set.
2. The number of the calling party will appear on your display. Caller ID Deluxe will also display the telephone listing.
3. For more information, please refer to the instructions for your Caller ID display device.

## Call Forwarding

To Use Call Forwarding for Fiber Customers:

1. To activate this feature, dial \*72 and wait for the dial tone; then dial the forward-to number, "#" and wait for 2 bursts of dial tone. Your forward-to number will ring and if it is answered, that will confirm your forwarding. If not, dial \*72 and then forward-to number again in order to confirm or store your forwarding.
2. To deactivate this feature and restore normal service, dial \*73, with for 2 bursts of dial tone; then hang up.

To Use Call Forwarding for Non-fiber Customers:

1. To activate this feature, dial 72# and wait for the dial tone; then dial the forward-to number, "#" and wait for 2 bursts of dial (confirmation) tone. The called number is stored and Call Forwarding is activated. If you wish to call the forward-to number to notify the party of the Call Forwarding condition, wait 4 seconds and the call will be placed.
2. To deactivate this feature and restore normal service, dial "73#" and wait for 2 bursts of dial (confirmation) tone; then hang up.

With variable Call Forwarding, your telephone receives a burst of ringing when a call is forwarded. This indicates that the Call Forwarding feature is activated and also serves as a reminder to deactivate the Call Forwarding feature, if desired.

\* Note: With Call Forwarding you cannot answer your telephone until you deactivate the Call Forwarding feature; however, you can originate calls.

## To Use Call Return:

1. Press \*69
2. Listen for an announcement, which will tell you the telephone number of the party who last called you.
3. If you wish to return the call:  
Press "1." Listen for ringing and wait for answer.
4. If you do not wish to return the call, hang up.
5. If the line is busy:

\* Listen for announcement telling you the number is busy. Hang up.

\* You will hear a short-short-long ring when the line is free.

\* Your call will automatically be made when you lift the handset.

## To Cancel Call Return:

1. Press \*89 and listen for tone or announcement.

Notes:

\* There is no time limit for returning a missed call. However, you can only return the last incoming call you received.

\* If the number you are trying to reach is outside the area served by Call Return, you will hear a recording advising you that the

call cannot be made.

\* After a call during which you heard a Call Waiting tone, you can use Call Return to return a call to the Call Waiting number.

### **Call Screening**

To use Call Screening:

1. Press \*60.
2. Listen to the voice instructions, which will guide you through the steps of how to:
  - \* Turn Call Screening on or off.
  - \* Make changes to your Call Screening list.
3. After receiving an annoying call, you may wish to prevent that person from calling you in the future. Call Screening's voice instructions will explain how to add the number of the last caller to your list (even if you do not know the party's number.)

To add the number of the last caller, do the following:

\* Hang up, then lift the receiver and listen for dial tone.

\* Press \*60 and listen for instructions.

\* Press #01#.

Note: If a number that is on your Call Screening list is also put on any of your other lists (for example, Priority Ringing), Call Screening will override the other services for that telephone number.

### **Call Trace**

To Use Call Trace:

1. Hang up after receiving the annoying call.
2. Lift the receiver and listen for dial tone.
3. Press \*57, then listen for tone or announcement.

The announcement will tell you if the call was traceable or not. After requesting a Call Trace, you should call TriCounty's business office if you want the call to be investigated further. Please call before the end of the next business day.

Notes:

\* It is important that you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number.

\* If a Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting call rather than the original calling number.

### **Call Waiting**

To Use Call Waiting:

1. When you are notified of an incoming call by a Call Waiting alert tone, depress and release the hookswitch to put the original party on hold. You are then connected to the calling party.
2. To alternate between parties, depress and release the hookswitch once for each transfer. Note: Each conversation between you and the party with which you are speaking is private.
3. If you wish to end the original conversation when you hear the Call Waiting alert tone, simply hang up. Your telephone then rings and you are connected to the calling party.

To Cancel Call Waiting:

To prevent a second call from breaking into your telephone line, dial \*70 prior to placing the call. Your conversation will not be interrupted by a Call Waiting alert tone. Call Waiting is automatically reactivated when the hookswitch is pressed.

### **Do Not Disturb**

How to Use Do Not Disturb:

- \* To Activate Press - \*78
- \* To Deactivate Press - \*79
- \* To Change Your Pin Press - \*56

### **Personal Ringing - Teen Ring Service**

To Use the Personal Ringing Feature:

1. Listen to ringing pattern:
  - \* Main number - one long ring.
  - \* Second number - two short rings
2. Answer appropriately.

### **Preferred Call Forwarding**

To Use Preferred Call Forwarding:

1. Press \*63.
2. Listen to the voice instructions which will guide you through the steps of how to:
  - \* Turn Preferred Call Forwarding on or off.
  - \* Make changes to your Preferred Call Forwarding list.
3. Voice instructions will also guide you through the steps of how to enter, confirm or change the number to which your calls will be forwarded:  
How to Confirm or Change the Forward-To Number:
  - \* To Confirm Press - 0
  - \* To Change Press - 1

### **Priority Ringing**

To Use Priority Ringing:

1. Press \*61.
2. Listen to the voice instructions which will guide you through the steps of how to:
  - \* Turn Priority Ringing on or off.
  - \* Make changes to your Priority Ringing list.

Press if you want to:

- 0 Repeat the Instructions
- 1 Review the numbers on the list
- 3 Turn your feature on/off
- # Add a number to your list (dial 12 for rotary phones)
- \* Delete a number from your list (dial 11 for rotary phones)
- 08 Delete all numbers from your list

When Priority Ringing is Turned On:

Listen to the ringing pattern or Call Waiting tones.

- \* When called from any number on your list. . . a short-long-short ringing pattern or tone.
- \* When called from any other number . . . normal ringing or Call Waiting tones.

### **Repeat Dialing**

To Use Repeat Dialing:

1. Hang up; then, lift the receiver and wait for dial tone.
2. Press \*66.

3. If the line is busy:
  - \* Listen for three beeps or an announcement telling you the number is busy. Hang up.
  - \* You will hear a short-short-long ring when the line is free.
  - \* Your call will automatically be made when you lift the handset.
4. If the line is not busy, listen for ringing and wait for answer.

To Cancel Repeat Dialing:

1. Press "\*86" and listen for tone or announcement.

Notes:

- \* While Repeat Dialing is activated, you may still make and receive other calls.
- \* Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be canceled.
- \* You can use Repeat Dialing for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which number it is.
- \* If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.

### **Special Call Acceptance**

To Use Special Call Acceptance:

1. Press \*64.
2. Listen to the voice instructions which will guide you through the steps of how to:
  - \* Turn Special Call Acceptance on or off.
  - \* Make changes to your Special Call Acceptance list.

Press if you want to:

- 0 Repeat the Instructions
- 1 Review the numbers on the list
- 3 Turn your feature on/off
- # Add a number to your list (dial 12 for rotary phones)
- \* Delete a number from your list (dial 11 for rotary phones)
- 08 Delete all numbers from your list

### **Speed Calling**

Speed Calling is available in either the 8-number option or the 30-number option.

- \* With the 8-number option, speed-calling codes use the single digits "2" through "9". You will need to press 74#.
- \* With the 30-number option, speed-calling codes use the double digits "20" through "49". You will need to press 75#.

Set Speed Calling Codes:

1. To enter a speed-calling code, dial either 74# or 75#, and wait for a dial tone.
2. From the available code numbers, dial the code number you wish to substitute for the directory number.
3. Dial the telephone number to be stored under the code number selected in Step 2; follow the number with the # symbol.
4. Wait for 2 bursts of dial (confirmation) tone; hang up.
5. Repeat Steps 1 through 3 for each number to be stored, using a different code number each time.

6. If you wish to replace a previously stored number with a new one, repeat Steps 1 through 3. A new number automatically replaces the previous number.

#### Use Speed Calling:

1. To use a speed-calling code that has been programmed for your telephone, dial the selected code number, followed by the # symbol.

(For your convenience, there is a log in the Yellow Page section of the TriCounty Regional Telephone Directory where you may record your Speed Calling Codes.)

#### Three-Way Calling

##### To Use Three-Way Calling:

1. To initiate Three-Way Calling, depress and release hookswitch to put the original party on hold. Listen for the three bursts of dial tone followed by a steady (normal) dial tone.
2. Dial the number of the third party. When this party answers you will be able to talk privately. When you are ready to establish the conference connection, depress and release the hookswitch. You will now be reconnected with the original party.
3. When the originating party hangs up, all parties are disconnected and the call is completed.

#### Toll Barred with PIN

##### To Use Toll Barred with PIN:

1. To place a call, enter \*13 and listen for dial tone.
2. Enter your PIN and listen for dial tone.
3. Dial the telephone number (e.g. 1 + area code+ 7 digit number).

#### Voice Mail

##### Personalize Your Voicemail

##### To record unavailable greeting:

This greeting will be heard by the caller if you do not answer in the allotted number of rings. NOTE: If you do not record a message, a generic message states the party you have dialed does not answer and to leave a message after the tone.

##### Dial 964-9200

If you are away from home, you will be asked to enter your mailbox number (this is your 7 digit telephone number) and password followed by # sign.

- Press 9
- Press 1 Greeting options
- Press 2 Record greeting

##### Follow voice prompts to make changes to your greeting:

- Press 1 Play message
- Press 2 To re-record greeting
- Press 3 Delete greeting
- Press 5 Pick a new greeting

(These steps can be done as often as needed until you are satisfied with your greeting)

##### To change your password:

##### Dial 964-9200

If you are away from home, you will be asked to enter your mailbox number (this is your 7 digit

telephone number) and password followed by # sign.

- Press 9 Mailbox setup menu
- Press 2 Change your password
- Enter your new password and press #
- When prompted to verify the password, enter it again and press #

Log in to Voicemail:

At home:

- Dial 964-9200
- Listen for message announcement and prompts, following the various options for managing your messages:
- Press 1 Play the message again
- Press 2 Save the message and play the next
- Press 3 Delete the message and play the next
- Press 4 Save the message as new
- Press 5 Reply to number
- Press 6 Forward the message to another mailbox
- Press 0 Hear instructions again
- Press \* Return to main menu

Away from home:

- Dial 964-9200
- Enter mailbox number (your 7 digit home phone number)
- Enter your password followed by # sign
- Listen for message announcement and prompts, following the various options for managing your messages:
- Press 1 Play the message again
- Press 2 Save the message and play the next
- Press 3 Delete the message and play the next
- Press 4 Save the message as new
- Press 5 Reply to number
- Press 6 Forward the message to another mailbox
- Press 0 Hear instructions again
- Press \* Return to main menu