

Custom Calling Services

CALL FORWARDING allows you to redirect calls to another telephone number so calls can follow you anytime, anywhere. Choose the forwarding that best fits your needs.

FIXED CALL FORWARDING directs all your calls to the same number. To activate Fixed Call Forwarding please call the office and supply us with the telephone number where you would like the calls to be forwarded to.

VARIABLE CALL FORWARDING will forward your calls to the phone number you enter on your telephone.

TO ACTIVATE "VARIABLE" CALL FORWARDING:

- 1) Press ***72**. When you hear the dial tone again, dial the number to which calls are to be forwarded, making sure to enter 10 digits (area code and telephone number). Two beeps tell you the forwarding is activated. Activation can be verified by dialing ***72** again and you will hear a fast busy.

TO CANCEL "VARIABLE" CALL FORWARDING:

- 1) Press ***73**. Two beeps tell you the forwarding is cancelled. Cancellation can be verified by dialing ***73** again and you will hear "Your call cannot be completed as dialed."

SELECTIVE CALL FORWARD allows you to create a list of phone numbers that are to be forwarded when they call you. When you use this service, calls from the numbers on your list are forwarded to the number of your choice, but numbers not on your list will ring in the normal way.

TO ACTIVATE "SELECTIVE" CALL FORWARDING:

- 1) Press ***63**. Listen to the voice instructions which will guide you on how to make changes to the selected list and how to turn Selective Call Forwarding on and off. Make sure to enter 10 digits (area code and the telephone number) long distance will require 1+ the area code and the telephone number.
Press **1** to review the numbers on your list.
Press **3** to turn Selective Call Forward on/off.
Press **#** to add a number to your list.
Press ***** to delete a number from your list.
Press **08** to delete all numbers from your list.
Press **0** to repeat the instructions.
- 2) While the service is ON, listen to voice instructions on how to enter, confirm, or change the phone number where you calls should be forwarded.
Press **1** to confirm the forward-to number.
Press **0** to change the forward-to number.

CALL TRANSFER allows you to transfer a call to another telephone number. To transfer your call, flash the hookswitch, dial the telephone number the call is being forwarded to, and hang up the telephone. Customers must also have Three-Way Calling on their line for this optional calling service.

CALLER ID allows you to see the name and number of the calling party before you answer your Caller ID phone. Calls from certain numbers will show up "unavailable", "unknown" or "private". To block your number from showing on Caller ID, dial ***67** before you dial the telephone number.

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DISTINCTIVE RING Your one line allows one conversation at a time, but a second phone number will let you know who the call is before you answer the phone. Each number has its own distinctive ring. You can assign a number solely to the children or to a fax machine. Wait until the full ringing pattern is complete before answering your telephone, so you will know which telephone number was dialed.

SELECTIVE CALL REJECTION allows you to enhance privacy and security by blocking calls from a list of up to 32 numbers that you create.

TO USE SELECTIVE CALL REJECTION:

- 1) Press ***60**. An announcement will tell you if the service is on/off. Then listen to the instructions for making changes.
Press **0** for instructions.
Press **3** to turn Selective Call Rejection on/off.
Press **1** to review your Selective Call Rejection list.
Press **#** to add a number to your list.
Press **#01#** to add the number of the last calling party.
Press ***** to delete one number from the list.
Press **08** to delete all the numbers on your list.
Press **09** to delete all "private" numbers from your list.

SELECTIVE CALL ACCEPTANCE allows you to create a list of up to 32 phone numbers from which you are willing to accept calls. An announcement that you are "not accepting calls at this time" is provided to phone calls from numbers not on your list.

TO USE SELECTIVE CALL ACCEPTANCE:

- 1) Press ***64**. An announcement will tell you if the service is on/off. Then listen to the instructions for making changes.
Press **0** for instructions.
Press **3** to turn Selective Call Acceptance on/off.
Press **1** to review your Selective Call Acceptance list.
Press **#** to add a number to your list.
Press ***** to delete one number from the list.
Press **08** to delete all numbers on your list.

CALL WAITING alerts you with a beep during a telephone conversation, indicating that another call is waiting to be answered.

TO USE CALL WAITING:

- 1) Flash the hookswitch. The first call is on hold, and you are now connected to the second call. You may alternate between calls each time you flash the hookswitch. OR
- 2) Hang up. This will end the first call and the phone will start ringing with the second call. OR
- 3) Ignore the beep. The second caller will hear normal ringing.

CANCEL CALL WAITING allows you to cancel the call waiting feature before making a telephone call.

TO USE CANCEL CALL WAITING:

- 1) Press ***70**. Listen for two beeps and a steady dial tone. Call waiting will automatically be reactivated after you have completed your call.

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THREE-WAY CALLING allows you to add a third party to an existing telephone conversation.

TO USE THREE-WAY CALLING:

- 1) Depress the hookswitch. Then listen for two beeps and a steady dial tone (Your present call is placed on hold).
- 2) Dial the number of the third party.
- 3) When ready to be reconnected to the original party, depress the hookswitch once for a three-way call.
- 4) When the originating party hangs up, all parties are disconnected.

SPEED CALLING allows you to dial selected telephone numbers quickly by dialing an abbreviated code. Choose Speed Dial 8 or 30.

TO PROGRAM SPEED CALLING:

- 1) Press ***74**, for 8 number speed dialing (codes 2-9).
Press ***75**, for 30 number speed dialing (20-49).
- 2) Listen for two beeps and a steady dial tone.
- 3) Enter the speed dialing code (2-9 or 20-49).
- 4) Enter the desired telephone number (making sure to dial 10 digits or 1+10 digits), press #, then listen for two beeps.

TO USE SPEED CALLING:

- 1) Press the desired speed calling code (2-9 or 20-49) then press #.

AUTOMATIC RECALL (CALL RETURN) will redial the last number that called you, whether the incoming call was answered or not, except if it is from a private number.

TO USE CALL RETURN:

- 1) Press ***69** to call the last caller that called you. The recorded announcement will tell you the telephone number and the time they called, and then Press **1** to activate Auto Recall.

AUTOMATIC CALL BACK (REPEAT DIAL) will continuously attempt to redial a busy number that you have tried to call.

When the line is free you will be alerted with a special ring and the call will automatically be made. It can also be used to call back the last outgoing call.

TO USE REPEAT DIALING:

- 1) Hang up the number you tried to call. Then pick up the phone and listen for a dial tone.
- 2) Press ***66**.
- 3) If the line is still busy, listen to the announcement for instructions. You will hear two short rings when the line is free. Then your call will be made automatically when you lift the handset.

TO CANCEL REPEAT DIALING:

- 1) Press ***86**. Listen for the announcement.

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VOICE MAIL records messages when your line is busy, or no one is available to take the call. The Expanded Voice Mail package will automatically forward voice mail messages to an email address.

TO ACCESS YOUR VOICEMAIL USE OPTION 1 OR 2

(Option 1 can only be used from the subscribed telephone location.)

Option 1:

- 1) Dial ***19**.
- 2) Enter your mailbox (phone number). Or instead, if you push the # key, the system will know the number you are calling from.
- 3) Enter your password, then #.
(The default password is 0000 until changed).

Option 2:

- 1) Dial your access number (608-649-5001)
- 2) Enter your telephone (mailbox) number.
- 3) Enter your password, then the # key.

To Record Your Greeting

- 1) Access your voicemail box.
- 2) From the Main Menu, press **9** for mailbox setup.
 - Press **1** for greeting options.
 - Press **2** to record your greeting.

To Change Your Password

- 1) Access your voicemail box.
 - From the Main Menu, press **9** for mailbox setup.
 - Press **2** to change your password.
 - Enter your new password, then press #.
 - When prompted, verify the password by entering it again, then press #.

To Retrieve Messages

Access your voicemail. If messages do not play immediately, press **1** to listen to new messages. You will hear the announcement "You have X new messages and X saved messages.

- Press **1** to listen to new messages.
- Press **2** to listen to saved messages.

When retrieving messages, you can also:

- 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 **6** Forward message to another mailbox.
- Press **8** Pause the message.
- Press **9** Skip forward during the message.
- Press ***** Return to the Main Menu.