



CUSTOM CALLING SERVICES

User Guide

This guide provides instructions for the following calling services:

Table of Contents

1. **General Information**
2. **Call Waiting**
3. **Cancel Call Waiting**
4. **Call Forwarding**
5. **Three-Way Calling**
6. **Speed Calling**
7. **Anonymous & Selective Call Rejection**
8. **Advanced Calling Services (*66, *69, *57)**
9. **Voice Mail**

1. GENERAL INFORMATION

- Some features require pressing the **switch hook** (quickly hanging up and picking up again). Holding it too long will disconnect the call.
- If your phone **does not** have a * or # button (e.g., rotary or pulse dial phones):
 - Dial **11** instead of *
 - Ignore # and wait 4 seconds for activation
- Some features activate a **Distinctive Dial Tone**, a high-pitched reminder that a feature is in use.

2. CALL WAITING

Call Waiting alerts you of another incoming call with a beep.

Benefits:

- ✓ Prevents missed calls
- ✓ Callers hear ringing instead of a busy signal
- ✓ Works like a second line at a fraction of the cost

How to Use:

- **To end current call & answer waiting call** → Hang up and answer when the phone rings
- **To put the current call on hold & answer the waiting call** → Press the **switch hook**

3. CANCEL CALL WAITING

Temporarily disable Call Waiting before or during a call.

Before making a call:

1. Press ***70**, wait for 3 beeps & a steady dial tone
2. Dial the number

During a call (requires Three-Way Calling):

1. Press the **switch hook**, wait for dial tone
2. Press ***70**, wait for 3 beeps
3. You'll be automatically reconnected

Note: Callers will hear a **busy signal** while Call Waiting is canceled.

4. CALL FORWARDING

Redirect all calls to another number.

To Activate:

1. Dial ***72**, wait for 3 beeps & dial tone
2. Dial the number to forward calls to
3. If busy or no answer, repeat steps 1-2
4. Hang up

To Deactivate:

1. Dial ***73**, wait for 3 beeps
2. Hang up

Notes:

- Calls forwarded to long-distance numbers **will be charged**
- Some phones provide a reminder ring or distinctive dial tone when Call Forwarding is active

5. THREE-WAY CALLING

Add a third party to an active call.

To Start a Three-Way Call:

1. Press the **switch hook**, wait for dial tone (1st call is on hold)
2. Dial the 3rd person's number
 - If busy or no answer → press **switch hook twice** to reconnect with 1st call
3. Once the 3rd party answers, press **switch hook** to join all callers

Notes:

- Talk privately with the 3rd party before merging the call
- Press **switch hook** to drop the 3rd party anytime

6. SPEED CALLING

Quickly dial selected numbers with short codes.

To Set Up Speed Calling:

1. Dial **74#** for **1-digit codes (2-9)**
 - OR **75#** for **2-digit codes (20-49)**
2. Wait for 3 beeps & a steady dial tone
3. Enter the **Speed Dial Code (2-9 or 20-49)**
4. Enter the **phone number**, then press **#** and wait for 3 beeps
5. Hang up

To Use Speed Calling:

1. Dial your assigned **Speed Code (2-9 or 20-49)**
2. Press **#**

To Change a Speed Dial Number:

Repeat the setup steps above.

7. ANONYMOUS & SELECTIVE CALL REJECTION

Anonymous Call Rejection:

- **Activate:** Dial ***77**
- **Deactivate:** Dial ***87**
- Blocks calls from **private or restricted** numbers (e.g., telemarketers).
- Callers can bypass blocking by dialing ***82** before calling.

Selective Call Rejection:

- Dial ***60**, follow the prompts to **turn ON/OFF**
- To block a number → press **#**, then enter the number
- To remove a blocked number → press *****, then enter the number

- To remove **all** blocked numbers → Dial ***08**
- To allow **private numbers** again → Dial ***09**

Customers can block up to **6 numbers**.

8. ADVANCED CALLING SERVICES

Feature	Activation Code	Description
Auto Call Back	*66	Redials a busy number until it's available
Auto Recall	*69	Calls back the last incoming number
Call Trace	*57	Traces the last incoming call (\$2.00 per use, only available to law enforcement)

9. VOICE MAIL

Accessing Your Voicemail:

- **From your phone:** Dial **567-MAIL (567-6245)** or **311**, enter **PIN (default: 0000)**
- **From another phone:** Dial **567-MAIL (567-6245)** → Enter **your 10-digit mailbox number & PIN**

Recording Your Greeting:

1. Access your voicemail
2. Press **9** for **Mailbox Setup**
3. Press **1** for **Greeting Options**
4. Press **4** to **Record**
5. Press **#** to **Save**

Changing Your PIN:

1. Access your voicemail
2. Press **9** for **Mailbox Setup**
3. Press **2** to **Change Password**
4. Enter a **new PIN**, then press **#**
5. Re-enter the new PIN, then press **#** to confirm

Retrieving Messages:

1. Access your voicemail
2. If messages don't play automatically, press **1**
3. Press **1** to listen to **new messages**
4. Press **2** to listen to **saved messages**