



CALL FEATURES USER GUIDE

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1. ANONYMOUS CALL REJECT

For All Anonymous Call Reject

Rejects all incoming numbers that arrive as "Private."

Turn it on:

Press *77

Listen for the confirmation

Turn it off:

Press *87

FOR ALL CALL FORWARDING

Turn it on:

After dialing the "forward TO" number, when the phone is answered, Call Forwarding is on. If the line is busy or there is no answer, hang up. Your calls will be forwarded.

Turn it off:

After entering your off code, when you hear a stutter dial tone, Call Forwarding is off.

TIPS:

You can still call out when your incoming calls are being forwarded.

If a call is forwarded to a number outside your local calling area, usage or long distance charges may apply to your account, not your caller's.

2. CALL FORWARDING

For All Call Forwarding

Turn it on:

After dialing the "forward TO" number, when the phone is answered, Call Forwarding is on. If the line is busy or there is no answer, hang up. Your calls will be forwarded.

Turn it off:

After entering your off code, when you hear a stutter dial tone, Call Forwarding is off.

TIPS

You can still call out when your incoming calls are being forwarded.

If a call is forwarded to a number outside your local calling area, usage or long distance charges may apply to your account, not your caller's.

CALL FORWARDING REMOTE ACTIVATION

Turn it on:

Dial 740-779-1210 (from a touch tone phone)

Enter the "forward-FROM" phone number

Enter your PIN number. If the phone number and the PIN number are a match, a confirmation tone followed by a dial tone is returned

Press *71

Listen for recall dial tone

Dial the "forward-TO" phone number

When someone answers, verify that you have received the programmed number

Turn it off:

To cancel from the "forward-TO" location, use the same procedure as "Turn it on," except use access code *72

-OR-

To cancel from the "forward-FROM" location, press *72

CALL FORWARDING BUSY

Turn it on:

Press *90 (1190 for rotary users)

At the dial tone, enter the "forward-to" number

Turn it off:

Press *91 (1191 for rotary users)

At the dial tone, enter the “forward-to” number
Turn it off:

Press *93 (1 193 for rotary users)

NOTE: Centrex users should use *72 to activate and #72 to deactivate.

CALL FORWARDING BUSY/NO ANSWER

Follow each instruction from the Call Forward Busy and Call Forward No Answer sections.

This feature is commonly used with our Voice Mail service.

3. CALL RETURN

For All Call Return

To activate:

Press *69 (1169 for rotary users)

Listen for the confirmation

Hang up. The system will continue to try the line for 30 minutes

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

The call will automatically be made when you lift the handset

To cancel:

Press *89 (1189 for rotary users)

Listen for the confirmation

TIPS:

There is no time limit for returning a call, but you will only be able to return the last incoming call. If the last incoming call was a published number, you will hear the number, time and date, and an option to return the call. If the last incoming call was private, you cannot return the call. If the number you are returning is out of the area, long distance charges may apply.

4. CALL TRACE

For All Call Trace

Upon receiving call:

Press *57 (1157 for rotary users)
Follow the voice instructions

TIP

Call Trace may be removed (at no charge) if you are experiencing high monthly activation fees. A release form must be signed absolving Chillicothe Telephone from liability of Call Trace non-availability. A non-recurring charge would apply to reactivate the service.

NOTE: The traced information will be released only to your local law enforcement agency.

5. CALL WAITING

For All Call Waiting

Alerts you to incoming calls while you are on the phone.

To end call and answer the waiting call:

Hang up

When the phone rings, answer the new call

Place call on hold to answer waiting call:

Press and release the hookswitch or press and release Flash button

This places your first call on hold and connects the waiting call.

Repeat previous step to alternate between the two calls

Both conversations are private

Turn off Call Waiting before making a call:

Press *70

At the dial tone, dial your call

Once you hang up, Call Waiting is automatically restored.

Turn off Call Waiting while on a call:

While on a call, quickly press and release the hookswitch or the Flash button

Listen for dial tone

Press *70

Listen for the recall dial tone

You will automatically be reconnected to the existing call

Once you hang up, Call Waiting is automatically restored.

6. DISTINCTIVE RINGING

For All Distinctive Ringing

Designate up to nine incoming numbers, each with a distinctive ring pattern.

Turn it on:

Press *61

Follow the voice instructions to guide you through these options:

Press 0: Review the instructions

Press #: Add number to the list

Press 3: Turn on or off

Press *: Delete number from list

Press 1: Review the list

Press 8: Delete all numbers from the list

Press 9: Delete private numbers from the list

Press #1#: Add the last incoming number to the list

TIP

The number you added may be labeled a "Private" entry on your list. In this case, the service will not give you the private number.

7. INCOMING CALL CONTROL

For All Incoming Call Control

Incoming calls that display “unknown name or out of area” are intercepted with a message before your phone rings.

Press *95 (1195 for rotary users)

Enter one of these options:

Press 1: Add number to block list

Press 2: Remove number from block list

Press 3: Remove ALL numbers

Press 4: Add number to known list

Press 5: Change the menu language

Press 6: Turn the service ON

Press 7: Turn the service OFF

Press 8: Block calls from private callers

Press 9: Allow calls from private callers

Press *: Repeat menu options

TIP:

If you wish to ADD the last caller’s number to your blocked list, simply hang up and press *96.

The first time you access the service, you will be prompted to choose a language. All menus and prompts will be presented in that language.

8. REPEAT DIALING

For All Repeat Dialing

Turn it on:

When you get a busy signal, hang up, then pick up again right away

Press *66 (1166 for rotary users)

If the line is free, your call goes through. If the line is still busy, listen to the announcement; then hang-up

When the line is free, you will hear the special ring

Pick up the receiver and the other phone will ring

Turn it off

Press *86 (1186 for rotary users) and listen for announcement

TIPS:

If the other phone is busy, Repeat Dial tries for 30 minutes.

When you get a special ring that the number is free and then get a busy signal when the system attempts to connect to that number, the party you are calling has already made or received another call. If you want to continue trying the number you will need to activate Repeat Dial again. If the service calls a long distance number, usage and long distance charges may apply.

9. SELECTIVE LINE BLOCKING

For All Selective Line Blocking

Select Line Block is a feature added to all non-published phone lines and blocks caller name and phone number information from being displayed on Caller ID units.

Cancel on per call basis

Press *82 (1182 for rotary users)

When you hear a dial tone, place your call as you normally would. Your number will be displayed

After you hang up, your line goes back to private status

10. SELECTIVE CALL FORWARDING

For All Selective Call Forwarding

Redirect selected incoming calls to a number of your choice.

Turn it on:

Press *63

Follow the voice instructions

Menu Options w/ Selective Call Forwarding ON

Press 1: Review your list.

Press 7: Remove a number when you hear it

Press 0: Review the instructions

Press * then enter the number to remove from list

Add a phone number to your list:

Press *63

Press # and wait for the tone

Enter a number from your list and press #

Repeat steps 2 and 3 to add more numbers

If you do not want your calls to forward, go to Step 1 and choose an option from the menu

Add the phone number of the last caller to your list:

Press *63

Press # and wait for the tone

Press 01#

TIPS:

You cannot use regular Call Forwarding and Selective Call Forwarding at the same time.

Numbers you added may be labeled "private" on your list.

If you forward your calls to a number outside your local calling area, usage or long distance charges may apply to your account, not your caller's.

11. SELECTIVE CALL REJECT

For All Selective Call Reject

Block nine pre-selected incoming local numbers.

Turn it on:

Press *60

Menu Options with Call Block ON:

Press 1: Review your list

Press 7: Remove a number when you hear it

Press 0: Review the instructions

Press * then enter the number to remove from list

Turn it off:

Press *60

Press 3 and add a phone number to your list

Voice instructions will guide you through the steps to add or delete numbers

Block calls from your last caller:

Press *60

Press #01#

TIPS:

The number you added may be labeled a "private" entry on your list.

Callers on your list will be notified their calls have been rejected, but you will not hear your phone ring when they call. Unknown callers and out-of-area calls can not be added to the Call Reject list.

12. SPEED CALLING

For All Speed Calling

Speed Calling 8# gives you one-touch access to 8 phone numbers using codes 2 through 9.
Speed Calling 30# gives you one-touch access to 30 phone numbers, using codes 20 through 49.

Recording numbers for Speed Calling 8#

Press *73 (1173 for rotary users)

At the dial tone, enter a Speed Calling code (2-9)

Dial the telephone number for that code. Include 1+ area code, if necessary

The number is stored when you hear short tones. If you don't get confirming tones, start over at Step 1

When the number is stored, dial tone returns. Repeat Steps 1 to 3 to add more numbers

Recording numbers for Speed Calling 30#

Press *74 (1174 for rotary users)

At the dial tone, enter a code (20 – 49)

Follow Steps 3 to 5 from above

Change a Speed Calling Code

Repeat the steps for recording a phone number. The new number automatically replaces the old one.

Speed Dialing

At the dial tone, enter the Speed Calling Code, followed by the #.

13. 3-WAY CALLING

For All 3-Way Calling

Start 3-Way Calling

With the first person on the line, press and release the hookswitch to put the call on hold

At the dial tone, dial the second number

NOTE: You can talk privately with the second person before completing the three-way connection.

Press and release the hookswitch

All three of you are on the line

If you get a busy signal or no answer, click the hookswitch twice to continue your original call.

Ending 3-Way Calling

Hang up to end both conversations

Someone else hangs up (you hear a click)

The call becomes a regular two-person call

TIP:

If you are on a three-way call and you have Call Waiting, incoming callers will hear a busy signal. The call may be forwarded, if you have Call Forwarding.

14. TOLL RESTRICTION WITH PIN

For All Toll Restriction With Pin

Toll access is denied unless a pin number is used.

Allowable calls

Local calls and non-chargeable calls such as: 911, 211 or 611

For all other calls your PIN number must be entered

To dial long distance:

Press *13

Wait for a dial tone

Enter a PIN number

Wait for a dial tone

Dial the desired number

To dial 411:

Press *13

Wait for dial tone

Enter a PIN number

Wait for dial tone

Dial 411 for directory assistance

To change your PIN number:

Press *12

Wait for a dial tone

Enter old PIN number

Wait for a dial tone

Enter new PIN number

TIPS:

can be pressed to speed up the dial tone.

If you forget your PIN number or need it changed, there will be a one-time charge. You must come into our office with a picture ID to make changes.

The PIN number can be 1–7 digits.

15. UNIVERSAL PER CALL BLOCKING

For All Universal Per Call Blocking

Blocks the delivery of your name and phone number from displaying on local Caller ID display units, on a per-call basis.

Press *67 prior to placing your call

16. Voicemail

For All Voicemail

Please note, Call Forwarding must be turned in order for Voicemail to work correctly.

Turn on Call Forwarding:

Call Forward Busy

Dial *90

At the dial tone, dial 740-779-9005

Hang up

Call Forward No Answer

Dial *92

At the dial tone, dial 740-779-9005

Hang up

VOICEMAIL SETUP

Dial 740-779-9005 from your home phone number

When prompted to enter a Mailbox Number, enter your 10-digit home phone number

Enter the temporary password 0000 , followed by the # key

Note: You will have the option to change your password later

Press for 9 for Mailbox Setup

If you do not wish to change the current greeting or password, you can keep the default settings.

Create your greeting

Press 1 for Greeting Options

Follow the prompts to record your greeting

Press 2 if you need to re-record your greeting, then press # the key

Review your greeting and follow the prompts to make additional changes, if needed

Press * to return to the Mailbox Setup menu or hang up if you are finished

Change your Password

From the Mailbox Setup menu, press 2 for the Password menu

Follow the prompts to change your password, followed by the # key

Verify your new password by entering it again, followed by the # key

Press * to return to the Mailbox Setup menu, or hang up if you are finished

ACCESSING YOUR VOICEMAIL

When you have a new message, you will hear a distinctive "stutter" in your dial tone.

To review messages from your home phone:

Dial 740-779-9005

Enter your password

Press 1 in the Main menu

To review messages remotely:

Dial 740-779-9005

Enter your Mailbox Number (the 10-digit home phone number)

Enter your password, followed by the # key

Message Retrieval Options:

- | | | |
|---------------------|---------------------|----------------------------|
| 1. Play Message | 5. Return This Call | 9. Skip Forward |
| 2. Save/Play Next | 6. Forward To | *. Main Menu |
| 3. Delete/Play Next | 7. Skip Backward | 0. Hear Instructions Again |
| 4. Save As New | 8. Pause/Continue | |