



Hawaiian Telcom Calling Services USER GUIDE



Hawaiian Telcom ●

local - long distance - internet - wireless

Quick Reference Guide

Feature	To Use	To Cancel
*69	* 6 9	* 8 9
Anonymous Call Rejection	* 7 7	* 8 7
Busy Redial	* 6 6	* 8 6
Call Block	* 6 0	* 8 0
Call Forwarding	* 7 2	* 7 3
Call Forwarding Busy Line (some areas)	* 9 0	* 9 1
Call Forwarding Don't Answer (some areas)	* 9 2	* 9 3
Call Forwarding Busy Line Don't Answer Variable	* 4 1	* 4 3
Call Trace	* 5 7	
Call Cancel Waiting	* 7 0	Hang up
Do Not Disturb	* 6 4	
Per Call Blocking (Selective)	* 6 7	Hang up
Per Line Blocking (Complete)	* 8 2	
Priority Call	* 6 1	* 8 1 in some areas
Select Call Forwarding	* 6 3	* 8 3 in some areas
Speed Dialing – Set up 8	7 4 #	
Speed Dialing – Set up 30	7 5 #	

For Help: 643-3456. Information in this User Guide is also available online at hawaiiantel.com.

Hawaiian Telcom ●

customer service: 643-3456
hawaiiantel.com

Welcome to Hawaiian Telcom Calling Services.

We're happy you've chosen Hawaiian Telcom to answer your telecommunications needs and we'll do everything we can to continue earning your loyalty. In addition to exceptional local and long distance phone service, we also offer high-speed Internet and a variety of wireless calling plans. All of our products and services are designed with one, primary purpose: to give you more choice and more control over the way you communicate.

Hawaiian Telcom Residence Services

- *69
- Additional Lines
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Anonymous Call Block
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- Call Block
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Don't Answer (Fixed and Variable)
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- Per Call Blocking & Per Line
Blocking / All Call Blocking /
Complete Blocking
- Priority Call
- Select Call Forwarding
- Speed Dialing
- Three-Way Calling

Before You Begin

Here are a few tips to assist you in using this guide:

- The Touch Call/Touch-Tone pad is the numbered push button pad you use to dial telephone numbers.
- When using some calling services, you will be instructed to press either the ***** or the **#** key. These keys are located to the left and to the right of the **0** on a Touch Call/Touch-Tone telephone pad.
- A rotary dial phone has a round dial for dialing. When using a rotary dial phone, you dial 1-1 instead of pressing *****. Wait four seconds instead of pressing **#**. Example — When the instructions read, “press **7** **0** **#**” dial 7-0 and wait 4 seconds.
- The button that disconnects your call when you hang up the telephone may be called the switchhook, hookswitch, FLASH, or Redial Button.
- When using the switchhook, pressing the button firmly and releasing it will cause the call to be terminated.
- If your telephone has a Pulse/ Tone Switch, place the switch on Tone if you subscribe to Touch Call/Touch-Tone, or on Pulse if you have rotary dial service. If you are not sure if you have Touch Call/Touch-Tone service, please call us.

Other Important Points

- Several of these features use distinctive ringing patterns. Certain telephone sets, such as cordless or novelty sets, are not compatible with services that require distinctive ringing.
- Rates are subject to change without notice.
- Calls forwarded by a variety of forwarding services are subject to local or toll charges as appropriate. If your line is toll restricted, you cannot forward calls to a toll number.
- How to make sure you only use 3-Way Calling when you want to. To avoid placing a 3-way call accidentally, hang up your phone for at least three seconds between every call, whether it's a 3-way call or not. This will allow your phone line to reset itself. If you have a fax machine or modem that allows simultaneous dialing, make sure you reprogram it to allow at least three seconds between transmissions.

NOTE

Some Calling Services described in this guide may not be available in your area. To determine if a particular Calling Service is available, please call your local customer service office or visit our website at hawaiiantel.com.

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*69

*69 allows you to return the last call you received - even if you didn't answer it.

When You Miss a Call:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 6 9**. (Rotary dial 1-1-6-9.)

*69 provides information regarding your last incoming call and the option to return the call. In some areas, *69 only provides the ability to automatically return the last incoming call. In an enhanced *69 area, the information provided may include the telephone number, date, or time of the last incoming call.

Other Important Points

- *69 may work only on calls made from within your local calling area. In some areas (where available) *69 will also work when the caller is out of the area provided the caller's information is sent to Hawaiian Telcom.
 - If you choose to return the call, and the number is busy, *69 will inform you that the line is busy and place your call into queue. Our network will attempt to call the number for up to thirty minutes. In most cases, your phone will ring with a special ring when the number you called back is no longer busy.
 - To cancel the queuing:
 - 1 Lift the handset and listen for dial tone.
 - 2 Press *** 8 9**. (Rotary dial 1-1-8-9.)
 - *69 also works if you have Call Waiting and hear a second call, but don't want to interrupt your conversation. *69 can provide call information and connect you to the second caller.
 - Call information is not available for all incoming calls.
 - Certain calls cannot be returned by this service.
 - *69 is offered in some areas on a "pay-per-use" basis.
- All local, regional toll, and long distance charges apply, where applicable.

Additional Lines

Chances are, you share your phone with family. And you use it for everything from staying in touch with friends to running a home office. Make sure you have the use of your phone when you need it with an Additional Line.

If you have questions or would like more information about Additional Lines or any other Hawaiian Telcom products and services, please call your local customer service office. We'll do everything we can to help.

Additional Lines are provided by your local Hawaiian Telcom operating telephone company in accordance with filed and effective tariffs. Monthly charges and a one-time connection charge apply to Additional Line(s). Installation charges are separate and vary with the complexity of wiring the Additional Line(s) in your home. Installation by Hawaiian Telcom is not required. The residential Additional Line(s) must be located on the same premises as the initial line, regardless of the billing name on the account. When voice grade lines are used to transmit data, no specific speed of transmission can be guaranteed.

Anonymous Call Rejection / Anonymous Call Block

With Anonymous Call Rejection (ACR), you can choose not to answer calls from callers who've blocked the display of their phone numbers. Turn ACR on and when you get a blocked call, your phone won't ring or display the caller's name and number. Anonymous callers receive a message that tells them to hang up, remove the blocking, and call again.

This service is called Anonymous Call Block in some areas.

To activate ACR:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 7 7**. (Rotary dial 1-1-7-7.)

To cancel ACR:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 8 7**. (Rotary dial 1-1-8-7.)

Busy Redial

Busy Redial automatically redials the last busy number you've called in your regional local calling area. It continues to try to make the connection as long as you wish, so you can concentrate on other things.

To activate Busy Redial:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 6 6**. (Rotary dial 1-1-6-6.)

To cancel Busy Redial:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 8 6**. (Rotary dial 1-1-8-6.)

Other Important Points

- You can make other calls while Busy Redial is trying to reach a busy number. When your line and the one you are trying to reach are both free, your phone will signal you with a special ring.
- Busy Redial is automatically cancelled after 30 minutes, even if the call has not been completed.
- You can use Busy Redial to return calls to more than one busy number at a time. If you cancel Busy Redial, you will cancel Busy Redial for all numbers you tried to call.
- Busy Redial is offered in some areas on a "pay-per-use" basis.

Call Block

Create a Call Block list and Call Block will bar calls from any of the included numbers. Blocked callers hear a recorded voice that says you're not currently accepting calls.

To access Call Block:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 6 0**. (Rotary dial 1-1-6-0.)
- 3 Listen to the voice-recorded instructions for Call Block options. The phone numbers you enter on your Call Block list will be repeated to you.
- 4 The number of the last person who called you may be added to your Call Block list by following the voice-recorded instructions. If you want to add to your list or if your list is full, listen to the voice-recorded instructions.

To cancel Call Block:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 8 0**. (Rotary dial 1-1-8-0.)

Other Important Points

- In some areas, you must dial **3** to turn on/off Call Block after dialing either *** 6 0** or *** 8 0**.
- In some areas, Call Block is limited to six numbers and in other areas it is limited to twelve numbers.
- This service cannot block cellular, some business numbers or pay phones.

Call Forwarding

Call Forwarding allows you to transfer all of your calls to any telephone number, local or long distance. Call Forwarding must be activated from your home phone.

To activate Call Forwarding:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 7 2**. In some areas, you must press **7 2 #**.
(Rotary dial 1-1-7-2.)
- 3 At the tone, dial the telephone number that calls are to be forwarded to.
- 4 When the call is answered, the feature has been activated.
- 5 If the call is not answered, hang up and repeat the above steps within two minutes. When the number you are forwarding to rings, you can hang up, and the feature is activated.

To deactivate Call Forwarding:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 7 3** or **7 3 #** and hang up. (Rotary dial 1-1-7-3.)

Two short tones indicate that you have turned off Call Forwarding.

Other Important Points

- Calls forwarded with this service are subject to local or toll charges as appropriate. If your line is toll restricted, you cannot forward your calls to a toll number.
- You can make outgoing calls while Call Forwarding is in effect.
- One short reminder tone will sound on your phone when a call is being forwarded. You cannot answer this call from your home.

Call Forwarding Busy Line Don't Answer (Fixed and Variable)

Call Forwarding Busy Line Don't Answer allows incoming calls to be forwarded to another telephone number when the called number is busy or doesn't answer within a selected number of rings.

Fixed Options

With the fixed option, the phone number where you want to forward your calls will be fixed by your local customer service office. A service order request to the customer service office is required to change the forwarding number.

- Call Forwarding Busy Line automatically forwards when your line is busy.
- Call Forwarding Don't Answer automatically forwards when there is no answer after a predetermined amount of rings.
- Call Forwarding Busy Line Don't Answer automatically forwards when your line is busy or there is no answer after a predetermined amount of rings.

Activating/Deactivating Fixed Options:

In most areas, the Call Forwarding Busy Line and/or Don't Answer remains ON at all times.

In areas where available:

- Call Forwarding Busy Line is activated using *** 9 0** and deactivated using *** 9 1**.
- Call Forwarding Don't Answer is activated using *** 9 2** and deactivated using *** 9 3**.

Please call your customer service office to determine how to activate/deactivate in your area.

Variable Options (not available in all areas):

With the variable option, you enter the number where you want your calls to be forwarded each time.

- Call Forwarding Busy Line Variable automatically forwards calls to any number when your line is busy.
- Call Forwarding Don't Answer Variable automatically forwards calls to any number when there is no answer after a predetermined amount of rings.

NOTE

This feature where it is available is only available as the combined feature. Only Call Forwarding Busy Line No Answer - Variable is available.

Activating/Deactivating Variable Options:

- Call Forwarding Busy Line Don't Answer Variable is activated using [*] [4] [1] and deactivated with [*] [4] [3].

Other Important Points

- Calls forwarded with this service are subject to local or toll charges as appropriate.
- You can receive calls and make outgoing calls while Call Forwarding Busy Line Don't Answer is in effect.

Call Intercept

With Call Intercept, you can better manage calls by barring invalid phone numbers that usually appear on your Caller ID display as "unavailable," "private," "anonymous," or "out of area." Call Intercept informs callers that you will not accept unidentified calls and requests that they leave their name. If a caller doesn't record his or her name or enter your override code, your phone won't ring and you're spared the inconvenience of interruptions from unidentified callers. If callers leave their name, you know who's calling and you can choose how to handle the call.

How Call Intercept Works

- An announcement will be played for your unidentified caller, as follows:
"The number you are calling has Call Intercept, a service that requires callers whose telephone number does not appear on the Caller ID display to identify themselves before the call can continue. To record your name, please press the pound key or simply stay on the line."

- If your caller has your override code, which is also referenced as your PIN number (see Override Code section), they should enter it now to be immediately connected to your phone.
- If the caller records their name, the call is connected to your phone. You hear ringing and your caller hears "Thank You. Please hold." They will hear music until you choose how you want to handle the call.
- The ringing pattern you hear will be different from your existing ringing pattern and the words "Call Intercept" will appear on your Caller ID unit, so you will know it is a Call Intercept call.
- When you answer, the recorded name will play for you.
- Here are your five options and what your callers will hear:

When you press:

Your caller hears:

[1] Accept the call

Music, until you answer the phone.

[2] Decline the call

"The person you are calling is not available. Thank you. Good-bye."

[3] Refuse a sales call

"The person you are calling does not accept phone solicitations. Please add their name to your Do Not Call list. Thank you. Good bye."

[4] Hear who is calling again

Music, until you answer the phone or make a choice.

If no one answers at home, the caller will be connected to your Hawaiian Telcom Home Voicemail service or your answering machine. If you do not have either Home Voicemail or an answering machine, then the caller will hear: "The person you are calling is not available at this time. Thank you. Good-bye."

Unidentified long distance callers reaching Call Intercept will pay their normal rates for a completed call.

Override Code or PIN

When you subscribed to Call Intercept, we explained that your PIN defaulted to the last 4 digits of your home phone number and that you could change it by calling a toll-free number. Now you can give that number to special friends and members of your family who may call you from locations that do not provide

Caller ID information (such as pay phones), or if they choose to block their numbers from appearing on caller ID displays.

When they encounter Call Intercept, they can simply enter your override code when asked for their name. Their call will then bypass Call Intercept. Your phone will respond with a unique ring and the words “Priority Caller” will appear on your Caller ID display to let you know it’s family or friends.

Subscribers can call 1-877-482-1333 to change their own Override PIN code.

Interactions with other Hawaiian Telcom services and your environment

- **AnonymousCall Rejection (ACR)/Anonymous Call Block:** If you have ACR active on your line, Call Intercept will not function properly. You must deactivate ACR by pressing   .
- **Home Voicemail:** Set the ring cycle (the number of rings heard before Home Voicemail answers your calls) to 4 rings or less than 42 seconds. In addition, be sure your greeting is 20 seconds or longer to ensure the caller understands when to begin recording their message. Moreover, please do not use the automated greeting option because it does not last 20 seconds or longer.
- **AnsweringMachine:** Set the ring cycle to 4 rings or less than 42 seconds. When Call Intercept sends a call to your answering machine, there is a 14-second delay between the time your answering machine message begins and the time the caller is connected to your answering machine and begins to hear your message. Be sure your message is 20 seconds or longer to ensure the caller understands when to begin recording their message.
- **Call Waiting:** A special tone that matches the Call Intercept ringing pattern will let you know that your second caller is a Call Intercept call.
- **Call Waiting ID:** “Call Intercept” will appear on your display unit. Briefly press the switch-hook to “answer” Call Intercept — then make your choice as above.

- **CallerID Manager:** When you have Caller ID Manager and Call Intercept, you should not disposition a Call Intercept call. Although all the dispositions function correctly, the “Take Message” or “Busy/Hold Announcements” should not be used with Call Intercept. The caller will never hear these messages from the subscriber.
- **Distinctive Ring:**
 - The ringing pattern is the same used for Call Intercept, which is a short-short ring. Therefore, if you have the Distinctive Ring service and Call Intercept, the short-short ring will only work for Distinctive Ring service and Call Intercept will have a normal ring.
 - *69: If you receive a Call Intercept call, you cannot use *69 to get the name and number of the person who just called using Call Intercept.
- **Priority Call, Select Call Forwarding, Do Not Disturb:** Screen lists services will work normally for identified calls. However, these services will not work for calls from private callers. (Not available in all areas.)
- **CallTrace:** Customer Originated Trace cannot be used to trace calls that are intercepted by your Call Intercept service.
- **CollectCalls:** If you frequently receive collect calls from prison inmates where they are required to use automated collect calling systems (where they cannot get to a live operator), please note that these calls are unable to complete if you have Call Intercept.
- **International Cellular Calls:** If you frequently receive calls from International Cellular Telephones, your callers may experience problems completing calls to you. You may wish to reconsider your subscription.
- **Toll Restrictions:** If you choose to Toll Restrict your account or if Hawaiian Telcom Toll denies your account, Call Intercept will not work. You must have the Toll Restriction/Denial removed from your account for Call Intercept to work.
- **BuildingEntry Systems:** If you live in a building that has a security system that uses the telephone line to “buzz up” or allow entry into the building, you should not subscribe to Call Intercept. Typically when these security systems call you, not interact properly.

Call Trace

With Call Trace, you can automatically trace illegal, threatening, or harassing phone calls. It is available in most areas, 24 hours a day. Callers cannot block their numbers from being recorded by Call Trace. The system can record a call from outside your area as long as the call is completed over properly-equipped facilities and you haven't answered another call. A record of the traced call will be stored by Hawaiian Telcom's Security Department.

If a caller threatens you with bodily harm or makes a bomb threat, use Call Trace and then call your local law enforcement agency.

If you receive a harassing call:

- 1 Hang up (or press and release the switchhook).
- 2 Lift handset and listen for dial tone.
- 3 Press    (rotary phones dial 1-1-5-7) and follow the voice-recorded instructions.
- 4 Stay on the line and listen for a recording that tells you if Call Trace was activated and the call was successfully traced.
- 5 Once you have successfully traced the required number of calls (differs by area), contact your local law enforcement agency and obtain a complaint number.
- 6 **WARNING:** If you receive another call (or Call Waiting tone) before you activate the trace of an unwanted call, and then activate Call Trace, you will trace the second call and not the one you wished to trace. The system will trace the last call received. You may also call our Call Trace information line at 643-7111 option 1 for pre-recorded information about how to use Call Trace.

Hawaiian Telcom will open a case for a maximum of thirty days. At the end of thirty days, you will be notified by mail with the results of the case. If the case is successful, the Call Trace information will be sent directly to the law enforcement agency. The action taken by law enforcement may vary by area.

Other Important Points

- The records of any call traced will be released only to a law enforcement agency.
- Do not use Call Trace for lawful calls which may be annoying but are not legally classified as harassing by the federal or local governments. These include calls from fax machines, computers, and telemarketing companies, and hang-up calls.*
- Charges
 - In some states, customers can subscribe to Call Trace for a monthly fee.

The Unlawful Call Center will help customers that are receiving misdirected fax/computer calls in some instances. Most of the time, these types of calls will go away on their own. In some cases where the amount of these types of calls continue to bother the customer, the UCC will have the customer trace one call and as a courtesy, the UCC will attempt to contact the business that is faxing in error or the business whose modem is bothering the customer. If the trace originates from a residential line, then the customer is instructed to trace the required amount of calls and contact their local police.

Call Waiting and Cancel Call Waiting

Call Waiting gives you access to important calls, even when you're on the phone. A special tone let's you know there's another caller on the line. If you choose not to answer the new call, just continue talking. Call Waiting can also be temporarily cancelled any time you wish.

To use Call Waiting:

- You will hear a Call Waiting tone during a call. The person calling you will hear a normal ring until you answer.
- Inform your first caller that you have another call.
- Press and release your recall feature (the switchhook, hook-switch, flash button or recall button - whichever your phone has) to put the first caller on hold and answer the second call.
- To return to the first call and put the second call on hold, again press and release the recall button. You can alternate between calls as often as you like.
- If you complete your first call and hang up when you hear the Call Waiting tone, your phone will ring with the second call.
- If the first person hangs up, you will automatically be connected to the second person within two seconds.

To cancel Call Waiting (especially before a computer or fax call is placed):

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 7 0**. (Rotary dial 1-1-7-0.)
- 3 Listen for three short tones and then a dial tone, and dial the number you want to call.

Other Important Points

- Cancel Call Waiting works only for the length of one call. When you hang up, Call Waiting returns automatically to your phone.
- In some areas, you can only use Cancel Call Waiting before placing a call. In other areas, you can use Cancel Call Waiting during the middle of a call only if you also subscribe to Three-Way Calling.
- If you also subscribe to Call Waiting ID and are using Call Waiting ID-capable phone equipment when the Call Waiting call comes in, you will see the second caller's name and number on the display.

Call Waiting ID

Call Waiting ID, just like Caller ID, provides you with the phone number and name, but on calls that come in while you are on the phone. You can decide whether to take the call or call back later. This service requires Caller ID and Call Waiting. Call Waiting ID requires a special Type-2 display device purchased separately. (Call Waiting ID - Number Only works like Call Waiting ID but only the caller's phone number is displayed on your display unit.)

Call Waiting ID Deluxe

Call Waiting ID Deluxe allows you to control your phone calls. A special display unit shows you the phone number and name of a new incoming call when you are already on the phone. Then it gives you several options:

- Join the incoming call to the call in progress
- Put the current caller on hold and answer the incoming call
- Connect the incoming caller to a "Busy" announcement
- Forward the incoming call to Home Voicemail or to another location
- Connect the incoming call to a "Hold" announcement and place the caller on hold.

All it takes is a "push of the button" on your pre-programmed Call Waiting ID Deluxe device.

Other Important Points

- You must have Caller ID and Call Waiting.
- Call Waiting ID Deluxe requires a special Type-3 device, which must be purchased separately.
- Call Waiting ID Deluxe - Number only works the same way except that only a caller's number will appear on your display device.

Caller ID

Caller ID lets you see the name and number of the person calling you. The information is displayed on a display device between the first and second rings. Caller ID display devices vary in design, available features, and the amount of names/numbers that may be retained in memory.

Caller ID will display numbers or name and numbers of most calls, including long distance numbers. Some calls may be shown as "Out-of-Area" or "Unavailable."

When the person calling you blocks the display of his/her name and telephone number, your Caller ID display unit will show the letter "P" or the word "Private" or "Anonymous." You can block these calls with Anonymous Call Rejection/ Anonymous Call Block.

Other Important Points

- Some names and telephone numbers that are displayed cannot be called back because they do not accept incoming calls or else they are the main number of a business (not the extensions of the people calling).
- Caller ID devices can be used with most answering machines. However, the answering machine must be set to pick up calls anytime after the second ring.
- A special Caller ID display device must be purchased separately.
- Caller ID - Number Only works the same way except that only caller's number will appear on your display device.

Distinctive Ring

With Distinctive Ring, you get one extra phone number on a single line, each with its own special ring pattern – so you know who calls are for before you answer the phone. Use one number as your own and use the other for another member of the family. We'll also give you a free listing in your local Hawaiian Telcom Directory for each Distinctive Ring.

Ringing Patterns:

- Calls placed to your primary number will ring in the usual way – one long ring.
- Calls placed to your Distinctive Ring number will ring with two short rings.
- In some areas, you can only receive one additional Distinctive Ring telephone number which has a ringing pattern of one short ring, one long ring, and another short ring. Check with your local customer service office to find out what is available in your area.

Other Important Points

- Even though you may have three telephone sets and up to three numbers, you can still make only one outgoing call at a time (because you have only one dial tone line).
- Your callers will hear only normal ringing.
- If you have Call Waiting, the special tone that matches each ringing pattern will let you know which telephone number the Call Waiting caller is trying to reach.
- If you have Call Forwarding, you may chose to forward all your calls or only calls to your main telephone number. Check with your local Business Office.

Do Not Disturb

When Do Not Disturb is activated, you only get calls from phone numbers on your Do Not Disturb list (12 numbers maximum). Callers not on your Do Not Disturb list hear a recording saying that you're not currently accepting calls. Please note that Do Not Disturb used to be called Special Call Acceptance.

To Turn ON/OFF:

- 1 Lift the handset and listen for dial tone.
- 2 Press *** 6 4**. (Rotary dial 1-1-6-4.)
- 3 Listen to the voice recording for instructions on how to turn your Do Not Disturb service ON or OFF, and how to change or review your list. The phone numbers you enter on your Do Not Disturb list will be repeated to you.

Other Important Points

- Do Not Disturb will store up to 12 phone numbers from within your defined calling area on your Do Not Disturb list. If your list is full, you must erase one number before you can add another.
- Do Not Disturb only allows calls from numbers on your Do Not Disturb list.
- If Do Not Disturb is ON and no numbers are on your list, your feature will turn OFF automatically.

Per Call Blocking and Per Line Blocking

Areas that have Caller ID also provide you the capability of preventing your telephone number from being displayed on Caller ID equipment.

Per Call Blocking automatically prevents your number from being displayed for one call at a time. In some areas, this feature is called “**Selective Blocking**.”

To Block Display of Your Number:

- ❶ Lift the handset and listen for dial tone.
- ❷ Press *** 6 7**. (Rotary dial 1-1-6-7.)
- ❸ Listen for the confirmation tone, followed by dial tone.
- ❹ Place the call and your number will NOT be displayed, for that call only.

Per Line Blocking automatically prevents your number from being displayed on most calls you make. You can allow your number to be displayed when you want to, one call at a time. In some areas, this service is called “**All Call Blocking**”, “**Complete Blocking**” or just “**Line Blocking**.” (Note: this is not available in all areas.)

To Display Your Number:

- ❶ Lift the handset and listen for dial tone.
- ❷ Press *** 8 2**. (Rotary dial 1-1-8-2.)
- ❸ Listen for the confirmation tone, followed by dial tone.
- ❹ Place the call and your number will be displayed for that call only.

Other Important Points

- Calls to 911, toll free numbers, 700/900 services cannot be blocked.
- Even non-listed or non-published numbers will be displayed unless they are blocked.

Priority Call

Priority Call alerts you with a special ring whenever you receive calls from 6 or 12 numbers that you specify within your regional calling area. If you subscribe to Call Waiting you'll even hear a special Call Waiting tone. To use Priority Call, you set up a list of the numbers you want to be alerted to. You can change the numbers on the list at any time. You can also turn the Priority Call service off temporarily without changing your list. Call your local customer service office to confirm if Priority Call in your area allows 6 or 12 numbers.

To Turn ON/ OFF:

- ❶ Lift the handset and listen for dial tone.
- ❷ Press *** 6 1**. (Rotary dial 1-1-6-1.)
- ❸ Listen to the voice recording for instructions on how to turn Priority Call ON or OFF, and how to change or review your list. The phone numbers you enter on your Priority Call screening list will be repeated to you.

NOTE

In some areas, to turn Priority Call OFF, press *** 8 1**. (Rotary dial 1-1-8-1.)

Other Important Points

- Your Priority Call list will store 6 or 12 phone numbers from within your defined calling area. If your list is full, you must delete one number before you can add another.
- Priority Call will ring your telephone with a series of short-long-short rings when the number of the caller matches one of the numbers on your Priority Call screening list.
- If you are in an area where Priority Call has 6 numbers, press **0 8** to remove all numbers from your list.

Select Call Forwarding

Select Call Forwarding allows you to transfer calls from 6 or 12 phone numbers to a location you select within your regional calling area. Only calls from numbers on your Select Call Forwarding list will be forwarded; any other calls will ring at your regular number. To use Select Call Forwarding, you set up a list of the numbers you want to be forwarded. You can change the numbers on the list at any time. You can also turn the Select Call Forwarding service off temporarily without changing your list. Call your local customer service office to confirm if Select Call Forwarding in your area allows 6 or 12 numbers.

To Turn ON/ OFF and to update your list:

- Lift the handset and listen for dial tone.
- Press *** 6 3**. (Rotary dial 1-1-6-3.)
- Listen to the voice recording for instructions on how to turn your Select Call Forwarding service ON and OFF and how to change or review your Select Call Forwarding list. The phone numbers you enter on your Select Call Forwarding list will be repeated to you.

Other Important Points

- You can store 6 or 12 phone numbers from within your defined calling area on the Select Call Forwarding list. If your list is full, you must delete one number before you can add another.
- You may forward calls to any local or long-distance number. If you forward to a long-distance number, you will be charged for each completed call.
- When Select Call Forwarding is ON and a call forwards:
 - You will hear one short ring.
 - You cannot answer a forwarded call at your telephone when Select Call Forwarding is turned ON.
 - The number to which you have forwarded your calls will ring normally.
 - All other calls not on your Select Call Forwarding list will ring your telephone with normal ringing and can be answered.
- If you also have Call Forwarding, and it is turned ON, all other calls from phone numbers not on your Select Call Forwarding list will forward to the number you

have chosen as the Call Forwarding destination.

- If you have measured or message service, the forwarded calls will be included in your phone bill.
- If you are in an area where 6 numbers can be forwarded, press **0 8** to remove all numbers from your list.

Speed Dialing

With Speed Dialing, you can make local and long distance phone calls by dialing just one or two digits. You can choose from Speed Dialing 8 or Speed Dialing 30 depending on your needs. Speed Dialing works with any phone in your home.

Operating procedures are slightly differently depending on which state your service is in.

- In some areas, lift the receiver and press **7 4 #** or **7 5 #** (Rotary dial 1-1-7-4 or 1-1-7-5.)
- If you have a rotary or pulse phone, dial 74 or 75.

Speed Dialing 8: To record, add or change a number:

- 1 Lift receiver and listen for dial tone.
- 2 Press **7 4 #** or *** 7 4** or dial 74.
- 3 Listen for dial tone.
- 4 Press the speed code (2 through 9).
- 5 Dial the desired number.
- 6 Listen for the confirmation tones.
- 7 Hang up or wait for dial tone.
- 8 Repeat these steps until you have assigned a code to each telephone number that you want on your Speed Dialing list. Use a different code for each number.

Speed Dialing 30: To record, add or change a number:

- ❶ Lift receiver and listen for dial tone.
- ❷ Press **7 5 #** or dial *** 7 5**.
- ❸ Listen for dial tone.
- ❹ Press the speed code (20 through 49).
- ❺ Dial the desired number.
- ❻ Listen for the confirmation tone.
- ❼ Hang up or wait for dial tone.
- ❽ Repeat these steps until you have assigned a code to each telephone number that you want on your Speed Dialing list. Use a different code for each number.

To place a call with Speed Dialing 8 or 30.

- ❶ Lift receiver and listen for dial tone.
- ❷ Press the code for the number you want to call, 2 through 9 or 20 through 49, and the **#** sign if applicable.

Other Important Points

- If you program long distance numbers, be sure to dial "1" before the area code and number (if required).
- Do **not** use number 0 or 1 as Speed Dialing codes; 1 is reserved for long distance access and 0 is reserved for the operator.
- There is no charge for changing numbers on your Speed Dialing list. Change as often as you like.
- Once you have assigned a number to a code, you cannot simply delete that number. If you don't use that phone number any more, you must replace it with another number. If you don't have a number to replace it with right away, you can put in your own number. That way you won't dial a wrong number if you accidentally press that code.
- In most areas, at least seven digits are required to program Speed Dialing. For number such as 911, check with your local customer service office to see if this can be done in your area.

Three-Way Calling

Add a third person to local or long-distance phone calls with Three-Way Calling. It's a perfect way to get together with family, friends or business associates.

To add a third person to your call:

- ❶ Press and release your flash key (or hang-up button) to put the first caller on hold.
- ❷ Listen for 3 quick tones/beeps, followed by a dial tone.
- ❸ Dial the number you want to add to the conversation.
- ❹ When that person answers, press the flash key (or hang-up button) once and all three of you will be connected.

To disconnect:

- Either person can leave the conversation by hanging up. You will still be connected to the other person.
- You can remove the third person at any time by pressing the flash key (or hang-up button) once.
- To disconnect the entire three-way conversation, just hang up.

Other Important Points

- If the second line is busy or there is no answer, you can return to the first caller by pressing the flash key (or hang-up button) twice.
- Either of your connections can be local or long distance.
- How to make sure you only use 3-Way Calling when you want to: To avoid placing a 3-way call accidentally, hang up your phone for at least three seconds between every call, whether it's a 3-way call or not. This will allow your phone line to reset itself. If you have a fax machine or modem that allows simultaneous dialing, make sure you reprogram it to allow at least three seconds between transmissions.

Notes:

Quick Reference Guide

Use the switchhook/recall button/FLASH for Call Waiting, Call Waiting ID, Caller ID, and Three-Way Calling.

A rotary dial phone has a round dial for dialing. When using a rotary dial phone:

- Dial 1-1 instead of pressing .
- Wait four seconds instead of pressing .