

# 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. All you do is turn it on and off.

#### **To Activate "Fixed" Call Forwarding:**

1. Press **\*59**. Two beeps tell you the forwarding is activated.

#### **To Cancel "Fixed" Call Forwarding:**

1. Press **\*73**. Two beeps tell you the forwarding is cancelled.

### NO ANSWER CALL FORWARDING

Forwards all calls after a certain number of rings. Just supply us with a number where you would like the calls forwarded.

### VARIABLE CALL FORWARDING

Will forward your calls to the phone number you enter on the touchpad of the telephone.

#### **To Activate "Variable" Call Forwarding:**

1. Press **\*72** or **72#**. When you hear dial tone again, dial the number to which calls are to be forwarded. Two beeps tell you the forwarding is activated.

#### **To Cancel "Variable" Call Forwarding:**

1. Press **\*73** or **73#**. Three beeps tell you the forwarding is cancelled.

### 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.

1. Press **\*63**.
2. Listen to the voice instructions which will guide you on how to make changes to the selected list and how to turn Selective Call Forward on/off.  
Press **0** to repeat the instructions.  
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.
3. Listen to the voice instructions on how to enter, confirm, or change the phone number to where your calls should be forwarded.  
Press **1** to confirm the forward-to number.  
Press **0** to change the forward-to number.

### BUSY CALL FORWARD

Redirects calls when your line is in use. Instead of a busy signal, your callers would be forwarded to the number of your choice.

## 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 transferred 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 phone number of the calling party before you answer your Caller ID phone. "Screen Pop" Caller ID is available for our video customers. You'll be able to tell when a caller has blocked their number from being revealed to you.

## BLOCKING OPTIONS

### PER-LINE BLOCKING

Blocks the number display for all calls originating from your line. Per-line blocking is automatically given to all Richland-Grant Telephone Cooperative non-published customers. Free per-line blocking will also be provided, on request, to victims of domestic abuse, law enforcement agencies, fire departments, social service agencies, and similar organizations.

1. Press **\*82** to "unblock" an individual call when you have per-line blocking. (Or dial 1182 on a rotary or pulse phone.)

### PER-CALL BLOCKING

Used when you, as the caller, do not have per-line blocking and do not want your number revealed to the party that you are calling. Use per-call blocking whether you have Caller ID or not. It must be done for each call you want blocked. The party you are calling will see a message that indicates that you have blocked your number from being revealed.

1. Press **\*67** (Or dial 1167 on a rotary or pulse phone.)

Note: Calls to 800, 900, and 911 numbers *cannot* be blocked.

### DISTINCTIVE RING (TEEN LINE)

Your one line allows one conversation at a time, but a second phone number lets you know who the call is for 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 create a list of phone numbers from which you do not wish to receive calls. Enhance your security and privacy by blocking calls from up to 10 phone numbers.

1. Press **\*60**.
2. Listen to the instructions, which will guide you

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through making changes to your rejection list. Make sure Selective Call Rejection is turned **on** or **off**.

Press **0** to repeat the instructions.  
Press **1** to review the numbers on your call rejection list.  
Press **3** to turn selective call rejection on/off.  
Press **#** to add a number to your list.  
Press **#01#** to reject the last calling party.  
Press **\*** to delete a number from your list.  
Press **08** to delete all numbers from your Selective Call Rejection list.

## SELECTIVE CALL ACCEPTANCE

Allows you to screen incoming calls by creating a list of phone numbers from which you **are** willing to accept calls. An announcement that you are "not receiving calls at this time" is given to phone calls from numbers **not** on your list.

1. Press **\*64**.
2. Listen to the instructions, which will guide you through making changes to your acceptance list and tell you how to turn Selective Call Acceptance **on** and **off**.  
Press **0** to repeat the instructions.  
Press **1** to review the numbers on your call acceptance list.  
Press **3** to turn selective call acceptance 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 Selective Call Acceptance 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 three beeps and a steady dial tone. Call waiting will automatically be reactivated after you have completed your call.

## 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 three 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** or **74#**, for 8 number speed dialing (codes 2-9).  
Press **\*75** or **75#**, for 30 number speed dialing (codes 20-49).
2. Listen for two-three beeps and a steady dial tone.
3. Enter the speed dialing code (2-9 or 20-49).
4. Enter the desired telephone number, then listen for two confirmation beeps.

### To Use Speed Calling:

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

## AUTOMATIC RECALL (CALL RETURN)

Redials the last number that called you, whether the incoming call was answered or not, except if it is a private number.

### To Use Call Return:

1. Press **\*69** to call the last caller that called you.

### To Cancel Call Return:

1. Press **\*89** before the call is returned and listen to the announcement.

## AUTOMATIC CALL BACK (REPEAT DIAL)

Continuously attempts 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 on 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 a short-short-long ring 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. Both the Basic and Enhanced Voice Mail packages include email notification which automatically forwards voice mail messages to an email address.

An optional upgrade to your package for more mailbox space, more greeting time, and more message time.

**To Access Your Voice Mail Use Option 1, 2, or 3** (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:

608-983-5001

608-985-5001

608-549-0001

608-585-0111

608-649-0111

608-986-0111

1. Dial your access number
2. Enter your telephone number (mailbox) number.
3. Enter your password & then **#** key.

### Option 3:

1. Dial your subscribed telephone number.
2. Press **\*** key during the greeting.
3. Enter your password and then **#**.

### To Enable Auto Login

(Allows access to voice mail without entering the mailbox number or password)

1. Access your voice mailbox.
2. From the Main Menu, Press **9** for mailbox setup
  - Press **4** to change auto login options.

### To Record Your Greeting

1. Access your voice mailbox.
2. From the Main Menu, Press **9** for mailbox setup
  - Press **1** for greeting options.
  - Press **4** to record your greeting.
  - Record your greeting and then press **#**.
  - Press **2** to keep your greeting.

### To Change Your Password

1. Access your voice mailbox
  - 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 **#**.

Note: When you pick up the phone and hear a "short burst of stutter tones," you know that you have messages. Please dial **\*19** daily to check for messages.

### To Retrieve Messages

Access your voice mailbox. 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** Fwd. message to another mailbox<sup>(1)</sup>.
- Press **7** Skip backward in the message.
- Press **8** Pause the message.
- Press **9** Skip forward during the message.
- Press **\*** Return to the Main Menu.

<sup>(1)</sup>Enhanced package only.

### To Undelete A Message:

Don't hang up. Follow the voice prompts to listen to the message.

### To Use The Telephone Notification Feature:

1. Contact the office to activate the feature. (no charge)
2. Dial into the voice mail system.
3. In the Main Menu, push **9** for the Setup Menu.
4. In the Setup Menu, push **3** for Notification options.
5. Turn the feature ON.
6. Set the time you wish it to ring.

### To Use Voice Mail To An Email Address:

1. Give us your email address.
2. A new voice mail message will generate an email with an attachment from [vmail@yourvoicemail.com](mailto:vmail@yourvoicemail.com) to your inbox.
3. Open the attachment and use the media player to hear the message.
4. Follow the links in the message to save or delete the message or forward it to another email inbox.

## PSC 160.071(6), WIS. ADM. CODE

Customers with certified disabilities who deem one or more custom calling services essential in order to receive service that is useful and comparable to the essential service provided to other customers shall receive those services without charge.