

# CALLING FEATURES



## 1 digit speed call

Speed Call 1-digit lets you reach frequently called numbers {local & long distance} by dialing one digit.

- Essential in emergencies
- Reduces the number of wrong numbers dialed
- Ideal for elderly or handicapped

### To add a Speed Call Number

1. Select a one-digit code {2-9}.
2. Dial 74# and listen for the dial tone.
3. Dial the one-digit code you have selected and then the complete telephone number you wish to program. Dial the number exactly as you would from your own phone including the area code, if needed.

### To make a 1-digit Speed Call

1. Dial the one-digit Speed Call code.

## 2 digit speed call

Speed Call 2-digit lets you reach frequently called numbers {local & long distance} by dialing two digits.

### To add a Speed Call Number

1. Select a two-digit code {20-49}.
2. Dial 75# and listen for the dial tone.
3. Dial the two-digit code you have selected and then the complete telephone number you wish to program. Dial the number exactly as you would from your own phone including the area code, if needed.

### To make a 2-digit Speed Call

1. Dial the two-digit Speed Call code.

## 3 way calling

- Avoids call backs and confusion
- Convenient for arranging group activities

### to activate

1. Place the existing call on hold by depressing the switch hook  $\frac{1}{2}$  second and a dial tone will be received.
2. Dial the second party's number. You can talk before adding back the original caller.
3. To begin a three-way conversation, press and release the switch hook  $\frac{1}{2}$  second. All three parties will now be on the line.

## anonymous call rejection

Allows a customer to reject incoming calls that have been intentionally blocked from identification of name and number display.

### to activate

1. Listen for dial tone.
2. Dial \*77.

When this feature is activated and the calling party uses per call blocking \*67, the caller will receive a recorded announcement.

### to deactivate

1. Listen for dial tone.
2. Dial \*87.
3. Listen for two short tones for confirmation.

## call forwarding

Lets you transfer incoming calls to any telephone number you can dial directly.

### to activate call forwarding

1. Dial \*72 and listen for dial tone.
2. Dial the number that will be accepting your calls.
3. Listen for two short tones.
4. When called party answers, Call Forwarding is in effect.

If line is busy or no one answers, hang up and then repeat steps 1, 2 and 3. On second attempt, no answer is required.

### to deactivate call forwarding

Dial \*73. Wait for two beeps and dial tone.

### call forwarding remote access

Allows you to activate or deactivate Call Forwarding while you are away from your phone which has Call Forwarding assigned to it.

### to activate call forwarding using remote access

1. Dial the telephone access number provided by RTC upon activation of Call Forwarding.
2. Listen for the prompt to enter your home or telephone number that you want to forward. Confirm the number by dialing your PIN.
3. At the prompt, dial \*72.
4. Follow remaining recorded instructions.

### to deactivate call forwarding using remote access

1. Dial the telephone access number provided by RTC upon activation of Call Forwarding.
2. Listen for the prompt to enter your home or telephone number that you want to forward. Confirm the number by dialing your PIN.
3. At the prompt, dial \*73.

### call forwarding busy line

Automatically routes calls to another preselected telephone number when your line is busy.

When ordered, you will specify the preselected telephone number to receive your calls and RTC will program the number to forward in the switching equipment. To change the forwarding number, you will

need to contact us at 1-888-611-6111. *Charges may apply for changing the "forward to" number.*

If the telephone number your calls are forwarded to is busy, the caller will receive a busy tone.

### call forwarding no answer

Automatically routes calls placed to your number that are not answered within a designated number of rings to another preselected telephone number. When ordered, you specify the preselected telephone number to receive your calls, and it is programmed by RTC. To change the forwarding number, you will need to contact us at 1-888-611-6111. *Charges may apply for changing the "forward to" number.*

## caller id

- Allows you to identify the number of the person who is calling you

This feature allows you to identify the caller's name and telephone number. A display unit, which must be purchased separately, is necessary to receive Caller ID. FCC mandates RTC to provide Number Blocking options. The telephone number will not appear on Caller ID for those customers who select this blocking option.

## call waiting

Lets you know someone else is calling when you are using your telephone. You will hear a special tone to indicate that another caller has dialed your number. The calling party will hear ringing rather than a busy signal.



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## answering a call waiting call

- If you hear a beep and want to end first call, hang up. Your telephone will immediately ring with second call.
- If you want to put the first call on hold to answer a second call, press and release the receiver or flash button for a half-second. The first call will be put on “hold,” and you will be connected to the second call. To return to first call, press and release the receiver or flash button again. You can switch back and forth between two calls as often as you want.

## to temporarily deactivate call waiting

1. Listen for dial tone.
2. Touch-Tone: Dial \*70.
3. Listen for second dial tone.
4. Dial the number you wish to reach.



## call waiting enhanced

Call Waiting Enhanced is an automatic number identification service that displays the name and number of the person calling in when you're on an existing call.

When you hear the beep, check your display equipment for the incoming Caller's information. A compatible Caller ID with Call Waiting device must be used for this service to work. The information that displays will depend on the equipment used.

## call return

- No missed call because you could not answer in time.

This feature allows you to redial the last number that tried to call you, whether or not the call was answered. *This service is not available in all areas.*

## to activate call return

1. Dial \*69.
2. The last caller's number and time called will be announced.
3. To return the call, dial 1. Or simply hang up if you do not want to return the call.

If the line is busy, you will receive an announcement. Hang up and Call Return will retry the number for up to 30 minutes.

## customer originated trace

- Immediately traces harassing calls.

If you are receiving harassing or threatening calls, Customer Originated Trace allows you to start a trace of the call.

## to activate

Dial \*57 immediately after hanging up with the annoying caller. The trace information will print on a special printer at RTC's switching office.

After tracing a call, you should contact RTC at 1-888-611-6111 for further instructions. *There is a charge for each call trace.*

## distinctive ringing

You can add a second {or third} telephone number to your current phone number. Each number will be assigned a distinctive ring, so you can tell—just by the ring—which number’s being called.

If you have Call Waiting, you will hear a distinctive Call Waiting tone.

Distinctive Ringing provides the following advantages:

- Different family members can have their own number and their own ring.
- Doctors, lawyers and other professionals have a means of identifying urgent calls by the ring. *You can have your Distinctive Ringing number appear in the telephone directory by purchasing an additional listing.*

## per call blocking

If you do not wish to have your telephone number revealed to the individual you are calling, you must first dial \*67 from a touch tone telephone before placing each call. This feature is on your line and may be used at any time for no charge.

### to activate

1. Listen for dial tone.
2. Dial \*67
3. Listen for second dial tone.
4. Dial the party you wish to call.

**note...**If the party you are calling subscribes to Anonymous Call Rejection and you block your number by dialing \*67, your call will not go through. If you want to reach this party, you will have to redial without blocking your number.

## selective call forwarding

- Freedom of leaving home and receive only selective calls.

This feature allows you to select and forward up to six specific numbers to a designated number. When you activate this service and a call arrives from a telephone number that is on your list, the call is forwarded while all other callers will just ring in the normal fashion.

### to activate selective call forwarding

1. Dial \*63



2. Listen to the interactive instructions which will guide you through the steps of turning the service on/off and making changes/additions to your list of numbers.

## selective call rejection

- Lets you reject calls from a list of up to six numbers.
- The last number called can be blocked from getting through again - even if you do not know the number.

### to activate call reject

1. Dial \*60
2. Listen to the interactive instructions which will guide you through the steps of turning the service on/off and making changes/additions to your list of numbers.

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## selective call ringing

- Will let you know someone special from your list of up to 6 numbers is calling

When you activate this service and a call arrives from a telephone number that is on your list, your phone will ring with a special ringing pattern. All other calls will ring as usual.

### to activate selective call ringing

1. Dial \*61

Listen to the interactive instructions which will guide you through the steps of turning the service on/off and making changes/additions to your list of numbers.



## voice mail

- Gives you the capability of an answering machine without additional bulky equipment.
- Callers can leave a message when you don't answer or even when you are on another call.

### how to set-up your greeting and password

1. Dial \*94.
2. You will be automatically connected to a new user tutorial. Listen to the instructions, which will ask you to record a greeting, a name and a password.

If you wish to change your greeting, name or password after the initial set up, dial \*94, enter your password, then press 8 to get to user options. Follow the prompts to make the changes you desire.

### how to retrieve messages from home

If a message is waiting, you will hear “stutter” dial tone, which is quite different than normal dial tone. If so,

1. Pick up the receiver and dial \*94.
2. You will hear voice instructions to enter your password to retrieve your messages.

### how to retrieve messages away from home

1. Dial your own telephone number. Wait for no answer. After 4 rings, you will be transferred to your Voice Mail Automatic Answering Service.
2. During your greeting, dial the star (\*) key on your telephone.
3. You will hear voice instructions to enter your password to retrieve your messages.

It is also possible for you to change your password and greeting when away from your home or office. Dial your own telephone number and wait for voicemail to pick up. During your greeting, press star (\*) on your telephone. Enter your password and press 8 for user options. You can follow instructions from there to make the changes you desire.