

CUSTOM CALLING FEATURES

abbreviated dialing

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

This feature has a 30-number capacity for calling a local or long distance call by dialing only two digits. The number memory is coded from number 20 through 49. To store frequently called telephone numbers, dial *75 and wait for a dial tone. Dial any one of the two-digit codes and the telephone number to be assigned to that particular code. A confirmation tone will indicate when the dialed telephone number has been stored. Telephone numbers in memory may be changed by entering the new telephone number to be stored in the two digit memory slot. Any stored telephone number may be automatically dialed by dialing the associated two-digit code.

call reject

- Lets you reject calls from certain numbers
- The last number called can be blocked from getting through again.

This feature allows you to reject calls from up to eight different numbers. You may also block the number that last called you – even if you do not know the number. To activate Call Block, pick up your receiver for a dial tone (*60 on a push-button phone or 1160 on a rotary phone). Listen for detailed recorded instructions to follow.

call forwarding

- Freedom of leaving home or office without missing calls.
- Extra security – an answered phone means protected premises.
- Perfect for people on the go.

To transfer incoming calls to another telephone, dial *72 on a push-button phone or 1172 on a rotary phone. When a second dial tone is heard, dial the telephone number to which calls are to be transferred. An acknowledgement tone will indicate that the transfer procedure has been established. To deactivate call forwarding, dial *73 on a push-button phone or 1173 on a rotary phone and wait for an acknowledgement tone. If you subscribe to the Call Forwarding/No Answer option, dial *64 to activate call forwarding and *65 to deactivate the feature. If you subscribe to the Call Forwarding/Busy option, dial *81 to activate this option and *91 to deactivate.

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 may be either leased or purchased, is necessary to receive Caller ID. (FCC mandates Vision to provide Number Blocking options. The telephone number will not appear on Caller ID for those customers who select this blocking option.)

call selector

- Will let you know someone special is calling
- Distinctive Call Waiting tone to calls from special numbers

This feature allows you to assign a distinctive ring or Call Waiting tone from up to eight special numbers. To activate Call Selector, pick up your receiver for a dial tone and dial *61 on a push-button phone or 1161 on a rotary phone. Listen for detailed instructions to follow. (You must subscribe to Call Waiting to receive distinctive Call Waiting tone.)

call tracing

- Immediately traces harassing calls.

This feature allows you to trace a harassing caller. Upon receiving a nuisance call, hang up your phone. Pick up your receiver for a dial tone and dial *57 on a push-button phone or 1157 on a rotary phone. This code will activate the trace and the customer will call the Sheriff's Office to request the trace be followed up. There will be a \$13.20 service charge for each time you activate the trace.

call waiting

- Convenience of a second line at a fraction of the cost.
- No missed calls even while on the line with another party.
- Line is always open.

While talking on a call, a tone will indicate a second call is waiting. By depressing the switch hook for ½ second, the original call is automatically placed on hold and connection is made to the second caller. This procedure may be repeated and you may alternately talk on both calls until one has been terminated. To use the Cancel Call Waiting option, dial *70 for a dial tone and number you desire to call. If you subscribe to any of the custom calling features, you must dial *70 for a dial tone and the number you desire to call. Deactivation will occur after each completed call.

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. To activate Call Return, pick up your receiver for a dial tone and dial *69 on a push-button phone or 1169 on a rotary phone. This will automatically redial the last call received. If the redialed number is busy, a recording will tell you that the last number you called is busy, and you will be notified by a special ringing when the line is free. You will hang up and wait for the call to be completed.

preferred call forwarding

- Freedom of leaving home and receiving selected call.

This feature allows you to select and forward up to eight specific numbers. To activate Preferred Call Forwarding, pick up your receiver for a dial tone and dial *63 on a push-button phone or 1163 on a rotary phone. Listen for detailed recorded instructions to follow. **Note that calls can be forwarded to a number in the local calling area only.*

repeat dialing

- Will let you know when a busy line becomes free.

This feature allows your phone to let you know with a special ring when the last called line that was busy becomes free. It will also redial the number for you. When the number you dial is busy, hang up your telephone.

Pick up the receiver for a dial tone and dial *56 on a push-button phone or 1156 on a rotary phone to activate the Repeat Dialing feature. You will reach a recording that will tell you the line is busy and you will be notified by a special ring when the line is free. When the line becomes free, you will receive a special ring and, once you pick up your telephone receiver, the busy number you dialed will be automatically redialed. The queuing process begins when you activate the Repeat Dialing code and will periodically check both lines for availability to complete the call for the next 30 minutes.

three-way calling

- Avoids call backs and confusion
- Convenient for arranging group activities
- A must for active committee members
- Perfect for business conferences
- Gives a professional image to your business

An existing call may be put on hold by depressing the switch hook ½ second and a dial tone will be received. At this time, a second telephone number may be dialed. When the second call has been established, a ½-second depression of the switch hook will automatically connect all three telephones together. Two toll points may be connected on a Three-Way call. Normal transmission cannot be assured on all calls.

voice mail

- Gives you the capability of an answering machine without additional bulky equipment.
- You have a selection of several packages and options to choose from to best suit your needs.

voice mail packages

Standard | Basic | Economy | Information only | Tree only

voice mail features

MESSAGE LENGTH. Length of time in minutes the caller has to leave a message

MESSAGE STORAGE. Total number of played and unplayed messages that may be stored at one time

UNPLAYED RETENTION. Number of days unplayed messages only will be retained

PLAYED RETENTION. Number of days played messages only will be retained

GROUP LIST. Allows user to define a group of mailboxes to send messages

PAGING OPTION. Mailbox will page when a message is received

VOICE MAIL INSTRUCTIONS

from your mail box

1. From Larose to Golden Meadow dial 798-2000, Grand Isle 787-3000 or Leeville 396-2000 and wait for Voice Mail greeting
2. Enter your pass code

from another telephone number

1. From Larose to Golden Meadow dial 798-2000, Grand Isle 787-3000 or Leeville 396-2000 and wait for Voice Mail greeting. If outside of the calling area, add the 985 area code.
2. Press * and your mail box number then wait for the greeting.
3. Enter your pass code.

from another phone # with a mail box

1. From Larose to Golden Meadow dial 798-2000, Grand Isle 787-3000 or Leeville 396-2000 and wait for greeting.
2. Press ** followed by your mail box number and wait for the greeting.
3. Press * and enter your pass code.

playing a message

1. Enter your mailbox.
2. Press 7 to play current message.
3. While message is playing, press
 - 3 - discard the message
 - 4 - give message to another user
 - 5 - keep the current message
 - 6 - make a new message
 - 7 - play current message again
4. Once all messages are played, press
 - 6 - make a new message
 - 7 - play the next saved message
 - 8 - change user options
 - 9 - exit the system
 - 0 - to return to attendant

When playing a message, press

- * - to move backwards 5 seconds
- # - to move forward 5 seconds
- 1 - to pause 30 seconds
- Press any key to resume
- Always press "9" to exit the system



making a message

1. Either during or after the message has played, press 6 to make a new message
2. Enter the 10-digit mailbox # you would like to make a message for and wait for greeting.
3. Press * to delete current mailbox.
4. To record, you either press * or wait. Record your message, then select:
 - 7 - to review recording
 - 3 - to discard message and re-record
 - 2 - to append to recording
 - 6 - to activate message addressing options
 - 9 - to save recording and exit.

when recording a message, press

- 1 - to pause for 30 seconds and press any key to resume
- 9 - send your message and exit the system

When making a message for more than one user, continue to add mailbox numbers or enter the 2-digit distribution list number in place of the mailbox number.

give message to another user

1. While message is playing, press 4 to give the message to another user
2. Enter the 10-digit mailbox number that you want to send the message to and wait for the greeting. Continue to add mailbox numbers.
3. Press * to delete.

To record additional comments, you can either press # or wait for the prompt and begin recording.

After recording your comments, press

- 7 - to review your recording
- 3 - to discard and record again
- 2 - to append your recording
- 6 - to access message addressing options
- 9 - to send your recording and exit

message addressing options

When using the give message to another user option, you are able to flag the message with additional message addressing options. In order to do this, press 6 once you have completed recording additional comments for the message recipient.

Message addressing options include:

- 2 - to mark confidential & prevent the message from being shared
- 3 - to activate future delivery
- 7 - to request a receipt
- 8 - to make this message urgent
- 9 - to exit message addressing options



user options

1. Enter your mailbox
2. Press "8" for User options

User Options include:

- 2 - to change call schedule option
- 4 - to change your greeting
- 5 - to change distribution list
- 6 - to change name
- 7 - to change your password
- 8 - to activate user tutorial
- 9 - to exit user options

creating & editing a distribution list

1. While in user options, select 5 to change distribution list
2. Enter a distribution list number
3. Record name with a name command; then press
 - 2 - to add a new member
 - 3 - to disconnect a member
 - 6 - to record a name for the list
 - 7 - to play this list
 - 9 - to exit to the main menu

call schedule options

While in user options, select 2 to change call schedule

- 3 - to audit future delivery message
- 9 - to exit to the main menu.

voice mail forwarding options

CALL FORWARD NO ANSWER is fixed to forward calls to Voice Mail when they are unable to answer the call. To activate, dial *64 and dial *65 to deactivate.

PROGRAMMABLE CALL FORWARD offers the option to forward calls to Voice Mail or any other number. To activate calls to Voice Mail, dial *72 and 798-2000. Dial *73 to deactivate.

FIXED CALL FORWARD allows you to forward all calls directly to Voice Mail by dialing *72. Dial *73 to deactivate.

CALL FORWARDING BUSY is fixed to forward all calls to Voice Mail when the line is busy. Dial *81 to activate and dial *91 to deactivate.