

# CALL FEATURES

## CALL WAITING

Now you never have to miss another call while you're on the phone. With Call Waiting, a "beep" alerts you to another incoming call. Put the first call "on hold" while you answer the second. Easy to use and perfect for busy home or office.

### How To Use Call Waiting:

- 1: A short "beep" in your earpiece while you are in the middle of a call ... means that someone else is trying to reach your number.
- 2: Ask the first caller if you may put them on hold ... then press and release the switchhook. The first caller will be put on hold and you will automatically be connected to the second caller.
- 3: Pressing and releasing the switchhook for about one second will let you alternate between parties. Each conversation is absolutely private.

## CANCEL CALL WAITING

Turns off Call Waiting on a per call basis. Prevents Call Waiting tones from interrupting regular conversations, internet, computer modem or facsimile transmissions. Cancel Call Waiting is included free with Call Waiting.

### Using Cancel Call Waiting Before A Call:

- 1: Press **\*70** (1170 rotary).
- 2: Enter the number you wish to call.

### Using Cancel Call Waiting During A Call:

*Requires Three-Way Calling*

- 1: Depress the switchhook for one second to place the call on hold.
- 2: Listen for dial tone, press **\*70** (1170 rotary).
- 3: Listen for special beep tone, depress the switchhook for one second and return to your call.

## THREE-WAY CALLING

Ideal for bringing everyone together on the same call. Three-Way calling lets you and two other parties all talk together. It works with local calls, long distance\* calls or a combination of both. Three-Way Calling can be used whether you have received or have placed the first call.

### To Add A Third Party To Your Call:

- 1: Press and release your telephone's switchhook to place the first caller on hold. Listen for three short beeps and the dial tone.
- 2: At dial tone, enter the number of the third party.
- 3: When the third party answers, press and hold release the telephone's switchhook to add them to your Three-Way call.

### How To End Three-Way Calling:

- 1: Press and release the telephone's switchhook to disconnect the last party added. If either party hangs up you can

continue to speak to the remaining party or add another party to your call. If the party originating the Three-Way call hangs up, all parties will be disconnected.

## SPEED CALLING – 8

Tired of looking those frequently called numbers that you just can't seem to remember? Speed Calling stores the numbers you call most often, then dials them with just the push of a button or two. These numbers can be either local or long distance\*. Speed Calling – 8 allows you to store 8 custom telephone numbers.

### How To Program Speed Calling – 8:

- 1: Select a [1-digit] code (numbers 2-9) for each number you wish to enter.
- 2: Press **74#** (1174 rotary).
- 3: Listen for dial tone. Enter the code you have selected and the complete telephone number (including the 1 + Area Code for long distance numbers\*). Two beeps will confirm your entry. Then hang up.

### How To Change A Number Stored In Memory:

- 1: Repeat steps 1, 2 and 3. Enter the code number you originally assigned for the number you want to change followed by the new number. The old numbers will be automatically replaced in the phone's memory with the new number.

### How To Use Speed Calling – 8 or 30:

- 1: Simply press the speed dial digits that correspond to the number you wish to reach. For example, **22#** (1122 rotary). Your call will be dialed automatically.

## SPEED CALLING – 30

Offering the same features as Speed Call – 8 above, Speed Call 30 gives you 30 number storage locations.

### How To Program Speed Calling – 30:

- 1: Select a [2-digit] code (numbers 20-49) for each number you wish to enter.
- 2: Press **75#** (1175 rotary).
- 3: Listen for dial tone. Enter the code you have selected and the complete telephone number (including the 1 + Area Code for long distance numbers\*). Two beeps will confirm your entry. Then hang up.

## CALL RETURN†

Ever experience the frustration of rushing for the phone only to find the caller has just hung up and you're left wondering who tried to reach you? Call Return solves the problem. By entering a simple code, your phone automatically calls back the last number that tried to reach you.

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## How To Use Call Return:

- 1: Press **\*69** (1169 rotary). After you press \*69, a recorded voice will give you the phone number of the call you missed and ask if you want to use the Call Return feature.\*
- 2: Press **1**. Listen for ringing and wait for answer.
- 3: If you do not wish to return the call, hang up.

*Note: If you were already on the phone and ignored a Call Waiting tone, press and quickly release the switchhook.*

## If The Line Is Busy:

- 1: Listen for announcement telling you the line is busy.
- 2: Hang up. Your phone will keep trying the line for up to 30 minutes.
- 3: A special callback ring alerts you is the line becomes free (Some phones will ring normally).
- 4: Lift the handset to automatically place the call.

## To Cancel Your Call Return Request:

- 1: Press **\*89** (1189 rotary). Listen for the confirmation tone or announcement. Hang up.

*Note: This feature works with most calls originating within the local and regional calling areas.*

## REPEAT DIALING†

Allows your phone to keep trying a busy number up to 30 minutes. When the called party's line clears, Repeat Dialing signals you with a special ring and automatically places the call when you pick up the phone.

### How To Use Repeat Dialing:

- 1: When you hear a busy signal, press and release the switchhook. Listen for a special tone. If you've already hung up, lift the handset and listen for a normal dial tone.
- 2: Press **\*66** (1166 rotary). If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
- 3: A special callback ring alerts you if the line becomes free (Some phones will ring normally). Lift the handset to automatically place the call.\*

### To Cancel Your Repeat Dialing Request:

- 1: Depress the switchhook and release. Listen for a special dial tone. If you've already hung up, lift the handset and listen for a normal dial tone.
- 2: Press **\*86** (1186 rotary). Listen for the confirmation tone or announcement. Hang up.

#### *Notes:*

- *To start the 30 minute clock, repeat steps 1-3 under "How To Use..."*
- *You can program multiple numbers but you will not know which call is ringing you back unless you have Caller ID.*
- *If you cancel a Repeat Dialing request, it will cancel all the Repeat Dialing numbers programmed.*
- *This feature works with most calls placed within the local and regional calling areas.*

## CALL TRANSFER

This feature allows you to transfer a call to another line or to voice mail. You can transfer calls you originate or incoming calls.

### How To Use The Call Transfer

- 1: After the calling party or called party is on the line, depress and release the switchhook, listen for the dial tone. (The present call is placed on hold).
- 2: Press the destination number to which the call is to be transferred.
- 3: When the line begins to ring, you can hang up and the other parties will be connected when the third party answers the phone, or you may press the switchhook (after the third-party answers) to allow all three parties to speak together.

#### *Notes:*

- *If you want to notify the third party of the call transfer, you can keep the first party on hold until after you speak with the third party. When you hang up, both parties will be connected.*
- *Once you hang up, you cannot be reconnected to the call.*
- *Toll charges apply to calls transferred to a long distance number.*

## HOME INTERCOM

This feature allows you to ring all of the extensions on your line with a distinctive ring and speak with anyone that answers an extension. Home Intercom is a great feature for a shop, garage, barn or boat dock.

### How To Use Home Intercom

- 1: Lift the receiver, listen for dial tone and press your own phone number.
- 2: Hang up or depress the switchhook. All extensions will ring. The ringing will stop when someone picks up one of the extensions.
- 3: Lift the receiver or release the switchhook, you will be connected to the other party.

## CALL PICKUP

Great feature for customers that have multiple access lines. Allows a call to be answered from any phone that is part of a line group. Provides access to any incoming call at any telephone on the line group. Ideal for a small business that is operating two different businesses from the same location, home-based business or where parents and children have separate telephone lines.

### How To Use Call Pickup:

- 1: Lift the receiver and press **\*8** from any phone that is part of the line group.
- 2: You will be connected to the line that is ringing.

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## CALL TRACE†

If you're annoyed to nuisance calls, take charge! Call Trace enables you to initiate a trace on your last incoming call. Traced information will be provided to law enforcement officials if you choose to prosecute.

### How To Use Call Trace:

- 1: When you get a nuisance call, press and quickly release the switchhook. Listen for a special dial tone. If you've already hung up, just lift the handset again and listen for a normal dial tone.
- 2: Press **\*57** (1157 rotary). After you press \*57, you'll hear an announcement that the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced.
- 3: Listen for a confirmation announcement that the last call has been traced. Hang up.
- 4: The number you traced will be recorded at the phone company.

### Notes:

- *Call Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.*
- *You must contact the business office within the next business day after completing a trace to ensure the information is kept on file.*
- *If you decide to follow up the matter, we'll provide that number to the local authorities.*

## WANT YOUR CALLS TO FOLLOW YOU?

Doesn't it always seem to happen. The moment you leave your home or office, that's when you get the call you've been waiting for. Now you can relax with our Call Forwarding feature options. So go ahead, enjoy coffee with your neighbor or attend that important meeting. You can have your calls follow you to another location.

## CALL FORWARDING

If you know where you are going to be, you can forward your calls to any number including your wireless phone or pager, anytime you choose.

### How To Use Call Forwarding:

- 1: Press **72#** (1172 rotary) and listen for dial tone.
- 2: Enter the number to which your calls are to be forwarded. Call Forwarding works with either local or long distance calls.\*
- 3: When someone answers, Call Forwarding is activated. If the number you called is busy, or if there is no answer, hang up and repeat the previous steps within two minutes and Call Forwarding is activated. From that moment on, all calls will go that number until you change the number or end Call Forwarding.

### How To End Call Forwarding:

- 1: Press **73#** (1173 rotary) and you will hear a two short "beeps". This informs you that Call Forwarding is no longer activated, and calls to your number will ring at your telephone normally.

### Notes:

- *While your calls are being forwarded, your telephone will ring briefly each time your number is dialed. You cannot answer the calls, but the ring is a reminder that Call Forwarding is still in effect.*
- *If you forward your calls outside of your local calling area, you will be charged for any calls forwarded from your number to the long distance number.*
- *While calls are being forwarded, you can still make outgoing calls.*

## CALL FORWARDING-BUSY

You can automatically forward your calls to another number when your phone line is in use. Calls can be forwarded long distance with this feature.\* You can activate, deactivate and program forward-to numbers from your phone.

### How To Use Call Forwarding-Busy:

- 1: Press **\*90** (1190 rotary). Listen for dial tone.
- 2: Enter the number to which the calls are to be forwarded.
- 3: When someone answers, Call Forwarding-Busy is activated. If the number you called is busy, or if there is no answer, hang up and repeat the previous steps within two minutes. Wait for three beeps to confirm activation, then hang up. Call Forwarding-Busy is activated. From that moment on, all calls will go to that number until you change the number or end Call Forwarding-Busy.

### To End Call Forwarding-Busy:

- 1: Press **\*91** (1191 rotary).
- 2: Listen for a busy signal, then hang up.

## CALL FORWARDING-NO ANSWER

This feature allows you to forward your calls to another number when you are not at home or unable to answer your telephone. You may answer the call, or if unanswered after your specified number of rings, the call will forward to your forward-to number.\* You can activate, deactivate and program the forward-to number from your phone.

### How To Use Call Forwarding-No Answer

- 1: Press **\*92** (1192 rotary).
- 2: Listen for dial tone.
- 3: Enter the number to which the calls are to be forwarded. When someone answers, Call Forwarding-No Answer is activated. If the number you called is busy, or if there is no answer, hang up and repeat the previous steps within two minutes. Wait for three beeps and Call Forwarding-No Answer is activated. From that moment on, all calls will

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go to that number until you charge the number or end Call Forwarding-No Answer.

## How To End Call Forwarding-No Answer:

- 1: Press **\*93** (1193 rotary).
- 2: Listen for three short beeps, then hang up. Your Call Forwarding-No Answer is no longer active.

## CALL FORWARD-REMOTE ACCESS

If you forget to forward your calls before leaving your home or office, no need to worry. Call Forwarding-Remote Access allows you to program your Call Forwarding feature from virtually any touch-tone phone or from your wireless phone.

### How To Use Call Forward-Remote Access:

*From a remote touch-tone telephone line, enter your dedicated access number provided by United Telephone.*

- 1: Listen for a ring and wait for instructions. Enter your [7-digit] telephone number that has the Call Forwarding feature you want to activate or deactivate.
- 2: Enter your Personal ID number.
- 3: Listen for instructions to press the Call Forwarding code number you want to activate or deactivate. Follow the instructions for that Call Forwarding feature.
  - For Call Forwarding, press **\*72** (1172 rotary).
  - For Call Forwarding-Busy, press **\*90** (1190 rotary).
  - For Call Forwarding-No Answer, press **\*92** (1192 rotary).

### To End Call Forwarding-Remote Access:

- 1: Follow steps 1-3 of "How To Use...".
- 2: Press the deactivation instruction that corresponds to the forward feature you want to deactivate.

#### Notes:

- A Call Forwarding feature is required (Preferred Call Forwarding will not work with this feature).
- Toll charges apply if you forward calls to a long distance number.

## PREFERRED CALL FORWARDING†

Preferred Call Forwarding enables you to have your most important calls follow you. You select and program the calling phone numbers you want forwarded and the destination number to which they are forwarded.\* When this feature is turned "on", calls from numbers in your forward list will be routed to your "forwarded-to" number.\* All others will ring at your phone as usual.

### How To Use Preferred Call Forwarding:

- 1: Press **\*63** (1163 rotary). Listen for an announcement telling you whether the feature is currently "on" or "off". A prerecorded voice will then tell you how many (if any) numbers are currently stored in your forward list.
- 2: Follow the voice instructions and press **3** to turn the feature "on" (if it is currently "off"), or turn the feature "off" (if it is currently "on").

### To Add The Last Caller To Your Forward List:

- 1: Press **#01#** (1201 rotary).

### To Enter Your Forward-To Number:

- 1: The first time you turn on this service, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you of the current "forward-to" number.
- 2: If the current number is correct, press **1**.
- 3: If you wish to change the current "forward-to" number, press **0** and then follow the voice instructions.

### To Add A Number To Your List:

- 1: Press **#** (12 rotary). Follow the voice instructions. You can store up to 6 phone numbers on your forward list.

### To Remove A Number From Your List:

- 1: Press **\*** (11 rotary). Follow the voice instructions to remove any or all of those numbers from your list. To delete all numbers from your list, press **08** (1108 rotary).

### To Hear The Phone Numbers On Your List:

- 1: Press **1**. After the list is read, voice instructions will follow.

### To Hear Instructions Again:

- 1: Press **0**.

#### Notes:

- Your may press 1, 0, # or \* (1, 0, 12 or 11 rotary) at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing, Selective Call Acceptance, Call Screening and similar services.
- This service can work with Call Forwarding (all calls). Numbers on your preferred list will follow you to your Selective Call Forwarding number.\* All other calls will be routed to your regular Call Forwarding number.

## WARM LINE

This feature allows the phone to automatically dial a pre-programmed number\* if the receiver is off the hook for more than 20 seconds without a number being dialed.

Programming is done through the local phone company.

## HOT LINE

This feature allows the phone to automatically dial a pre-programmed number\* when the receiver is removed from the switchhook.

Programming is done through the local phone company.

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## REMOTE CALL FORWARDING

The phone company forwards all your calls to your pre-selected, permanent destination number. It's ideal for the person or business that has moved to another location. You can keep your established number while forwarding calls to your new location.\*

Programming changes are made through your local phone company.

## ANSWERING THE PHONE DOESN'T HAVE TO BE LIKE SOLVING A MYSTERY.

Wouldn't it be nice if your telephone was able to screen your calls? Well, now it can with our advanced Call Screening options. You can **identify** who a call is for, or who is calling and selectively **block** or receive phone calls. It's like having your own receptionist – without the expense.

## DISTINCTIVE RINGING

Distinctive Ringing allows you to have up to 4 numbers on a single phone line. When called, each number has its own unique ring.

Great for teenagers, roommates or home-based business (may require a business rate). Distinctive Ringing can help you create an individual identity. The unique ring can also help you identify incoming calls as to the type of call, or who it is for – before you answer. Distinctive Ringing gives you some of the benefits of additional lines at a fraction of the cost. Even works with Call Waiting (each number has a distinctive beep) and Caller ID features.

## PRIORITY RINGING†

Allows you to create a list of numbers with its own distinctive ring. The distinctive ring tells you it's one of your special callers from your list. Even works with Call Waiting\* (a distinctive beep lets you know it's a call from your list) and Caller ID features.

### How To Use Priority Ringing:

- 1: Press **\*61** (1161 rotary). Listen for an announcement telling you whether the feature is currently "on" or "off". A pre-recorded voice will then tell you how many (if any) numbers are currently stored in your Priority Ringing list.
- 2: Follow the voice instructions and press **3** to turn the feature "on" (if it is currently "off"), or turn the feature "off" (if it is currently "on").

### To Add The Last Caller To Your List:

- 1: Press **#01#** (1201 rotary).

### To Add A Number To Your List:

- 1: Press **#** (12 rotary). Then follow the voice instructions. You can store up to 6 numbers on your Priority Ringing List.

### To Remove A Number From Your List:

- 1: Press **\*** (11 rotary). Follow the voice instructions to remove any or all of the numbers from your list.

### To Hear The Phone Numbers On Your List:

- 1: Press **1**. After the list is read, voice instructions will follow.

### To Hear Instructions Again:

- 1: Press **0**.

## CALLER ID-BASIC†

This feature allows you to see the calling telephone number, giving you the option of answering or not. To use Caller ID-Basic, you need a display phone or a display "add-on" unit for your existing phone.

## CALLER ID-DELUXE†

Know who's calling before you answer. A special caller ID display device or display phone lets you see the calling telephone number and name of the person associated with that number in the telephone company records, giving you the option of answering or not. Caller ID-Deluxe dramatically enhances your privacy and security. To use Caller ID-Deluxe, you need a display phone or a display "add-on" unit for your existing phone that displays name and number.

### How To Use Caller ID – Basic or Deluxe

- 1: When you receive a call, wait for the start of the second ring of your phone. The telephone number and/or the name of the person calling will automatically appear on your display screen.
- 2: If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

#### Notes:

- If "P" or "Private" appears on your screen, the caller may have blocked the display of his/her name/number. You can choose whether or not to answer the phone.
- If "Unknown Name" and/or "Unknown Number" appears, the caller is calling from an area or long distance carrier that does not provide Caller ID service.
- Not all phone companies can display the calling name.
- Most Caller ID display phones or display devices record and store the name and/or phone number of callers, even while you were out.

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## CALLER ID-ENHANCED†

Want to know who is trying to call you even when you're already talking on your phone? A special Caller ID display device or display telephone lets you see the name and number of the person calling you when you hear the Call Waiting beep.

### How To Use Caller ID-Enhanced:

1: When you are already on the phone and someone tries to call, the caller's name and number will appear on your display screen after the first Call Waiting beep.

#### Notes:

- Subscription to Caller ID-Enhanced includes the Call Waiting and Caller ID-Deluxe features.
- Subscription to Caller ID-Enhanced requires a special display phone or display device for the feature to work.
- If "P" or "Private" appears on your screen, the caller may have blocked the display of his/her name/number. You can choose whether or not to answer the call.
- If "Unknown Name" or "Unknown Number" appears, the caller is calling from an area or equipment where the information is not available.
- The caller's name will appear as the name associated with the calling number in the telephone company records.
- Most Caller ID display phones or display devices record and store the name and phone number of callers, even while you were out or on the phone.
- This service may not be available in all areas.

## SELECTIVE CALL ACCEPTANCE†

Selective Call Acceptance allows you to block all calls except those from your list of special phone numbers. You can add, delete or change numbers on your list at any time. Works with local and long distance phone calls to prevent nuisance and solicitation calls. Calls from numbers not on your list are sent to an announcement that you are not receiving calls at the time and are terminated.

### To Turn On Selective Call Acceptance:

1: Press **\*64** (1164 rotary). Listen for an announcement telling you whether the feature is currently on or off. A pre-recorded voice will then tell you how many (if any) numbers are currently stored on your acceptance list.

2: Follow the voice instructions and press **3** to turn the feature "on" (if it is currently "off") or turn the feature "off" (if it is currently "on").

### To Add The Last Caller To Your List:

1: Press **#01#** (1201 rotary).

### To Add A Number To Your List:

1: Press **#** (12 rotary). Then follow the voice instructions. You can store up to 6 phone numbers on your acceptance list.

### To Remove A Number From Your List:

1: Press **\*** (11 rotary). Follow the voice instructions to remove any or all of the numbers from your list.

### To Remove All Numbers From Your List:

1: Press **\*08** (1108 rotary).

### To Hear The Phone Numbers On Your List:

1: Press **1**. After the list is read, voice instructions will follow.

### To Hear Instructions Again:

1: Press **0**.

#### Notes:

- You may press 1, 0, # or \* (1, 0, 12 or 11 rotary) at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing, Preferred Call Forwarding and similar services.

## CALL SCREENING†

You can program your phone to block calls from your selected list of phone numbers. Those callers receive a pre-recorded announcement that you are not receiving calls at this time and are terminated. Calls from other numbers are not blocked. You can change numbers on your list at any time.

### To Turn On Call Screening:

1: Press **\*60** (1160 rotary). Listen for an announcement telling you whether the feature is currently on or off. A pre-recorded voice will then tell you how many (if any) numbers are currently stored in your screening list.

2: Follow the voice instructions and press **3** to turn the feature "on" (if it is currently "off") or turn the feature "off" (if it is currently "on").

### To Add The Last Caller To Your List:

1: Press **#01#** (1201 rotary).

### To Add A Number To Your List:

1: Press **#** (12 rotary). Then follow the voice instructions. You can store up to 6 phone numbers on your screening list.

### To Remove A Number From Your List:

1: Press **\*** (11 rotary). Follow the voice instructions to remove any or all of the numbers from your list.

### To Remove All Numbers From Your List:

1: Press **\*08** (1108 rotary).

### To Hear The Phone Numbers On Your List:

1: Press **1**. After the list is read, voice instructions will follow.

### To Hear Instructions Again:

1: Press **0**.

### To Cancel:

1: Press **\*80** (1180 rotary).

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## CALLER ID BLOCKING

Prevents your name and/or number from being shown on someone's Caller ID display. Per-Call Blocking is accomplished by entering a simple code, which prevents your name and/or number from being displayed on an individual call basis. Per-Line Blocking through the telephone company prevents calls placed from your name and/or number from being displayed.

### How To Use Caller ID Blocking Per-Call:

- 1: Press **\*67** (1167 rotary). Enter the number you're calling as usual.
- 2: The person you've called will not be able to see your name and/or number displayed on their screen. Instead a "P" or "Private" will be displayed. You must press \*67 before each call you place. Otherwise, your name and/or phone number will be released to the person receiving the call.

### How To Use Caller ID Blocking Per-Line:

*If you have requested Per-Line Blocking from your telephone company, you do not need to dial a code to block your number each time. Your number will always appear as "Private".*

### To Turn Off Per-Line Blocking:

*Allowing your number to be displayed on an individual call*

- 1: Press **\*82** (1182 rotary) before placing the call. Enter the number you're calling as usual.

#### Note:

- *Caller ID Blocking will not work when calling toll-free or 900 numbers.*

## ANONYMOUS CALL REJECTION†

Now you can reject all callers who have chosen to block their name and/or number from being displayed on your Caller ID device.

### How To use Anonymous Call Rejection:

- 1: Press **\*77** (1177 rotary).
- 2: Listen for an announcement confirming that Anonymous Call Rejection is activated. Then hang up.

### How To Deactivate Anonymous Call Rejection:

- 1: Press **\*87** (1187 rotary).
- 2: Listen for an announcement confirming that Anonymous Call Rejection has been turned off. Then hang up.

#### Note:

- *Callers who have blocked the display of their name and/or number will hear an announcement that you do not accept calls from private numbers and they should remove blocking and call again. All other calls will ring through as usual.*

## ADDITIONAL LINE

In this hectic world, a second (or even third) telephone line may be a necessity. Use it exclusively for the children, as a dedicated fax/modem line, for online computing or as a separate home business line (may require a business rate). Installing both lines at the same time can save installation charges ... and you get a separate telephone listing for each line.

## ADDITIONAL LISTINGS

Now everyone can maintain their own identity. Additional listings in the white pages of your local phone book are the most inexpensive way to help make a name for yourself. Perfect for teenagers, roommates or home-based businesses.

## NON-PUBLISHED NUMBER

If you choose this service, your telephone number will not be published in the telephone directory and will not be given out through directory assistance.

## NON-LISTED NUMBER

You can choose to not have your telephone number listed in the telephone directory, but it would be available through directory assistance.

## TOUCH-TONE DIALING

For speed and accuracy, nothing compares to touch-tone dialing. Touch-tone speeds up voice, computer modem or fax calls – you're part of the communications revolution. It controls pagers, voice mail and answering machines. It gives you access to the growing world of automated customer services in banking, travel and more.

## INSIDE WIRE PROTECTION PLAN

Protect yourself against the high cost of service calls and repair fees if trouble should occur in the wiring or telephone jacks in your home – even if they are damaged by lightning. It provides peace of mind for pennies a day.

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## TOLL RESTRICTIONS

### 900# Calls

The improper use of 900# calls can do serious damage – both financially and emotionally – especially in families with children. We can block calls to 900 toll numbers protecting your children against solicitation and you from unexpected charges. There is no charge for this service.

### 0+ And 1+

Cannot make long distance calls from your phone by dialing 0 or 1. Excluding 800 numbers.

### International Block

Restricts calls to International numbers (some area codes are excluded).

### Third Number Block

Cannot charge calls to another number.

### Collect Calls

Cannot accept collect calls on your phone (applies only to calls from AT&T/BellSouth customers).

### Total Block

Includes all above blocks. Excluding 800 numbers.

## TOLL CONTROL WITH PERSONAL IDENTIFICATION NUMBER (PIN)

Toll Control with PIN allows you to override toll blocks on a per call basis. Toll Control with PIN blocks all the toll calls listed under Toll Restrictions and no one can make long distance calls unless they know your PIN number. You can customize your Personal Identification Number and the changes are made through the phone company. Touch-tone service is required to operate Toll Control with PIN.

### How To Use Toll Control With PIN:

- 1: Listen for the dial tone.
- 2: Enter the number you want to call.
- 3: Listen for a special dial-tone and enter your [4-digit] PIN number.
- 4: When you hang up, Toll Control with PIN will reactivate.

## VOICE MAIL

Your personal messaging service. Single mailbox instructions:

### Initial Set-Up of New Voice Mail

From the phone subscribed to the service:

- 1: Dial \*99 or XXX-6000 (XXX = Exchange Prefix).
- 2: Record a new mailbox greeting.
- 3: Your initial password will be 0000 (4 zeros).
- 4: Change your password to a number you remember easily.

### Access Your Voice Mail

From the phone subscribed to the service:

- 1: Dial \*99 or XXX-6000 (XXX = Exchange Prefix).
- 2: If prompted, enter your password, then press #.

From a different phone:

- 1: Dial \*99 or XXX-6000 (XXX = Exchange Prefix).
- 2: Dial \*.\*.
- 3: Enter your [7-digit] telephone number.
- 4: Enter your password, then press #.

### Record Your Greeting

- 1: Access your voice mailbox.
- 2: Press 9 for the mailbox set-up menu.
- 3: Press 1 for greeting options.
- 4: Press 2 to record your greeting.
- 5: Record your greeting, then press #.
- 6: Press \* to go back to the main menu.

### Change Your Password

- 1: Access your voice mailbox.
- 2: Press 9 for the mailbox set-up menu.
- 3: Press 2 to change your password.
- 4: Enter your new password, then press #.
- 5: When prompted to verify the new password, enter it again, then press #.

### Retrieve Messages

- 1: Access your voice mailbox.
- 2: Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement: "You have X messages and X saved messages."
- 3: Press 1 to listen to new messages.
- 4: Press 2 to listen to saved messages.

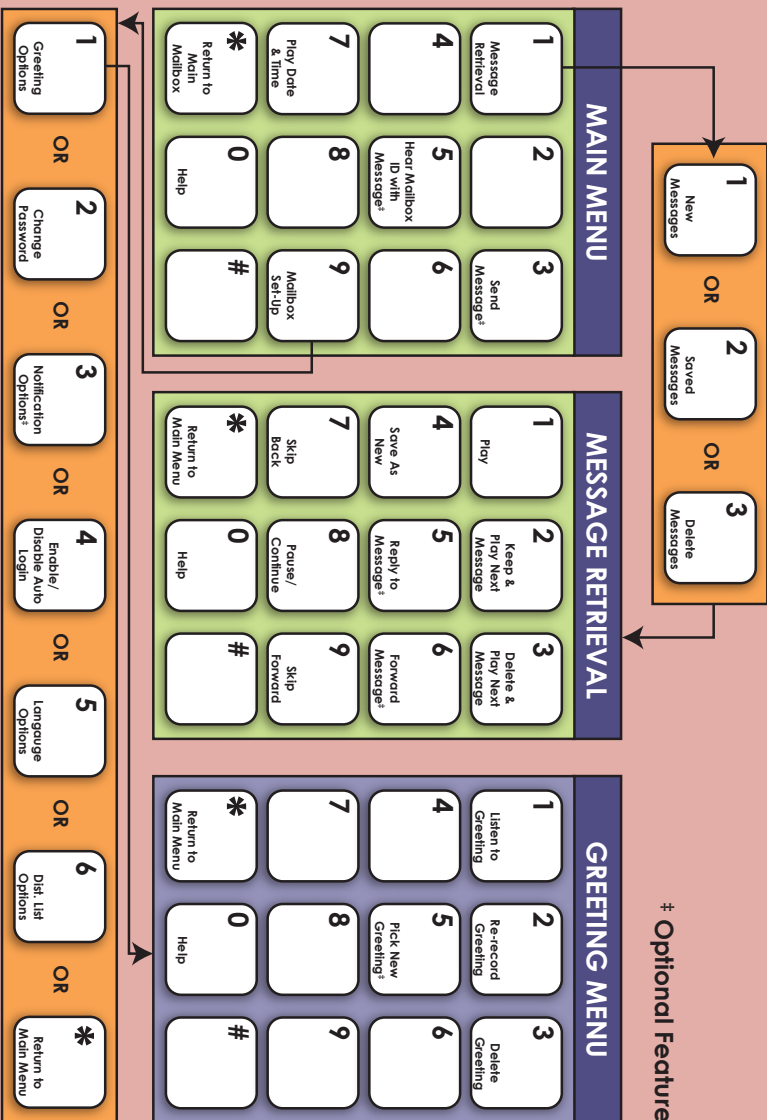
For E-forward, please call our business office at 931-364-2227 or toll-free at 1-800-779-2227

For multiple mailbox instructions, please visit our website at [www.united.net](http://www.united.net)

# CALL FEATURES

**Voice Mail from United Telephone helps you enjoy the most important things in your life – knowing you'll always get your phone messages.**

Experience crystal clear clarity  
Save important messages  
Access messages from your PC  
Save separate voice mailboxes  
for your family members



**When Retrieving Messages, You Can:**

- 1: Press **1** ..... Play the message again
- 2: Press **2** ..... Save the message and play the next
- 3: Press **3** ..... Delete the message and play the next
- 4: Press **4** ..... Save the message as new
- 5: Press **5** \* ..... Reply to the message \*

- 6: Press **6** ..... Forward the message to another mailbox
  - 7: Press **7** ..... Skip backward in the message
  - 8: Press **8** ..... Pause the message
  - 9: Press **9** ..... Skip forward in the message
- \*Voice Mail package must be set to allow this capability