Call Forwarding

To Forward All Your Calls

1. Lift the handset and listen for the dial tone.
2. Press *72 and listen for the dial tone.
3. Enter the number where you wish your calls to be forwarded. (Speed Calling codes may be used if you also have this feature).
4. Call Forward All is in effect when someone answers at the forwarded number. *If there is no answer or the line is busy, hang up and repeat the previous steps within two minutes.* You will hear three beeps meaning Call Forward is now working. Once you have activated Call Forward, if someone tries to call you, the call will be forwarded to the alternate number you selected. If you wish to change the number to which your calls are being transferred, deactivate Call Forward, then repeat the steps above.

To Deactivate Call Forwarding

1. Lift the handset and listen for the dial tone.
2. Press *73 and listen for three beeps.
3. Call Forward is now deactivated and incoming calls will not be transferred.

Call Waiting

Call Waiting allows you to have a private conversation with one caller while keeping another caller on hold. With Call Waiting, a beep tone tells you that a second call is waiting. Another reminder is heard 10 seconds later if the waiting call remains unanswered. (Only you hear this tone. The second caller hears only the normal ringing tone).

To Answer the Second Call

1. Depress the switch hook (or 'Link' or 'Flash' button if available) for about one second to place your first call on hold. You will automatically be connected with the second caller.

To Alternate Between Calls

1. Depress the switch hook for about one second to alternate to the other caller.
2. Each conversation is private and cannot be heard by the other caller.

To End Either Call

1. Simply hang up.
   If you haven't answered the waiting call, your telephone will ring.

To Deactivate Call Waiting While You Place A Call

1. Enter *70 from a touch tone telephone.
2. You will hear a second dial tone.
3. Enter the number for a call. Call Waiting will not be activated for the duration of this call only. When you hang up, Call Waiting is again operational.

To Deactivate Call Waiting On An Incoming Call

1. This feature works only if you have Three-Way Calling.
2. After you answer an incoming call and determine you do not wish to be interrupted during this call, flash the switch hook for about one second to place your call on hold.
3. Press *70.
4. When you hear the second dial tone, flash the switch hook again for about one second to resume your conversation.

Three-Way Calling

To Add A Third Person To Your Call

1. Depress the switch hook for about one second to place the first call on hold.
2. Listen for the dial tone. Then dial the third person.
3. When the third person answers, you may talk privately with this person before you make the call three-way.
4. To make the call three-way, depress the switch hook for about one second to add the person on hold. If the call to the third person is not completed, or you decide not to add the third person to the call, depress the switch hook twice to resume your conversation with the person on hold.

To Disconnect

1. Press the switch hook for about one second to disconnect the third person, but stay connected to the original party.
2. If either of the other two people hangs up, you can continue to talk to the one remaining.
3. Hang up to disconnect all parties.

To Disconnect Completely

1. Simply hang up.

Three-Way Calling with User Transfer

This feature is used with Three-Way Calling. It allows the user to transfer a call to another directory number, then drop out of the call, leaving the parties connected to each other.

Call Return

If you can't answer a call, Call Return will store the number of the last incoming call and automatically dial it for you. Call Return will attempt to connect the call for up to 30 minutes. Call Return does not return blocked calls.

- Start code - *69
- Stop code - *89

Voicemail

Setting up Your Mailbox from Your Telephone

To set up your Mailbox via the telephone, you must use the phone associated with the telephone number subscribed to the Voicemail service. This involves three steps:

1. Changing your password.
2. Recording your greeting.
3. Recording your recorded name.

Password

Your temporary password is six zeros (000000). Enter your temporary password. You will then be prompted to enter a new password and you will be asked to confirm it by re-entering it.

Remote access to Voicemail

Once you have your voicemail set-up you can dial (423)388-4794 to check your voicemail from any other phone line. It will ask you for your phone number and PIN.