



Custom Calling Features Guide



Table of Contents

Anonymous Call Rejection.....	3
Call Acceptance.....	3
Call Forwarding All Calls.....	3
Call Forwarding Selective	3
Call Hold	3
Caller ID Name & Number	3
Call Rejection.....	3
Call Trace	4
Call Transfer	4
Call Waiting.....	4
Cancel Call Waiting.....	4
Continuous Redial.....	4
Last Call Return.....	5
Per Call Block.....	5
Personal Ringing	5
Priority Call.....	5
Remote Access Call Forwarding	5
Speed Dialing	5
Three-Way Calling	6
Voice Mail	6

Custom Calling Features

ANONYMOUS CALL REJECTION

This feature works with Caller ID ONLY to prevent incoming calls from people who block their identification.

TO ACTIVATE (MUST HAVE CALLER ID)

1. Lift receiver, listen for dial tone and press *77.
2. Callers who block their identification will hear a message notifying them that their call cannot be completed unless they unblock their call. (Press *82 will unblock their call.)

TO DEACTIVATE

Lift receiver, listen for dial tone and press *87.

CALL ACCEPTANCE

Now you only have to accept phone calls from the numbers that you select.

TO ACTIVATE

1. Lift receiver, listen for dial tone and press *64.
2. Listen to the voice instructions that tell you:
 - Whether the service is on or off.
 - How many numbers are on your list.
 - How to turn the service on or off.
 - How to add or delete numbers from the list.

TO DEACTIVATE

1. Lift receiver, listen for dial tone and press *84.
2. Listen for the voice instructions.

CALL FORWARDING ALL CALLS

WHY WORRY ABOUT MISSING A CALL?

Call Forwarding All Calls can be used to forward calls to another number such as your wireless phone or voice mailbox. While on vacation, families can increase home security by having neighbors answer the phone. Businesses can use Call Forwarding All Calls to receive after-hours calls at home.

TO ACTIVATE

1. Lift receiver, listen for dial tone and press *72.
2. Listen for dial tone and enter the number to which you want calls forwarded.
3. If the call is answered, Call Forwarding All Calls is activated.
4. If the call is not answered then repeat steps one and two.
5. Listen for confirmation tones to let you know service is activated.
6. Hang up the receiver.

TO DEACTIVATE

1. Lift receiver, listen for dial tone and press *73.
2. Listen for confirmation tones to let you know service is deactivated.
3. Hang up receiver.

CALL FORWARDING SELECTIVE

This feature allows you to create a list of selected numbers that you want to forward to another number.

TO ACTIVATE

1. Lift receiver and press *63.
2. You'll hear a recorded message. Follow the instructions to identify up to 15 numbers you want to forward.
3. The recording also tells you to how identify a "receiving" phone number you want your calls forwarded to.
4. When someone who is on your Selective Call Forwarding call list, they will be automatically forwarded to your "receiving" number.
5. Calls from numbers that are not on your list, will ring through to your home phone as usual.
6. Forwarded numbers must originate from a local or long distance area.

TO DEACTIVATE

1. Lift receiver, and press *83.
2. Follow the recorded instructions.

CALL HOLD

This feature allows you to put calls on hold so the party on the line can not hear background noise or conversation.

TO ACTIVATE

1. Press and release the hookswitch.
2. Listen for confirmation tones and press *9.

TO DEACTIVATE

1. Press and release the hookswitch.

CALLER ID NAME AND NUMBER

Caller ID allows you to view the calling party's name and telephone number prior to answering a telephone call. A special display unit located on or next to your phone is required to allow you to view the calling name and number.

CALL REJECTION

With Call Rejection you can avoid unwanted calls from a particular number.

TO ACTIVATE

1. Lift the receiver, listen for dial tone and press *60.
2. Listen to voice instructions which tell you:
 - Whether service is turned on or off.
 - How many numbers are on your list.
 - How to turn the service on or off.

Custom Calling Features

- How to delete numbers from the list.

TO DEACTIVATE

1. Lift the receiver, listen for a dial tone and press *60. (Same number as activation.)
2. Listen to voice instructions.
3. Press 3 to turn service off.

CALL TRACE

Call Trace allows you to automatically request a trace of an obscene, threatening, or harassing phone call. *Call Trace results & information will only be released to Law Enforcement Agencies.*

TO TRACE A CALL

1. Hang up immediately.
2. Lift the receiver and listen for dial tone
3. Press *57 and listen to the announcement.
4. Press "1" when prompted.
5. A message will tell you whether or not the trace was successful.
6. Log the date and time of call.

This feature is available on your phone; however, there is a cost for a successful trace. For further information about this feature, call the business office at 503.632.3113.

CALL TRANSFER

Why make people call different numbers to reach the person they need to speak with? With Call Transfer you can transfer a call to another phone number local or long distance.

TO TRANSFER

1. While on a call, quickly press and release the hookswitch to place the caller on hold.
2. Listen for the dial tone and dial the number of the person to whom you want the call transferred.
3. If you hear the phone ring, hang up and the call will transfer.
4. If you hear a busy signal quickly press and release the hookswitch and you will return to the caller you placed on hold.
5. Long Distance charges apply if transferring to a long distance number.

CALL WAITING

With Call Waiting, you will know when someone else is trying to reach you even if you are on another call. It's like having a hold button and two separate lines. This feature is a

necessity for busy couples, roommates, or families with teenagers.

TO USE

1. While on the phone, you will hear a tone alerting you to an incoming call.
2. To connect to the second caller, press and release the hookswitch. The first call will be placed on hold and you will be immediately connected with the second call.
3. To return to the first call, press and release the hookswitch again. You can switch from party to party by repeating step 2.
4. If you hang up on the first call before checking the other line, your phone will ring with the second call.

CALL WAITING WITH CALLER ID

Requires instrument with second call identification capabilities. Allows you to see the name and number of second caller while on the phone.

CANCEL CALL WAITING

Cancel Call Waiting is a convenient way to prevent important conversations from being interrupted by the Call Waiting tone. If you use a computer modem, you can use this feature to establish an uninterrupted transmission.

TO ACTIVATE BEFORE A CALL

1. Lift receiver and press *70. You will hear 3 short confirmation tones. Wait for the normal dial tone to return to the line.
2. Press the desired phone number.
3. Cancel Call Waiting automatically deactivates when you are finished with the call.

TO ACTIVATE DURING A CALL

(Requires 3-Way Calling Feature)

1. Press the hookswitch. You will hear 3 short tones and then a normal dial tone.
2. Press *70. You will hear 3 short confirmation tones.
3. Press the hookswitch to go back to the original call.

CONTINUOUS REDIAL

With Continuous Redial you can let your phone do all the work. Your phone will redial busy numbers while you make and receive calls.

TO USE CONTINUOUS REDIAL

1. When a number you are trying to call is busy, hang up, pick up the receiver again and press *66.
2. Your phone will automatically continue to dial the busy number for up to 30 minutes.

Custom Calling Features

3. When the call connects, you are notified by a distinctive ring.
4. Pick up the phone and the call will connect.

TO CANCEL CONTINUOUS REDIAL

1. Lift the receiver and press *86.
2. Listen for confirmation tones.

LAST CALL RETURN

Get the number of the last person who called you. Some numbers may not be provided.

TO USE LAST CALL RETURN

1. Lift receiver, listen for dial tone and press *69.
2. The number of the missed call will be heard.
3. If you want to call this number, press "1" and your phone will dial the number.

PER CALL BLOCK

Per Call Block allows you to block your phone number from Caller ID subscribers for the duration of one telephone call. Instead of seeing your number, the word "Private" or "Anonymous" will display. There is no charge for this feature and it is already available on your telephone.

TO ACTIVATE

1. Lift receiver, listen for dial tone and press *67.
2. Wait for 3 short confirmation tones and the normal dial tone to return to the line.
3. Do not hang up. Dial the desired phone number. A Caller ID subscriber will not see your phone number on this phone call.

TO DEACTIVATE

When you hang up, Per Call Block will automatically deactivate.

PERSONAL RINGING

This service allows you to hear a different ring when an incoming call is for different members of your family or business. The calls still come in on the same phone line but each number rings differently.

PRIORITY CALL

Priority Call lets you set a distinctive ring for designated people.

TO USE PRIORITY CALL

1. To set or change your Priority Calling list, lift the receiver, listen for a dial tone, press *61 and follow the recorded instructions.
2. You can store up to 15 different numbers.

TO CANCEL PRIORITY CALLING

Lift receiver, listen for a dial tone and press *81.

REMOTE ACCESS CALL FORWARDING

This feature allows you to route all incoming calls to another destination and may be activated or deactivated from your premises or from any remote location. A Personal Identification Number (PIN) must be established when subscribing to this service.

TO ACTIVATE

1. Call the Remote Access Service Center at 503.632.1011
2. You will be prompted to enter your 10-digit number that has Remote Access Forwarding
3. Enter your PIN
4. Enter *72 for the Call Forwarding feature
5. Press 1 to confirm the Call Forwarding activation
6. Enter the 10 or 11 digit number you wish to forward your calls to
7. Press 1 to confirm

TO DEACTIVATE

1. Follow steps 1 through 3 above
2. Enter *73 to deactivate Call Forwarding

SPEED DIALING

Speed Dialing is an extremely convenient feature that allows you to store frequently called phone numbers under a one or two-digit code. From any phone in the home, instead of dialing the full phone number, simply press a button and your phone will dial the complete phone number for you.

TO PROGRAM

1. Lift receiver, listen for dial tone and press *74 for 8 Number Speed Calling. Lift the receiver, and press *75 for 30 Number Speed Calling.
2. Wait for the dial tone to return to the line.
3. Enter the position number where the phone number will be stored. Use 2 through 9 for 8 Number Speed Calling and 20 through 49 for 30 Number Speed Calling. To change a number already entered on the list, program over the old phone number.
4. Enter the complete directory number as if you were dialing it normally (Include 1+ Area Code if necessary). Press the # key.

Custom Calling Features

5. If you programmed the number properly, you will hear 3 short confirmation tones. If you receive a busy tone, hang up & try again. (Repeat steps for each number).

TO USE

Lift receiver and enter * and the code for the number you want to dial.

THREE-WAY CALLING

With Three-Way Calling you can have a conversation with two other family members, friends or business associates at the same time.

TO USE

1. Place the first party on hold by pressing the hookswitch, and wait for a normal dial tone.
2. Dial the second party.
3. Press the hookswitch again and both parties will be on the line with you.
4. Either party can hang up at any time but when you hang up both parties are disconnected.

VOICE MAIL

If you receive a lot of important calls at home or work - it's time to get a Voice Mail. Voice Mail is extremely valuable because it allows more of your customers, associates, friends and relatives to communicate with you. Your voice mail answers the phone, plays a greeting recorded in your own voice, and records the caller's message. All messages are time and date stamped.

OPTIONS:

- Extension Boxes
- Message Forwarding
- Fax Mail

ACCESSING YOUR VOICEMAIL BOX

OPTION 1- FROM YOUR HOME PHONE

1. From the phone your voicemail is connected to, dial 503 632-1005 or 503 518-1005 (depending on which prefix your phone number has).
2. It will then ask you to enter your passcode (until you set it up- your code is 1-2-3-4. *see the Setting up a Password section*). You are now at the main menu and may retrieve new messages by pressing 1.

OPTION 2- CALLING YOUR HOME NUMBER

1. From a remote location (other than your home phone) you can access the system by dialing the number that voice mail is connected to.
2. Your voicemail greeting will begin playing when the system answers. Interrupt this greeting by hitting the * key.
3. The system will now ask for your passcode (until you set it up- your code is 1-2-3-4. *see the Setting up a Password section*). You are now at the main menu and may retrieve new messages by pressing 1.

OPTION 3- CALLING THE ACCESS NUMBER

1. From a remote location (other than your home phone) you can access the system by dialing the system access number which is 503 632-1005 or 503 518-1005 (depending on which prefix your phone has).
2. The system will now ask for your passcode (until you set it up- your code is 1-2-3-4. *see the Setting up a Password section*). You are now at the main menu and may retrieve new messages by pressing 1.

PERSONALIZING YOUR VOICEMAIL

PERSONAL GREETINGS

- A. RECORDING A PERSONAL GREETING:
From the main menu press 4-3-1
- B. RECORDING A NAME:
From the main menu press 4-3-3

SETTING UP A PASSWORD

Your default password, until you change it, is 1-2-3-4.

GUIDELINES FOR ESTABLISHING YOUR PASSWORD:

Your password can have up to 15 digits (the first digit cannot be a zero). Passwords should represent numbers that are easy for you to remember, but difficult for others to guess.

TO CHANGE YOUR PERSONAL PASSWORD:

From the main menu press 4-2-1-1

PROMPTS

Prompts are system-generated phrases that describe the available features when using your mailbox.

STANDARD PROMPTS:

From the main menu press 4-2-3-1

EXTENDED PROMPTS:

From the main menu press 4-2-3-2

RAPID PROMPTS:

From the main menu press 4-2-3-3

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