

Calling Feature User Guide

Anonymous Call Rejection can only be used by a customer subscribing to Caller ID. This gives the customer the power to reject calls from people who intentionally blocked their information from Caller ID. Only calls that have the information block are rejected.

- 1) While telephone is idle, pick-up the receiver and dial *77 or 1177 on a rotary phone.
- 2) This feature can be de-activated by lifting the receiver and dialing *87 or 1187 on a rotary phone.

Automatic Call Back automatically redials the last number a customer dials. If the called number is busy, a special tone will alert the customer when the number is no longer busy.

- 1) Lift the receiver and listen for dial tone. Then dial *66.
- 2) Listen for a voice announcement which verifies that the service is active
- 3) If the line you are calling back is available,
 - a) You will hear ringing to let you know that your call is being connected.
- 4) If the line is busy,
 - a) Hang up the receiver
 - b) Automatic Callback service will try to recall the number for

Call Waiting informs you that another party is trying to contact you while you are engaged in a telephone conversation. You can answer the incoming call and talk privately without losing the original party. You can also alternate between parties.

- 1) When you are notified of the incoming call by a call waiting alert tone, press and release the receiver to put the original party on hold. You are then connected to the calling party.
- 2) To alternate between parties, press and release the receiver once for each transfer. Note: Each conversation between you and one of the other parties is private.
- 3) If you wish to end the original conversation when you hear the call waiting alert tone, simply hang up. Your telephone then rings and you are connected to the calling party.

To cancel call waiting per call

- 1) Before making your call, push *70 on a touchtone phone or dial 1170 on your rotary dial phone. You will then hear 3 short tones followed by a dial tone.
- 2) Place your call and when you hang up, call waiting will automatically be restored.

Caller ID allows for the delivery of the incoming call origin's listing name and/or number on caller identification equipment.

Caller ID Block Per Call blocks your outgoing information for specific calls.

- 1) Before placing your call dial * 67 or 1167 from a rotary phone. When you are finished, hang up and the information will be displayed on the next call made.

Caller ID Block Per Line blocks your outgoing information for all calls made on a specific line.

NOTE: To unblock information for a specific call dial *82 or 1182 from a rotary phone before making the call.

Call Forwarding allows incoming calls to be forwarded to another phone number.

- 1) Dial *72 or 1172 on a rotary phone.
- 2) A second dial tone will occur. Dial the number you wish for the calls to be forwarded to and wait for the line to be answered (If the line is busy or no one answers, keep trying). Two short tones signal that the forwarding feature is working.
- 3) To check the forwarding feature, simply dial *72. If you receive a busy signal, then you know calls are being forwarded.
- 4) To cancel Call Forward, dial *73 or 1173 on a rotary phone. You will hear two short tones signaling that calls will not continue to be forwarded.

Call Trace is used primarily to find the origin from which a phone call was made. This feature of your MCG phone service is provided on a pay per use basis. In the case that you receive a harassing or obscene phone call you may receive assistance from MCG or the local police department.

- 1) Dial *57 or 1157 on a rotary phone immediately after hanging up from the call you wish to have traced.
- 2) You will hear recorded instructions to follow in order to take the appropriate action.
- 3) The phone number will be recorded by MCG and action can be taken by law enforcement or MCG after 3 calls from the same number
- 4) The name and telephone number will not be released to you.
- 5) If the situation should be life threatening, contact the police immediately.

Call Transfer is used to transfer a call to another telephone number.

- 1) Press the flash to get dial tone.
- 2) When you hear dial tone, enter the phone number you want to transfer to.
- 3) When you hear ringing, hang up and let the party answer or tell them a call is being transferred and then hang up.

Call Rejection allows a customer to reject call attempts from up to 20 numbers by dialing a code and the telephone number of the calls to be rejected. Any call attempts to the customer from these numbers will be prevented from reaching the customer and will instead be connected to an announcement informing the caller that the called party is not accepting the number. A customer may also reject calls from the most recent call received by dialing a code after the call is completed.

- 1) Dial *60 and follow the pre-recorded directions.
- 2) If you do not know a callers number and you wish to block their calls, dial *60 immediately after hanging up.
- 3) To cancel a call rejection, dial *80.

Continuous Redial automatically redials the last number a customer dials. If the called number is busy, a special tone will alert the customer when the number is no longer busy.

- 1) Dial the phone number as usual. If the line is busy, hang up, then pick up the phone, and dial *66.
- 2) The phone will continue dialing the busy number for 30 minutes or until the line is no longer busy, whichever comes first.
- 3) When the line is no longer busy, and the call goes through, you will be alerted by a distinctive ring. Simply pick up the phone and you will be connected to the call destination.
- 4) To cancel continuous redial dial *86.

Direct Call Pick-up Allows a customer to answer a call, during the ringing cycle, that is directed to another line. Both lines must be equipped with the feature.

- 1) Dial a present access code and the telephone number of the line to be answered while the phone is in the ringing cycle.

Distinctive Alert enables a customer to receive a call waiting tone or distinctive ringing signal from a line equipped with call waiting. If the called line is idle, A Distinctive Ringing signal will be heard. If the line is busy, the called line receives a Call Waiting tone.

To Add/Delete Numbers from your list

- 1) Lift the receiver and listen for dial tone. Then dial *61.
- 2) Listen to voice instructions.
- 3) Choose from the following options
 - a) Dial option 0. Listen to instructions.
 - b) **1** review your list. Note: During review phase, you may delete numbers from your list by dialing 07 after the number is announced.
 - c) **3** Turn service on/off.
 - d) **#[telephone number]#** Add a number to you list(touchtone service).
 - e) **#01#** Add the number of the last caller to you list(touchtone service). Numbers added this way are treated as Private numbers.
 - f) Dial Option ***[telephone number]*** to delete a number from your list(touchtone service).
 - g) **07** Delete a number from your list after the number is announced.
 - h) **08** Delete all numbers from you list.
 - i) **09** Delete all Private numbers on your list.
- 4) When finished, hang up.

To Turn Off Feature

- 1) Lift receiver and list for dial tone. Dial the Selective Distinctive Alert access code, *__(11__ on a rotary phone).
- 2) Listen to instructions.
- 3) Dial 3 to turn off service.
- 4) Then hang up.

Distinctive Ring provides up to three distinctive ring codes for incoming calls, using only one line. This is available with or without a directory listing.

To Add/Delete Numbers from your list

- 1) Lift the receiver and listen for dial tone. Then dial *61.
- 2) Choose from the following options
 - a) Dial option 0. Listen to instructions.
 - b) **1** review your list. Note: During review phase, you may delete numbers from your list by dialing 07 after the number is announced.
 - c) **3** Turn service on/off.
 - d) **#[telephone number]#** Add a number to you list(touchtone service).
 - e) **#01#** Add the number of the last caller to you list(touchtone service). Numbers added this way are treated as Private numbers.
 - f) Dial Option ***[telephone number]*** to delete a number from your list(touchtone service).
 - g) **07** Delete a number from your list after the number is announced.
 - h) **08** Delete all numbers from you list.
 - i) **09** Delete all Private numbers on your list.
- 3) When finished, hang up.

To Turn Off Feature

- 5) Lift receiver and list for dial tone. Dial the Selective Distinctive Alert access code, *__(11__ on a rotary phone).
- 6) Listen to instructions.
- 7) Dial 3 to turn off service .
- 8) Then hang up.

Hunting is a feature used for multiple line customers that wish to use the phone lines beyond their primary line used for rollover traffic. This feature enables a call to go through the rollover line, in the case that the primary line is busy. This feature is activated when the service is subscribed to. If the customer should ever want to discontinue the hunting feature, it would need to be canceled through MCG customer care.

Priority Call

- 1) Create or edit your priority calls by dialing *61 and follow the instructions.
- 2) To cancel priority call dial *81

Speed Dialing allows you to store 8 or 30 frequently called numbers and place such calls by dialing one- or two-digit codes. This includes long distance numbers that are accessible by direct distance dialing (1-xxx-xxx-xxxx). Speed calling is available in the following two forms

- A) You initiate and change the codes from your telephone
- B) Prevents you from initiating and changing pre-set codes from you telephone, and is initiated at the telephone company.

8-Number Option – speed dial codes are single digits 2 through 9. Enter up to 8 names and numbers in the convenient record.

30-Number Option – speed dial codes are double digits 20 through 49. Enter up to 30 names and numbers in the convenient record.

- 1) To enter a speed-dial code, dial 74 and wait 4 seconds _ for a dial tone.
- 2) From the available code numbers, dial the code number you wish to substitute for the directory number.
- 3) Dial the directory number to be stored that corresponds to the code number selected in step 2 and wait 4 seconds _ for 2 bursts of dial (confirmation) tone; then hang up.
- 4) Repeat steps 1 through 3 for each number to be stored, using a different code number each time. If you wish to replace a previously stored number with a new one, repeat steps 1 through 3.

To use a speed calling code that has been programmed for you telephone, dial the selected code number and wait 4 seconds _ for the call to be placed.

(_ For your convenience: If you are using a push-button telephone, you may avoid the 4 second wait by depressing the # symbol which is located on the bottom right button of the telephone's touch pad.)

Three Way Calling enables a customer to add a third party to an existing call without operator assistance.

- 1) Put the first call on hold by pressing and releasing the receiver.
- 2) Wait for three short tones followed by a dial tone. When you hear the dial tone, make your second call.
- 3) When the person from the second call answers, push and release the receiver button to connect all three parties. You may talk privately with the second person before connecting the three-way conversation.
- 4) If the third party's line is busy or they do not answer, press the receiver twice to return to the first call.
- 5) The first call will end when that person hangs up. The second call will end when you push then release the receiver. Both calls will end when you hang up.