

Calling Feature Instructions

Call Forward Busy - Pick up the handset and listen for a normal dial tone. Press *90. Listen for a second dial tone, then enter the telephone number you are wanting it to forward to. When an answer is received from the forwarded-to designated number, Call Forward-Busy is activated. If the forwarded-to station is busy or does not answer, the activation steps can be repeated with two minutes.

Call Forward No Answer - Pick up the handset and listen for a normal dial tone. Press *92. Listen for a second dial tone. Enter the number of rings desired (the valid number of rings ranges from 2 through 9, if an invalid number is entered, the activation will fail) followed by the forwarded-to designated number. When an answer is received from the forwarded-to designated number, Call Forward-No Answer is successfully activated. If the forwarded-to station is busy or does not answer, the activation steps can be repeated within two minutes.

Call Forwarding - To turn on the service, lift the handset and listen for the dial tone. Press *72 (on a rotary phone, dial 1172). Listen for the dial tone. Dial the number where you want your calls forwarded. When the phone is answered, your Call Forward is in effect. If the line is busy or there is no answer, hang up. Within two minutes, repeat the steps given above. You'll hear a confirmation tone to let you know your Call Forward is now working.

Call Waiting - This service is activated by Green Hills in our switch. To "turn off" Call Waiting before making a call, lift the handset and listen for the dial tone. Press *70 (on a rotary phone, dial 1170). Listen for the confirmation tone. Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone.

Caller ID - When you receive a call, just wait until your telephone completes the second ringing signal. The telephone number calling you - and the name associated with that number in telephone company records - will automatically appear on your display screen. If you choose to answer the call, the name & number will remain on the screen until you or the caller hangs up. A caller id box is required for this feature.

Customer Originated Trace - First you must call the Green Hills office in Breckenridge to let us know you want the feature. We will then mail you the proper authorization forms in which you should then take them to the Sheriff's department of your county to fill them out. "Proper authorization" requires that you sign a "Customer Originated Trace" form, have two (2) witnesses and a representative from your county sheriff sign the form. They will then send us, Green Hills Telephone Corporation, the paper work so we can activate the customer originated trace feature. Then, when you get a nuisance call, just depress the "switch hook" and release quickly. Listen for a special dial tone. If you've already hung up, just pick up the handset again and listen for a normal dial tone. Press *57 (on a rotary phone, dial 1157). Listen for a confirmation announcement that the last call has been traced. Hang up.

Distinctive Ring/Teen Line - This service is activated by Green Hills in our switch. Once you have contacted the Green Hills office to have the feature established on your phone line, then you will hear the standard ringing pattern for the Primary number and the unique ringing for the distinctive ring number.

Speed Calling 8 - To program this feature, lift the handset and listen for the dial tone. Press *74 (on a rotary phone, dial 1174). Listen for the dial tone. Dial a one-digit speed code (choose any number, 2 through 9). Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1", plus the area code) press the "#" key (on a rotary phone, wait four seconds after dialing). Listen for the confirmation tone. To call someone on your Speed Calling list, lift the handset and listen for the dial tone. Dial the one-digit speed code, then press the "#" key (or, on a rotary phone, wait four seconds after dialing) To change your Speed Calling List: lift the handset and listen for the dial tone. Press *74 (on a rotary phone, dial 1174). Listen for the dial tone. Dial the one-digit speed code you wish to change. Listen for the cancellation tone, then the dial tone. Follow steps above to program your Speed Calling List.

Speed Calling 30 - To program this feature, lift the handset and listen for the dial tone. Press *75 (on a rotary phone, dial 1175). Listen for the dial tone. Dial a one-digit speed code (choose any number, 20 through 49). Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1", plus the area code) press the "#" key (on a rotary phone, wait four seconds after dialing). Listen for the confirmation tone. To call someone on your Speed Calling list, lift the handset and listen for the dial tone. Dial the one-digit speed code, then press the "#" key (or, on a rotary phone, wait four seconds after dialing) To change your Speed Calling List: lift the handset and listen for the dial tone. Press *75 (on a rotary phone, dial 1175). Listen for the dial tone. Dial the one-digit speed code you wish to change. Listen for the cancellation tone, then the dial tone. Follow steps above to program your Speed Calling List.

Three-Way Calling - To add a third person to the call, press and quickly release the "switch hook" to place the first person on hold. Listen for the dial tone. Dial the third person's phone number. (If you have speed calling, you may dial one of your codes instead.) When the third person answers, you can talk privately before making it a three-way conversation. To make the three-way connection, simply press and quickly release the "switch hook". You can now talk with both people at the same time.

Toll Access Restriction - Personal Identification Number (PIN) Dialing - You will start out with our generic PIN, but before using this feature you must change the PIN to your own. **To change the PIN:** the subscriber must dial the exact same digits twice. Step 1 - dial *97, plus current PIN, plus new 4-digit PIN (you will receive 2 short tones), Step 2 - hang up receiver. Step 3 - Pick up receiver to get a dial tone. Step 4 - Repeat step 1. (You will receive 1 long tone if your PIN has been changed correctly) All four steps above must be completed within 30 seconds. **To make calls using your PIN Access:** Dial the phone number you want to call. You will hear the following message, "We're sorry, this call is not permitted. Please hang up." DO NOT HANG UP. Enter your four digit PIN# now. The call should go through as normal.

Voice Mail - See last page for instructions.

Warm Line - Lift the handset and wait 30 seconds. The pre-designated number is automatically dialed. This number needs to be selected when you subscribe to the service. To prevent automatic dialing: begin dialing within 30 seconds after lifting your handset.



Voice Mail Instructions

ACCESS YOUR MAILBOX

Think of a 4-20 digit password that is easy for you to remember, but hard for someone else to guess. Your password insures privacy and confidentiality. Also think about the greeting you would like to have your caller hear. Be sure you are in a relatively quiet atmosphere before recording your greeting.

From the phone subscribed to the service:

1. Dial the voice mail access number (shown below in bold) for your exchange:
 - **660.214.9125**
Chillicothe (646, 707, 752, or 214)
 - **816.586.1125**
Hamilton & Kingston (586)
 - **660.345.6125**
Braymer (645)
 - **660.593.7125**
Norborne (593 or 594)
 - **660.584.6500**
Aullville & Higginsville (584)
Corder (394)
Mayview (237)
 - **660.644.7125**
Avalon (636), Bogard (731), Breckenridge (644) Cowgill (255), Dawn (745), Knoxville (352), Lock Springs (772), Ludlow (738), Mooresville (755), Polo (354), Stet (484), Tina (622), Wheeling (659)
2. Please enter your password and then #.
(0000 is the default temporary password.)

From a different phone:

1. Dial the voice mail access number for your exchange shown above, UNLESS you are in Aullville, Higginsville, Corder or Mayview, then you will dial 660.584.6404.
2. Enter your 10-digit mailbox number.
3. Enter your password and then #.

RECORD YOUR GREETING

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 2 to record your greeting.
5. Record your greeting and then press #.

CHANGE YOUR PASSWORD

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

ACTIVATE CALL FORWARD FEATURES

Call Forward Busy and Call Forward No Answer coincide with voice mail. You must activate at least one (or both) in order for voice mail to work.

Call Forward-Busy

Call Forward-No Answer

Voice Mail Access #: **660.644.7125** for exchanges 255, 352, 354, 484, 622, 636, 644, 659, 731, 738, 745, 755, 772; **660.593.7125** for exchanges 593 and 594; **660.214.9125** for exchanges 646, 707, 752, 214; **660.345.6125** for 645; **816.586.1125** for 586; **660.584.6500** for exchanges 584, 394, 237.

To activate Call Forward-Busy:

Pick up your phone and listen for a normal dial tone, press *90, then your Voice Mail Access # shown above (either 660.644.7125, 660.593.7125, 660.214.9125, 660.345.6125, 816.586.1125, or 660.584.6500).

To cancel press *91

To activate Call Forward-No Answer:

Pick up your phone and listen for a normal dial tone, press *92, then enter the number of rings followed by your Voice Mail Access # (either 660.644.7125, 660.593.7125, 660.214.9125, 660.345.6125, 816.586.1125, or 660.584.6500).

Example: Press *92, 4, 660.644.7125

(You may select any number from 2-9 for the number of rings desired.)

To cancel press *93

When activating both of these options, you need to make sure the voice mail system plays your personal greeting then hang up to activate these two options. The greeting will automatically start playing.

RETRIEVE MESSAGES

Retrieve messages from home phone:

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 # new messages and # saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.
5. When you have listen to all messages, press * to return to mailbox set up options or simply hang up.

Your Voice Mailbox Number is:

Your Voice Mailbox Password is:
