



# How to Use Calling Features

Green Hills Communications offers a wide selection of calling features to help you more easily manage your calls and messages.

**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 want calls forwarded to. When the forwarded-to number is answered, Call Forward-Busy is activated. If the line is busy or does not answer, the activation steps can be repeated within 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 (from two through nine) before forwarding occurs, followed by the designated forwarded-to number. When the forwarded-to number is answered, 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 Forward** - Lift the handset and listen for the dial tone. Press \*72. Listen for a second dial tone. Enter the telephone number you are wanting it to forward to. When the forwarded-to number is answered, your Call Forward will be activated. If the line is busy or does not answer, the activation steps can be repeated within two minutes. Repeat the steps given above. You'll hear a confirmation tone to let you know your Call Forward has been activated.

**Call Waiting** - This service is activated by Green Hills Communications in our switch. To "turn off" Call Waiting before making a call, lift the handset and listen for the dial tone. Press \*70. 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 Caller ID screen or your TV screen.

**Distinctive Ring** - This service is activated by Green Hills Communications in our switch. Once you have contacted our 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** - Lift the handset and listen for the dial tone. Press \*74. 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), then press the "#" key. 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.
- To change your Speed Calling List, lift the handset and listen for the dial tone. Press \*74. 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. 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), then press the "#" key. 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.
- To change your Speed Calling List: lift the handset and listen for the dial tone. Press \*75. 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.

**Voice Mail** - See reverse side for instructions.

*Some calling features may not be available with trunk hunting options. Please contact your business account specialist at 660.644.5411 for more information.*



# 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:

\_\_\_\_\_