

Custom Calling Features

There may be a charge for these services.

Call Forwarding

This feature means your phone can transfer incoming calls to another number of your choice. Call forwarding is great for the business person who wants to catch after hours business calls at home, or for anyone who doesn't want to miss an important call.

To Forward Your Calls

- Lift the receiver and listen for the dial tone.
- Dial "72"



- Depress the "#" button.



(With a rotary dial phone, skip this step and allow a 4-second pause.)

- Again, listen for the dial tone.
- Now, dial the number where you wish your calls forwarded. (Speed calling codes may be used if you also have this feature.)
- When someone answers at the forwarded number, call forwarding is put into effect.

If there's no answer, or the line is busy, hang up and repeat the previous steps. If you do this within two minutes, you'll hear two beeps meaning your Call Forwarding feature is in effect.

To Discontinue Call Forwarding

- Lift the receiver and listen for the dial tone.
- Dial "73"



- Depress the "#" button



(With a rotary dial phone, skip this step and allow a 4-second pause.)

- Listen for two beeps. Call Forwarding is now discontinued.

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.

- When you are notified of the incoming call by a call waiting alert tone, depress and release the hookswitch to put the original party on hold.



You are then connected to the calling party.

- To alternate between parties, depress and release the hookswitch once for each transfer. *NOTE: Each conversation between you and one of the other parties is private.*
- If you wish to end the original conversation when you hear the call waiting tone, simply hang up. Your telephone then rings and you are connected to the calling party.

Cancel Call Waiting

Cancel call waiting will temporarily cancel your call waiting for the call you will be making.

To Cancel Call Waiting

- Press *70.



Once the call has been ended, call waiting will automatically reactivate for the next call.

Long Distance Alert

Long Distance Alert rings your phone in a short ringing pattern alerting you the incoming call you are receiving is long distance.

Custom Calling Features - cont'd

Speed Calling 8

Now you can call up to 8 of your most frequently dialed numbers just by dialing a one-digit code. This includes long distance DDD numbers.

To Establish Your Speed Calling List

- Lift the receiver and listen for the dial tone.
- Dial "74".



- Then depress the "#" button.



(With a rotary dial phone, skip this step and allow a 4-second pause.)

- Again, listen for the dial tone.
- Dial one of the 8 one-digit access code numbers (2-9).
- Then dial the number you wish to Speed Code. (For long distance entries, dial "1" and the area code before the number.)
- Then depress the "#" button.



(With a rotary dial phone, skip this step and allow a 4-second pause.)

- Listen for confirmation tone to indicate your Speed Calling number is established.

At any time you may repeat this process for each number you may wish to Speed Code, assigning each a different code.

To Use Your Speed Calling Feature

- Lift the receiver and listen for dial tone.
- Dial the appropriate one-digit access number (2-9).
- Push the "#" button.



(With a rotary dial phone, skip this step and allow a 4-second pause for your number to be connected.)

To Change Your Speed Calling List

- Simply follow the same steps for establishing your list. A new number automatically cancels out the corresponding existing number.

Speed Calling 30

Now you can call up to 30 of your most frequently dialed numbers just by dialing a two-digit code. This includes long distance DDD numbers. It's a real time-saver!

To Establish Your Speed Calling List

- Lift the receiver and listen for the dial tone.
- Dial "75".



- Then depress the "#" button.



(With a rotary dial phone, skip this step and allow a 4-second pause.)

- Again, listen for the dial tone.
- Dial one of the 30 two-digit access code numbers (20-49).
- Then dial the number you wish to Speed Code. (For long distance entries, dial "1" and the area code before the number.)
- Then depress the "#" button.



(With a rotary dial phone, skip this step and allow a 4-second pause.)

- Listen for confirmation tone to indicate your Speed Calling number is established.

At any time you may repeat this process for each number you wish to Speed Code, assigning each a different code number.

To Use Your Speed Calling Feature

- Lift the receiver and listen for the dial tone.
- Dial the appropriate two-digit access number (20-49).
- Push the "#" button.



(With a rotary dial phone, skip this step and allow a 4-second pause for your number to be connected.)


To Change Your Speed Calling List

- Simply follow the same steps for establishing your list. A new number automatically cancels out the corresponding existing number.


Custom Calling Features - cont'd

Three-Way Calling

Allows you to add a third party to a previously established connection. If either party hangs up after the conference, you are still connected to the remaining party.

- To initiate three-way calling, depress the hookswitch to put the original party on hold. 

Listen for three bursts of dial tone followed by a steady (normal) dial tone.

- Dial the number of the third party. When this party answers you can talk privately. When you are ready to establish the conference connection, depress and release the hookswitch. 

NOTE: If third party does not answer or the line is busy, depress and release the hookswitch and you are reconnected to your original party.

- When the originating party hangs up, all parties are disconnected and the call is completed.

Voice Mail

Voice Mail can be your own personal secretary or you can retrieve your own messages when you are away from home or office. Messages can be left on Voice Mail even if you're on the phone. Contact our business office to subscribe to Voice Mail.

To Set Up Your Voice Mail

- Pick up your phone and listen for the dial tone.
- Dial *99 and listen to the tutorial




- Press  - Mailbox setup

Set up your own personal greeting. (You may disregard this step if you choose to use the default greeting which is "The party you have dialed does not answer. Please leave a message after the tone." If using the default greeting, press * and go to next step, "Setting Up Your Password".)

- Press  - Record your greeting
- Press  - End recording function
- Press  - Listen to greeting
- Press  - Save greeting

Greeting must be saved to be activated.

- Press  - Return to mailbox setup

Setting Up Your Password

- Press  - Enter new password followed by the # key.

(Password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password when dialing from a different location, so be sure to choose one that you can remember. To verify, **enter your password, followed by the # key. Hang up**, your mailbox is now set up.

To Listen To Your Voice Mail Messages

Lift the handset of your phone and listen to the dial tone. If you hear a "stuttered" dial tone and then the regular dial tone, you have a new message. Follow these steps to retrieve your messages.

- Dial    to listen to your messages
- Press  - Play or replay message
- Press  - Save message
- Press  - Delete message
- Press  - Save message as new
- Press  - Skip back three seconds
- Press  - Pause or continue message
- Press  - Skip forward 3 seconds

To retrieve Your Messages from Another Phone Location

If you are at a location that is a local call, dial 524-MAIL (6245), 834-MAIL (6245), or 948-MAIL (6245). When retrieving from a long distance location, dial 1-320-524-MAIL (6245). Enter your mailbox number which is your telephone number. Enter your password (default password 0000) followed by the # key.

Voice mail messages delivered to you via email

Please contact our business office at (320) 834-5151, 1-888-236-3574, or text us at 320-524-2211 for details.

Custom Calling Features - cont'd

Caller ID

With Caller ID, the name and/or telephone number of the person calling you is displayed on a special display unit attached to your telephone or on a specially equipped display telephone. There is no setup necessary at your location, other than connecting the special display unit or display telephone.

Delivery Blocking

If the caller has blocked the delivery of his/her telephone number, or if the telephone network switching system between you and the caller is not capable of Caller ID, the display screen shows "Private" or "Anonymous". Caller ID Customers will also have **Anonymous Call Rejection**.

Caller ID Spoofing

Caller ID service is susceptible to fraud known as Caller ID "spoofing". Disreputable persons can deliberately falsify the Caller ID number to disguise the identity of the caller. Congress is currently considering new laws to take action against spoofer. More information is available at "fcc.gov" Search for "spoofing."

Anonymous Call Rejection

Anonymous Call Rejection prevents intentionally blocked calls from reaching you. Callers who have blocked their call with Per Call Blocking or Line Blocking, will hear a message stating this number is not accepting calls from blocked lines.

To Activate Call Rejection, Dial *77



To Deactivate Call Rejection, Dial *87



Call Waiting ID

With Call Waiting ID, you can see who's calling when you're on the phone and hear your call waiting "beep." The name and/or telephone number of the calling party will appear on your display unit. A display unit or telephone specially equipped with Call Waiting ID is required.

Caller ID Blocking

Line Blocking

Line Blocking will prevent your name and number from being transmitted and displayed on all calls made from your line. Instead, the word "private" or "anonymous" will be displayed if you are calling someone who has Caller ID (Calling Name and/or Number Delivery).



Per Call Blocking

If you have chosen to have your name and number transmitted (non-blocking) and you wish to make a call without revealing your name and telephone number to the user of Caller ID, simply dial *67 (or 1167 on rotary telephones) before you dial the number you are calling. This will prevent the telephone name and number from being transmitted and displayed on that call only. There is no need to request this option, it is automatically available on your line. There is no charge for per call blocking. (This feature does not work on toll free numbers).

To Activate Per Call Blocking, Dial *67



Line Unblocking

If you select Line Blocking, you can cancel the blocking feature for one call by dialing *82 (1182 from rotary phones), this will allow your information to be transmitted and displayed. Your line is then immediately reblocked upon the completion of your call. There's no charge for this unblocking feature.

To Activate Line Unblocking, Dial *82



Special Call Acceptance

Special Call Acceptance allows you to create a list of up to thirty-two telephone numbers from which you are willing to accept calls. Calls from telephone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time. This screening feature will work on blocked calls.

To Activate Special Call Acceptance,
Dial *64



To Deactivate Special Call Acceptance, Dial *64



Custom Calling Features - cont'd

Call Screening

Call Screening allows you to create a list of up to thirty-two telephone numbers from which you do not wish to receive calls. Calls from telephone numbers on your list are sent to an announcement that informs callers you are not receiving calls at this time. This screening feature works on blocked calls.

To Activate Call Screening:

- Dial *60



- Press 3



- To add a number press #



- Dial the number, including the area code, and press #



To Deactivate Call Screening, Dial *60



Priority Ringing

With Priority Ringing you set up a list of up to thirty-two telephone numbers that you would like to ring in a short-long-short ringing pattern. This lets you know that someone special is calling. If you also have Call Waiting, you will hear a distinctive call waiting tone when someone on your list calls. All other calls will ring with normal ringing pattern. This screening feature will work on blocked calls.

To Activate Priority Ringing, Dial *61



To Deactivate Priority Ringing, Dial *61



Find Me

"Find Me" feature allows your family, friends and customers to be able to reach you with just one number. A call at home can ring your wireless phone, your office phone or your lake cabin all at the same time and/or in an order that you decide. Never miss an important call again.

Call Return

Call Return allows you to return the call you just missed. By dialing *69 this feature will tell you the last number that called. Either make a note of the call to make later or simply press 1 and the call will be placed automatically for you. Call Return will not return blocked calls.

To Activate Call Return, Dial *69



Repeat Dialing

Repeat Dialing allows you to dial a code to have your telephone continuously attempt to redial a busy number that you've tried to call. This feature is active for a maximum of 30 minutes. You may still make and receive other calls. When the line is free, you will be alerted with a distinctive ring, and the call will be automatically made.

To Activate Repeat Dialing, Dial *66



To Deactivate Repeat Dialing, Dial *86



Telemarketer Call Screening

To Activate Telemarketer Call Screening, Dial *95



MAIN MENU

Press 1 - To ADD a number to your blocked list

Press 2 - To remove a number from your blocked list

Press 3 - To remove ALL numbers from your blocked list

Press 4 - To ADD a number to your Known list

Press 5 - To change the language of your menu options

Press 6 - To turn the entire service ON

Press 7 - To turn the entire service OFF

Press 8 - To block calls from private callers

Press 9 - To allow calls from private callers

Note: If you wish to add the last caller's number to your Blocked list, simply hang up and dial *96.



Custom Calling Features - cont'd

Call Trace



(Or 1157 rotary)

Harassing or obscene calls are serious business. If you receive this type of call and you feel you need assistance from the police, Call Trace can help. To trace a harassing or obscene call, hang up after the harassing call, pick up the receiver again, press *57 (or 1157 rotary) immediately, if the calling parties information has been transmitted, you will receive a recording which confirms that the call has been traced. Upon a successful trace, the telephone number of the line used by the caller will be recorded at Gardonville Co-op Telephone Association's central office. The call trace information will be displayed at Gardonville Co-op Telephone Association whether or not the caller has blocked the call, you then contact the local sheriff's office, Douglas County Sheriff at 320-762-8151 or Grant County Sheriff at 218-685-5303. At this time the Sheriff's Department will contact Gardonville Co-op Telephone Association and request that Gardonville Association furnish them with the trace information. (Under no circumstances will Gardonville Co-op Telephone Association give you the name or number of the person who placed the harassing call - it will only be released to law enforcement agencies).

You do not need to sign up for Call Trace. This option will always be provided automatically on your telephone line. It will always be there if you need it. You will be charged \$5.00 per successful trace that has been released to the local law enforcement agency. Questions regarding Call Trace procedures should be directed to Gardonville Co-op Telephone Assn. during business hours at 320-834-5151.

Toll Denial

Have unwanted calls on your bill? Toll Denial prevents all long distance and 800 dialing from your telephone.

Originating Call Management With Pin

Originating Call Management allows you to control all types of toll dialing from your line and prevents unauthorized calls. In order for anyone to complete a long distance call they must enter the personal identification number which was set up on the account before the call will be placed. Take the worry away of having unexpected calls on your long distance bill!

