CALLING FEATURES
HOW TO USE YOUR PHONE FEATURES

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Nortex offers many services that can make your telephone work harder and smarter for you. These services, or Calling Features, are available to you by calling us at 759-2251.

CALLING FEATURES REQUIREMENTS
Our Calling Features will work with both touch-tone and rotary dial telephones. The instructions on how to use these features are for touch-tone phones. Rotary phones can follow these same instructions, with two exceptions. First, where a * is listed, rotary users must dial 11. And secondly, where a # is listed, rotary users should wait four seconds.

YOUR SWITCHHOOK
Your switchhook is the part of the phone that hangs it up. However, other switchhooks may vary, depending on the type of phone. Please refer to the phone's owner's manual for details.

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CALL FORWARDING
Take your calls with you wherever you go

Note: You will be billed for any long-distance calls forwarded outside the local calling area.

WHAT IS IT?
Call Forwarding sends all your calls to another number. Your calls can follow you when you can't be home.

HOW DO I USE IT?
To Use Call Forwarding:
1. Pick up the phone and press *72
2. Enter the number you want your calls forwarded to.

To Turn Off Call Forwarding:
1. Press *73

CALL RETURN
Catch a just missed call with Call Return

Note: Call Return can return certain long-distance calls. If calling long-distance, you will be billed for the call.

WHAT IS IT?
Call Return calls the last number that called you. Even if you don't know the number of who called. And if the line is busy, Call Return keeps trying for up to 30 minutes. When the line is free, your phone rings with a special ring and places the call for you.

You can even receive and make calls while Call Return is at work.

HOW DO I USE IT?
To Use Call Return:
1. Pick up the phone and listen for dial tone.
2. Press *69
3. The number of the last call will be called back.

If busy:
1. Hang up and Call Return will continue trying to get through.
2. When the line is open, you'll hear a special ring (short-long-short).
3. Pick up the phone, the number you are calling back will ring.

To Cancel Call Return:
1. Press * 89

CALL TRACE
Track down harassing calls

Note: There is a charge for each successful trace. The system traces the last incoming call. This includes the number associated with any Call Waiting tones received.

WHAT IS IT?
Call Trace initiates a trace of the last call you received. The numbers from which threatening or obscene calls are made will be provided to the authorities if you wish to file a complaint.

HOW DO I USE IT?
To Use Call Trace:
1. Hang up after receiving an offensive call.
2. Wait 10 seconds, then pick up your phone and listen for a dial tone.
3. Press *57. If the trace is successful, and if you decide to have the trace acted upon, contact Nortex at 759-2251.

If a call cannot be traced, an error announcement will be received.

> **To Order Any of the Above Options,**
> **Call us at 759-2251**

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CALL WAITING
Make sure you don't miss the important calls

WHAT IS IT?
Call Waiting alerts you with a special tone so you know there is an incoming call when you are already on the line. You can put the first caller on hold and answer the second call.

HOW DO I USE IT?
To Use Call Waiting:
1. When you're on a call, you'll hear a special tone signaling that someone else is trying to reach you.
2. To take the call, press the telephone switchhook for one second and release. This also puts the first call on hold.
3. Press the switchhook again to switch between calls.

CANCEL CALL WAITING
Prevent interruptions of important calls, faxes, or Internet access

WHAT IS IT?
Cancel Call Waiting temporarily turns off Call Waiting for uninterrupted calls. This is useful when making long-distance calls or using your computer modem.

HOW DO I USE IT?
To Use Cancel Call Waiting:
1. Before you make your call, press *70
2. Wait for the dial tone, and make your call. Cancel Call Waiting is in effect for that call only.
3. It is back on again after the call.

CALL WAITING ID
Know who that 2nd caller is even while on the phone

Note: Some calls may not be available. This only occurs when name and number information is not delivered.

WHAT IS IT?
You are on the phone and you hear the Call Waiting tone. Should you respond to it? With Call Waiting ID, you will know who is calling you, even while on the phone. You only answer the most important calls.

HOW DO I USE IT?
To Use Call Waiting ID:
1. You must have a Call Waiting ID box or phone capable of displaying Call Waiting ID information. Also, you must have ordered the service from Nortex.
2. When you are on the phone with one caller, you will hear a tone indicating that a 2nd call is coming in.
3. Look to your call identification screen to see who the 2nd caller is.
4. If you want to speak to that person, press and release your switchhook like any other call waiting call.

CALLING FEATURES
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CALLER ID
Know who is calling before picking up the phone

Note: Some calls may not be available. This only occurs when name and number information is not delivered.

WHAT IS IT?
Wouldn't it be reassuring to know who is calling you? Imagine knowing the phone numbers of the people who called while you were out. Or, have the number, and the name of that prank caller who keeps annoying you.

HOW DO I USE IT?
To Use Caller ID:
1. You must have a Caller ID box or phone capable of displaying Caller ID.
2. Plug in the box between your phone and the outlet.
3. Wait for a call. The name and/or number of the person calling is displayed.

DO NOT DISTURB
Block all calls from reaching you

WHAT IS IT?
Need some peace and quiet? Do Not Disturb blocks all calls from ringing at your phone. Only callers who have a special identification code can get through on the line.

HOW DO I USE IT?
To Use Do Not Disturb:
1. Pick up the phone and press *78
2. Listen for three beeps.
3. Hang up.

To Turn Off Do Not Disturb:
1. Pick up the phone and press *79
2. Listen for three beeps.
3. Hang up.

To Set Or Change Your PIN:
1. Dial *10 and listen for 3 beeps and a steady dial tone.
2. Enter a PIN (up to 7 digits).
3. Dial * and listen for 3 beeps.
4. Hang up.

> **To Order Any of the Above Options,
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PER CALL BLOCKING

Block your Caller ID information from specific calls

Note: Per Call Blocking will not block your information when dialing either 911 or when dialing 800 or 900 number calls.

WHAT IS IT?
Per Call Blocking prevents the person you are dialing from seeing your Caller ID information; therefore, hiding your identity and your telephone number.

HOW DO I USE IT?
To Use Per Call Blocking:
1. Pick up the phone and press *67.
2. Wait for the dial tone, and make your call. Per Call Blocking is in effect for that call only.
3. It is turned off again after the call.

PER CALL BLOCK RELEASE

Only forwards calls from certain numbers

WHAT IS IT?
If you have a non-published phone number, your Caller ID information is not transmitted to the person you are calling. However, if you would like that information released, you can use Per Call Block Release. This feature allows your Caller ID information to be sent to the person you are calling on a per call basis.

HOW DO I USE IT?

To Use Call Block Release:
1. Pick up the phone and press *82.
2. Wait for your dial tone, and make your call. Per Call Block Release is in effect for that call only.
3. It is turned off again after the call.

PERSONAL RINGING

Know who a call is for by its ring

WHAT IS IT?
Personal Ringing lets you know if a call should be answered or who should answer it, just by the ring. Up to 2 telephone numbers are assigned to the same line. Each one has its own special ring.

HOW DO I USE IT?
How It Works:
1. Personal Ringing gives you up to 2 different telephone numbers, each with its own ringing pattern, all on one line.
2. The main number has a long ring. The second number has two short rings and the third number will have a short-long-short ring.
3. These special ringing patterns let you know which phone number the caller is trying to reach.

PREFERRED CALL FORWARDING

Only forwards calls from certain numbers

Note: You will be billed for any long-distance calls forwarded outside the local calling area.

WHAT IS IT?
Preferred Call Forwarding sends calls from up to 3 numbers. Your calls from select callers can follow you when you can't be home.

HOW DO I USE IT?
To Use Preferred Call Forwarding:
1. Pick up the phone and press *63.
2. Listen to instructions.

To Turn Off Preferred Call Forwarding:
1. Press *83
2. Listen for instructions.
   • To turn off the service but save the list, hang up.
   • To remove all the numbers on the list, press 08, then hang up.

CALLING FEATURES
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PRIORITY RINGING

Don't miss special callers

Note: An automated voice will repeat the number so you can check its accuracy.

WHAT IS IT?
Priority Ringing identifies important callers (or those you want to screen) with a distinctive ring. When you receive calls from one of up to 6 selected numbers, your phone will signal you with a special ring. You can then decide whether to answer the phone or not.

HOW DO I USE IT?
To Use Priority Ringing:
1. Pick up the phone and press *61
2. Follow the instructions.

To Turn Off Priority Ringing:
1. Pick up the phone and press *81
2. Follow the instructions.
   • To turn off the service but save the list, hang up.
   • To remove all the numbers on the list, press 08, then hang up.

REPEAT DIALING

Keep dialing that last dialed number, automatically

WHAT IS IT?
Repeat Dialing calls back the last number that you called, whether you received a busy signal or need to re-contact that person. If the line is busy, Repeat Dialing keeps trying for up to 30 minutes. When the line is free, you are notified with a special ring.

HOW DO I USE IT?
To Use Repeat Dialing:
1. Pick up the phone and press *66
2. The number of the last outgoing call will be automatically dialed.
3. If busy, hang up and you will be notified when the line is free.

To Turn Off Repeat Dialing:
1. Pick up the phone and press *86
2. Listen to the notification that Repeat Dialing is canceled.

> **To Order Any of the Above Options, Call us at 759-2251**

CALLING FEATURES
HOW TO USE YOUR PHONE FEATURES

SELECTIVE CALL BLOCKING
Stop unwanted calls

Note: An automated voice will repeat the number so you can check its accuracy.

WHAT IS IT?
Selective Call Blocking rejects calls from up to six specific numbers. The last number that called you can also be added to the list to prevent them from calling you again. Calls from numbers on the list hear a recorded message saying you are not accepting calls. Your phone doesn't ring.

HOW DO I USE IT?
To Use Selective Call Blocking:
1. Pick up the phone and press *60
2. Listen for instructions.

To Turn Off Selective Call Blocking:
1. Pick up the phone and press *60
2. Listen for instructions.
   - •To turn off the service but save the list, hang up.
   - • To remove all the numbers from the list, press 08.
   - • To remove all private entries on the list, press 09.

SPEED CALLING
Put important numbers at your fingertips

Note: Speed Calling is also available that allows up to 30 numbers instead of 8.

WHAT IS IT?
Speed Calling dials local or long-distance numbers with just one or two buttons.

HOW DO I USE IT?
To Use Speed Calling:
1. Write down the numbers of those you want to set up for Speed Calling, using the numbers 2-9.
2. Press *74
3. Wait for the dial tone and enter the Speed Calling Code (from 2-9).
4. Now enter the phone number for that Speed Calling code (include 1 if it is a long-distance number).
5. Hang up, then repeat steps 2-4 for each number.

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THREE-WAY CALLING

Three-Way Calling lets you be in two places at one time

WHAT IS IT?

Three-Way Calling connects you with two people in two different locations at the same time. Or, you can put one person on hold while talking to another.

HOW DO I USE IT?
To Use Three-Way Calling:
1. Call the first person and put them on hold by pressing the switchhook for one second and release.
2. Wait for the dial tone and then enter the telephone number of the person you want to add to the conversation.
3. Press the switchhook again and release to add the first person. Now all three are on the line at one time.
4. To disconnect one caller, ask them to hang up.

TOLL CONTROL WITH PIN

Limit access to long-distance calling

WHAT IS IT?

Toll Control With PIN blocks all long-distance calls from being made from your phone, unless you know a 1 to 7-digit personal identification number. Local and incoming calls are unaffected.

HOW DO I USE IT?
To activate barring for a long distance call through the handset:
1. Dial the access code *341
2. An announcement confirms that call barring has been activated.

To deactivate barring for a long distance call through the handset:
1. Dial the access code *351
2. An announcement prompts you to enter your PIN code.
3. Enter your PIN code.
4. An announcement confirms that call barring has been deactivated.

To Change Your PIN Number:
1. To access the PIN change service, press *319
2. When prompted, enter your current PIN.
3. If the current PIN is correct, you are prompted to enter a new four-digit PIN.
4. An announcement confirms the new four-digit PIN.

To Order Any of the Above Options, Call us at 759-2251

CALLING FEATURES

VOICE MAIL - WHAT IS IT AND HOW CAN IT HELP YOU.

Everywhere busy people are adding Voice Mail to their local phone service. Voice Mail responds to your calls when you are unable to answer the phone or when you are currently on the line. It invites callers to leave a message and stores it in your own private voice mailbox. Callers may leave a message at anytime, even several callers at once.

BENEFITS OF VOICE MAIL

- Your phone is answered when you are on the line or away from the phone.
- Family mailboxes allow private messages to be left for each family member.
- You can access your voice mailbox using any Touch-tone phone, anytime, anywhere.
- Your voice mailbox is password protected. The messages in your mailbox cannot be accessed without a valid password.
- Voice Mail can activate another phone and/or pager to notify you of urgent messages.
- Callers can review, append, or discard a message before it is actually saved in your voice mailbox.
- You can selectively save or discard messages in your voice mailbox.
- Voice Mail requires no special equipment or connections in your home.
- Voice Mail is easy to use. Friendly voice prompts guide you through each step in delivering and retrieving your Voice Mail messages.

VOICE MAIL INSTRUCTIONS

Getting Started
1. Call your Voice Mail Access Number: 759-1000 or *99.
2. Create your PIN followed by the # key. Or enter your telephone number if calling from a remote phone.
3. To record a greeting, press #

Main Menu
Press 1 to get messages.
Press 2 to send messages.
Press 3 to work with greeting.
Press 4 to change setting.
Press 7 to leave mail box & log on as another user.
Press 0 for help.
Press * to exit voice mail.

To Listen to Messages
Press 1 to repeat messages.
Press 2 to save messages.
Press 3 to delete message.
Press 4 to reply to a message.
Press 5 to send copy of message.
Press # to keep as new message.

STANDARD FEATURES

Personalized Greeting
You create a personal greeting for callers who reach your voice mailbox. Voice Mail plays your personal greeting before recording the caller's message.

User's Tutorial
The tutorial is activated automatically the first time you log into your mailbox. The tutorial is designed to familiarize you with the system and to walk you through the process of setting up your mailbox.

Time-Date Stamp
Identifies the time and date each message was received in your Voice Mail.

Prompt Override
You can select override voice prompts by choosing the required Voice Mail option at any time.

PIN Security
Personal Identification Numbers ensure security. Your voice mailbox cannot be accessed without the correct PIN. You can designate and change your PIN at anytime.

Message Waiting
When you access your mailbox, a distinct stutter dial tone is played to indicate that you have new messages. When you play or delete your messages, the normal dial tone is restored.

Multi-User Access
If you have more than one mailbox, you can check all your messages by accessing the check-in number.

COMMPORTAL
CommPortal lets you check your voicemail from your phone or computer. Call us today to ask how.