

# Customer Calling Features



**DOYLESTOWN**

TELEPHONE COMPANY

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# Table of Contents

*This user guide provides instructions for the following Custom Calling Services.*

***Call Forwarding***  
pages 1-2

***Call Hold***  
pages 3-4

***Call Waiting***  
pages 5-6

***Cancel Call Waiting***  
pages 7-8

***Do Not Disturb***  
pages 9-10

***Speed Calling***  
pages 11-12

***Three-Way Calling***  
pages 13-14

***Voice Mail Set-up Instructions***  
pages 15-18

# Call Forwarding

*Touch Tone service required*

Call forwarding allows you to redirect all calls to another telephone number.

## *What Call Forwarding Does For You:*

- *Reduces missed calls*
- *Call can follow you wherever you go*
- *Eliminates waiting for important calls*
- *Enhances home security when you are away*

## To Forward Calls

1. Dial \*72 then listen for three beeps and a steady dial tone.
2. Dial telephone number to which calls will be forwarded and hit the # key.
3. Hang up.

## To Cancel Call Forwarding

1. Dial \*73 then listen for three beeps
2. Hang up.

### *Extra Options* (Additional cost)

- Call Forwarding Busy
- Call Forwarding No Answer

### *Notes*

- a. Calls forwarded to long distance telephone numbers will be charged to you.
- b. An optional short ring or a distinctive dial tone may be provided as a reminder that Call Forwarding is activated.

# Call Hold

*Touch Tone service required*

Call Hold allows you to put a call on hold and retrieve it at another extension on your telephone line, initiate a second call, or consult privately with another person.

***What Call Hold Does For You:***

*Allows privacy during telephone conversations.*

### **To Put a Call on Hold:**

1. Depress receiver hook, then listen for three beeps and a steady dial tone.
2. Dial \*9#, then listen for three beeps and a steady dial tone.
3. You may make another call or hang up and retrieve your call at another extension on your telephone line.

### **To Return to Call on Hold:**

1. Depress receiver hook, then listen for three beeps and a steady dial tone.
2. Dial \*9#.

*-or-*

1. Hang up and allow your telephone to ring.
2. Lift handset and resume conversation.

### **To Alternate Between Calls:**

1. Depress switchhook.
2. Dial \*9#. (*Present call is placed on hold; previous call is reconnected.*)

# Call Waiting

*Touch Tone service required*

Call Waiting alerts you with a beep during a telephone conversation that another call is waiting to be answered.

## ***What Call Waiting Does For You:***

- *Prevents missed calls.*
- *Callers will hear ringing, not busy signals.*
- *Provides many of the advantages of an additional line, but at a fraction of the cost.*

### **To End an Existing Call and Answer a Waiting Call:**

1. Hang up, then allow telephone to ring and answer it.

### **To Hold an Existing Call and Answer a Waiting Call:**

1. Depress receiver hook

### **To Alternate Between Calls:**

1. Depress receiver hook.

### **To Disconnect Calls:**

2. Hang up.

*Note: If you have Call Hold, you must dial \*9# after flashing the receiver hook to accept the waiting call.*

# Cancel Call Waiting

*Touch Tone service required*

Cancel Call Waiting allows you to cancel Call Waiting before or during one telephone call.

## ***What Cancel Call Waiting Does For You:***

- *Prevents Call Waiting interruptions on important calls and long distance calls.*
- *Prevents data transmission errors caused by Call Waiting tones when using computer modems.*

## **To Cancel Call Waiting Before Making a Call:**

1. Dial \*70 or dial 1170, then listen for three beeps and a steady dial tone.
2. Dial desired telephone number.

## **To Cancel Call Waiting During a Call (Three-Way Calling Feature is Required):**

1. Depress receiver hook, then listen for three beeps and a steady dial tone.
2. Dial \*70, then listen for three beeps.
3. Wait for automatic reconnection to existing call.

***Note:** When Cancel Call Waiting is activated, callers will hear a busy signal.*

# Do Not Disturb

*Touch Tone service required*

Do Not Disturb allows you to prevent incoming calls from ringing at your station. Only callers who have your Personal Identification Number (PIN) can override the Do Not Disturb feature and ring your telephone.

## ***What Do Not Disturb Does For You:***

- *Prevents unwanted interruptions, particularly solicitation calls.*
- *You can still receive important calls. Selected callers (friends and relatives) can still reach you by dialing your PIN code.*

## **To Activate Do Not Disturb:**

1. Dial #78, then listen for three beeps.
2. Hang up.

*Note: When Do Not Disturb is activated, callers will receive a busy signal or an announcement. At this time, callers who know your PIN may dial it and ring your telephone.*

## **To Cancel Do Not Disturb:**

1. Dial #79, then listen for three beeps.
2. Hang up.

## **To Set or Change Your PIN:**

1. Dial \*87, then listen for three beeps and a steady dial tone.
2. Enter PIN (maximum of 7 digits).
3. Depress #, then listen for three beeps.
4. Hang up.

*Note: The selected PIN remains in storage unless you change or delete it. Deactivation of Do Not Disturb will erase your PIN. People calling in will get a busy signal.*

# Speed Calling

*Touch Tone service required*

Speed Calling allows you to call selected telephone numbers quickly by dialing an assigned code.

## ***What Speed Calling Does For You:***

- *Eliminates the need to look up or remember telephone numbers.*
- *Saves time when dialing numbers, especially long distance numbers.*
- *Allows fast, accurate dialing of emergency numbers.*

## **To Set-up a Speed Calling Numbers:**

1. Dial #74 for 1-Digit Speed Calling  
(codes 2-9)

-or-

Dial #75 for 2-Digit Speed Calling  
(codes 20-49)

2. Listen for three beeps and a steady dial tone.
3. Enter Speed Calling code (2-9 or 20-49).
4. Dial desired telephone number,  
depress #, then listen for three beeps.
5. Hang up.

## **To Use Speed Calling:**

1. Dial desired Speed Calling code  
(2-9 or 20-49), then depress #.

## **To Change Speed Calling Entries:**

1. Repeat first five steps.

# Three-Way Calling

*Touch Tone service required*

Three-Way Calling allows you to add a third party to an existing telephone conversation.

## *What Three-Way Calling Does For You:*

- *Reduces the need for callbacks when trying to confirm plans and schedules.*
- *Brings families and friends together.*

## To Set-up a Three-Way Call:

1. Depress receiver hook, then listen for three beeps and a steady dial tone.  
(Present call is placed on hold)
2. Dial third party's telephone number.  
If busy or no answer, depress receiver hook twice to reconnect first call.
3. After third party answers, depress receiver hook for a three-way call.

### *Notes*

- a. You may privately converse with third party as long as you wish before using receiver hook to establish three-way call.*
- b. After a three-way call is established, you may depress receiver hook to drop third party at any time.*

# Voice Mail Setup Instructions

*Touch Tone service required*

Welcome to your new voice mail box. We hope you will enjoy using this easy and effective messaging system.

*To begin using your mailbox please do the following:*

- 1. Enter your Voice Mailbox**
- 2. Set up a Security Code**
- 3. Record your Name**
- 4. Record your Greeting**
- 5. Exit your Voice Mailbox**

After you have done these things, you will be ready to receive messages. Use "HOW TO USE YOUR VOICE MAILBOX" to retrieve them.

Please read through these simple instructions below before you set up your mailbox, you will be prompted for all information just as it is written below.

***Enter:***

Dial the voice mail number 330-658-0888 and wait for the greeting to begin.

When you here the greeting, **press the "#" key and follow the instructions.**

### **Security Code:**

Enter your mailbox number, your 7 digit telephone number.

Enter your security code: 1 2 3 4 5 (first time)

Enter a NEW security code and **press the “#” key:**  
\_\_\_\_\_ (use a 5 to 10 digit number of your own)  
re-enter your new security code and Press the “#” key.

### **Record Name:**

Press “1” to begin recording and **wait for the beep** (listen to the instructions that the operator gives to you after you press “1”)

Say your name after the beep then **press the “#” key to stop recording.** (Please do not say “Hi, this is,” as this recording is inserted into sentences at certain times.)

The system will replay the recording for you. At this point you can **press “#” to save it or press “1” to re-record.**

### **Record Greeting:**

Press “1” to begin recording and **wait for the beep** (listen to the instructions that the operator gives to you after you press “1”)

Please say the following greeting and press the “#” key to end the recording.

Hi this is (your name), Sorry I missed your call. If you will please leave your name, number and the reason you are calling and (I/We) will be happy to get back with you as soon as possible.

Press the “#” key to stop recording

The system will replay the greeting back to you.  
You can press “#” to save it or press “1” to re-record

## ***Voice Mail Setup Instructions continued....***

Congratulations! At this point you are logged onto your mailbox. If you listen to the instruction, you will hear a list of all options. You will hear these instructions any time you pause for more than a few seconds.

### **Exit:**

After listening to any message, please log out by pressing 9 - listening to the instructions-and then pressing 9 again. You will hear the operator say, "Goodbye!" You may hang up.

## **HOW TO USE YOUR VOICE MAIL**

You will know you have messages when you pick up the headset of your telephone.

If you hear a stuttering dial tone, it means that you have a message. Without hanging up, you can follow these simple directions to get your messages.

1. Call 330-658-0888 and wait for the system to answer.
2. When you hear the greeting, press the pound key (#).
3. Enter your seven digit telephone number.
4. Enter your security code.

**Note:** *When your away from home you have the ability to retrieve your messages. Just call your telephone number, when you hear the voice mail message start press the pound sign (#) and follow the instructions.*

You will be told how many new and saved messages you have. At this point you can do the following:

1. Press **5** to **L**isten to messages
2. Press **15** to **L**isten in reverse order
3. Press **192** to jump from your New Message Queue to Saved Message Queue.
4. Press **46** to change your **G**reeting.
5. Press **16** for a list of **O**ptions including:
  - Security Code
  - Pager Number Setup
  - Re-record Name

During and after listening to our messages you can do all of the following:

Please Note: The first letter of any command matches the key it is on, i.e.: 2 or B

To <b>B</b> ack up	Press 2 or B
To <b>B</b> ack up to the <b>B</b> eginning	Press 22 or BB
To <b>E</b> rase the message	Press 3 or E
To <b>G</b> o Forward	press 4 or G
To <b>L</b> isten to the Next message	Press 5 or L
To <b>S</b> ave message	Press 7 or S
For the <b>T</b> ime and Date	Press 8 or T
To <b>P</b> ause	Press *
For the Previous Message	Press 15
For more/less <b>V</b> olume	Press 18 or V

# Residential Telephone Service Feature Packages

## **Feature Package \$14.75\***

*Save \$1.00 Monthly and Get All of These Services*

- Voice Mail
- Caller ID
- Call Waiting
- Three Way Calling
- Touch Tone

## **Premium Feature Package \$17.25\***

*Save \$2.00 Monthly and Get All of These Services*

- Voice Mail
- Caller ID with name display
- Call Waiting
- Call Forwarding
- Three Way Calling
- Touch Tone

Visit us on the web at:  
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for a complete listing of all  
services available.

*\*Price updated as of 1/1/2005, price is subject to change.*