

# VONTEL CALL MANAGEMENT FEATURE INSTRUCTIONS

## UNCONDITIONAL CALL FORWARDING

To forward your calls to another number when you are away:

1. Before you leave, dial \*72 (1172 on a rotary phone).
2. Dial the number where you want your calls to go.
3. Wait for that person to answer. If the line is busy, or no one answers, hang up and repeat the steps. This will activate the system without requiring someone to answer.

**NOTE:** Two quick tones mean that Call Forwarding is activated. You may still make outgoing calls from your phone when Call Forwarding is activated. Calls may be forwarded to long distance numbers; the long distance charges will be billed to your number.

Dial \*73 (1173 on a rotary phone) to disable this feature.

## BUSY CALL FORWARDING

To forward calls to an alternate number if your regular line is busy:

1. Dial \*90.
2. Dial the number to forward to and wait for the courtesy call to be answered.

Dial \*91 to disable this service.

## DELAYED CALL FORWARDING

To forward incoming calls to an alternate number after a certain number of rings:

1. Dial \*92.
2. Dial the number to forward to and wait for the courtesy call to be answered.

Dial \*93 to disable this service.

## SELECTIVE CALL FORWARDING

To select numbers to be automatically forwarded to an alternate number you provide: Dial \*63 and follow the prompts.

## REMOTE ACCESS TO CALL FORWARDING

1. If you are out of town, simply dial 1 + 307 + your exchange prefix (i.e. 568 for Basin exchange customer; 548 for Lovell exchange customer) + 9898. If you are in your local exchange but away from your own phone, just dial your prefix number + 9898.
2. An automated system will guide you through the call forwarding process. You will be asked to enter your phone number, your PIN, and the number you wish to forward to. **You must call the telephone company prior to using this feature to establish your PIN.**

## CALLING NAME AND/OR NUMBER DELIVERY

To block your name and/or number on a per-call basis: Dial \*67 (1167 on a rotary phone) before you dial the phone number you wish to reach.

**NOTE:** If you have requested non-pub status on your telephone line, your name and/or number will be blocked for ALL outgoing calls you make.

To remove this block on a per call basis: Dial \*82 (1182 on a rotary phone) before you dial the phone number you wish to reach, to allow delivery of your name and/or number. There is no charge to use either of these features, which are automatically on your telephone line.

## SELECTIVE CALL REJECTION

To select numbers to automatically reject: Dial \*80 and follow the prompts in the Screen List Editing menu. This menu will offer a series of options including reviewing the list of numbers, adding or removing entries, and deleting the entire list.

## ANONYMOUS CALL REJECTION

To reject all calls from withheld numbers:

1. Dial \*77 (1177 on a rotary phone).

Dial \*87 (1187 on a rotary phone) to deactivate Anonymous Call Rejection.

## VOICE MAIL

To retrieve messages from your home phone:

1. Dial \*22. You will then be prompted to enter your 4-digit PIN, (TCT's default PIN is: 0000), followed by the # key. Follow the prompts.

To retrieve messages from a different phone: Dial 568.MAIL (568.6245) from any TCT exchange. This will be a local call.

**NOTE:** If calling from outside the TCT calling area, you will need to dial 1.307.568.MAIL (1.307.568.6245), and long distance charges will be incurred. After the call is answered, enter your mailbox number (10-digit telephone number). You will be prompted to enter your 4-digit PIN, followed by the # key. Follow the prompts.

## PHONE PORTAL

Through [www.tctwest.net](http://www.tctwest.net) (click on **Manage My Phone**) you can play your voice messages and manage your Voice Mail settings over the Web. (After obtaining a login & password from the telephone company.)

## 3-WAY CALLING

To Use 3-Way Calling:

1. Put your first call on hold by pressing and releasing the "flash" button or hook switch.
2. You will hear 3 brief tones, then a dial tone. Place your second call.
3. When that person answers, you may talk privately at that time if you wish. To connect both of you to the first call, quickly press and release the "flash" button or hook switch. All three parties will be connected.
4. If the third person's line is busy or not answered, press the "flash" button or hook switch to return to the original call.
5. The first call will end when that person hangs up.
6. The second call will end when you press and release the "flash" button or hook switch. Both calls end when you hang up.

## CALL WAITING

To use Call Waiting: When you hear a Call Waiting tone during a call, press & quickly release the "flash" button or hook switch to swap between callers.

**NOTE:** If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

To cancel Call Waiting: You may temporarily turn off your Call Waiting service before placing a call you don't want interrupted by dialing \*70 prior to dialing the number you want to call.

To cancel Call Waiting during an active call (when 3-Way Calling is activated): Dial \*70 during the call.

To cancel Call Waiting during an active call (when 3-Way Calling is not activated): press & quickly release the "flash" button or hook switch and dial \*70 during the call.

## CALL BARRING

To bar outgoing calls to certain types of numbers: Dial \*341, or speak to a TCT Customer Service Representative for more options.

To disable Call Barring: Dial \*351, or speak to a TCT Customer Service Representative for more options.

## MANDATORY ACCOUNT CODES

To correlate your outgoing calls with a numerical account code (reported in billing information):

1. After dialing a number that requires an account code, you can dial the account code immediately or wait until you hear a continuous or a stutter dial tone.
2. You must then enter the account code before the call can be set up.

**NOTE:** If a code is not entered, or if a validated code is incorrect, an error announcement will be played and the call will not be completed.