

To activate Anonymous Call Rejection:

1. Pick up the handset and press *77.
2. You will hear a confirmation tone that your feature is activated.
3. Any caller with their caller identification turned off will receive a recording when they call your number and your phone will not ring.

To deactivate Anonymous Call Rejection:

1. Pick up your handset and press *87.
- **may not work in all areas

To use Automatic Callback:

To re-contact the last number you called:

1. Pick up your handset and press *66.
2. The number of the last call you placed or tried to place will be called back and you will hear it ringing or you will hear an announcement telling you the number is busy.

If the number is busy:

1. Hang up after receiving the busy announcement. Automatic Callback will keep trying the number for 30 minutes.
2. When the number is no longer busy, you will hear a special ring. Pick up your handset and the number you are calling back will ring. If you don't pick up the handset, the special ring will repeat every few minutes up to one-half hour. If you wish to cancel Automatic Callback, you may do so by pressing *86.

**may not work from all areas

To use Automatic Recall:

1. Pick up the handset and press *69.
2. The number of the last call you received will be called back and you will hear it ringing or you will hear an announcement telling you the number is busy.

If the number is busy:

1. Hang up after receiving the busy announcement. Automatic Recall will continue trying the number for 30 minutes.
2. When the number is no longer busy, you'll hear a special ring. Pick up your handset and the number you are calling back will ring. If you don't pick up the handset, the special ring will repeat every few minutes.
3. If you wish to cancel Automatic Recall, you may do so by pressing *89.

**may not work from all areas

To use Call Forwarding:

1. Pick up the handset and press *72.
2. Enter the number you want your calls forwarded to. If the call is answered, Call Forwarding is in effect. If the call is not answered, or if it is busy, calls are not forwarded. Repeating steps 1 and 2 will automatically forward your calls.

To turn off Call Forwarding:

1. Press *73. Listen for two short tones, followed by the dial tone. Call Forwarding is now off.

To use Caller ID:

1. Simply connect the special equipment to enable display of incoming calls to your phone line.
2. The telephone numbers (and name*) of incoming calls will be displayed on the screen after the second ring.
3. If you decide to take the call, simply pick up your phone and answer normally.

Note: In the event you choose to prevent your number from being provided to Caller ID subscribers, simply press *67 before making a call. It is not possible to block the delivery of the telephone number when using a pay phone.

* Caller ID Name is an additional service.

**may not work from all areas

To turn off Call Waiting:

1. When you're on a call, you'll hear a special tone signaling that someone else is trying to call you.
2. To take the incoming call, press the telephone switchhook for one second. (This puts the first call on hold.)
3. Press the switchhook again to switch between calls.

To use Cancel Call Waiting:

1. Before you make your call, press *70 (don't hang up).
2. Wait for the dial tone, then make your call. Cancel Call Waiting is in effect for that call only.
3. Call Waiting is on again after you hang up.

To use Customer Originated Trace:

1. Hang up after receiving the offensive call. Remember, the system traces the last incoming call. This includes the number associated with any Call Waiting tones received.
2. Press *57 and follow the instructions. If the trace is successful you can decide to have the trace acted upon. Contact COTC Connections at 987-1414 or 866-491-2424. If a complaint is filed with local authorities, we will turn the trace details over to them. (If the number cannot be traced, an error announcement will be received).

Note: These instructions are for single line phones only. If you have a business with more than one line please call the COTC Connections business office for additional instructions.)

** may not work from all areas

To use Distinctive Ringing/Call Waiting:

1. Pick up the handset, press *61 and follow the instructions.

Note: An automated voice will repeat the numbers so you can check their accuracy. If the number cannot be entered, you will hear a recorded message advising you that your request cannot be completed. Additional Note: You may

have a total of 30 numbers on your list. You may add and remove numbers as often as you like.

** may not work from all areas

To use Selective Call Acceptance:

1. Pick up the handset and press *64. Follow the instructions.

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To use Selective Call Forwarding:

1. Pick up the handset and press *63. Follow the instructions.

Note: You must have at least one number on your list in order for calls to be forwarded. You may have a total of 30 numbers on your list. You may add and remove numbers as often as you like.

**may not work from all areas

To use Selective Call Rejection:

1. Pick up the handset and press *60. Follow the instructions.

Note: An Automated voice will repeat the numbers so you can check its accuracy. If the number cannot be entered, you'll hear a recorded message advising you that your request cannot be completed.

2. You may have a total of 30 numbers on your list. You may add and remove numbers as often as you like.

**may not work from all areas

To set up Speed Calling 8:

1. Write down the name and the phone number of each person you want to set up for Speed Calling. Choose a separate Speed Calling code (from 2 to 9) for each phone number.
2. Press *74
3. Wait for the dial tone and enter a Speed Calling code (from 2 to 9).
4. Now enter the phone number for that Speed Calling code (include a "1" if it's a long distance number). Several short tones will confirm your entry.
5. Hang up, then repeat steps 2-4 for each new number. Note: The numbers 1 and 0 are not Speed Calling codes because 1 is used to place long-distance calls and 0 is used for reaching the operator.

To set up Speed Calling 30:

1. Write down the name and the phone number of each person you want to set up for Speed Calling. Choose a separate Speed Calling code (from 20 to 49) for each phone number.
2. Press *75
3. Wait for the dial tone and enter a Speed Calling code (from 20 to 49).
4. Now enter the phone number for that Speed Calling code (include a "1" if it's a long distance number). Several short tones will confirm your entry.

5. Hang up, then repeat steps 2-4 for each new number. Note: The numbers 1 and 0 are not Speed Calling codes because 1 is used to place long-distance calls and 0 is used for reaching the operator.

To use Speed Calling:

1. Simply pick up your handset, press * and your Speed Calling code.

Note: To reprogram a Speed Calling code, follow steps 1-4 for each code changed.

How Teenline/Distinctive Ring works:

1. Teen Line/Distinctive Ring gives you two different telephone numbers with different ringing patterns, on a single line.
2. Your main phone number will have one long ring (normal ring), the second number will have two short rings.
3. These special ringing patterns let you know which phone number the caller is trying to reach.

To use Three-Way calling:

1. Call the first person and place them on hold by pressing the switch hook for one second.
2. Wait for the dial tone and then enter the telephone number of the person you want to add to the conversation. When that person answers, you can talk privately before adding the first person back into the conversation. If the line is busy or no one answers, depress your switch hook twice to return to your first call.
3. Press the switch hook for one second to add the first person. Now all three people will be on the line at one time.
4. To disconnect either call, ask one person to hang up. You can then continue the conversation with the remaining person.
5. When you hang up, all callers will be disconnected.

Voice Mail:

Voice Mail requires no extra equipment and you can retrieve your messages from any touch-tone phone.

When you add Voice Mail to your phone service, you will hear a distinct stutter dial tone when you have new messages. Simply dial your voice mail number or dial 55# and press # during the greeting and enter your PIN. When you add Voice Mail to your phone service, we will mail you the voice mail user guide. You can come by our business office and pick one up, or one may be downloaded here. ([link to Voice Mail user guide](#))