USER GUIDES
:Calling Features

BTC

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Call Waiting

For use while you are on an existing call. You will hear a beep indicating a second caller is trying to reach you.

To Activate Service:

1.   Briefly depress the switch-hook or disconnect button. You will be connected to the second call.
2.   Briefly depress the switch-hook or disconnect button again to connect to your first caller.
3.   You can alternate between callers as often as you like, or terminate either call.

To Deactivate Service Temporarily
(If you want to deactivate Call Waiting for the duration of a single call.)

1. Press *70 before you place the call.
2. Call Waiting will be suspended until that call is complete.

Call Forwarding

Activate the service before you leave your home or office to forward your calls to a predetermined number.

To Activate the Service:

1.   Press *72 to send calls to another phone number
2.   Wait for three peeps followed by dial-tone
3.   Enter the number that you want to forward your calls to
4.   When the call is answered, activation has been successful.

If the call is not answered, repeat steps 1-3 to activate service and then hang up. Call Forwarding will be active

To Deactivate Service:

1.   Press *73
2.   You will hear a confirmation dial tone indicating deactivation is successful.

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Call Forwarding
(Busy Line)

Calls will automatically be sent to a prearranged number if you are busy on a call.
A Customer Service Representative can activate or deactivate this service on your behalf - **Call 295-1001**

Call Forwarding
(Don't Answer)

Calls will automatically forward to a prearranged number if you are unable to answer a call
A Customer Service Representative can activate or deactivate this service on your behalf - **Call 295-1001**

Three-Way Calling

Conference calling without an expensive phone system

1.   Call the first party and ask them to stay on the line.
2.   Press the link button, and when you hear 3 beeps followed by the dial-tone,
3.   Call the second party.
4.   When the second party responds, press the link button again and your three-way call is established.

To Deactivate Service:

If you receive a busy response, or no reply, just press the link button to return to the first party.
Normal service is restored automatically at the completion of the call.

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Outgoing Call Repeat

This service automatically places your call again when the line you're trying to reach is free.

To Activate Service:

1.   Press *66.
2.   Replace the receiver and wait for the number you called to be answered.
3.   A special ring will indicate the number you are trying to call is available.

To Deactivate Service:

Press *86

Caller ID Deluxe

Caller ID Deluxe displays the number and name of the person trying to reach you after the first ring.

A Customer Service Representative can activate or deactivate this service on your behalf - **Call 295-1001**
Please note: The names and/or numbers of customers with numbers assigned as non-published and those subscribed to Caller ID Block privacy feature will not be displayed.

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Selective Call Acceptance

Decide in advance who you want to receive calls from.

To Activate Service:

1.   Dial *88.
2.   Changes to your caller list are made using the telephone keypad. The following voice prompts will be presented:

To turn the Service On/Off
1.   Dial 3

To add an Entry
1.   Dial #
2.   Dial the number to be added
3.   Dial #

To remove one or more entries
1.   Dial *
2.   Dial the number to be removed
3.   Dial *

To remove all Entries
1.   Dial 08
2.   Dial *

To hear all Entries
1.   Dial 1
2.   All entries will be provided by the system

To Delete an Entry
1.   Dial 07
2.   If Correct Dial 1
3.   If Incorrect Dial 0

To Repeat the Instructions
1.   Dial 0

Smart Ring

Smart Ring allows you to have up to four different phone numbers for a single line. Each person's number has a distinctive ring to identify the intended recipient.

To Activate/Deactivate Service:

A Customer Service Representative can activate or deactivate this service on your behalf
- Call 295-1001

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Selective Call Rejection

No need to answer unwanted calls with Selective Call Rejection.

To Activate Service:

1.   Dial *60.

Changes to your caller list are made using the telephone keypad. The following voice prompts will be presented:

To reject the last Calling Party
1.   Dial #
2.   Dial 01
3.   Dial #

To turn the service On/Off
1.   Dial 3

To add an Entry
1.   Dial #
2.   Dial the number to be added
3.   Dial #

To remove one or more entries
1.   Dial *
2.   Dial the number to be removed
3.   Dial *

To remove all entries
1.   Dial 08
2.   Dial *

To hear the entries on your list
1.   Dial 1

To delete an entry
1.   Dial 07
2.   If Correct Dial 1
3.   If Incorrect Dial 0

To repeat the instructions
1.   Dial 0

Incoming Call Return

No more racing to answer a ringing phone and picking it up just as the caller hangs up.

To Activate Service:
Dial *69. You will be advised of the last number that called your line.

To Deactivate Service:
Dial *89.

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Speed Calling

Keep frequently called numbers on hand at all times.
Short List: Stores up to 8 phone numbers.
Long List: Stores up to 30 phone numbers.

Programming your Short List Numbers
1.   Press *74 and listen for the confirmation tone followed by the dial tone.
2.   Select Speed Calling number from 2 to 9 for the selected person.
3.   Dial this code followed by the phone number you wish to store.
4.   Wait for confirmation tone then hang up.

Programming your Long List Numbers
1.   Press *75 and listen for the confirmation tone followed by the dial tone.
2.   Select Speed Calling number from 20 to 49 for the selected person.
3.   Dial this code followed by the phone number you wish to store.
4.   Wait for confirmation tone then hang up.

To Activate Service:

Press the one or two digit number for the selected party. Press # sign.
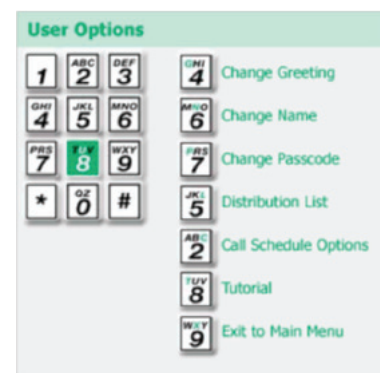
To Deactivate Service:

No action required.

Voice Mail

BTC Voice Mail is a messaging system that gives you an easy, fast, and dependable way to communicate with other people. It's more convenient and easier to use than a telephone answering machine. Voice Mail will continue to store your messages even during a power outage.

To Play a Message

1	2 ABC	3 DEF	7 PRS	Play
4 GHI	5 JKL	6 MNO	2 ABC	Answer
7 PRS	8 TUV	9 WXY	4 GHI	Give to Another User
*	0 OZ	#	5 JKL	Keep
			6 MNO	Make
			3 DEF	Discard

User Options

1	2 ABC	3 DEF	4 GHI	Change Greeting
4 GHI	5 JKL	6 MNO	6 MNO	Change Name
7 PRS	8 TUV	9 WXY	7 PRS	Change Passcode
*	0 OZ	#	5 JKL	Distribution List
			2 ABC	Call Schedule Options
			8 TUV	Tutorial
			9 WXY	Exit to Main Menu

To access your messages
1.   Dial 291-6245 (291-MAIL)

Selective Call Forwarding

Ensure those really calls get forwarded when you're away from your home or office.

To Activate Service:

1.   Dial *63.
Changes to your caller list are made using the telephone keypad. The following voice prompts will be presented:

To turn the service On/Off
1.   Dial 3

To add an Entry
1.   Dial #
2.   Dial the number to be added
3.   Dial #

To remove one or more entries
1.   Dial *
2.   Dial the number to be removed
3.   Dial *

To remove all entries
1.   Dial 08
2.   Dial *

To hear the entries on your list
1.   Dial 1
2.   The system will list all entries

To delete an entry
1.   Dial 07
2.   If Correct Dial 1
3.   If Incorrect Dial 0

To repeat the instructions
1.   Dial 0