

Features How To

Anonymous Call Rejection

Reject calls from callers who block their Caller ID information so their calls don't even ring on your line.

TO ACTIVATE ANONYMOUS CALL REJECTION

1. Lift the handset and listen for the dial tone.
2. Press *77 (on a rotary phone, dial 1177).
3. Listen for a confirmation tone or announcement.
4. Hang up.

TO DEACTIVATE ANONYMOUS CALL REJECTION

1. Press *87 (On a rotary phone, dial 1187).
2. Listen for a confirmation tone or announcement.
3. Hang up.

Notes:

Callers who have blocked the display of their name and/or number will hear an announcement that you do not accept anonymous calls and they should remove blocking and call again. All other calls will ring through as usual.

Will not work with calls originating from an area or long distance carrier where this feature is not provided or from 800, 866, 877, 888, or 900 prefix numbers and some cellular numbers.

Automatic Callback (Repeat Dialing)

Save time dialing busy numbers over and over. Your phone rings you as soon as the called line is free; answer the callback to connect. This feature is available as an unlimited monthly feature. On a "per use" basis.

Automatic Callback can check as many as 31 busy lines at once for you. To know which call is being completed, you must subscribe to Caller ID service.

This feature does not work on toll free and 900 numbers, outside the specified service area, or on lines where Call Forward and some other call services have been activated. The "switch hook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

TO ACTIVATE AUTOMATIC CALLBACK

When you hear a busy signal, hang up or depress the "switch hook" for at least two seconds.

Lift the handset and listen for a normal dial tone. Press *66 (On a rotary phone, dial 1166).

If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.

A special callback ring alerts you if the line becomes free (some phones ring normally).

At the callback, lift the handset to complete the call.

TO CANCEL YOUR CALLBACK REQUEST

Press the "switch hook" and release. Listen for a special dial tone.

If you've already hung up, lift the handset and listen for a normal dial tone.

Press *86 (On a rotary phone, dial 1186).

Listen for the confirmation tone or announcement.

Hang up.

Call Return *69

Easily redial the number of the last person to call you, even if you didn't answer. This feature is available as an unlimited monthly feature and on a "per use" basis.

The "switch hook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead. This feature does not work on toll free and 900 numbers, outside the specified service area, or on lines where Call Forward and some other call services have been activated.

TO ACTIVATE CALL RETURN

Lift the handset and listen for normal dial tone.

If you were already on phone and ignored a call waiting tone, press and quickly release the "switch hook."

Press *69 (On a rotary phone, dial 1169.) After you dial the code, a recorded voice will give you the phone number of the call you missed and ask if you want to use the Automatic Recall feature. Just follow the voice instructions. Your call will go through like a normal call.

TO CANCEL CALL RETURN

Lift the handset and listen for normal dial tone.

Press *89 (On a rotary phone, dial 1189).

Listen for the confirmation tone, then hang up.

IF THE LINE IS BUSY:

Hang up. Your phone will keep trying the line for up to 30 minutes.

A special callback ring alerts you if the line becomes free. (Some phones ring normally).

At the callback, lift the handset to complete the call.

CALL FORWARD BUSY

Whenever you are on the phone, your callers can talk with someone else or leave a message.

The Call Forward Busy feature cannot be used in a permanent arrangement to a number located at the same premises. Dial the number exactly as if you are calling directly. Or if you have Speed Calling, you may dial one of your codes. If applicable, toll charges will be billed to the feature subscriber's number.

TO ACTIVATE CALL FORWARD BUSY

Lift the handset and listen for the dial tone.

Press *90 (On a rotary phone, dial 1190).

Listen for the dial tone.

Dial the number where you want your calls forwarded.

When the phone is answered, your Call Forward Busy is in effect. If the line is busy, or there is no answer, hang up.

Within two minutes, repeat the steps above. You'll hear a confirmation tone to let you know your Call Forward Busy is now working.

TO CANCEL CALL FORWARD BUSY

Lift the handset and listen for the dial tone.

Press *91 (On a rotary phone, dial 1191).

Listen for the confirmation tone, then hang up.

TO CHANGE THE "FORWARD TO" NUMBER

Deactivate Call Forward Busy.

Repeat the steps above to activate Call Forward Busy, entering the new "forward to" number.

CALL FORWARD NO ANSWER

Whenever you can't answer, forward your calls to someone who can. Easily change the forwarding number, and choose how many times your phone should ring before calls are forwarded.

Dial the number exactly as if you are calling directly. Or if you have Speed Calling, you may dial one of your codes. This feature cannot be used if you subscribe to Voicemail. If applicable, toll charges will be billed to the feature subscriber's number.

TO ACTIVATE CALL FORWARD NO ANSWER

Lift the handset and listen for the dial tone.

Press *92 (On a rotary phone, dial 1192).

Listen for the dial tone.

Dial the number of rings (from 2 to 9) to be allowed before the call is forwarded. Dial the number where you want your calls forwarded.

When the phone is answered, your Call Forward No Answer is in effect. If the line is busy, or there is no answer, hang up. Within two minutes, repeat the steps above. You'll hear a confirmation tone to let you know your Call Forward No Answer is now working.

TO CANCEL CALL FORWARD NO ANSWER

Lift the handset and listen for the dial tone.

Press *93 (On a rotary phone, dial 1193).

Listen for the confirmation tone, then hang up.

TO CHANGE THE "FORWARD TO" NUMBER

Deactivate Call Forward No Answer.

Repeat the steps above to activate Call Forward No Answer, entering the new "forward to" number.

CALL FORWARD ALL CALLS

Program your telephone line so your calls ring at another number. Each time a call is forwarded, your phone will make one short ring. It can still be used to make outgoing calls.

Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit number. For a long distance number, dial "1" plus the area code. Or if you have speed calling, you may dial one of your codes. If applicable, toll charges will be billed to the feature subscriber's number.

TO ACTIVATE CALL FORWARD ALL CALLS

Lift the handset and listen for the dial tone.

Press *72 (On a rotary phone, dial 1172).

Listen for the dial tone.

Dial the number where you want your calls forwarded.

When the phone is answered, your Call Forward is in effect. If the line is busy, or there is no answer, hang up.

Within two minutes, repeat the steps above. You'll hear a confirmation tone to let you know your Call Forward is now working.

TO CANCEL CALL FORWARD ALL CALLS

Lift the handset and listen for the dial tone on the line that is forwarded.

Press *73 (On a rotary phone, dial 1173).

Listen for the confirmation tone, then hang up. Your Call Forward is now "off," and calls will ring normally on your phone.

TO CHANGE THE "FORWARD TO" NUMBER

Deactivate Call Forward All Calls.

Repeat the steps above to activate Call Forward All Calls, entering the new "forward to" number.

CALL FORWARD REMOTE ACCESS

Activate and deactivate call forwarding from a location other than the phone subscribed to the call forwarding service.

TO ACCESS YOUR TELEPHONE'S CALL FORWARD SERVICE REMOTELY:

Lift the handset of any touch-tone phone and listen for the dial tone.

Dial the Call Forward access number provided by your telephone company.

After the line rings, listen for the special dial tone.

Dial your seven-digit home or business telephone number that has Call Forward.

Dial your Personal Identification Number (PIN).

Listen for the special dial tone. Dial *72 to activate the service.

Then dial the number you wish the calls to be forwarded. When you hear 2 beeps that means call forwarding is activated.

TO DEACTIVATE:

Call the access number provided

When you hear the ring back tone, dial 7-digit telephone number that is subscribed to the call forwarding service and your Personal Identification Number (PIN).

When you hear the special tone, dial *73 to deactivate the service and stop forwarding calls.

CALL WAITING

Use your telephone without missing other calls. A special tone alerts you to a waiting call; the person calling you hears normal ringing.

TO ANSWER A WAITING CALL

When you're on the phone, a special tone tells you a second call is waiting.

Simply press and quickly release the "switch hook" on your telephone. Your first caller is placed on hold, while you are connected with the second caller.

If you choose not to answer the incoming call you will hear a special tone to remind you of the waiting call.

TO ALTERNATE BETWEEN CALLERS

Simply press and quickly release the "switch hook" (twice if you also subscribe to Three-Way Calling). While you talk with one caller, the other will be placed on hold automatically. Each conversation remains private.

TO END EITHER CALL

Hang up while on the call you wish to terminate.

Your phone will ring.

When you answer, you will be reconnected with the remaining caller.

TO DEACTIVATE CALL WAITING BEFORE MAKING A CALL

Lift the handset and listen for the dial tone.

Press *70 (On a rotary phone, dial 1170).

Listen for the confirmation tone.

Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. Other callers will hear a busy signal.

After you hang up, Call Waiting reactivates.

TO DEACTIVATE CALL WAITING DURING A CALL

Press and release the "switch hook."

Press *70 (On a rotary phone, dial 1170).

Listen for the confirmation tone. You will be reconnected to your call.

After you hang up, Call Waiting reactivates.

Note:

You must have Three-Way Calling to deactivate Call Waiting during a call. The "switch hook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

CALLER ID BLOCKING

Caller ID Blocking allows you to prevent the transmission of your phone number on outgoing calls. This feature will prevent your phone number from being displayed on Caller ID equipment or announced to customers who subscribe to Call Return.

Caller ID Blocking - Per Call allows you to prevent the transmission on your telephone number on an as needed basis. All subscribers are automatically assigned Caller ID Blocking Per Call.

Caller ID Blocking - Per Line allows you to prevent the transmission of your telephone number on a continuous basis. With this feature the display of your telephone number is automatically prevented each time you make call. Your number will be shown as "Private" or "Anonymous" on Caller ID display devices. You may turn off this feature on an as-needed basis to allow delivery of your telephone number for a particular call. To order Caller ID Blocking Per Line, you must contact our Customer Care Center.

TO BLOCK SENDING YOUR CALLER ID INFORMATION PER CALL

* Do not use if you have Blocking Per Line.

Lift the handset and listen for the dial tone.

Press *67 (On a rotary phone, dial 1167).

Dial the number you are calling.

The person you have called will not be able to see your name or number displayed on their telephone (or Caller ID device) display screen.

TO CANCEL CALLER ID BLOCKING PER LINE

Lift the handset and listen for the dial tone.

Press *82 (On a rotary phone, dial 1182).

Listen for dial tone. Place the call. When you hang up, Caller ID Blocking- Per Line will be automatically restored to your line.

CALLER ID (NAME AND/OR #)

When you receive a call, the name and number [or number only] of the person calling you is shown on your Caller ID display screen. (Anonymous Call Rejection is included with this feature. See feature description on how to activate ACR). You must have a Caller ID-capable phone or box for this service to work.

HOW TO USE CALLER ID

When you receive a call, wait until your telephone completes the first ringing signal.

The name and telephone number [or number only] of the person calling you will appear on your display screen. If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

Calling Name ID and Calling Number ID features may not be available in all areas. Subscription to Calling Name/Number ID requires the lease or purchase of a display telephone or add-on display unit. If the letter "P" or "Private" appears on your screen the caller may have blocked the display of their name/number before placing the call. If "unknown name," "unknown number," "out of area," or "0" appears, the caller is in an area that does not support Calling Name or Number services.

TRACE (CUSTOMER ORIGINATED)

When you receive a harassing call, you can dial a simple code to trace the source of that call for the telephone company. Per use charges will result when using this feature.

The "switch hook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead. Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.

HOW TO ORIGINATE A TRACE

When you get a nuisance call, press and quickly release the "switch hook." Listen for a special dial tone.

If you have already hung up, just lift the handset again and listen for a normal dial tone.

Press *57 (On a rotary phone, dial 1157). After you dial *57, you'll hear an announcement that the call can be traced. Follow the voice instructions and enter the additional code. Listen for a confirmation announcement that the last call has been traced.

Hang up.

The number you traced will be recorded at the phone company. If you decide to follow up on the matter, we will provide that number to the local authorities upon receipt of a subpoena. You must contact the RTMC within two business days providing the date and time of the trace.

Notes:

For each successful trace, there is a charge.

You must contact law enforcement to pursue this Call Trace request.

DISTINCTIVE RING (CALL SELECTOR)

Make a list of special numbers, and your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you will hear a special Call Waiting tone.

ACTIVATE DISTINCTIVE RING

Lift the handset and listen for the dial tone.

Press *61 (On a rotary phone, dial 1161).

Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your list.

Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

TO ADD THE LAST CALLER TO YOUR LIST

Press #01# (On a rotary phone, dial 1201).

TO HEAR THE PHONE NUMBERS ON YOUR LIST

Dial 1. After the list is read, voice instructions will follow. You can store up to 31 numbers on your list.

TO REMOVE A NUMBER FROM YOUR LIST

Press * (On a rotary phone, dial 11).

Follow the voice instructions.

TO HEAR INSTRUCTIONS AGAIN

Dial 0.

Note:

You may press 1, 0, or * at any time rather than waiting for the voice instructions. The list you create here is separate from any other lists you may be using for Selective Call Acceptance, Selective Call Forward, and similar services.

Wire Maintenance

At Randolph Telephone, our technicians are trained to maintain and repair the cables and wiring that provide your communications connection to the world. It is our promise to you, that we will do everything in our power to provide you with reliable service and promptly repair all outside equipment and wiring when an issue arises.

For just a few dollars per month, you could save a lot of time, money, and hassle in the event you experience problems with your telephone service that is determined to be in customer-owned equipment. We strongly suggest that you choose one of our wire maintenance plans, to avoid possible unnecessary and costly repair charges on existing inside wiring and jacks.

Randolph Telephone currently offers the following Maintenance Plans:

Telephone Inside Wire Maintenance: 1 line - \$1.75 2 lines- \$1.25

DSL Inside Wire Maintenance RES: 1 line - \$4.95

DSL Inside Wire Maintenance BUS: 1 line - \$6.95

PERSONAL RING

Allows you to have a second telephone number added to an existing telephone line. Each number will have a unique ring. The Personal Ring feature also delivers unique Call Waiting tones if you have the Call Waiting feature.

HOW TO USE

Listen to the ringing or tone pattern.

Main Number - One long ring.

Second Number (Personal Ring) - Two short rings.

Answer appropriately.

Notes:

Customer has a choice of listing or not listing the Personal Ring number in the phone directory. Contact a Customer Care Center for rates.

If you subscribe to Call Forwarding, then calls to your main number, as well as calls to your Personal Ring number, will be forwarded unless your Personal Ring number has been preprogrammed in our switch to not allow forwarding.

If you subscribe to Call Waiting, then the same unique ringing tones will apply if an incoming call is to the Personal Ring number.

SELECTIVE CALL ACCEPTANCE

Program your phone to accept only calls from a list. When activated, your phone will only ring when called by members of your list. All others will hear an announcement that you are not accepting calls at this time.

TO ACTIVATE SELECTIVE CALL ACCEPTANCE

Lift the handset and listen for the dial tone.

Press *64 (On a rotary phone, dial 1164).

Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how

many (if any) numbers are currently stored in your acceptance list.

Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

TO ADD THE LAST CALLER TO YOUR LIST

Press #01# (On a rotary phone, dial 1201).

TO HEAR THE PHONE NUMBERS ON YOUR LIST

Dial 1. After the list is read, voice instructions will follow. You can store up to 31 numbers on your list.

TO REMOVE A NUMBER FROM YOUR LIST

Press * (On a rotary phone, dial 11).

Follow the voice instructions.

TO HEAR INSTRUCTIONS AGAIN

Dial 0.

Note:

You may press 1, 0, or * at any time rather than waiting for the voice instructions. The list you create here is separate from any other lists you may be using for Distinctive Ringing, Selective Call Rejection, Selective Call Forward , and similar services.

SELECTIVE CALL FORWARD (PREFERRED CALL FORWARD)

Decide which callers should be forwarded to another number. Program your phone to forward only calls from a list of numbers you create. All others will ring at your phone as usual.

TO ACTIVATE SELECTIVE CALL FORWARD

Lift the handset and listen for the dial tone.

Press *63 (On a rotary phone, dial 1163).

Listen for an announcement telling you whether the feature is currently stored in your forward list.

Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

TO ADD THE LAST CALLER TO YOUR FORWARD LIST

Press #01# (On a rotary phone, dial 1201).

TO ENTER YOUR "FORWARD TO" NUMBER

The first time you turn on the service, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you of the current "forward to" number.

If the current number is correct, dial 1.

If you wish to change the current "forward to" number, dial 0 and follow the voice instructions.

To hear the phone numbers on your list, Dial 1. After the list is read, voice instructions will follow. You can store up to 31 phone numbers on your forward list.

TO REMOVE A NUMBER FROM YOUR LIST

Press * (On a rotary phone, dial 11).

Follow the voice instructions.

TO HEAR INSTRUCTIONS AGAIN

Dial 0.

Note:

You may press 1, 0, or * at any time rather than waiting for the voice instructions. The list you create here is separate from any other lists you may be using for Distinctive Ringing, Selective Call Acceptance, Selective Call Rejection, and similar services. This service can work with Call Forward All Calls. Numbers on your preferred list will follow you to your Selective Call Forward number. All other calls will be routed to your Call Forward All Calls number. If applicable, toll charges will be billed to the feature subscriber's number.

SELECTIVE CALL REJECTION (CALL BLOCK)

Program your phone to reject calls from any calling number you place in the rejection list. When your service is turned "on," any callers in this list will hear an announcement that you are not accepting calls at this time. All other calls will ring through as usual.

TO ACTIVATE SELECTIVE CALL REJECTION

Lift the handset and listen for the dial tone.

Press *60 (On a rotary phone, dial 1160).

Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.

Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

TO ADD THE LAST CALLER TO YOUR REJECTION LIST

1. Press #01# (On a rotary phone, dial 1201).

TO HEAR THE PHONE NUMBERS ON YOUR LIST

1. Dial 1.

2. After the list is read, voice instructions will follow.

TO REMOVE A NUMBER FROM YOUR LIST

1. Press * (On a rotary phone, dial 11).

2. Follow the voice instructions.

TO HEAR INSTRUCTIONS AGAIN

1. Dial 0.

Note:

You will not be notified when or how many calls have been rejected. You may press 1, 0, or * at any time rather than waiting for the voice instructions. The list you create here is separate from any other lists you may be using for Distinctive Ringing, Selective Call Acceptance, Selective Call Forward , and similar services.

THREE WAY CALLING

When you are talking with one party, you can add a third person to the call. It's easy to coordinate family schedules or hold a telephone conference with business colleagues. This feature is available as an unlimited monthly feature and on a "per use" basis.

TO ADD A THIRD PERSON TO THE CALL

Press and quickly release the "switch hook" to place the first person on hold.

Listen for the dial tone.

Dial the third person's phone number. (If you have Speed Calling, you may dial one of your codes instead).

When the third person answers, you can talk privately before making it a three-way conversation.

To make the three-way connection, press and quickly release the "switch hook." You can now talk with both parties at the same time.

TO CANCEL THE THREE-WAY CONNECTION

If the third person did not answer or you wish to disconnect them, press and quickly release the "switch hook" (twice if you also subscribe to Call Waiting). You will be reconnected to the person holding.

If either of the other parties hangs up, you can continue talking with the remaining party.

TO END THE CALL COMPLETELY

Simply hang up.

The "switch hook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

USER TRANSFER 3 WAY CALLING

When you receive a call or are talking with someone, you can forward to a third person with user transfer three-way calling, which is different from plain three-way calling.

TO TRANSFER THE CALL

Press and quickly release the "switch hook" to place the first caller on hold.

Listen for the dial tone.

Dial the third person's phone number. (If you have speed calling, you may dial one of your codes instead).

Hand up and the call is transferred.

VOICE MAIL

Never worry about missing a call again. Callers can leave messages for you when you are on a call or away from your phone.

UNLIKE ANSWERING MACHINES:

- ▣ Voice mail handles multiple calls simultaneously.
- ▣ Works when the power is off.
- ▣ Allows you to check messages from any touch tone telephone.
- ▣ Out dial notification of messages to a pager or another number is available.
- ▣ Forwarding voice messages automatically to your email is available.

Call Forward Busy and Call Forward No Answer features are required for Voice Mail to work. Out dial notification is not available to numbers that are long distance from the serving exchange.

ACCESS YOUR VOICEMAIL

Dial 879-MAIL or 622-MAIL.

If prompted, enter your PIN and then #.

FROM A DIFFERENT PHONE

Dial 879-MAIL or 622-MAIL.

Enter in 7-digit telephone number, enter your PIN.

HOW TO SETUP YOUR GROUP GREETING

1. Dial 879-MAIL, 857-MAIL, or 622-MAIL.
2. Listen to the recording explaining that you must record a group greeting.
3. Wait until the end of the recording, then press * to administer the group greeting.
4. Enter your password and then #.
5. Press 4 to record your group greeting.
6. Record your greeting. When finished recording, press #. For example, (You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2.)
7. Press 2 to keep your greeting.

CHANGE AN EXISTING GROUP GREETING

1. Dial 879-MAIL, 857-MAIL, or 622-MAIL.
2. When prompted to enter your mailbox ID, press * to administer the group greeting.
3. Enter your password and then #.
4. Press 4 to record your group greeting.
5. Record your greeting. When finished recording, press #.
6. Press 2 to keep your greeting.

RECORD YOUR SUB-MAILBOX GREETING

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting.
5. Record your greeting and then press #.
6. Press 2 to keep your greeting.

CHANGE YOUR SUB-MAILBOX PASSWORD

1. Access your voice mailbox
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #.

RETRIEVE MESSAGES FROM YOUR SUB-MAILBOX

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement (You have x new messages and x saved messages.)
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.