Smithville®

Custom Calling Features User's Manual

Table of Contents

This user guide provides instruction for the following Custom-Advanced Calling Services.

Some services are not available in all areas. For further information or to add new services, call the Smithville® Customer Contact Center.

General Information

Thank you for ordering Advanced Calling Services. You will soon discover that these services offer you convenience, time savings and greater control in the use of your telephone. This guide will allow you to begin enjoying the many benefits of your Advanced Calling Services.

During conversations many services can only be used by first depressing the switchhook/flash button. To do this, depress the switchhook/flash button quickly, then release it within a half second.

Caution: If you hold the switchhook/flash button down too long, your call will be disconnected.

Notes:

- IN ORDER FOR THE ADVANCED CALLING SERVICES TO WORK, BOTH THE CALLING PARTY AND THE CALLED PARTY MUST BE IN AN AREA WHERE THE SERVICES ARE AVAILABLE. THESE SERVICES ARE NOT AVAILABLE IN ALL AREAS.

- If you attempt to use one of your Advanced Calling Services with a number outside the area served by Advanced Calling, you will hear an announcement telling you that the service cannot be used with that particular number.

- Some services instruct you to use the # button. If you have a rotary or pulse dial telephone, you can ignore the # button and wait four seconds for your service request.

- When certain features are activated, you may hear a distinctive dial tone. This is a high-pitched tone which reminds you that a feature you have activated is still in operation.

- Some of the Advanced Calling Services require you to press the * button. If you have a rotary phone, dial 1 1 instead of the *. This only applies to the first * in the dialing sequence for a service.

- Some of the Advanced Calling Services require you to program lists of phone numbers. You must set up these lists prior to using the services. Please refer to the instructions in this guide to program the lists.

- For many of the Advanced Calling Services, voice instructions will guide you through the various procedures and simplify their operation.

Anonymous Call Rejection*

Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their telephone number from your Caller ID/Calling Name device. *** This function must be activated to begin functioning.**

Blocked calls will not ring on your phone. The caller will be directed to a recorded announcement which informs said caller that you are not accepting blocked calls and that they may unblock their number and call again. Calls from parties whose number is unavailable (i.e.; out of area or cellular) will be completed to your phone.

When you deactivate Anonymous Call Rejection, blocked calls will ring in on your phone as normal and will display on your unit as private.

Activate Anonymous Call Rejection
   Enter *77 (Rotary phone - Dial 1177)

Deactivate Anonymous Call Rejection
   Enter *87 (Rotary phone - Dial 1187)

Benefits
1. Prevents unwanted interruptions from people who block their number from your Caller ID/Calling Name display unit.
2. Informs callers that have blocked their numbers that you are not accepting blocked calls.
3. Prank callers that want to block their number will not get through.

Call Forwarding

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

To change the number to which your calls will be forwarded, you must cancel Call Forwarding, then follow the procedures below.
Calls forwarded to a long distance telephone number will be charged to you at long distance rates.

An optional short ring or a distinctive dial tone will be provided as a reminder that Call Forwarding is activated, unless requested to be removed.

Activate Call Forwarding

   Enter 72# (Rotary phone - Dial 1172), then listen for 3 (three) beeps and then a steady dial tone.

   Dial the telephone number to which calls will be forwarded. If the party answers, advise them that you have forwarded your calls to that number.

   If party does not answer or the line is busy: Repeat steps 1 and 2 immediately.

   Listen for 3 (three) beeps and a steady dial tone. Hang up.

Deactivate Call Forwarding

Enter 73# (Rotary phone - Dial 1173), then listen for 3 (three) beeps. Hang up, Call Forwarding will be deactivated.

When would I call forward my calls?

1. Expecting an important call.
2. Going on vacation and would like for your phone to be answered.
3. Staying with or taking care of a family member.

Benefits

1. Reduces missed calls.
2. Calls can follow you wherever you go.
3. Eliminates waiting for important calls.
4. Enhances home security when you are away.

Call Forwarding - Busy Line

Call Forwarding - Busy Line allows you to redirect all calls to another telephone number when your line is busy.

To change the number to which your calls will be forwarded, you must cancel Call Forwarding - Busy Line, then follow the procedures below.

Calls forwarded to long distance numbers will be charged to you at long distance rates.

An optional distinctive dial tone will be provided as a reminder that Call Forwarding - Busy Line is activated, unless requested to be removed.

Activate Call Forwarding - Busy Line

Enter *90 (Rotary phone - Dial 1190) and listen for 3 (three) beeps and a steady dial tone.

Dial telephone number to which calls will be forwarded, and advise party of the call forwarding.

If party does not answer or the line is busy: Repeat steps 1 and 2 immediately.

Listen for 3 (three) beeps and a steady dial tone. Hang up.

Deactivate Call Forwarding - Busy Line

Enter *91 (Rotary phone - Dial 1191) and listen for 3 (three) beeps. Hang up.

When would I use Call Forwarding - Busy Line?

1. Expecting an important call that you need answered.
2. When you have a voice mailbox and need calls answered.

Benefits

1. Reduces missed calls.
2. Eliminates waiting for important calls.
3. Great for voice mail applications.

Call Forwarding - No Answer

Call Forwarding - No Answer allows you to redirect all calls to another phone number when you do not answer your phone after a specified number of rings.

To change the number to which calls will be forwarded, you must cancel Call Forwarding - No Answer, then follow the below procedures.

Calls forwarded to a long distance number will be charged to you at long distance rates.

An optional distinctive dial tone will be provided as a reminder that Call Forwarding - No Answer is activated unless requested to be removed.

Activate Call Forwarding - No Answer

Enter *92 (Rotary phone - Dial 1192) and listen for 3 (three) beeps and a steady dial tone.

Dial phone number to which calls will be forwarded, and advise party of call forwarding.

If party does not answer or if line is busy: Repeat steps 1 and 2 immediately.

Listen for 3 (three) beeps and a steady dial tone. Hang up.

Deactivate Call Forwarding - No Answer

Enter *93 (Rotary phone - Dial 1193) and listen for 3 (three) beeps. Hang up.

When would I use Call Forwarding - No Answer?

1. Expecting an important call that you need answered.
2. When you have a voice mailbox and need calls answered.

Benefits

1. Reduces missed calls.
2. Eliminates waiting for important calls.
3. Calls can follow you wherever you go.
4. Enhances home security when you are away.

Call Hold

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.

To put a call on hold:

Depress switchhook/flash button, then listen for 3 (three) beeps and a steady dial tone.

Dial * 9 #, (Rotary phone - Dial 119) then listen for 3 (three) beeps and a steady dial tone.

You may make another call or hang up and retrieve your call at another extension on your line.

To return to a call on hold:

Depress switchhook/flash button, then listen for 3 (three) beeps and a steady dial tone.

Dial * 9 # (Rotary phone - Dial 119) -or- Hang up and allow your phone to ring. Lift handset and resume conversation.

To alternate between calls:

Depress switchhook/flash button.

Dial * 9 # (Rotary phone - Dial 119) (present call is placed on hold; previous call is reconnected.)

When would I use Call Hold?

1. When needing to confer privately with someone in the room before answering the caller's question.
2. When needing to hang up the phone and pick up the call on an extension in another room.

Benefits

1. Allows privacy during phone conversation.
2. Allows for mobility of calls within the home, especially when you do not have a cordless phone.

Caller ID

Caller ID lets you see the calling party's phone number before answering a call. A special display device located on or next to your phone is required to allow you to view the calling number.

Caller ID units vary in price and functionality. Units that display the name and number will require the calling feature, Calling Name, for the calling name to display. Calling Name is available for an additional fee.

Caller ID customers that own units displaying Call Waiting calls must have Call Waiting II in order for the call to display.

For more information, please refer to your Caller ID device instructions.

To use Caller ID:

Wait for the start of the second full ring of your phone. The number of the calling party will appear on your Caller ID unit display.

Benefits

1. Enhances security and helps eliminate harassing calls.
2. Allows you to know who is calling your home or business and whether you wish to take the call.
3. Stores numbers of callers while you're away, giving you the option to return the call at a later time.

Caller ID Per-Call Blocking

Cost: This is a free feature automatically provided on every Smithville® Telephone Company phone line (where Caller ID is offered) for your convenience.

The Caller ID Per-Call Blocking service prevents your phone number from being delivered, on a per call basis, to anyone who has Caller ID service.

NOTE: Smithville® Telephone Company customers that have published phone numbers and wish to have their calls blocked automatically without activating the feature may subscribe by paying a monthly fee for the service.

To use Caller ID Per-Call Blocking

Dial *67 (Rotary phone - Dial 1167), then listen for 3 (three) beeps and a steady dial tone.

Dial desired phone number.

The person you have called will not be able to identify your number if they have Caller ID.

Benefits

1. Allows you to protect your privacy by preventing your phone number from being displayed to anyone who has Caller ID Service.

Calling Name

Calling Name allows you to see the name, as well as the telephone number, associated with an incoming call.

Caller ID Service is required at applicable charges.

Blocking features for Calling Name, are the same as those for Caller ID Service.

Copying, storing, maintaining, or creating any table or database from displayed information is prohibited.

For information on Calling Name, please refer to the instructions for your Calling Name or Caller ID display unit.

To use Calling Name:

Wait for the second full ring of your phone. The name and number of the calling party will appear on your Caller ID display unit.

Benefits

1. Lets you see the name, as well as the phone number, of the person calling before you answer the call.
2. Your Calling Name display unit can store the names and phone numbers of people who called while you were out so you may return their call.

Call Return

Call Return allows you to dial a code and automatically call the last party who called or attempted to call you. There is no time limit in returning the call, however, it will only return the last incoming call.

If the number is outside the calling area, you will receive a recording advising that the call cannot be made.

If you have Call Waiting and choose to ignore an incoming call, the Call Return will redial that call for you whenever you choose. Keep in mind, that if another call comes in before you return the ignored call, then the ignored call will be lost.

Upon dialing the *69 or 1169, you will receive a recorded message stating the number of the party who called you. You have the option of returning the call by dialing a one (1) or merely hanging up if you do not wish to return the call.

When the returned call reaches a busy signal, wait for an announcement stating the line is busy and hang up. Call Return will then act as repeat dialing and continue to automatically redial the number and notify you by a short - short - long ring when the line is free. Your call will automatically be placed when you lift the handset.

Activate Call Return

Enter *69. (Rotary phone - Dial 1169)

Deactivate Call Return

Enter *89 (Rotary phone - Dial 1189) and listen for dial tone or announcement.

Benefits

1. Allows you not to drop everything and run to answer the phone.
2. Allows you not to leave a child unattended to answer the phone.
3. Allows you to ignore the Call Waiting beep if you are on an important or long distance call.
4. Gives you the number that called and then the option of returning the call.
5. Acts as repeat dialing if you reach a busy and frees you from continuing to redial the number.

Call Screening

Call Screening allows you to create a list of up to six (6) phone numbers from which you do not wish to receive calls. Calls from these numbers are sent an announcement that informs the caller that you are not receiving calls at this time.

After receiving an annoying call, you may wish to prevent that person from calling you in the future. Call Screening's voice instructions will explain how to add the number of the last caller to your list (even if you do not know the party's number):

- Hang up, then lift the receiver and listen for dial tone.
- Dial *60 (Rotary phone - Dial 1160) and listen for instructions.
- Dial #01#.

Activate Call Screening

Enter *60. (Rotary phone - Dial 1160)
Listen to the instructions which will guide you through the steps of how to:

- Turn Call Screening on or off.
- Make changes to your Call Screening list.

Dial	If you want to:
0	Repeat the instructions
1	Review the numbers on your Call Screening list.
3	Turn Call Screening on/off.
#	Add a number to your Call Screening list. (Rotary phone - Dial 12)
*	Delete a number from your Call Screening list. (Rotary phone - Dial 11)
08	Delete all numbers from your Call Screening list.

Benefits

1. Allows you to block calls from people with whom you do not wish to speak.
2. Enhances security and privacy.
3. Allows you to block a nuisance caller.

NOTE: If a number that is on your Call Screening list is also put on any of your other lists (for example, Priority Ringing), Call Screening will override the other services for that phone number.

Call Trace*

* Requires a local law enforcement case number.

Call Trace allows you to automatically request a trace of an obscene, threatening or harassing call. After receiving such a call, you simply dial a special code to have the calling party's phone number printed at the telephone company. All information is sent to the Prosecutor's office and will not be released to the subscriber.

It is important that you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number.

If a Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting call rather than the original number.

To Use Call Trace:

Hang up after receiving the annoying call. Lift receiver and listen for dial tone. Dial *57 (Rotary phone - Dial 1157), then listen for tone or announcement. After requesting a Call Trace, call your telephone company to have the call investigated further. Please call before the end of the next business day.

Benefits

1. Helps you put an end to harassing or offending calls.
2. Enhances your security and privacy.

Call Transfer

Call Transfer allows you to transfer a call to another phone number without having to remain on the line.

You must have the Three-Way Calling feature (available for an additional charge) in order to use Call Transfer.

To transfer a call to another party:

Depress and release switchhook/flash button. This puts party "A" on hold.

You'll hear 3 (three) bursts of dial tone, then a (normal) steady dial tone.

Dial party "B", the person to which you want to transfer the call.

When party "B" answers, hang up. Your call has been transferred.

If you get a busy signal or no answer when calling party "B", briefly depress and release the switchhook/flash button. This will stop the call to party "B" and reconnect you with party "A". If the busy signal or ringing continues, press the switchhook/flash button again.

Benefits

1. Allows you to direct the caller to a particular party without requiring the caller to initiate another call.
2. Eliminates having to stay on the line, after a Three-Way call, for the other parties to converse.
3. Useful when the transferred party has no way of writing down a number.

Call Waiting

No activation required.

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

To end an existing call and answer a waiting call, press your switchhook/flash button and your second caller will be on the line.

To hold an existing call and answer a waiting call, press your flash button or switchhook to answer the call. The original caller will be on hold. To go back to the original caller, merely press the switchhook/ flash button again. You can keep both callers on the line and continue to alternate between the callers by pressing the switchhook/flash button each time.

To disconnect calls, merely hang up or press the switchhook/flash button.

Benefits

1. Prevents missing an important call.
2. Callers will hear ringing, not busy signals.
3. Provides many of the advantages of an additional line, but at a fraction of the cost.

Call Waiting II

Call Waiting II is used for the customer who has a Caller ID unit that displays and identifies calls received through the Call Waiting feature. (See Call Waiting for description, operation details, and benefits.)

Cancel Call Waiting/Cancel Call Waiting II

Cancel Call Waiting/Cancel Call Waiting II allows customers to deactivate their Call Waiting/Call Waiting II feature prior to making an important phone call, receiving or sending data, or logging on to the Internet.

Activate Cancel Call Waiting/Cancel Call Waiting II

Enter *70 (Rotary phone - Dial 1170)   Feature deactivates after hanging up.

When activating Cancel Call Waiting/Cancel Call Waiting II, you'll hear four (4) bursts of tone after dialing the *70 or 1170. After the bursts, your normal dial tone returns and you may then dial the number you wish to call without interruption by call waiting beeps. When you hang up, Call Waiting/Call Waiting II is reactivated.

Benefits

1. Allows important or long distance calls to be made without interruption.
2. Prevents data transmission errors when using a computer modem, such as being knocked off the Internet.

Do Not Disturb

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

When Do Not Disturb is activated, callers receive a busy signal or recorded announcement. At this time, callers who know your PIN may dial it and ring your phone.

Activate Do Not Disturb

Enter *78 (Rotay phone - Dial 1178)

Listen for three (3) beeps. Hang up.

Deactivate Do Not Disturb

Enter *79 (Rotary phone - Dial 1179)

Listen for three (3) beeps. Hang up.

To Set or Change Your PIN:

1. Dial #87, (Rotary phone - Dial 1187) then listen for three (3) beeps and then a steady dial tone.
2. Enter PIN (maximum of seven (7) digits).
3. Depress #, (Rotary phone - wait for 3 beeps) then listen for three (3) beeps. Hang up.

NOTE: The selected PIN remains in storage unless the customer changes or deletes it. Deactivation of Do Not Disturb does not erase the PIN.

Benefits

1. Excellent if you work nights and sleep days. Allows only those with the PIN to wake you with a phone call.
2. Eliminates solicitation calls during the dinner hour.
3. Families with infants that nap, can be assured that an unimportant call won't interrupt a nap, especially when there is illness.
4. Can be assured only family or friends you have given the PIN can get a call through if need be.

Do Not Disturb - Telemarketer

Do Not Disturb - Telemarketer allows you to prevent incoming calls from Telemarketers while allowing other calls to complete.
ALL CALLERS will receive an announcement stating that calls from Telemarketers are not accepted. Other callers may dial a code to complete the call.

When you have Do Not Disturb - Telemarketer activated, callers will receive a busy signal or a recorded announcement. At this time, non-telemarketing callers may enter the PIN provided by the recorded announcement.

**You cannot have both Do Not Disturb and
Do Not Disturb - Telemarketer.**

Activate Do Not Disturb - Telemarketer

Enter *78 (Rotary phone - Dial 1178)

Listen for three (3) beeps. Hang up.

Deactivate Do Not Disturb - Telemarketer

Enter *79 (Rotary phone - Dial 1179)

Listen for three (3) beeps. Hang up.

Benefits

1. Excellent for customers that work nights and sleep days. Allows the customer not to be disturbed by telemarketing calls while trying to sleep.
2. Eliminates solicitation calls during the dinner hour.

Intercom Calling

Intercom Calling allows you to call another extension phone in your home or office using your present phone line.

To use Intercom Calling:

Dial your phone number and hang up. All extensions will ring. When you and the person you called answer the phone, both of you will be connected.

Benefits

1. Allows you to contact someone in a different area of your home or office.
2. Eliminates shouting for someone or searching your home or office for them if they are unable to hear you.

Personal Ringing

Personal Ringing allows you to have up to three numbers with unique ringing patterns (and unique Call Waiting tones if you have the Call Waiting feature).

NOTE: 876/935 Area - This feature is only available for up to two phone numbers and does not work with Call Waiting or several other Custom Calling Services.

To use Personal Ringing:

Listen to ringing or tone pattern:

Main Number - One long ring or tone.

Second Number - Two short rings or tones.

Third Number - A short-long-short ring pattern (if available).

Answer appropriately.

Benefits

1. Provides many of the advantages of additional lines, at a fraction of the cost.
2. Gives you the option of answering a call that is not ringing for you.
3. You avoid having to stop what you're doing to answer numerous calls for your children or busy spouse.
4. Independent salespersons (i.e. Avon or Tupperware)? Separate business calls from personal calls.

Preferred Call Forwarding

Preferred Call Forwarding allows you to create a list of up to six (6) phone numbers that are to be forwarded when they call you. When you activate this service, and a call arrives from a phone number that is on your list, the call is forwarded. All other calls will ring your phone in the normal fashion.

To use Preferred Call Forwarding:

Dial *63 (Rotary phone - Dial 1163)

Listen to the instructions which will guide you through the steps of
how to:

- Turn Preferred Call Forwarding on or off.
- Make changes to your Preferred Call Forwarding list.

Dial	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Preferred Call Forwarding list.
3	Turn Preferred Call Forwarding on/off.
#	Add a number to your Preferred Call Forwarding list. (Rotary phone - Dial 12)
*	Delete a number from your Preferred Call Forwarding list. (Rotary phone - Dial 11)
08	Delete all numbers from your Preferred Call Forwarding list. Instructions will guide you through the steps of how to enter, confirm or change the number to which your calls will be forwarded.

Dial	If you want to:
0	Confirm the forward-to number.
1	Change the forward-to number.

Benefits

1. Eliminates having to wait for important calls. Your most important calls can be forwarded to a number where they can be answered.
2. You can leave your home or office and still receive urgent calls.

Priority Ringing

Priority Ringing allows you to program your phone line to ring with a special ringing pattern whenever you are called from a list of up to six (6) phone numbers. Your phone will ring with a normal ringing pattern for all other callers. If you have Call Waiting, you will hear a distinctive Call Waiting tone whenever someone on your list calls you while you are on the phone.

To use Priority Ringing:

Dial *61 (Rotary phone - Dial 1161)

Listen to the instructions which will guide you through the steps of how to:

- Turn Priority Ringing on or off.
- Make changes to your Priority Ringing list.

Dial	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Priority Ringing list.
3	Turn Priority Ringing on/off.
#	Add a number to Priority Ringing list . (Rotary phone - Dial 12)

Dial	If you want to:
*	Delete a number from Priority Ringing list. (Rotary phone - Dial 11.)
08	Delete all numbers from your Priority Ringing list.

When Priority Ringing is turned on:

Listen to the ringing pattern or Call Waiting tones:

- When called from any number on your list: A short-long-short ringing
- pattern or tone.
- When called from any other numbers: Normal ringing or Call Waiting tones.

Benefits

1. Allows you to identify special and important calls.
2. Helps you determine who's calling.

Repeat Dialing

Repeat Dialing lets your phone continue dialing a busy number for 30 minutes. When the call goes through, your phone notifies you with a special ring. You can pick up and wait for your party to answer.

You may still make other calls while repeat dialing is activated.
You can activate Repeat Dialing for more than one busy number, however, when you get the ring back, you will not know which number your phone is ringing.

If you try to call back a number outside the Repeat Dialing service area, you will get a recording advising you that the call cannot be made.

If you are going to leave or want to cancel the Repeat Dialing before the 30-minute time period has elapsed, just deactivate the feature.

Activate from a touch tone phone

Enter *66 (Rotary phone - Dial 1166)

Deactivate from a touch tone phone

Enter *86 (Rotary phone - Dial 1186) and listen for dial tone or announcement.

Benefits

1. Frees you to do other things.
2. Eliminates the frustration of redialing and hearing the busy signal.
3. Eliminates the need to remember the number and continually checking if you are dialing the correct number.

Special Call Acceptance

Special Call Acceptance allows you to screen incoming calls by creating a list of up to six (6) phone numbers from which you are willing to accept calls. Calls from phone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

To use Special Call Acceptance:

Dial *64 (Rotary phone - Dial 1164)

Listen to the instructions which will guide you through the steps of how to:

• Turn Special Call Acceptance on or off.
• Make changes to your Special Call Acceptance list.

Dial	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Special Call Acceptance list.
3	Turn Special Call Acceptance on/off.
#	Add a number to your Special Call Acceptance list. (Rotary phone - Dial 12)
*	Delete a number from your Special Call Acceptance list. (Rotary phone - Dial 11)
08	Delete all numbers from your Special Call Acceptance list

Benefits

1. Enhances your security and privacy by allowing only the most important calls to reach you.
2. Prevents unwanted interruptions, particularly solicitation calls.

Speed Calling 8/Speed Calling 30

Speed Calling 8/30 allows you to call selected phone numbers quickly by dialing an assigned one (1) or two (2) digit code. (Record these codes on page 22.)

NOTE: The number "1" cannot be used alone as a speed call number.

To set up Speed Calling Numbers:

1. Dial 74# (Rotary phone - Dial 7412) for 1-digit Speed Calling (codes 2-9)
2. Dial 75# (Rotary phone - Dial 7512) for 2-digit Speed Calling (codes 20-49)
3. Listen for three (3) beeps and then a steady dial tone.
4. Enter Speed Calling code (2-9 or 20-49)
5. Dial desired phone number, depress # (Rotary phone - Dial 12), then listen for three (3) beeps. Hang up.

To use Speed Calling:

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

To change Speed Calling entries:

1. Repeat the first four (4) steps.

Benefits

1. Eliminates the need to look up or remember telephone numbers.
2. Allows emergency numbers to be dialed fast and accurately.
3. Saves time when dialing numbers, especially long distance numbers.
4. Programmed numbers will not be lost during a service interruption or power failure.
5. Easy for children or elderly to remember and use, especially in an emergency.

Three-Way Calling

Three-Way Calling allows you to add a third party to an existing phone call.

You may privately converse with third party as long as you wish before using the switchhook/flash button to establish a three-way call.

After a three-way call is established, you may depress switchhook/flash button to drop the third party at any time.

To Set Up A Three-Way Call:

Depress switchhook/flash button, then listen for three (3) beeps and a steady dial tone. (Present call is placed on hold.)

Dial third party's phone number.(If busy or no answer, depress switchhook/flash button twice to reconnect first call.)

After third party answers, depress switchhook/flash button for a three-way call.

Benefits

1. Making/comfirming plans, schedules, carpooling arrangements among two or more people is much easier.
2. Sharing "long distance" relatives' calls with other relatives helps limit their number of long distance calls and their expense.
3. Sharing calls originating from a payphone eliminates the need for multiple calls and additional cash.

Toll Restriction Override*

(*Requires Toll Restrict - available at an additional charge.)

Toll Restriction Override allows you to override your Toll Restriction Service on a per call basis.

To use Toll Restriction Override:

Dial the access code *13 (Rotary phone-Dial 1113). You'll get a second dial tone. Dial your PIN (the default PIN is 7777).

- If your PIN is 7 digits, you will receive a coded dial tone.
- If your PIN is 1-6 digits, then press # or wait four (4) seconds to receive a coded dial tone.

Place the long distance call as normal. The Toll Restriction Override is activated as long as your phone is off-hook. To make a second long distance call without entering the access code PIN again, press the switchhook/flash button and then dial the second long distance number.

To change your PIN:

Dial the PIN change access code *12 (Rotary phone - Dial 1112). You will hear a coded dial tone.

Dial your OLD PIN.
- If your OLD PIN is 7 digit, you will receive a coded dial tone.
- If your OLD PIN is 1-6 digits, then press # or wait four (4) seconds to receive a coded dial tone.

Dial your NEW PIN.
- If your NEW PIN is 7 digit, you will receive a coded dial tone.
- If your NEW PIN is 1-6 digits, then press # or wait four (4) seconds to receive a coded dial tone.

Dial your NEW PIN again to confirm it.

NOTE: PIN may be 1-7 digits in length but may not contain * or # as digits. If the OLD PIN doesn't match the stored PIN or the NEW PIN is invalid, you'll hear a busy tone and NEW PIN is not updated.

The NEW PIN must be entered correctly twice to become active. Smithville® strongly recommends changing PIN so the number is known only to you.

Benefits

1. Allows you to make long distance calls on your phone using a PIN number but restricts all other long distance calls.
2. Secures your phone from unwanted long distance charges.

Warm Line

Warm Line allows you to call a pre-designated number or emergency service by simply lifting the handset.

The pre-designated number must be given to Customer Service at the time the service is ordered. The central office will program your line to direct the call to the pre-designated number. If you decide to change the number, you must contact the Smithville® Telephone Company business office.

To use Warm Line, lift the handset and wait. (Within 10 seconds, the pre-designated number will be dialed automatically.) Subscribers in the 383/994 exchanges will need to wait 30 seconds due to the type of switch in the central office.

Benefits

1. Enhances safety and security for people who are alone (children, the elderly, or a sick relative).
2. Emergency calls can be placed accurately, quickly, and automatically.
3. Eliminates the need to remember emergency numbers.

Calling Services Quick Reference

Calling Features:	To Use	To Cancel
Anonymous Call Rejection	* 7 7	* 8 7
Cancel Call Waiting/Cancel Call Waiting II	* 7 0	-
Call Forwarding	7 2 #	7 3 #
Call Forwarding - Busy Line	* 9 0	* 9 1
Call Forwarding - No Answer	* 9 2	* 9 3
Call Hold	* 9	-
Call Return	* 6 9	8 9
Call Screening	* 6 0	* 6 0
Call Waiting II	-	* 7 0
Do Not Disturb	* 7 8	* 7 9
Do Not Disturb (PIN Change)	# 8 7	-
Do Not Disturb - Telemarketer	* 7 8	* 7 9
Preferred Call Forwarding	* 6 3	* 6 3
Priority Ringing	* 6 1	* 6 1
Repeat Dialing	* 6 6	* 8 6
Special Call Acceptance	* 6 4	* 6 4
Toll Restriction Override	* 1 3	-

Caller ID Codes

Caller ID - per call blocking	* 6 7	
Caller ID - unblock per call blocking	* 8 2	

When Using Services That Require Lists:

Dial	If you want to:
0	Repeat the instructions.
1	Review the numbers on your list.
3	Turn on the service.
#	Add a number to your list. (Rotary Phone - Dial 12)
*	Delete a number from your list. (Rotary phone - Dial 11)
08	Delete all numbers from your list.