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GENERAL INFORMATION

Some features instruct you to use the * or # button.

Upon activation or deactivation of certain features you may hear a Confirmation Dial Tone.

Some features work only on calls made within the Advanced Calling Service Area. These services are not available in all areas. If you attempt to use one of these features with a number outside the area serviced by Advanced Calling, you will hear an announcement telling you that the service cannot be used with that particular number.

Some features 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 some features, voice instructions will guide you through the various procedures and simplify their operations.

Remote Call Forwarding Activation Services

Dial Access Number: **618-nxx-0779** (nxx= your local exchange)

- **Columbia: 281**
- **Dupo: 286**
- **Prairie du Rocher: 284**
- **Red Bud: 282**
- **Renault: 458**
- **Valmeyer: 935**
- **Waterloo: 939**

When prompted with a confirmation tone, enter your ten-digit phone number, then listen for the confirmation tone. Then enter your security code or pin number followed by #. After the confirmation tone, enter the * access code for the custom calling feature you wish to update.

For instance, to activate Call Forwarding All Calls/Variable, enter the *72 access code (referenced on Page 7). Activating or deactivating each feature requires the specific * access code for that feature.

FEATURES OVERVIEW

Harrisonville Telephone Company offers a wide variety of optional calling services. Feature descriptions for each of these services are provided below.

Call Handling Features

- CALL WAITING** allows you to answer a second call when you're already on the phone. Prevents missed calls.
- CANCEL CALL WAITING** lets you turn off Call Waiting or Caller ID on Call Waiting for important calls when you don't wish to be interrupted.
- CALL FORWARDING** lets you redirect all your calls to another phone number. Eliminates waiting for important calls.
- CALL FORWARDING BUSY LINE/NO ANSWER** lets you redirect calls when your line is busy or when there is no answer.
- THREE-WAY CALLING** lets you set up three-way conference calls. Saves time and lets you bring your friends and family together.
- REVERTIVE CALL** lets you initiate a call on your telephone line to a telephone on the same line.
- CALL TRANSFER** permits you to transfer an incoming call to another phone number.

Automatic/Convenience Dialing Features

- SPEED DIAL 8/30** allows fast, accurate dialing. You can call selected phone numbers quickly by dialing a short code.
- CALL BACK** allows you to redial the last number you called whether busy or idle. If the called party was busy, a call is automatically set up when the party becomes idle.
- WARM LINE/HOT LINE** allows your phone to automatically dial a pre-set number if the phone is off the hook for a set amount of time.
- CALL RETURN** allows you to dial the number of the party who last called you, whether or not you answered the call.

Call Blocking Features

- CALL BLOCK** lets you block those numbers from which you do not wish to receive calls.
- CALL REJECT** lets you block callers that do not provide Caller ID information.
- SELECTIVE CALL ACCEPTANCE** allows you to accept calls only from those people on your special list. All other callers receive an announcement stating calls are not presently being accepted.
- SELECTIVE CALL FORWARDING** allows you to forward calls only from your special list.
- TELEMARKETER SCREENING** allows you to block calls from telemarketers.

Call Identity Features

- CALLER ID** allows you to see who's calling before you answer the phone. Helps you screen incoming calls.
- CALL WAITING CALLER ID** allows you to see who's calling when you hear the Call Waiting tone indicating there is a second incoming call to your phone.
- CALLER ID BLOCK** allows you to block your number from being displayed. This service is free for all customers.
- DISTINCTIVE RING** gives you a second telephone number with a unique ring. You can give the second number to another family member or use it as an incoming fax number.
- PRIORITY CALL** provides your phone with a distinctive ring or call waiting tone when a call comes from someone on your special list.

CALL HANDLING FEATURES

Call Waiting

If someone is trying to reach you while you are using your telephone, you will hear a short burst of tone. You can place your first call on hold while you answer the second call or alternate between the two calls. One burst of tone lets you know that a second call is waiting. Only you will hear this signal. The calling party will hear the usual ringing signal. After 10 seconds, you will hear another burst of tone as a reminder.

To answer a second call:

- If you want to hold the first party while answering the second, press the flash button quickly. The second party will be on the line, and the first party will be on hold. By repeating the flash button, you can alternate between parties in turn, holding a completely private conversation with each party. Some phones have different buttons for this purpose. Consult your phone's user guide for more details.
- If you want to end the held call, hang up. Your telephone will ring, and the party on hold will be on the line.

Cancel Call Waiting

You can stop the operation of Call Waiting or Caller ID on Call Waiting for one call. Call Waiting or Caller ID on Call Waiting is automatically restored to your line once you disconnect from the call.

- Before making your call, dial *70.
- Listen for confirmation tones followed by normal dial tone.
- Dial the desired number to place your call.
- When you hang up, Call Waiting is automatically restored.

Call Forwarding

You can arrange to temporarily transfer incoming calls automatically to any number that you can dial from your telephone. Toll charges may apply.

To forward calls:

- Listen for dial tone.

- Dial *72.
- Listen for confirmation tones followed by dial tone.
- Dial the telephone number to which you want your calls forwarded. (If for any reason the call cannot be transferred to this number, an announcement is played.)
- Verification that Call Forwarding is in effect is indicated by Confirmation tones followed by dial tone.
- If you subscribe to Voicemail service, you can also forward all incoming calls to Voicemail. To do so, follow the steps above, dialing 939-0861 as the forwarding destination.

To change Call Forwarding:

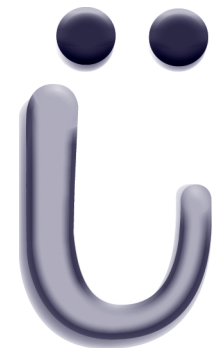
Initiate Call Forwarding and dial the number of the new destination. It is not necessary to cancel Call Forwarding first.

Remember the following while you are forwarding calls:

- You can still make outgoing calls from your telephone.
- Forwarding will continue until you cancel it from your telephone.
- You will receive a "splash" of ringing while a call to your telephone is being forwarded.
- You will receive a distinctive dial tone during call origination indicating call forward is still active.
- You may want to alert others who may try to call you that their calls will be forwarded to another location.

To cancel Call Forwarding, proceed as follows:

- Listen for distinctive dial tone.
- Dial *73.
- Listen for confirmation tones followed by dial tone. This indicates that Call Forwarding has been cancelled.



Call Forwarding Fixed

You can also arrange to temporarily transfer calls automatically to a predetermined destination. This destination is changeable only by your service representative.

To forward calls:

- Listen for dial tone.
- Dial *94.
- Listen for confirmation tones followed by dial tone. This indicates that Call Forwarding Fixed is in effect.

Remember the following while you are forwarding calls:

- You can still make outgoing calls from your telephone.
- Forwarding will continue until you cancel it from your telephone.
- You will receive a splash of ringing while a call to your telephone is being forwarded.
- You will receive a distinctive dial tone during call origination.
- You may want to alert others who may try to call you that their calls will be forwarded to another location.
- Toll charges may apply.

To cancel Call Forwarding Fixed, proceed as follows:

- Listen for distinctive dial tone.
- Dial *95.
- Listen for two bursts of tone followed by dial tone. This indicates that Call Forwarding Fixed has been cancelled.

Call Forwarding Busy Line / No Answer

You can transfer incoming calls to another telephone number when your number is busy or not answered after a specified number of rings. You are responsible for the establishment and alteration of the forwarded telephone number destination and the feature activation and deactivation, as well as reestablishing the forwarded telephone number upon interruption of the service. Where a message charge is applicable to a call between the customer's station and the telephone number to which calls are forwarded, such a charge will be billed to the Call Forwarding customer. Toll charges may apply. Dial 1+ 10 digit # to Call Forward to a Long Distance number. If you have Voicemail then you will need to re-enter 939-0861 as your Call Forwarded to #. HTC suggests setting up Call Forwarding following the steps on page 6 rather than using this feature in order to leave your Voicemail intact.

Busy Line

- Listen for the dial tone.
- Dial *90 for Busy Line.
- Listen for confirmation tones followed by dial tone.
- Dial the telephone number to which you want your calls forwarded. (If calls cannot be forwarded, an announcement will play.)
- Call Forwarding is activated immediately and will be indicated by two bursts of tone.

To Cancel

- Listen for dial tone.
- Dial *91.
- Listen for two bursts of tone followed by dial tone. This indicates that Call Forwarding has been cancelled.



No Answer

- Listen for dial tone.
- Dial *92 for No Answer.
- Listen for confirmation tones followed by dial tone.
- Enter the number of rings (2-9) desired, followed by the 10-digit destination telephone # to forward your calls. (If calls cannot be forwarded, an announcement will play.)

Note: In order to change the number of rings you will have to call in to have **Enhanced Call Forwarding** added. If you do not have this added feature, then omit the number of rings and just enter the 10 digit destination telephone # number to forward your calls.

To Cancel

- Listen for dial tone.
- Dial *93.
- Listen for confirmation tone followed by dial tone. This indicates that Call Forwarding has been cancelled.



Three-Way Calling

Three-Way Calling lets you add a third party (Party B) to an existing two-party conversation (with Party A). To add a third party to your conversation:

- Press the flash button quickly to put Party A on hold.
- Listen for recall dial tone.
- Dial the number of Party B.
- When Party B answers, bring Party A back by pressing the flash button quickly. Your three-way connection is now established.
- If you get a busy signal or no answer when calling Party B, press the flash button once. This cancels the call to Party B and reconnects you with Party A.

To disconnect:

- Hang up. This breaks the three-way connection.
- If Party B hangs up, you can continue talking with Party A.
- You can also disconnect Party B by briefly pressing the flash button once. Party A will remain on the line.
- You can now add a different third party, as before. If Party A hangs up, you can continue talking with Party B.

Revertive Call

This feature permits you to initiate a call on your telephone line to a telephone on the same line.

- Listen for dial tone.
- Dial your seven-digit telephone number.
- Listen for confirmation tone and hang up.
- When phones ring give the second party time to answer.
- Pick up your receiver.



Call Transfer

- Receive original outside call.
- Press the flash button and listen for the recall dial tone. Dial your seven-digit or 1+ 10-digit long distance number.
- If you press the flash button again, you can switch between the two callers. This is called Consultation Hold.
- When you hang up, the transfer is complete. Party A and Party B stay connected.

AUTOMATIC/CONVENIENCE DIALING FEATURES

Speed Dial 8/30

These features allow you to use one or two-digit codes to dial the numbers you use most often. Speed calling provides one-digit codes for up to eight telephone numbers and two-digit codes for up to 38 numbers. You can dial both local and long distance with Speed Calling. Speed dial list sharing allows sharing of the speed dial list between multiple subscribers. Only one subscriber is the owner of the list.

- Listen for dial tone.
- Dial *74 for an eight-number list or *75 for a 30-number list.
- Listen for stutter dial tone.
- Dial the speed calling code (2 through 9 for an eight-number list or 20 through 49 for a 30-number list).
- Enter the complete directory number followed by the # sign.
- For long-distance calls, you must dial any required prefix digits (i.e., 1 +) and the area code.
- Confirmation stutter dial tone indicates that the new number is now recorded in your list.

To change a number on your speed calling list proceed as follows:

- Follow the steps above to re-enter the new number.

To use Speed Calling:

- Dial the speed calling code (from list in back of the booklet) corresponding to the party you wish to call (from push-button telephones, dial the code then the # symbol).

Call Back

You can automatically initiate the placement of your last outgoing call simply by activating a code or when a busy signal is reached, the feature is activated by dialing a code. The call is queued for up to 30 minutes and is automatically retried until both parties are available.

To activate:

- Listen for the announcement stating Call Back is Activated.
- Dial *66.
- Your call will be automatically placed to the last outgoing call. If the called line is idle, you will hear ringing. If the called line is busy, you will hear an announcement indicating that the network will automatically retry the call when both parties are available.

To cancel prior to automatic call placement:

- Listen for dial tone.
- Dial *86.
- You will hear an announcement indicating that the Call Back was Deactivated.

Warm Line/Hot Line

Warm Line/Hot Line allows your phone to dial a pre-determined telephone number automatically if the receiver is left off the hook for a pre-set length of time. The length of time can be set between 0 to 30 seconds (0 seconds for Hot Line, 1 to 30 seconds for Warm Line). The destination telephone number will need to be set by your service representative.

Call Return

You can automatically recall your last incoming call by feature activation, whether or not the call was answered. If the line is busy, the call is queued for up to 30 minutes or until both numbers are idle. You are given an indication that the network will attempt to set up the call when the called line is idle. When the called line is free, your line rings, then the other number rings.

- Listen for dial tone.
- Dial *69.
- You will hear one of the following announcements which provide information pertaining to the last incoming call:
 - the number of the last incoming call;
 - the last incoming number was a private number; or
 - the last incoming number was not available;
- followed by instructions to activate the Call Return feature.
- If activation is desired, dial 1.
- If you encounter a busy line, you will hear an announcement indicating that the network will automatically retry the call when both parties are available. Hang up and wait for the call back.

To deactivate Call Return:

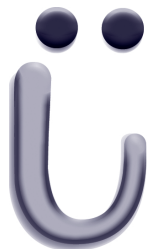
- Listen for dial tone.
- Dial *89. Listen for the announcement stating that all Call Return requests are deactivated.



CALL BLOCKING FEATURES

Call Block

You can block calls from certain numbers (maximum of 10) known to you. Also, you can block incoming calls placed from the last calling number if the number is unknown to you. Blocked calls are routed to a recorded announcement that specifies the called party is not accepting calls. You must add a number to your list before activating this service.



- Listen for dial tone.
- Dial *60.
- You will hear a recorded message indicating the current feature activation status.
- To add the last incoming call to your list, press #01#.
- To turn this service on or off, press 3.
- To add entries to your list, press the # key.
 - To place the last incoming number on the list, dial 01#.
 - To add an entry, dial the 7-digit or 10-digit telephone number followed by the # key.
 - Continue with another number and the # key.
- To remove entries from your list, press the * key.
 - To delete an entry, dial the 7-digit or 10-digit telephone number followed by the * key.
 - Continue with another number and the * key.
 - Dial 09* to delete all Private only entries.
 - Dial 08* to delete all entries in your list.
- To hear a list of numbers on your list, press the 1 key.
 - To delete the number, press 07 after it is announced.
- To hear these options again, press the 0 key.

Call Reject

Rejects incoming calls from callers that do not provide caller ID information. Callers will be informed that they need to redial and display number for call to complete.



- To activate dial *77.
- To deactivate dial *87.

Selective Call Acceptance

Select specific telephone numbers (maximum of 10) from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that you are not accepting calls. You must add a number to your list before activating this service.

- Listen for dial tone.
- Dial *64.
- You will hear a recorded message indicating the current feature activation status.
- To turn this service on or off, press 3.
- To add entries to your list, press the # key.
 - Enter the 7-digit or 10-digit telephone number followed by the # key.
 - Continue with another number and the # key.
- To delete entries from your list, press the * key.
 - To delete an entry, dial the 7-digit or 10-digit telephone number followed by the * key.
 - Continue with another number and the * key.
 - Dial 08* to delete all entries in your list.
- To hear a list of numbers on your list, press the 1 key.
 - To delete the number, press 07 after it is announced.
- To hear these options again, press the 0 key.

Selective Call Forwarding

This feature allows you to specify telephone numbers (maximum of 10) where calls can be forwarded. During the period that Selective Call forwarding is activated, only calls from one of the specified numbers will be forwarded.

Upon first-time use:

- Listen for dial tone and dial *63.
- Listen for the prompt. Enter a 7-digit or 10-digit number that calls will be forwarded to, followed by the # sign.
- You will be prompted to verify the number is correct by pressing 1 or 0 to re-enter the number. Press 1 or 0 after the tone.
- Dial 0 for instructions and press the # key to add a 7-digit or 10-digit number to the list.
- You can add more numbers to the list at this time by pressing # after each entry.
- This will activate the service. You can hang up when finished.

To make changes:

- Listen for dial tone and dial *63.
- You will hear a recorded message indicating the current feature activation status.
- To turn this feature on or off, press 3.
- To add entries to your list, press the # key.
 - Dial 01# to enter the last incoming number.
 - Enter a 7-digit or 10-digit number followed by the # key.
 - Continue with another number and the # key.
- To delete entries from your list, press the * key.
 - Enter a 7-digit or 10-digit number followed by the * key.
 - Continue with another number and the * key.
 - Dial 08* to delete all entries in your list.
- To hear a list of numbers on your list, press the 1 key.
 - To delete the number, press 07 after it is announced.
- To hear these options again, press the 0 key.

Telemarketer Screening

Telemarketer Screening will block all incoming calls with Caller ID information showing Unavailable, Unknown, or Out of Area. The callers will hear an announcement that the subscriber is not accepting calls. Your service representative can also set the service to activate when the Caller ID information is restricted, private, or anonymous.



CALL IDENTITY FEATURES

Caller ID

Display the incoming telephone number on a customer-provided display device attached to your telephone line or on a telephone/answering machine with a built-in display screen. The Caller ID feature will display the calling number/ name from the appropriately equipped originating central office. We will forward all telephone numbers subject to technical limitations.

Call Waiting Caller ID

Lets you see the number of the incoming call while you're already on the phone, so you can decide if you want to accept the call. It works like Call Waiting, except that when you hear the Call Waiting tone you'll be able to see the Caller ID information displayed for the incoming call. If you decide to accept the incoming call, simply follow the steps provided for the Call Waiting feature on page 6.

Caller ID Block

Caller ID Block will prevent the delivery of your telephone number to the called party. This service provides free Caller ID Block to all customers. Customers with Non-published telephone service will automatically have their Caller ID Block feature activated and can deactivate the feature on a per-call basis by using a deactivation code prior to placing the call; thereby allowing the delivery of their telephone number to the called party. All customers, except for those with non-published telephone service, may prevent the delivery of their telephone number to the called party on a per call basis by dialing the activation code prior to placing the call.

1. Non-Published Number Customers:

- Dial *82 to allow display of their number per call.

2. Published and Non-Listed Number Customers:

- Dial *67 to block display of their number per call.

Distinctive Ring

This feature allows distinctive ringing to be applied to an individual line, where each of 6 numbers, a main number and up to 5 additional numbers, will each have a unique distinctive ring for customer identification. Because 6 telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Priority Call

This feature allows you to program up to 10 telephone numbers of selected callers enabling you to distinguish certain incoming calls from all others by a distinctive ring tone. If you also subscribe to Call Waiting, calls from selected numbers will be distinguished by a distinctive call waiting tone.

- Listen for dial tone.
- Dial *61.
- You will hear a recorded message indicating the current feature activation status.
- To turn this service on or off, press 3.
- To add entries to your list, press the # key.
 - Dial 01# to enter the last incoming number.
 - Enter a 7-digit or 10-digit number followed by the # key.
 - Continue with another number and the # key.
- To delete entries from your list, press the * key.
 - Enter a 7-digit or 10-digit number followed by the * key.
 - Continue with another number and the * key.
 - Dial 08* to delete all entries in your list.
- To hear a list of numbers on your list, press the 1 key.
 - To delete the number, press 07 after it is announced.
- To hear these options again, press the 0 key.

1-Digit Speed Calling 8	
Code	Name
2	
3	
4	
5	
6	
7	
8	
9	

Ask about our VoiceNotes, high speed DSL, and Ultimate Entertainment Television services.

2-Digit Speed Calling 30			
Code	Name	Code	Name
20		35	
21		36	
22		37	
23		38	
24		39	
25		40	
26		41	
27		42	
28		43	
29		44	
30		45	
31		46	
32		47	
33		48	
34		49	



213 South Main Street
P.O. Box 149
Waterloo, IL 62298