

# Calling Feature Instructions

## Anonymous Call Rejection

- To activate: Dial \*77
- To deactivate: Dial \*87

## Automatic Call Back

- To activate and deactivate:
  - After you have reached a busy number hang up the telephone.
  - Pick up the handset and dial \*66
  - To cancel dial \*86

## Automatic Recall

- To activate: Dial \*69
  - Return the call by pressing 1

## Busy Call Forward

- To activate: Dial \*90
  - Wait for a stuttered dial tone; dial the number you wish to forward your call to be received.
  - Wait for the call to be answered. If the call is unanswered repeat the steps again to activate.
- To deactivate: Dial \*91

## Call Forwarding

*For non-fiber customers*

- To activate:
  - Dial \*72
  - When you hear a stuttered dial tone, dial the number to which you will be forwarding your calls.
  - Wait for the call to be answered. If the call is unanswered repeat the steps again to activate.
  - When you hear two quick tones followed by a regular dial tone you will know Call Forwarding is in effect.
- To deactivate: Dial \*73



- You will hear a stuttered dial tone followed by a regular dial tone or fast busy signal.

#### *For fiber customers*

To activate:

- Dial \*72
- Then dial the number to which you will be forwarding your calls to
- Wait for the call to be answered
  - If the call is unanswered repeat the steps again to activate
  - When you hear two quick tones followed by a regular dial tone you will know Call Forwarding is in effect.

## Call Transfer

- To activate:
  - Press the flash-hook button on your telephone handset and dial the second number.
  - Hang up, either before the second number answers or afterwards, and the caller will be transferred.

## Call Waiting

- To answer the second call:
  - Depress the hook switch\* for about one second to place your first call on hold. You will automatically be connected with the second caller.
- To alternate between calls:
  - Depress the hook switch\* for about one second, you may alternate between calls. Each conversation is private and cannot be heard by the other caller.
- To terminate either call:
  - Simply hang up. Your telephone will then ring. When you answer it, you will be connected with the other caller.
- To disable call waiting:
  - Before making the call, dial \*70. You will hear two quick tones followed by a second dial tone.
  - Place your call or connect to the Internet.
  - When the call is terminated, Call Waiting will be automatically restored.

*\*On cordless telephones use the "Flash" key.*

## Caller ID

- To activate: Dial \*65
- To deactivate: Dial \*85



## Caller ID Block

To permanently block Caller ID delivery call Blackfoot's Customer Care Team at 866-541-5000 to add this service.

- To allow your phone number to be displayed temporarily on a per call basis, dial \*82 before dialing the number.
  - When you hang up, your call blocking will be enabled again.
- To temporarily block delivery of caller ID per call: Dial \*67
  - When you hang up the block is disabled.

## Custom Ringing/Teen Services

Please call Blackfoot's Customer Care Team at 866-541-5000 to use this service.

## Customer Originated Trace

- To activate a trace: Hang up the telephone immediately after receiving the call. Then pick up the telephone and dial \*57 and follow the voice directions. Please write down the time that you originated the trace. It will be necessary to have this information when you talk to Blackfoot.

## Delayed Call Forwarding

- To activate: Dial \*92
  - Wait for a stuttered dial tone and dial the number you wish to forward your calls to.
  - Wait for the call to be answered. If the call is unanswered repeat the steps again to activate.
- To deactivate: Dial \*93

## Do Not Disturb

- To activate: Dial \*78
- To deactivate: Dial \*79

## Priority Call/Distinctive Ringing

- When setting up for the first time: Dial \*61
  - You will hear a list of the basic options outlined below.
  - To turn on, press 3.
  - Press the # key.



- Dial the 10-digit phone number to be added to your distinctive ring list and press the # key again.
  - To add more numbers continue as described in prior step.
  - To add the last calling party, dial 01 then press the # key to activate.
- To add more numbers to your distinctive ring list: Dial \*61
  - Press the # key, dial the 10-digit telephone number to be added and press the # key again.
  - For the last number enter 01, dial the 10-digit telephone number and press the # key.
- To remove individual phone numbers from your distinctive ring list: Dial \*61
  - Press the \* key.
  - Dial the 10-digit phone number to be removed from your Distinct Ring list and then press the \* key again.
  - Remove all entries from your Distinctive Ring list, dial 08\*.
- To hear the numbers currently on your list: Dial \*61
  - Dial 1. All numbers will be spoken.
  - To delete an entry in your list press 07 as soon as you hear it; to leave it on the list do nothing.
  - To hear instructions repeated press 0.
- *Quick Reference for all of the above:*
  - To turn the Distinctive Ring service ON or OFF dial \*61 and dial 3.
  - To add an entry, press the # key.
  - To remove an entry, press the \* key.
  - To hear the numbers currently on your list, dial 1.
  - To hear instructions repeated, dial 0.

## Remote Access to Call Forwarding

- To activate: Dial 4065415600
- Enter the 10-digit telephone number you will be forwarding calls from followed by the # key.
- Enter your PIN number followed by the # key. (This number is defaulted to the last 4-digits of the number you will be forwarding calls from.)
- Enter the access code \*72.
- After a brief pause, you will hear a double beep. Enter the number you want your calls forwarded to, exactly as it is normally dialed (e.g. If a 9 is dialed off a telephone system to grab an outside line, enter that digit. If you will be forwarding calls to a long distance number, enter 1+ all 10-digits of this number.)
- After the forward to number is entered, you will hear a double beep. Do not hang up. Wait for someone at the forward number to answer.



- If there is no answer at the forward to number, hang up and repeat all the steps. After completing the previous step the second time, you will hear a fast busy signal. This indicates your calls will be successfully forwarded.
- To disable the call forwarding feature from the forwarded number: Dial \*73
- The double beep will indicate the feature is no longer active.
- To deactivate the call forwarding feature remotely: Dial 406-541-5600 (the access number).
- Enter the 10-digit telephone number you were forwarding calls from, followed by the #
- Enter your PIN number followed by the # (this number is defaulted to the last 4-digits of the number you will be forwarding calls from.)
- Enter \*73. The double beep will indicate the feature is no longer active.

## Remote Call Forwarding

*Please call Blackfoot's Customer Care Team at 866-541-5000 to add this service.*

## Selective Call Acceptance

- To create your selective call acceptance list: Press \*64 followed by the # key, the telephone number and the # key.
  - To add other numbers continue with # key the telephone number and # key, until all the numbers have been entered.
  - Press 3 to activate once your list is complete.
- To edit your selective call acceptance list:
  - If you want to hear your list of numbers, press 1 while you are logged into the command.
  - Dial \*64, the appropriate number and press the \* key.
  - Dial \*64, then press 08\* to remove all numbers from your list.
- To deactivate your selective call acceptance list: Dial \*64
  - Then press 3.

## Selective Call Forwarding

- To create your selective call forwarding list the first time: Dial \*63 (you should hear the instructions described below)
  - Press 3 to activate your list followed by the # key.
  - Dial your 10-digit phone number to which you want your calls to be forwarded and then press the # key again.
  - Press 1 to confirm, or press 0 if your forwarding number is not correct. Re-enter the correct 10-digit phone number and press the # key to confirm.
  - Then press the # key followed by the 10-digit telephone number of the first caller that you wish to have forwarded to you, then press the # key again.
  - Repeat above up to 11 times for additional numbers that you wish to forward to your phone.



- To add more numbers to your selective call forwarding list: Dial \*63
  - Press the # key, dial the 10-digit telephone number to be added and press the # key again.
  - To add the last calling party, enter 01 and press the # key.
- To remove a number from your selective call forwarding list: Dial \*63
  - Press the \* key and dial the 10-digit telephone number to be removed and press the \* key again.
  - To remove all entries at once press 08\*
- To hear the numbers to be forwarded that are currently on your list: Dial \*63
  - Press 1 and all numbers will be spoken.
  - To delete an entry in your list press 07 as soon as you hear it; to leave it on the list do nothing.
  - To hear instructions repeated press 0.
- Quick reference for all of the above:
  - To turn the Selective Call Forwarding service ON or OFF dial \*63 and press 3.
  - To add an entry, press the # key.
  - To remove an entry, press the \* key.
  - To hear the numbers currently on your list, press 1.
  - To hear instructions repeated, press 0.

## Selective Call Rejection

- To create your selective call acceptance List:
  - Press \*60 followed by the # key, the telephone number and the #
  - To add other numbers continue with # key the telephone number and # key, until all the numbers have been entered.
  - Press 3 to activate once your list is complete.
- To edit your selective call acceptance list:
  - If you want to hear your list of numbers, press 1 while you are logged into the command.
  - Dial \*60, the appropriate number and press the \* key.
  - Dial \*60, then press 08\* to remove all numbers from your list.
- To deactivate your selective call acceptance list: Dial \*60
  - Then press 3.

## Speed Calling

- To establish your speed calling list:
  - Lift your phone receiver and listen for the dial tone.
  - Dial \*75.
  - Listen for a stuttered dial tone.
  - Dial one of the appropriate 2-digit access codes (eligible programming numbers are 20 through 49).



- Dial the number you wish to correspond with the Speed Calling Code. (For long distance numbers, dial 1 and the area code before the number.)
- Listen for a confirmation tone to indicate your Speed Calling number is established.
- To use your speed calling feature:
  - Listen for the dial tone.
  - Dial the appropriate 2-digit access number (20 through 49).
  - Press the # key or wait 4 seconds.
- To change your speed calling list:
  - Follow the same steps for establishing your list. A new number automatically cancels out the existing number.

### Three-Way Calling

- To add a third party:
  - To put your existing call on hold, depress the hook switch\* for about 1 second.
  - Dial the number of the third party. (Speed Calling Codes may be used if you also have this feature.) When the third party answers, you may talk privately before completing your three-way connection.
  - With your third party on the line, depress and release the hook switch for just a second to add the holding party.
  - Your Three-Way Calling is now in effect. If for some reason the call to the third party is not completed, depress the hook switch\* twice to reconnect with your original party.
- To disconnect the third party:
  - Depress the hook switch for about a second. You will now have only the original party on the line.
- To disconnect completely:
  - If either of the other two parties hangs up, you can continue to talk to the one remaining. If you hang up first, all connections are released.

*\*On cordless telephones use the "Flash" key.*

### Toll Authorization

*Please call Blackfoot's Customer Care Team at 866-541-5000 to add this service.*

### Unified Voice Mail

*Please call Blackfoot's Customer Care Team at 866-541-5000 to add this service.*

- To use unified messaging for voice mails:
  - Open your email program.
  - You will see any new voice mails with "Voice mail" in the subject line.



- Point-and-click to open the attached .wav file. It will automatically open in your media player and you will be able to hear the message through your system speakers.
- When you're ready to delete a voice mail, you may simultaneously remove it from both your email and voicemail box by simply deleting the email.
- To use unified messaging with incoming faxes:
  - Open your email program.
  - You will see any new incoming faxes with "Fax received" in the subject line.
  - Point-and-click to open the attached .pdf. It will automatically open in Adobe Acrobat and you will be able to view, print and save the file.

## Voice Mail

- To complete your initial setup: From your telephone, dial \*98 or 541-1046.
  - When you sign into the Blackfoot voice mail for the first time, you will need to set up your mailbox. You will be prompted to enter your mailbox number, which is your 10-digit telephone number (area code + 7-digit number, e.g., 406-123-4567). This can ONLY be done from the telephone line where your voice mail service is provided.
  - Voice prompts will guide you through these three easy steps:
    - *To create your new PIN (personal identification number or password):* You are prompted to enter a new 6 to 20-digit PIN followed by #. You are asked to confirm your new PIN by re-entering your new PIN and #.
    - *To record your name for your greeting:* Once you have recorded your name, it is played back to you and you are provided with options to keep or change it. To change your greeting, Press 1. To keep your greeting, press #.
    - *To record your greeting:* You will be prompted to select a greeting. There are several options. Select the type of greeting you want and follow the prompts.
      - Personal Greeting (announces your personal recorded greeting) Press 1.
      - System Greeting (announces your recorded name) Press 2.
      - System Greeting (announces your telephone number only) Press 3.
      - System Greeting (generic voice mail box announcement) Press 4.
- To access your voice mail box and listen to messages: Choose one of these ways to access your mailbox then follow the prompts.
  - Dial \*98 from your home or office telephone.<sup>1</sup>
  - Dial 541-1046 when away from your home or office telephone and you'll be prompted to enter your phone number and password.<sup>2</sup>





- Dial your own phone number and press \* when you hear your personal greeting.<sup>2</sup>
  - <sup>1</sup> Skip PIN (auto log in) is the default setting for Blackfoot voice mail. You do not need to enter your PIN. <sup>2</sup> You will be required to enter your personal voice mail PIN when dialing into your voice mail account.
- To listen to new and saved messages: While listening to your voice mail you may manage messages with the following keypad commands.
  - Press 2 to skip to the end of the message.
  - Press 7 to slow down the message.
  - Press 77 to skip back. This skips back 5 seconds in the message.
  - Press 8 to pause the message. Press 8 again to continue playing the message.
  - Press 9 to speed up the message.
  - Press 99 to skip forward. This skips the message forward 5 seconds.
- To manage messages one at a time once in your mailbox:
  - Press 1 to replay the message.
  - Press 2 to save the message. The system will then go to next message.
  - Press 3 to delete the message. The system will then go to the next message.
  - Press 4 to reply to the message.
  - Press 11 to return to the previous message.
  - Press # to go to the next message.
  - Press \* to return to the main menu.
- Options to interrupt a message:
  - Press 7 to skip back. This skips back 5 seconds in the message.
  - Press 8 to pause the message. Press 8 again to continue playing the message.
  - Press 9 to skip forward. This skips the message forward 5 seconds.
- To change mailbox settings: The Mailbox Settings Menu allows you to change your settings such as your PIN, greeting, and other options that help save time.
  - Press 4 to reach the Mailbox Settings Menu from the main menu.
  - Press # to skip to the next menu option.
  - Press 11 to return to the previous menu option.
  - Press 0 to select the current option.
  - Press \* to return to the main menu.
- Two commands available at any time:
  - Press # to skip quickly over messages.
  - Press \* to move back up to the previous menu.
- To turn off date and time on voice mail so you don't hear them:



- Dial into your voice mail account and navigate to the main menu by pressing \*.
- Press 4 (mailbox settings).
- Press 2 (hands free and time saver options).
- Press 3 (change voice mail preferences).
- Press 1 (voice mail headers).