

Custom Calling Features

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Voice Mail

Wilkes Communications voice mail service is an advanced voice messaging system that will ensure you never miss an important message when you are away from home, out of the office or on the phone.

Voice Mail is easy to set up and easy to use, yet the system comes with many advanced features that enhance your personal convenience and organization. Not only can you customize the way Voice Mail works for you, but you can also access your messages at any time from any touch tone telephone.

■ ACCESS YOUR MAILBOX

1. Press **# 1 1** if you are checking your messages from your home telephone. Or dial 336-973-6245.
2. Either: Enter your 7 digit telephone number followed by **#**. If the Auto Login feature is enabled and you are accessing the system from the phone your voice mail is assigned to, then no entry is required (*Enhanced versions only*). Or dial your home or business number, once the recorded message begins press *****.
3. Enter your password, followed by **#**. The default password is 0000. Please change your password while setting up your mailbox.

■ ACCESS YOUR SUB-MAILBOX

(*Enhanced versions only*).

1. Press **# 1 1** or dial 336-973-6245
2. Enter your mailbox number.
3. Enter your mailbox ID number or press ***** to go to your group message.
4. Enter your password, followed by **#**.

SUB-MAILBOX MAIN MENU:

- Press **1** to listen to messages.
- Press **3** to send message to another mailbox.
- Press **5** to hear mailbox ID's with new message.
- Press **7** for current date & time.
- Press **9** to setup Voice Mailbox.

SUB-MAILBOX GROUP GREETING MENU:

(*Example Group Greeting: You have reached the Jones' residence. To leave a message for John press 1, to leave a message for Donna press 2. Thank you for calling.*)

- Press **1** to play current Group Greeting.
- Press **2** to keep Group Greeting.
- Press **3** to delete Group Greeting.
- Press **4** to record new Group Greeting.
- Press **0** to repeat choices.

■ MAIN MENU OPTIONS

- Press **1** to listen to messages.
- Press **3** to send a message to another mailbox.
- Press **7** for current date and time.
- Press **9** to setup Voice Mailbox.
- Press **0** to repeat these choices.

■ MAILBOX SET-UP SETUP MENU:

- Press **1** for greeting.
- Press **2** to change password.
- Press **3** to edit notification.
- Press **4** for Auto Login.
- Press ***** to return to main menu.
- Press **0** to repeat choices.

GREETING MENU:

- Press **1** to play current greeting.
- Press **2** to keep greeting.
- Press **3** to delete greeting.
- Press **4** for new greeting.
- Press ***** to return to setup menu.
- Press **0** to repeat choices.

CHANGE PASSWORD:

1. Press **2** to change your password.
2. Enter new password (1-16 digits), followed by **#**.
3. To verify, re-enter your new password.

■ LISTEN/RETRIEVE MESSAGES

LISTEN TO MESSAGES:

- Press **1** to hear new messages.
- Press **2** to hear saved messages.
- Press ***** to return to main menu.
- Press **0** to repeat choices.

MESSAGE OPTIONS:

- Press **1** to play or replay message.
- Press **2** to save message and go to next.
- Press **3** to delete message and go to next.
- Press **4** to save message as new message.
- Press **5** to reply to message.
- Press **6** to forward message.
- Press **7** to skip back three seconds.
- Press **8** to pause or continue message.
- Press **9** to skip forward three seconds.
- Press ***** to return to main menu.
- Press **0** to repeat choices.

* Toll charges apply on long distance calls.

Custom Calling Features

Ideal for bringing everyone together on the same call. Three-Way Calling lets you and two other parties all talk together. It works with local calls, long distance* calls, or a combination of both. Three-Way Calling can be used whether you have received or have placed the first call.

■ TO ADD A THIRD PARTY TO YOUR CALL

1. Press and release your telephone's switchhook to place the first caller on hold.

Three Way Calling

2. Listen for three beeps and then a dial tone. Press the number of the third person. Speed Calling codes may be used if you also have this feature.
3. When the third party answers, press and release the telephone's switchhook to add them to your three-way call.

■ HOW TO END THREE WAY CALLING

Press and release the telephone's switchhook to disconnect the last party added. If either party hangs up you can continue to speak with the remaining party. If you hang up both parties will be disconnected.

Ever experience the frustration of rushing for the phone only to find the caller has just hung up and you're left wondering who tried to reach you? Call Return solves the problem. By entering a simple code, your phone automatically calls back the last number that tried to reach you. Works with local and long distance calls**

***Will not work with call originating from an area or long distance carrier where this feature is not provided or with 800, 888 or 900 prefix numbers.*

Call Return

■ HOW TO USE CALL RETURN

1. Press ***69** (on a rotary phone dial 1169), a recorded voice will give you the phone number of the call you missed and ask if you want to use the Call Return feature.* Just follow the voice instructions.

■ IF THE LINE IS BUSY

1. Hang up. The system will keep trying the line for up to 30 minutes.
2. A special call back ring alerts you if the line becomes free.

3. Lift the handset to automatically place the call.

■ TO CANCEL YOUR CALL RETURN REQUEST

1. Press ***89** (on a rotary phone dial 1189). Listen for the confirmation tone or announcement. Hang up.

Now you can reject all callers who have a private number and have chosen to block their number from being displayed on your Caller ID device.**

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

Anonymous Call Rejection

■ HOW TO USE ANONYMOUS CALL REJECTION

1. Press ***77** (on a rotary phone, dial 1177).
2. Listen for a confirmation tone. Hang up.

■ HOW TO CANCEL ANONYMOUS CALL REJECTION

1. Press ***87** (on a rotary phone, dial 1187).

NOTE:

- Callers who have blocked the display of their 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.

**Toll charges apply on long distance calls.*

Custom Calling Features

Call Waiting/Cancel Call Waiting

Now, you never have to miss another call while you're on the phone. With Call Waiting, a "beep" alerts you to another incoming call. Put the first call "on hold" while you answer the second. Easy to use and perfect for the busy home or office.

■ HOW TO USE CALL WAITING

1. A short "beep" in your earpiece while you are in the middle of a call means that someone else is trying to reach your number.

2. Ask the first caller if you may put them on hold...then press and release the switchhook. The first caller will be put on hold and you will automatically be connected to the second caller.
3. Pressing and releasing the switchhook for about one second will let you alternate between parties. Each conversation is absolutely private.

Cancel Call Waiting turns off Call Waiting. Eliminates Call Waiting tones from interrupting regular conversations, internet, computer modem or facsimile transmissions. You automatically have this feature with Call Waiting.

■ USING CANCEL CALL WAITING BEFORE A CALL

1. Press ***70** (on a rotary phone dial 1170).
2. Enter the number you wish to call.

■ USING CANCEL CALL WAITING DURING A CALL

1. Depress the switchhook for one second to place the call on hold.
2. Listen for dial tone, press ***70** (on a rotary phone dial 1170).
3. Listen for special beep tone, depress the switchhook for one second and return to your call.

Preferred Call Forwarding enables you to have your most important calls follow you. You select and program the calling phone numbers you want forwarded and the destination number to which they are to be forwarded. When this feature is turned "on," calls from numbers in your forward list will be routed to your "forward-to" number.* All others will ring at your phone as usual.**

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

■ HOW TO USE PREFERRED CALL FORWARDING

1. Press ***63** (on a rotary phone, dial 1163). Listen for an announcement telling you whether the feature is currently on or off. A pre-recorded voice will then tell you how many (if any) numbers are currently stored in your forward list.
2. Follow the voice instructions and press **3** to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

**Toll charges apply on long distance calls.*

Preferred Call Forwarding

■ TO ADD THE LAST CALLER TO YOUR FORWARD LIST

1. 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 would like your special calls forwarded to. From then on, the system will remind you of the current "forward-to" number.

1. If the current number is correct, press **1**.
2. If you wish to change the current "forward-to" number, press **0** and then follow the voice instructions.

■ TO ADD A PHONE NUMBER TO YOUR LIST

1. Press **#** (on a rotary phone dial 12). Follow the voice instructions. You can store up to 31 numbers on your forward list.

■ TO REMOVE A PHONE NUMBER FROM YOUR LIST

- Press ***** (on a rotary phone dial 11). Follow the voice instructions to remove any or all of the numbers from your list.

■ TO HEAR THE PHONE NUMBERS ON YOUR LIST

- Press **1**. After the list is read, voice instructions will follow.

■ TO HEAR INSTRUCTIONS AGAIN

- Press **0**

NOTES:

- You may press **1**, **0**, **#**, or ***** (on a rotary phone dial 1, 0, 12 or 11) at any time rather than waiting for the voice instructions.
- The list you create here is separate from other lists you may be using for Priority Ringing, Selective Call Rejection, Selective Call Acceptance and similar services.
- This service can work with Call Forwarding (all calls). Numbers on your preferred Call Forwarding number.* All other calls will be routed to your regular Call Forwarding number.*

Custom Calling Features



Want your calls to follow you?

Doesn't it always seem to happen. The moment you leave your home or office, that's when you get the call you've been waiting for. Now you can relax with our Call Forwarding feature options. So go ahead, enjoy coffee with your neighbor or attend that important meeting. You can have your calls follow you to another location.

Call Forwarding

If you know where you are going to be, you can forward your incoming calls to that location. You control the forwarding of your calls to any number* including your cellular phone or pager, anytime you choose.

■ HOW TO USE CALL FORWARDING

1. Press ***72** (on a rotary phone dial 1172) and listen for the dial tone.
2. Enter the number to which your calls are to be forwarded. You will hear a confirmation tone. The called number is stored and Call Forwarding is activated. Call Forwarding works with either local or long distance* calls.
3. If you wish to call the "forward-to" number to notify the party of the call forwarding condition, press ***** and the call will be placed. From that moment on, all calls will go to that number until you change the number or end Call Forwarding.

■ HOW TO END CALL FORWARDING

1. Press ***73** (on a rotary phone dial 1173) and you will hear Three short "beeps". This informs you that Call Forwarding is no longer activated, and calls to your number will ring at your telephone normally.

NOTES:

- While your calls are being forwarded, your telephone will ring briefly each time your number is dialed, you cannot answer the calls, but the ring is a reminder that Call Forwarding is still in effect.
- If you forward your calls outside of your local calling area, you will be charged for any calls forwarded from your number to the long distance number.
- While calls are being forwarded, you can still make outgoing calls.

Priority Ringing

Allows you to create a list of numbers with its own distinctive ring. The distinctive ring tells you it's one of your special callers from your list. Even works with Call Waiting* and Caller ID.**

**When called from any number on your list a short-long-short ringing pattern.*

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

■ HOW TO USE PRIORITY RINGING

1. Press ***61** (on a rotary phone, dial 1161). Listen for an announcement telling you whether the feature is currently on or off. A pre-recorded voice will then tell you how many (if any) numbers are currently stored in your Priority Ringing list.

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

■ HOW TO ADD THE LAST CALLER TO YOUR LIST

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

■ TO ADD A NUMBER TO YOUR LIST

1. Press **#** (on a rotary phone, dial 12). Then follow voice instructions.

■ TO REMOVE A NUMBER FROM YOUR LIST

1. Press ***** (on a rotary phone, dial 11). Follow the voice instructions to remove any or all of the numbers from your list.



■ TO HEAR THE PHONE NUMBERS ON YOUR LIST

1. Press **1**. After the list is read, voice instructions will follow.

■ TO HEAR INSTRUCTIONS AGAIN

1. Press **0**.

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Custom Calling Features

Call Forwarding Remote Activation

If you forget to forward your calls before leaving home or the office, no need to worry. Call Forwarding Remote Activation allows Call Forwarding** to be activated or deactivated from a different telephone line. Before this feature can be activated or deactivated from a different location, a personal access code must be assigned to the telephone line with the Call Forwarding feature.

***Call Forwarding feature is required.*

■ HOW TO ASSIGN YOUR PERSONAL ACCESS CODE

1. Press ***68** (on a rotary phone dial 1168). Listen for three beeps, then dial tone.
2. Enter any Personal Access Code you wish to use, 12 digits or less.

3. Listen for three beeps, hang up. To change or delete your Personal Access Code, repeat step 1 and press your new code number. To delete your code, enter no number. Code cannot be assigned or changed from a remote phone.

■ HOW TO USE CALL FORWARDING REMOTE ACTIVATION

1. Enter your dedicated access number provided by the phone company: 336-973-9052.
2. Listen for the ring and wait for special dial tone. Enter your seven-digit number that provides your Call Forwarding feature. Listen for special dial tone.

3. Enter your Personal Access Code. Listen for three beeps and dial tone.
4. Press ***68** (on a rotary phone, dial 1172).
5. Enter the number where you want to forward the calls. Listen for three beeps. Hang up.

■ HOW TO END CALL FORWARDING REMOTE ACTIVATION

1. Follow steps 1 through 3 above.
2. Immediately press ***68** (on a rotary phone dial 1173). Listen for three beeps. Hang up.

Caller ID Blocking

Prevents your number from being shown on someone's Caller ID display device.

Per-Call Blocking is accomplished by entering a simple code which prevents your number from being displayed on an individual call basis.

Per-Line Blocking through the telephone company prevents all calls placed from your number from being displayed.

■ HOW TO USE CALLER ID BLOCKING

1. Press ***67** (on a rotary phone, dial 1167). Enter the number you're calling as usual.
2. The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or PRIVATE will be displayed. You must press ***67** before each call you place. Otherwise, your phone number will be released to the person receiving your call.

PER-LINE

- If you have requested Per-Line Blocking from your telephone company, you do not need to dial a code to block your number each time. your number will always appear as PRIVATE.
- To turn off Per-Line Blocking (allowing your number to be displayed) on a in individual call, press ***82** (on a rotary phone dial 1182) before placing the call.

Call Trace

If you're annoyed by nuisance calls, take charge! Call Trace enables you to initiate a trace on your last incoming call. Traced information will be provided.**

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

■ HOW TO USE CALL TRACE

1. When you get a nuisance call, hang up and then lift the receiver.
2. Press ***57** (on a rotary phone, dial 1157).
3. Listen for a confirmation announcement that the last call has been traced. Hang up.
4. The number you traced will be recorded.

NOTES:

- Call 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.
- You must contact the business office by the end of the next business day after completing a trace to ensure the information is kept on file.
- If you decide to follow up on the matter, please contact your local law enforcement agency. We will then provide the trace information to the law enforcement agency with subpoena.

**Toll charges apply on long distance calls.*

Custom Calling Features

You can program your phone to block calls from your selected list of phone numbers. Those callers receive a prerecorded announcement and are terminated. Calls from other numbers are not blocked. You can change numbers on your list at any time.**

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

■ HOW TO “TURN ON” CALL SCREENING

1. Press ***60** (on a rotary phone, dial 1160). Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your screening list.

Call Screening

2. Follow the voice instructions and press **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 ADD A NUMBER TO YOUR LIST

- Press **#** (on a rotary phone, dial 12). Then follow voice instructions. You can store up to 31 numbers on your Call Screening list.

■ TO REMOVE A NUMBER FROM YOUR LIST

- Press ***** (on a rotary phone, dial 11). Follow the voice instructions to remove any or all of the numbers from your list.

■ TO HEAR THE PHONE NUMBERS ON YOUR LIST

- Press **1** After the list is read, voice instructions will follow.

■ TO HEAR INSTRUCTIONS AGAIN

- Press **0**.



**Toll charges apply on long distance calls.*

Caller ID & Caller ID Deluxe

Know who's calling before you answer. A special display device lets you see the calling telephone number, giving you the option of answering or not. Caller ID dramatically enhances your privacy and security. To use Caller ID, you need a display phone or a display add-on unit for your existing phone.**

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

■ HOW TO USE CALLER ID

1. When you receive a call, wait until your telephone completes the first ringing signal. The calling telephone number will automatically appear on your display screen.
2. If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

NOTES:

- Subscription to Caller ID requires a display telephone.
- If the letter “P” or Private appears on your screen the caller may have blocked the display of his or her number before placing the call. You can choose whether or not to answer the call.
- If UNKNOWN NUMBER appears, the caller is calling from an area, long distance carrier, or equipment where the information is not available.

■ CALLER ID DELUXE

Caller ID Deluxe adds Call Waiting to Caller ID so that the other party's name and phone number may be seen while you are still on the line with the first party.