WCTA Calling Features

The basic custom calling features including Caller ID, Caller ID on Call Waiting, Voicemail, Telemarketing Call Screening, Call Forwarding, Calling Number Delivery Blocking-Per Call, Call Waiting, Call Waiting Deactivation, Revertive Call, Speed Calling 8 and Three-Way Calling* are provided with individual line basic service at no extra charge. Optional custom calling features are available for an additional charge. Contact the WCTA business office to subscribe to these features.

*Titonka-Burt Communications customers: Please contact a TBC office, Burt – 924-3224 or Titonka – 928-2110, for information on calling features available in your area.

Basic Custom Calling Features
These Features Included With Monthly Service At No Extra Charge.

Caller ID Spoofing
Customer Awareness Information

- *Caller ID service is susceptible to fraud known as Caller ID "spoofing."*
- *Disreputable persons can deliberately falsify the Caller ID number to disguise the identity of the caller.*
- *Congress is currently considering new laws to take action against spoofers.*
- *More information is available at "fcc.gov", search for "spoofing."*

WCTA's Spoofing Awareness education provided to customers includes similarly relevant and updated information as technology, regulation or legislation requirements. Such information can be found on the prevailing FCC regulatory consumer information website:

http://www.fcc.gov/cib/consumerfacts/callerid.html

Caller ID

Description:
When you receive a call, the telephone number calling you and the name associated with that number in telephone company records will automatically appear on your display screen. If you choose to answer the call, the name and the number remains on the screen until you or the caller hangs up.

Instructions:
- When you receive a call, wait until your telephone completes the first ringing signal.
- The telephone number calling you--and the name associated with that number in telephone company records--will automatically appear on your display screen.

Note:
– For Calling Number/Name ID to work, all telephone companies and carrier networks used on a call must be able to understand Calling Number/Name ID technology.

Caller ID on Call Waiting

Description:
This feature allows the customer with call waiting to receive name and/or number information on a call that is waiting. The customer must have the appropriate equipment.

Instructions:
- When you are on a call and receive another call, the second call will identify after your telephone completes one ringing signal.

- The telephone number calling you - and the name associated with that number in telephone company records - will automatically appear on your display screen.

Note:
– For Calling Number/Name ID to work, all telephone companies and carrier networks used on a call must be able to understand Calling Number/Name ID technology.
– This feature is available in limited areas.

Call Forwarding

Description:
Call forwarding allows you to transfer your incoming calls automatically to any other telephone. If you forward your calls to a distant telephone where a long distance charge applies, you will be billed the charges.

Instructions:
To Forward Your Calls
- Lift the handset and listen for the dial tone.
- Press ***72**.
- Again, listen for the dial tone.
- Now dial the number where you wish your calls forwarded. (Speed Calling codes may be used if you also have this feature.)
- When someone answers at the forwarded number, your Call Forwarding feature is now in effect.

Note:
– If there is no answer, or if the line is busy, hang up and repeat the previous steps. If you do this within two minutes, you'll hear two beeps meaning your Call Forwarding feature is now activated.
– Once you have activated Call Forwarding, the phone will make one short ring each time a call is forwarded. You can still make outgoing calls from this phone.
– If you wish to change the number your calls are being transferred to, just deactivate Call Forwarding (see below) and then follow the steps above for Call Forwarding.

To Deactivate Call Forwarding
- Lift the handset and listen for the dial tone.
- Dial ***73**.
- Listen for two beeps. Call Forwarding is now deactivated and calls will ring on your phone.

These Features Included With Monthly Service At No Extra Charge.

Calling Number Delivery Blocking – Per Call

Description:
This feature allows you to prevent your number from displaying on someone's phone on a per call basis.

Instructions:
- Pick up your handset and listen for the dial tone.
- Press ***67** from a touchtone phone, or dial 1167 from a rotary phone. You'll receive a new dial tone.
- Dial the number you're calling.
- The person you've called will receive a "P" or "Private" on his/her phone display.

Note:
– You must complete Steps 1-3 each time you want your number blocked from appearing on someone's phone display.

– Per call blocking does not block delivery of E911 information, 711 or 800 numbers.

Call Waiting

Description:
Call waiting allows you to receive a second call when you're on the phone with someone else.

If someone tries to call you when you are using your telephone, you will hear a short tone. The party calling will hear the usual ringing signal.

Instructions:
Here's How Your Call Waiting Feature Alerts You
- A beep tone tells you another call is waiting. Only you can hear this tone.
- Another reminder will be heard 10 seconds later if the waiting call remains unanswered.
- The second caller hears only the normal ringing tone.

To Answer The Second Call
- Depress the switchhook for about one second to place your first call on hold. On a feature phone, the link or flash button should be used.
- You will automatically be connected with the second caller.
- Note: The link or flash button may be used on some telephones.

To Alternate Between Calls
- Depress the switchhook for about one second to alternate between calls.
- Each conversation is private and cannot be heard by the other caller.

To End Either Call
- Simply hang up.
- Your telephone will then ring.
- When you answer it, you'll be connected with the other caller.

Call Waiting Deactivation

Description:
When you have one call that you don't want interrupted, you can prevent a second call from breaking into your line, and the caller will receive a busy signal. To CANCEL CALL WAITING you simply have to dial an access code.

Instructions:
To Cancel Call Waiting Before Calling
- Lift the handset and listen for the dial tone.
- Press the deactivation code ***70**, and listen for a special dial tone.
- Now, dial the number you wish to call. When you disconnect your call, CALL WAITING is automatically reactivated.

To Cancel Call Waiting During A Call
- Place your current call on hold by depressing the switchhook for one second. On a feature phone, the link or flash button should be used.
- Listen for the dial tone, then press ***70**.
- Listen for a special "beep-beep" tone, then depress the switchhook for one second and return to your call.
- When you disconnect your call, CALL WAITING is automatically reactivated.

Revertive Call

Description:
Revertive Call enables you to call another telephone connected to your telephone line.

Instructions:
- Dial your own number and hang up your receiver.
- All extensions on your line will ring.
- First receiver to be lifted stops the ring and conversation can begin.
- Note: Voice mail will answer call if service includes call forward if busy feature.

Speed Calling 8

Description:
With Speed Calling 8, you can use a one-digit code to call eight numbers of your choice, including local and long distance numbers.

Instructions:
To Enter Or Change Your Speed Calling 8 List
- Lift the handset and listen for the dial tone.
- Press ***74**.
- Listen for the stutter dial tone.
- Press or dial one of the 8 one-digit speed numbers (2 through 9).
- Then dial the number you wish to speed call. (for long distance entries, remember to include the "1" and the area code.)
- Press the # button.
- Listen for the two beeps which indicate that your number has been entered.

Speed Calling 8 - cont'd

2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

To Use Your Speed Calling Feature

• Lift the handset and listen for the dial tone.

• Press or dial the appropriate one-digit speed number (2 through 9).

• Press the # button.

• Your call will now be automatically dialed.

To Replace A Number On Your Speed Calling List

• Lift the handset and listen for the dial tone.

• Press *74.

• Listen for the dial tone.

• Press or dial the one-digit speed number you wish to cancel.

• Press #.

• Hang up the receiver and the speed call number will be removed.

Three-Way Calling

Description:

With this service, you can talk with people at two different phone numbers at the same time.

Instructions:

To Add A Third Person To Your Call

• First, depress the switchhook for about one second. This will place the first call on hold.

• Listen for the dial tone. Then dial the third person. (Speed calling codes may be used if you also have this feature.)

• When the third person answers, you may talk privately with this person before you make the call three-way.

• To make the call three-way, depress the switchhook for about one second to add the person on hold. Your three-way call is now underway.

Note:

– If for some reason the call to the third person is not completed or you decide not to add the third person to the call, depress the switchhook twice to resume your conversation with the person on hold.

– The link or flash button may be used on some telephones.

To Disconnect The Third Person

• Press the switchhook for about one second. You will now have only the original party on the line.

- or -

• If either of the other two people hang up, you can continue to talk to the one remaining.

To Disconnect Completely

• Simply hang up.

Telemarketing Call Screening

Access Your Telemarketer Call Screening Service

1. Access your Telemarketer Call Screening service by dialing ***95** from your phone. (Your phone must have had at least one recent incoming toll call to access ***95**.)

2. From the Main Menu, you can access the following features.

   Press 0 - To add the last caller to your Blocked Caller List.

   Press 1 - To add a number to your Blocked Caller List.

   Press 2 - To remove a number from your Blocked Caller List.

   Press 3 - To remove all numbers from your Blocked Caller List.

   Press 4 - To add a number to your Known Caller List.

   Press 6 - To turn the service On.

   Press 7 - To turn the service Off.

   Press 8 - To block calls from Private callers.

   Press 9 - To allow calls from Private callers.

Manually Add Numbers to Your Known Caller List

You can manually add numbers to your Known Caller List to prevent specific callers from hearing the telemarketer call screening announcement. Follow the steps below.

1. Access your Telemarketer Call Screening service by dialing ***95** from your phone.

2. From the Main Menu, select option 4 to add a number to your Known Caller List. Follow the prompts to add a number to your Known Caller List.

Add Numbers to Your Blocked Caller List

If someone calls you, and you do not want them to be able to call you again, you can add their number to your Blocked Caller List.

1. Immediately after you hang up with the caller, dial ***96**. The number of the last caller will be added to your Blocked Caller List.

Or

1. To manually add the number to your Blocked Caller List, access your Telemarketer Call Screening service by dialing ***95** from your phone.

2. From the Main Menu, select option 1 to add a number to your Blocked Caller List. Follow the prompts to add a number to your Blocked Caller List.

Remove a Number from Your Blocked Caller List

If you decide that calls should no longer be blocked from a specific number, you can remove a number from your Blocked Caller List.

1. Access your Telemarketer Call Screening service by dialing ***95** from your phone.

2. From the Main Menu, select option 2 to remove a number from your Blocked Caller List. Follow the prompts to remove a number from your Blocked Caller List.

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WCTA Voice Mail

Voice Mail

- 35 messages (new and saved combined)
- 30-day retention on new messages
- 30-day retention on saved messages
- 4-minute greeting
- 4-minute message length
- Call Forward - No Answer included
- Call Forward - Busy included
- Message Waiting Indicator (where available)
- 35-minute total storage
- e-Forward
- Web page administration
- 9 sub-mailboxes included
- Pager/phone notification
- Message reply option
- Multiple associated numbers (additional charges apply)
- Transfer to another number
- Private and shared distribution lists
- Allowed to send message directly to mailbox on list
- Message forwarding with introduction
- Auto-login

Access and Configure Your Mailbox

Access Your Mailbox

1. Access your mailbox using one of the methods outlined below.

- From your own phone: Dial ***98**. When prompted for your Mailbox Number, press the # key. Move to step 2. Note: If Auto-Login is enabled, you will be taken directly to your mailbox.

- From any WCTA exchange: Dial XXX-MAIL using the appropriate prefix for local calls:

   Use 592-6245 in Lake Mills, Joice, Scarville, Leland

   Use 297-6245 in Emmons, Twin Lakes, Conger, Albert Lea

   Use 562-6245 in Buffalo Center, Rake, Thompson, Woden

   Use 581-6245 in Forest City, Fertile, Leland, Crystal Lake, Joice

   Use 845-6245 in Kensett, Grafton, Manly, Northwood, Joice

   Use 896-6245 in Hanlontown, Fertile, Joice, Manly

   Use 515-885-6245 in Bancroft

   Use 515-886-6245 in Lakota

   When prompted, enter your 10-digit telephone number. Move to step 2.

- From any other telephone: Dial your own telephone number. Then press the * key while the greeting is playing to access your voice mailbox.

2. If requested, Enter your password followed by the # key. Your password will be default code "0000" until you change it.

3. At the Main Menu, press 1 to retrieve your messages, press 7 for the current date and time, or press 9 for mailbox setup.

Mailbox Setup

The Mailbox Setup Menu has 5 options:

Press 1:	Greeting Options
Press 2:	Change Password
Press 3:	Notification Options
Press 4:	Disable/Enable Auto-Login
Press *:	Return to Main Menu

To change or record your greeting

1. **Press 1** – Greeting options
2. **Press 4** – Record your greeting
3. **Press #** – End recording function
4. **Press 1** – Listen to greeting
5. **Press 2** – Save greeting - Greeting must be saved to be activated
6. **Press 3** – Delete greeting
7. **Press 4** – Re-record greeting - Then follow steps 3-5 again
8. **Press *** – Return to mailbox setup

To change your password

1. **Press 2** – Change your password.
2. Enter new password followed by the # key. Your password may be up to 16 digits long.
3. To verify, re-enter your password.

To change your notification options

Please note: Notification options only work with local telephone numbers. However, to function correctly, you must enter all 10 digits of a telephone number.

1. **Press 3** – Notification options.
2. Within the Notification Menu, press 1 to configure Pager Options or press 2 to configure Daily Notification. See Details that follow.

Pager Options
1. **Press 1** to change your notification number.
2. **Press 2** to turn notification on or off.
3. **Press 3** to enable or disable urgent message marking. With this feature turned on, you will only be notified of a new message when a message is marked urgent. Callers are given the option to mark their message urgent after they leave a message.
4. **Press 4** to configure your pager type. Then select from the following options:

Press 1:	Telephone
Press 2:	Digital Pager
Press 3:	Access Code Pager

Daily Notification Options
1. **Press 1** to change your notification number.
2. **Press 2** to enable or disable daily notification.
3. **Press 3** to schedule the time at which the notification will occur.

To change your Auto-Login option

1. **Press 4** to enable or disable Auto-Login. With this feature enabled, no password is required to access your voice mailbox when calling from your own home.

WCTA Voice Mail - cont'd

Retrieving Messages

1. Access your mailbox by following the steps in the **Access Your Mailbox** section. If Auto-Login is enabled, you will be taken directly to the Message Retrieval Menu. Otherwise, press 1 from the Main Menu to reach the Message Retrieval Menu.

The Message Retrieval Menu has 3 options:

Press 1: Play new messages
Press 2: Play saved messages
Press *: Return to Main Menu

While Listening to Messages

Press 1 – Play or re-play messages
Press 2 – Save message and go to next
Press 3 – Delete message and go to next
Press 4 – Save message as new
Press 5 – Reply to a message (1)
Press 6 – Forward a message (1)
Press 7 – Skip back three seconds
Press 8 – Pause or continue message
Press 9 – Skip forward three seconds
Press * – Return to Main Menu

(1) Optional Feature

Setting up and Accessing Your Sub-Mailboxes

Sub-Mailboxes allow you to have a separate mailbox for individual family members or employees. Callers will hear a Group Greeting directing them to select the individual they wish to leave a message for. The caller will then hear that individual's greeting and be able to leave a message directly for them.

Each sub-mailbox is secured with its own password.

To have a sub-mailbox setup for your voice mail account, please contact our business office.

Record Group Greeting

1. Access your mailbox by following the steps in the **Accessing Your Mailbox** section. **Please Note:** The Auto-Login feature does not work on an account with sub-mailboxes.

2. At the prompt, press * to access the Group Greeting Menu.

3. If requested, enter your password followed by the # key. The password for the Group Greeting Menu is the same as the password for sub-mailbox 1. If you have not yet configured sub-mailbox 1, the password will be a default code of "0000" until you change it.

4. A voice prompt will guide you through the steps.

A sample greeting might be:

"Hi, you have reached the Smiths. Press 1 to leave a message for John, press 2 to leave a message for Jane..."

Please Note: You should also record a greeting for each sub-mailbox. See below for more information.

Access and Configure Sub-Mailboxes

1. Access your mailbox by following the steps in the **Accessing Your Mailbox** section.

2. At the prompt, enter the sub-mailbox number you wish to access (1, 2, etc.)

3. If requested, enter your password followed by the # key. Your password will be a default code of "0000" until you change it.

4. To configure your mailbox, press 9 for mailbox setup. Refer to the **Setting up Your Mailbox** section for details on configuring your mailbox.

5. To listen to your messages, press 1 at the Main Menu for the Message Retrieval Menu. Refer to the **Retrieving Messages** section for details on listening to your messages.

Voice Mail Features

Personal Passcode – Each mailbox owner can set up a unique passcode to insure privacy.

Personal Greetings – Callers are answered by your personal greeting with your voice.

24-Hour Access – You can leave and retrieve messages any time.

Message Storage – You can keep messages and review them later.

Voice Prompts – This makes the system very easy to use. The only thing the owner must remember is their private number and passcode.

Message Waiting Indicator – If there is a new message in your mailbox, you will receive a fast busy signal when you try to place an outgoing call. Some telephones may also provide a visual Message Waiting Indicator.

e-Forward – The e-Forward feature sends new voice mail messages to a user's e-mail inbox as a sound file. Users can then listen to their voice mail messages on their computer.

Web Page Configuration – Customers can configure specific voice mail options, including e-Forward options and distribution lists, all from a web-based interface.

Sub-Mailboxes – Depending on the package selected, up to 9 sub-mailboxes can be configured. Sub-mailboxes are excellent for providing additional office workers or family members with their own mailbox.

Multiple Associated Numbers – Allows multiple phone numbers to share the same voice mailbox.

Auto-Login – Allows a customer to call the voice mail system from their own home and not be prompted for their mailbox number and password. This feature can be enabled or disabled by the customer.

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Calling Features

These Features Available Upon Request. Charges May Apply.

Anonymous (Blocked) Caller Rejection

Description:

This feature allows you to reject calls for which calling name/number display information has been intentionally blocked.

Only calls for which the information has been blocked are rejected.

Instructions:
- Pick up the handset and listen for the dial tone.
- Press **＊77**. On a rotary phone, dial 1177.
- Listen for a confirmation tone or announcement. Hang up.

When Someone Calls:
- Callers who have blocked the display of their number or name 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.

To Cancel:
- Press **＊87**. On a rotary phone, dial 1187.
- Listen for a confirmation tone or announcement. Hang up.

Note:
- You will not be notified when or how many calls have been rejected.
- This feature is available within our service area.

Automatic Call Back

Description:

You can use this feature to contact parties you have been unable to reach or to continue an interrupted conversation. If the called directory number is busy, you do not hear the usual busy signal, but are notified and instructed by an announcement, after which automatic processing of the call continues until the directory number is idle. When both lines are idle, the calling party hears a special ring. When the caller picks up the set, the called party's line rings.

Instructions:
- When you hear a busy signal, depress the switchhook and release. Listen for a normal dial tone. On feature phones, the link or flash button should be used.
- Press **＊66**. On a rotary phone, dial 1166.
- If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
- A special callback ring alerts you if the line becomes free (some phones ring normally).
- Pick up the handset to automatically place the call.

To Cancel:
- Depress the switchhook and listen for a normal dial tone.
- Press **＊86**. On a rotary phone, dial 1186.
- Listen for confirmation tone or announcement. Hang up.

Note:
- This feature does not work on 800 numbers, 900 numbers, numbers outside the specified feature area, or on lines where Call Forward and some other call features have been activated.
  - To restart the 30-minute clock, repeat steps above.

- Automatic Callback can check as many as 12 busy lines at once for you. To know which call is being completed, you must subscribe to Calling Number Delivery calling features.
- This feature is available within our service area.

Automatic Recall

Description:

This feature gives you the convenience of recalling the last incoming call without having to know the directory number of that call.

Instructions:
- Pick up the handset and listen for a normal dial tone.
- If you were already on the phone and ignored a call waiting tone, depress the switchhook and release quickly.
- Press **＊69**. On a rotary phone, dial 1169. You will receive an announcement on how to continue this feature.

If The Line Is Busy And You Decide To Activate Automatic Recall:
- Your phone will keep trying the line for up to 30 minutes.
- A special callback ring alerts you if the line becomes free (some phones ring normally).
- Pick up the handset to automatically place the call.

To Cancel:
- Press **＊89**. On a rotary phone, dial 1189.
- Listen for confirmation tone or announcement. Hang up.

Note:
- This feature does not work on 800 numbers, 900 numbers, numbers outside the specified feature area, or on lines where Call Forward and some other call features have been activated.
- This feature is available within our service area.

Call Forwarding If Busy

Description:

Call Forwarding If Busy allows you to transfer your incoming calls automatically to any other telephone if your line is busy. If you forward your calls to a distant telephone where a long distance charge applies, you will be billed the charges. You must have Call Forwarding on your line.

Instructions:

To Forward Your Calls If Line Is Busy
- Lift the handset and listen for the dial tone.
- Press **＊90** on a touchtone telephone.
- Again, listen for the dial tone.
- Now, dial the number where you wish your calls forwarded.
  (Speed Calling codes may be used if you also have this feature.)
- When someone answers at the forwarded number, your Call Forwarding If Busy feature is now in effect.

Note:
- If there is no answer, or if the line is busy, hang up and repeat the previous steps. If you do this within two minutes, you'll hear two beeps meaning your Call Forwarding If Busy feature is now activated.
- Once you have activated Call Forwarding If Busy, calls received while your line is busy will be forwarded. You can still make outgoing calls from this phone.
- If you wish to change the number your calls are being transferred to, just deactivate Call Forwarding If Busy (see next page) and then follow the steps above for Call Forwarding If Busy.

Calling Features - cont'd

Call Forwarding If Busy – cont'd

To Deactivate Call Forwarding If Busy:
- Lift the handset and listen for the dial tone.
- Press **∗91** on a touchtone telephone.
- Listen for two beeps. Call Forwarding If Busy is now deactivated and calls will ring on your phone.

Call Forwarding No Answer

Description:
Call Forwarding No Answer allows you to transfer your incoming calls automatically to any other telephone. If you forward your calls to a distant telephone where a long distance charge applies, you will be billed the charges. You must have Call Forwarding on your line.

Instructions:
To Forward Your Calls
- Lift the handset and listen for a dial tone.
- Press **∗92** on a touchtone telephone.
- Again, listen for the dial tone.
- Now, press the specified number of rings before transfer, followed by the number where you wish your calls forwarded.
- When someone answers at the forwarded number, your Call Forwarding No Answer feature is now in effect.

Note:
- If there is no answer, or if the line is busy, hang up and repeat the previous steps. If you do this within two minutes, you'll hear two beeps meaning your Call Forwarding No Answer feature is now activated.
- Once you have activated Call Forwarding No Answer, the phone rings the designated number of times before the call is forwarded. You can still make outgoing calls from this phone.
- If you wish to change the number your calls are being transferred to, just deactivate Call Forwarding No Answer (see below) and then follow the steps above.

To Deactivate Call Forwarding No Answer
- Lift the handset and listen for the dial tone.
- Press **∗93** on a touchtone telephone.
- Listen for two beeps. Call Forwarding No Answer is now deactivated and calls will ring on your phone.

Call Forwarding Remote Access

Description:
Call Forwarding Remote Access allows you to transfer incoming calls from one telephone number to another telephone number from a location other than your home telephone. If you forward your calls to a distant telephone where a long distance charge applies, you will be billed the charges. You must have Call Forwarding on your line.

Instructions:
To Activate Call Forwarding Remote Access
- Lift the handset and listen for the dial tone.
- Dial the special 10-digit remote access number (641-592-6699) from a touchtone telephone.
- Dial your 10-digit telephone number followed by the # key.
- Enter your 4-digit Personal Identification Number (PIN) followed by the # key. Default pin is 0000. If you would like this changed, dial **∗319** enter your existing PIN 0000, enter new PIN.
- Now dial the access code (**∗72**). A special dial tone is returned.

- Now dial the number where you wish your calls forwarded. (If there is no answer or if the line is busy, hang up and repeat the previous steps within two minutes.)
- When the feature is activated, you will hear 2 beeps indicating that the Call Forwarding Remote Access feature is in effect.

Note:
- If you wish to change the number your calls are being transferred to, deactivate Call Forwarding Remote Access (see below), and then follow the above steps to reactivate Call Forwarding Remote Access.

To Deactivate Call Forwarding Remote Access:
- Lift the handset and listen for the dial tone.
- Dial the special Remote Access directory number (641-592-6699) from a touchtone telephone.
- Dial your 10-digit telephone number followed by the # key.
- Enter your 4-digit Personal Identification Number (PIN) followed by the # key.
- Now dial the deactivation code (**∗73**).
- When the feature is deactivated, you will hear 2 beeps indicating that the Call Forwarding Remote Access feature is deactivated.

Call Transfer

Description:
Call Transfer allows you to add a third party to your call and then hang up without ending the call to the other two parties. (They will stay connected when you disconnect from the call.)

Instructions:
To Add A Third Person To Your Call And Transfer The Call
- First, depress the switchhook for about one second. This will place the first call on hold.
- Listen for the dial tone. Then dial the third person. (Speed calling codes may be used if you also have this feature.)
- When the third person answers, you may talk privately with this person before you make the three-way call.
- To make the three-way call, depress the switchhook for about one second to add the person on hold. Your three-way call is now underway.
- To Transer the call and leave the conversation, just hang up. The other parties may continue their conversation.

Note:
- If for some reason the call to the third person is not completed, depress the switchhook twice to resume your conversation with the person on hold.
- The link or flash button may be used on some phones.

Caller ID Blocking – Per Line

Description:
This feature prevents the customer's name and number from being delivered on any call to a Calling Number Delivery and/or Calling Number with Calling Name Delivery subscriber.

Instructions:
- If you select per line blocking, you can cancel the blocking feature by dialing a special access code (**∗82**). On a rotary phone, dial 1182.
- Your line is then unblocked for the next call only.
- The line is then re-blocked on the completion of your call.

Note:
- Per line blocking does not block delivery of E911 information.

Calling Features - cont'd

These Features Available Upon Request. Charges May Apply.

Customer Originated Trace – Per Call

Description:

This feature allows you to trace the origin of a harassing or obscene call. Information generated from the trace is printed at the telephone company. Upon request to the telephone company, the traced call information will be released to the proper authorities.

Instructions:

- When you get a nuisance call, just depress the switchhook and release. Listen for a normal dial tone.
- Press **∗57**. On a rotary phone, dial 1157.
- Press **1**.
- Listen for a confirmation announcement that the last call has been traced.
- Hang up.
- The number you trace will be recorded at the telephone company. Recorded information will be released to the proper authorities upon your request.

Note:

- Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- For more information concerning harassing or obscene calls, please call the WCTA business office at 1-800-592-6105.

Distinctive Ringing/Call Waiting

Description:

With this feature, incoming calls from up to 12 directory numbers can be automatically identified by distinctive ringing. A distinctive ringing pattern accompanies incoming calls from the designated directory numbers.

Instructions:

- Pick up the handset and listen for the dial tone.
- Press **∗61**. On a rotary phone, dial 1161.
- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your list.
- Follow the voice instructions and press or dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To Add The Last Caller To Your List:
- Press **#01#**. On a rotary phone, dial 1201.

To Hear The Phone Numbers On Your List:
- Press **1**. On a rotary phone, dial 1.
- After the list is read, voice instructions will follow.

To Add A Number To Your List:
- Press **#**. On a rotary phone, dial 12.
- Follow the voice instructions you'll hear. You can store up to 12 phone numbers on your 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 those numbers.

To Hear Instructions Again:
- Press **0**. On a rotary phone, dial 0.

When Someone Calls:
- If the call is from someone on your list, you'll hear a special ring. All other calls will have a normal ringing pattern.
- If you have Call Waiting and get a call from a number on your list while you're on another call, you'll hear a special Call Waiting tone. All other calls are signaled by a normal tone.

Note:

- You may press or dial specific numbers/symbols at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Selective Call Acceptance, Selective Call Forwarding and similar services.

Hot Line

Description:

This feature allows your phone line to call a predetermined number when your telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number. This requires a dedicated one party line without dial tone.

900 Restriction

Description:

This feature allows you to prevent 900 numbers from being dialed from your phone.

Note:

- This service needs to be set up by WCTA.
- Available on touchtone phones only.

Long Distance Per Call Restriction

Description:

This feature allows you to restrict the use of your phone for 1+ long distance calls. These calls can only be placed by persons knowing the correct 4-digit PIN number.

Instructions:

- *When a customer first subscribes to this feature, they will be asked what they want for their 4-digit PIN number.*
- *This PIN can only be changed by calling the business office.*

To Place a 1+ Call:
- *Dial the 1+ number as usual.*
- *You will hear 2 beeps and a new dial tone.*
- *Enter your 4-digit PIN number and your call will go through.*
- *This will be necessary for each 1+ call that is made.*

Note:
- *1+800 numbers can be called without using the 4-digit PIN number.*
- *Available on touchtone phones only.*

Long Distance Bulk Call Restriction

Description:

This feature allows you to control the use of 1+ numbers dialed from your phone. The availability of 1+ dialing can be controlled by using a 4-digit PIN number. Your telephone company may also apply this blocking to 0+ numbers.

Calling Features - cont'd

Long Distance Bulk Call Restriction - cont'd

Instructions:

To enable call restriction (no PIN needed):
- 1+ calls, press ***342**
- International calls, press ***343**
- Operator calls, 0 and 0+ calls, press ***344**
- 900 calls, press ***346**

To disable call restriction, dial the code ***XXX**
(You will be asked for your current PIN followed by the **#** sign):
- 1+ calls, press ***352**
- International calls, press ***353**
- Operator calls, 0 and 0+ calls, press ***354**
- 900 calls, press ***356**

To access the PIN change service, press ***319**. After dialing the access code, to change the PIN through the handset:
- When prompted, enter your current PIN.
- If the current PIN is correct, you are prompted to enter a new 4-digit PIN. (The value 0000 is not valid.)
- An announcement confirms the new 4-digit PIN.

Note:
- Available on touchtone phones only.

Selective Call Acceptance

Description:

You can use a list function to store up to 12 directory numbers from which you wish to receive calls. An incoming call from a directory number that is not on your list is routed to an announcement stating that the called party does not wish to receive the call.

Instructions:
- Pick up the handset and listen for the dial tone.
- Press ***64**. On a rotary phone, dial 1164.
- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your acceptance list.
- Follow the voice instructions and press or dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To Add The Last Caller To Your Acceptance List (non WCTA numbers):
- Press **#01#**. On a rotary phone, dial 1201.

To Hear The Phone Numbers On Your List:
- Press **1**. On a rotary phone, dial 1.
- After the list is read, voice instructions will follow.

To Add A Number To Your List:
- Press **#**. On a rotary phone, dial 12.
- Follow the voice instructions you'll hear. You can store up to 12 phone numbers on your 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 those numbers.

To Hear Instructions Again:
- Press **0**. On a rotary phone, dial 0.

When Someone Calls:
- When your feature is turned ON, you'll receive calls only from those on your acceptance list.
- Callers who are not on your list will simply hear an announcement that you are not accepting calls at this time.

Note:
- You may press or dial specific numbers/symbols at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Distinctive Ringing, Selective Call Forwarding, Selective Call Rejection, and similar features.

Selective Call Forwarding

Description:

This feature allows you to ensure that selected calls reach you when you are away from home or office. Incoming calls from up to 12 directory numbers can be forwarded to another location. Calls from directory numbers that are not on the list can be picked up at home or office. Long distance charges may apply.

Instructions:
- Pick up the the handset and listen for the dial tone.
- Press ***63**. On a rotary phone, dial 1163.
- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your forward list.
- Follow the voice instructions and press or dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To Add The Last Caller To Your Forward List (non WCTA's numbers):
- Press **#01#**. On a rotary phone, dial 1201.

To Enter Your "Forward-To" Number:
- The first time you turn on the feature, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you of the current "forward-to" number.
- If the current number is correct, press or dial 1.
- If you wish to change the current "forward-to" number, press or dial 0 and then follow the voice instructions.

To Hear The Phone Numbers On Your List:
- Press **1**. On a rotary phone, dial 1.
- After the list is read, voice instructions will follow.

To Add A Number To Your List:
- Press **#**. On a rotary phone, dial 12.
- Follow the voice instructions you'll hear. You can store up to 12 phone numbers on your forward list.

To Remove A Number From Your List:
- Press *****. On a rotary phone, dial 11.
- Follow the voice instructions to remove any or all of those numbers from your forward list.

To Hear Instructions Again:
- Press **0**. On a rotary phone, dial 0.

When Someone Calls:
- If your feature is turned ON, and the caller is on your forward list, the call will be re-routed to your "forward-to" number. If the caller is not on your forward list, the call will ring at your home as usual.

These Features Available Upon Request. Charges May Apply.

Selective Call Forwarding - cont'd

Note:
- You may press or dial specific numbers/symbols at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Distinctive Ringing, Selective Call Acceptance, Selective Call Rejection, and similar features.
- This feature can work with Call Forward (all calls). Numbers on your selective list will follow you to your Selective Call Forward number. All other calls you receive will be routed to your regular Call Forward number.

Selective Call Rejection

Description:

This feature allows you to create a list of phone numbers from which you do not wish to receive calls.

Instructions:
• Pick up the handset and listen for the dial tone.
• Press ***60**. On a rotary phone, dial 1160.
• Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your rejection list.
• Follow the voice instructions and press or dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To Add The Last Caller To Your Rejection List (non WCTA's numbers):
• Press **#01#**. On a rotary phone, dial 1201.

To Hear The Phone Numbers On Your List:
• Press **1**. On a rotary phone, dial 1.
• After the list is read, voice instructions will follow.

To Add A Number To Your List:
• Press **#**. On a rotary phone, dial 12.
• Follow the voice instructions you'll hear. You can store up to 12 phone numbers on your rejection 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 those numbers from your rejection list.

To Hear Instructions Again:
• Press **0**. On a rotary phone, dial 0.

When Someone Calls:
• If your feature is turned ON, callers who are on your rejection list will hear an announcement that your number is not accepting calls at this time. All other calls will ring through as usual.

Note:
- You will not be notified when or how many calls have been rejected.
- You may press or dial specific numbers/symbols at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Distinctive Ringing, Selective Call Acceptance, Selective Call Forwarding, and similar features.

Speed Calling 30

Description:

With Speed Calling 30, you can use a two-digit code to call 30 numbers of your choice, including local and long distance numbers - up to 15 digits.

Instructions:

To Enter Or Change Your Speed Calling list:
• Lift the handset and listen for the dial tone.
• Press ***75**.
• Listen for the dial tone.
• Press one of the 30 two-digit speed numbers (20 through 49).
• Then dial the number you wish to speed call. (For long distance entries, remember to include the "1" and the area code.)
• Press the # button (on a rotary phone, omit this step and wait four seconds).
• Listen for the two beeps which indicate that your number has been entered.

To Use Your Speed Calling Feature:
• Lift the handset and listen for the dial tone.
• Dial the appropriate two-digit speed number (20 through 49).
• Press the # button (on a rotary phone, omit this step and wait four seconds).
• Your call will now be automatically dialed.

To Remove A Number From Your Speed Calling List:
• Lift the handset and listen for the dial tone.
• Press ***75**.
• Listen for the dial tone.
• Dial the two-digit speed number you wish to cancel.
• Press # (on a rotary phone, listen for two beeps).
• Hang up the receiver and the speed call number will be removed.

Custom Ringing

Description:

This feature allows you to have a second number on the same line. Calls to the second number are indicated by a distinctive ring.

Warm Line

Description:

This service allows your phone line to dial a predetermined number if you do not dial a number within a specified length of time after going off-hook. When your telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of 30 seconds, the predetermined stored number is automatically dialed by the telephone company's central office equipment.

Find Me

Description:

WCTA's Find Me service is a dynamic calling service that can be configured to ring multiple telephone numbers at the same time, or in a predetermined order.

This service needs to be set up by a WCTA Technician.

WCTA Audio Conferencing

Meetings On The Fly With WCTA Audio Conferencing

On demand audio conferencing from WCTA is an easy-to-use service that can enhance your business productivity.

WCTA's Audio Conferencing offers a complete solution capable of hosting large groups with no reservations required and no time limits imposed. Simply dial the conference number and enter your identification code. It's that simple! There's no monthly fee. You pay only for any long distance charges that may apply.

Easy To Use Features

Once in your virtual conference you can use easy-to-follow audio prompts to take complete control of your conference. For even greater control you can use the Moderator Web interface. Some features include:

- Recording a conference - Record your conversations for future review and transcription. Simply initiate recording through the telephone or web interface. At the end of the conference call your recording will be available in .WAV format for download. Easily archive or distribute the file via e-mail.
- Muting - Mute all participants globally or individually as the topic requires. You can also enable individual participants to mute themselves as needed.
- Lock Conference - For enhanced security you can take a roll call then lock the conference to prevent unwanted attendants.

Create your own virtual conference room!

Conference Bridge Instructions

To setup a conference, give all participants the following information:
- The date and time of the call.
- The conference bridge call number.
- The 6 digit participant code.

To access the conference as the moderator:
- Dial the conference bridge call number.
- Enter your 6 digit moderator code followed by #.
- If asked, say your name and then press #.

The conference will now be set up. When the moderator leaves the call, the conference will end.

The following commands can be used by the moderator during the conference.

Press 2: Mute or un-mute the moderator.
Press 3: Lock or unlock the conference. When locked, no one else can join the conference.
Press 4: To do a roll call of the participants.
Press 5: To provide a count of the participants.
Press 6: Selects whether announcements should be made when participants join or leave the conference.
Press 7: Announces the name of the last person to join the conference.
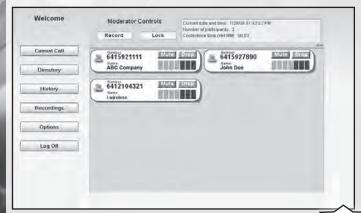Press 8: Turns conference call recording on or off.

Press *: This allows the moderator to leave the conference without ending the call.

To access the conference as a participant:
- Dial the conference bridge call number.
- Enter your 6 digit participant code followed by #.
- If asked, say your name and then press #.

To access the Moderator Web interface:
- Point your web browser to https://conference.wctatel.net.
- Enter your moderator and participant code.
- Select Log On.

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Battery Backup Service

The FCC recently adopted an order requiring communication providers such as WCTA to offer backup power options to customers served by fiber optic facilities so that those facilities may continue to work in the event of a power outage.

Unlike traditional copper phone service, fiber optic service is not "line powered" and requires a backup power supply to function in the event of a power outage. When a premise is converted to fiber optic service, WCTA also places a battery backup unit that, in the event of a power outage, will allow regular corded land-line phones to continue to work. Other services will be disabled to conserve power. The purpose of this is to keep emergency telephone service available for as long as possible. (Cordless phones will not work unless they are connected to a power source during the outage.)

What kind of service can I expect during a power outage? A new battery backup is expected to provide up to 8 hours of standby time, but diminishes over time. Factors such as battery age, environment, and usage play a role in the life expectancy of the battery.

What kind of storage and maintenance requirements are there? The battery backup should be kept indoors in a dry, temperature-controlled place (between 32°F-104°F). To test the battery backup, unplug it from the power outlet. If the battery is functioning, the fiber equipment will remain powered and regular corded land line phones will continue to work in the house. After testing, plug the unit back in so it charges back up and restores other services.

Battery backup units will display a battery light when the battery needs replacement. Refer to the user manual for the CyberPower UPS for additional details on battery replacement and a description of the unit's indicator lights.

CyberPower battery backup units also include a Cold Start button. This means that if the battery has run all the way down and the fiber service has shut off, pressing this button will activate reserve power to make an emergency call. It will take several minutes for the fiber equipment to boot up to be able to make the call.

What options do I have? Users have several options to extend service during an extended power outage.

- Users may subscribe to WCTA's Battery Backup Service with a monthly cost of $9.95 and a one-time fee of $50. With this service, WCTA will provide and monitor a backup power supply that will provide at least eight hours of standby time in the event of a power outage (note that 'standby' time may be different than 'talk time').

- Users may purchase a second battery from WCTA for the one-time cost of $100. The customer will be responsible for the monitoring and maintenance of the battery.

- Users may purchase a second battery from a third party. The battery is a 12Vdc/7.2AH sealed lead-acid battery and measures 5 7/8" long, 2 ½" wide and 3 5/8" tall.

- Users may, at their option, unplug the Optical Network Terminal from the battery backup until it is needed, which will ensure that the battery will last longer. In order to use the phone, plug the Optical Network Terminal back into the battery backup and wait a few minutes for it to boot up.

Please contact WCTA's business office at 1-800-592-6105 with any questions.

WCTA

www.wctatel.net   1-800-592-6105

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