

# Calling Features



**WABASH**  
Your Local Communication Connection

419.942.1111 | [wabash.com](http://wabash.com)

## **900 NUMBER BLOCKING | FREE**

Blocks 900 or Premium calls from being made from your phone.

## **ANONYMOUS CALL REJECTION | \$1.00**

Automatically rejects all calls from withheld or blocked numbers.

- To enable, press \*77
- To disable, press \*87

## **AUTOMATIC CALLBACK | \$0.50**

Allows you to automatically redial the last outgoing call.

- To automatically callback the last outgoing call, press \*66
- To cancel all outstanding callback attempts, press \*86

## **AUTOMATIC RECALL | \$1.00**

Allows you to return the most recent incoming call, or to hear the last incoming caller's number and then optionally return the call.

- To hear the last caller's number, press \*69
- To then return the call, press 1
- To cancel all outstanding recall attempts, press \*89

## **CALL BLOCKING/UNBLOCKING | FREE**

Allows you to block or unblock delivery of your own calling number and name on outgoing calls.

- To withhold your number and name for a single call, press \*67 then dial the number
- To allow delivery of your number and name if it is blocked, press \*82 then dial the number

## **CALL FORWARDING – BUSY | \$1.00**

Forwards incoming calls to an alternative number only when your line is busy. All calls forwarded to a 1+ number with this service are subject to long distance charges.

The forwarding can be set up as Fixed or Variable as described below.

The Fixed number variant of this service allows subscribers to configure a forwarding number that is always used by the call forwarding service.

The Variable variant of this service allows subscribers to specify the forwarding number each time they enable the call forwarding service.

- To enable Fixed forwarding, press \*90
- To enable Variable forwarding, press \*90 and number
- To disable, press \*91

## **CALL FORWARDING – DELAYED** | \$1.00

Forwards calls from your line to an alternative number only if they are not answered on your line within 6 rings (number of rings can be changed).

The forwarding can be set up as Fixed or Variable as described below.

The Fixed number variant of this service allows subscribers to configure a forwarding number that is always used by the service.

The Variable variant of these services allows subscribers to specify the forwarding number each time you enable the call forwarding service.

- To enable Fixed forwarding, press \*92
- To enable Variable forwarding, press \*92 and number
- To disable, press \*93

## **CALL FORWARDING – SELECTIVE** | \$1.00

Allows you to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative forwarding number.

- To configure, press \*63 or \*83

## **CALL FORWARDING – UNCONDITIONAL** | \$1.00

Forwards all of your incoming calls on to an alternative number, without ringing your phone first.

The Fixed number variant of this service allows subscribers to configure a forwarding number that is always used by the call forwarding service.

The Variable variant of this service allows subscribers to specify the forwarding number each time they enable the call forwarding service.

- To enable Fixed, press \*72
- To enable Variable, press \*72 and number
- To disable, press \*73

The telephone can still be used for outgoing calls or long distance calls.

## **CALLER ID – NAME & NUMBER | \$6.00**

Displays the name and telephone number of the incoming caller on your telephone, if your phone has a Caller ID Display screen or Caller ID Display Unit.

## **CALLER ID/CALL WAITING | \$7.50**

Displays the name and telephone number of the incoming caller on your telephone. It also displays the calling number and name as part of the notification that a second call is on the line.

Your phone must have a Caller ID/Call Waiting unit.

## **CALL WAITING | \$1.00**

Notifies you that a second call is on the line and allows you to switch between the calls. You are notified by a tone when a call is waiting.

When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ring back reminding you to reconnect the call.

- To disable Call Waiting for the next call, press \*70 then dial the number before the call

## **CALL TRACE | FREE**

Call Trace allows customers to request an automatic trace of the last call received by dialing \*57 immediately following termination of the last incoming call. You will hear a recording telling how to proceed with the trace. The results of a successful trace will only be released outside the Company to legally constituted authorities with proper authorization.

## **CALL TRANSFER | \$0.50**

Call Transfer allows you to call another party while on an existing call, and then transfer the call to the second party.

- To transfer a call to the second party, hit flash-hook and dial the second number. You can choose to either hang up before or after the second number answers. The call will then be transferred to their line.

## **DO NOT DISTURB** | \$1.00

This service allows you to block your line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected — instead, the caller hears an announcement that you are not currently accepting calls. You can allow pre-configured numbers through by setting up Selective Call Acceptance.

- To enable, press \*78
- To disable, press \*79

## **FIND-ME-FOLLOW-ME** | \$2.00

This service allows you to set up additional numbers that will be called instead of or in addition to your own number, any of which can answer the call. A pre-defined order determines which number rings next. Once the call is answered, the ringing is stopped. Numbers will be set up through the office.

- To enable, press \*371
- To disable, press \*372

## **HOT LINE** | \$1.00

Allows you to have your line configured with a number that is dialed automatically when the phone is taken off the hook. For example, this could be used in an airport to provide a phone that dials a local taxi company, but no other numbers.

## **LINE HUNTING** | \$2.00

Forwards an incoming call by going through a list of alternative numbers until it finds a line that is not busy and can accept the call.

## **PRIORITY RINGING** | \$1.00

Allows you to select a list of numbers from which incoming calls will ring with a distinctive tone.

- To configure, press \*61

## REMINDER CALLS | \$1.00

This service allows you to book calls from your phone at a set time of day. An announcement is played when you answer. If the call is not answered, the call will retry after a set period. Reminder calls can be individual or regular reminders. Individual reminders are made once at a set time, up to 24 hours after the reminder was configured. Regular reminders are made at a set time on a number of days depending on the particular options selected.

To enable a regular reminder call through the handset:

1. Dial the appropriate access code (see below).
2. An announcement will prompt you to dial the desired time, in 24-hour clock format, followed by \* or # (per prompt).
3. For regular reminders, an announcement will prompt you to dial the repeat option code (see below) followed by #.
4. An announcement will confirm that the reminder has been set, with the option to cancel at this point if desired.

### Access Codes:

- To enable an individual reminder, press \*310
- To disable all individual reminders, press \*311
- To disable one individual reminder, press \*312
- To check individual reminders, press \*313
- To enable a regular reminder, press \*314
- To disable all regular reminders, press \*315
- To disable one regular reminder, press \*316
- To check regular reminders, press \*317

### Repeat Options:

- Every Monday (1) to every Sunday (7)
- Every weekday (8)
- Every day (9)

## SECOND APPEARANCE | \$10.00

This service allows a call to a primary phone line to ring through to a second line at a different location. This feature requires two full-service phone lines, one at each location, plus this feature on the number that is to appear at two places.

## **SELECTIVE CALL ACCEPTANCE** | \$1.00

Allows you to block your line temporarily to prevent incoming calls, but to allow pre-configured numbers through. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on your configured list are not connected — instead, the caller hears an announcement that the subscriber is not currently accepting calls. Subscription to the Do Not Disturb feature is required for the Selective Call Acceptance feature.

- To access Selective Call Acceptance, press \*64.

## **SELECTIVE CALL REJECTION** | \$1.00

Allows you to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.

- To configure press \*60 or \*80

## **SIMRING** | \$1.00

This service allows your number to ring to one or more numbers at the same time, each of which can pick up. When voicemail is involved, the first voicemail to pick up will take the message. Numbers will be set up through the office.

- To enable, press \*361
- To disable, press \*362

## **SPEED DIALING SHORT LIST – 8** | \$0.50

This service allows one-digit codes to be used as shortcuts for up to eight (8) selected phone numbers. The short codes have a one-digit range, 2-9.

- To use speed dialing, dial the short code and then either dial # or wait four (4) seconds.

To add a short number through the handset:

1. Dial \*74
2. Enter the one-digit short code, followed immediately by the number to which the short code maps.
3. A confirmation tone is played.

## **SPEED DIALING LONG LIST – 80 | \$0.75**

This service allows two-digit codes to be used as shortcuts for selected phone numbers. The subscriber enters the code and this is interpreted as if he or she had dialed the phone number to which the short code maps. The short codes have a two-digit range. The defaults are 20-99.

- To use speed dialing, dial the short code and then either dial # or wait four (4) seconds.

To add short code mapping through the handset:

1. Dial \*75
2. Enter the two-digit short code, followed immediately by the number to which the short code maps.
3. A confirmation tone is played.

## **TEEN LINE/DISTINCTIVE RING | \$3.95**

Teen Service allows you to have an additional directory number while retaining only one physical line. Calls to the additional number go through to the existing phone line, but have a distinctive ringtone. Outgoing calls are made only from the primary directory number.

## **THREE-WAY CALLING | \$1.00**

This service allows you to call another party during an existing call and add this party to the call, creating a three-way conversation.

To add a third party to an active call, hit flash-hook and then dial the third party's number. If the third party answers, hit flash-hook again to add both of you to the original call, connecting all three parties.

If the third party does not answer or their line is busy, hit flash-hook twice to rejoin the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold and you can rejoin the call by picking up the phone.

## **TOLL CONTROL WITH PIN | \$1.00**

After dialing a toll number you will hear a stutter dial tone and must enter an account code before the call can be set up.

When using Toll Control with PIN, if more than a specified number of incorrect attempts are made at entering an account code, an error message is played and the account is locked. Subscribers then cannot make any calls requiring an account code until the account is unlocked. The account can only be unlocked by Wabash.

Pins can be 1-15 digits long.



**VOICEMAIL** | 1 Mailbox: \$3.95  
4 Mailboxes: \$6.95  
6 Mailboxes: \$8.95  
Additional Mailboxes: \$2.00 each

This service redirects unanswered or busy calls to a voicemail server. The calling party may leave messages on the server. The subscriber dials an access code to retrieve these messages, as well as unanswered or busy calls.

From your home telephone, dial \*15 then enter your PIN when prompted.

The first time you access your hosted voicemail, your PIN is the last four (4) digits of your phone number. Upon prompt, you will be required to change your PIN and also set up your voicemail greetings.

You can also check your voicemail from any telephone by dialing **419.942.MAIL (6245)**. A prompt will ask for your home telephone number, then your PIN. You cannot access your voicemail remotely until you have first changed your PIN from your home telephone.

When you have a new voice message you will get a voice message indicator on your home telephone, if your telephone supports this feature. You will also get a stutter dial tone when you pick up your telephone if you have any new messages.

To get voice messages delivered via email, you will have to set up a new email account in your email client program. Call Wabash at 419.942.111 to have an email account created.

**WARM LINE** | \$1.00

Allows you to have a configured number that is dialed automatically when the phone has been off the hook for a configurable amount of time. This may be useful to people who may not be able to reliably dial a number without assistance. For example, the outgoing call could be configured to go to a relative or caregiver.

## FEATURE PACKAGE

### TOP 7 | \$9.95

Includes:

- Caller ID with Name & Number
- Caller ID/Call Waiting
- Three-Way Calling
- Call Forwarding
- Automatic Callback
- Automatic Recall
- Anonymous Call Rejection

## **REPAIR SERVICE**

### **INSIDE WIRE MAINTENANCE | \$3.00**

Inside Wire Maintenance covers repair of all existing telephone wiring inside your home or business. It is defined as wire (including entrance bridges, connectors, blocks and jacks) within the premise that extends between the termination of the exchange access line at the network interface and those standard jack locations within the customer's premises to which terminal equipment can be connected for the access to the exchange access line.

It does not cover trouble caused by terminal equipment, such as phones, fax machines or computers. The maintenance fee does not cover CAT5 wiring used for DSL or IPTV. If trouble is caused by terminal equipment you will be billed Time & Materials, beginning with a Trip Charge of \$52.50 (includes first hour of labor).



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