



Calling Features

Anonymous Call Rejection (*77)

Anonymous Call Rejection allows you to reject calls with display of their name or telephone number blocked from a Caller ID device. When activated, the anonymous caller is redirected to a automatic denial announcement.

Instructions:

1. Lift the receiver and listen for dial tone.
2. Press ***77** and Listen for confirmation tone.

To cancel this feature:

1. Lift the receiver and listen for dial tone.
2. Press ***87** and Listen for confirmation tone.

Call Blocking (*60)

Block unwanted calls and interruptions. Call Block lets you select up to 6 phone numbers from your calling area to be blocked from reaching you. You can also block incoming calls placed from the last calling number, even if the number is unknown. A blocked caller will hear a recording saying you are not presently accepting calls.

Instructions:

1. Lift the receiver and listen for dial tone.
2. Press ***60** and follow the prompts.
3. To deactivate, press ***80** and follow the prompts.

Call Forwarding (*72)

Redirect incoming calls to another phone number. You can change or program your forwarding number only from your home phone. If you forward your calls to a long distance number, the charges will automatically appear on your monthly statement.

Activation Instructions:

1. Lift the receiver and listen for dial tone.
2. Press ***72**.
3. Listen for dial tone.
4. Dial the telephone number to which calls are to be forwarded.
5. Listen for two short tones or beeps followed by ringing to confirm your request. If the person answers, tell them you are forwarding your calls and hang up. If the number is busy or is not answered, hang up and repeat steps immediately.
6. You will hear confirmation tone (three short tones).
7. Your calls will be forwarded until you deactivate the forwarding arrangement.

Note: When activated, incoming calls will ring 1/ 2 ring to remind you that the line is forwarded.

Deactivation:

1. Lift the receiver and listen for dial tone.
2. Press ***73**. You will hear confirmation tone.
3. Hang up.

Caller ID

Know who's calling before you pick up the phone. Caller ID lets you see the names and telephone numbers* of incoming calls on a small display unit or display phone, and provides a convenient way to manage and track all your incoming calls.

Using Caller ID:

1. After the first ring, the caller's name and/or number will appear in the Caller ID display.
2. Some units may display the following messages:
 - “O” or “Out of Area”: The originating call is from a service area which does not have Caller ID.
 - “P”, “Private”, or “Anonymous”: The caller has dialed *67 to block the Caller ID.
 - “E” or “Error”: The Caller ID display is unable to identify the caller's name and/or number.

Caller ID Suppression (*):

Allows you to temporarily block delivery of both your telephone number and name to Caller ID equipment. This feature is then active only for the current call.

Instructions:

1. Lift the receiver and listen for dial tone.
2. Press ***67** and Listen for sequence of tones, followed by a dial tone. This confirms your calling identity has been suppressed.
3. Continue to dial the number.

Call Waiting

Allows you to take a second call without disconnecting from your original caller.

Instructions:

1. You will hear a tone indicating a second caller is on your line. Press the switch hook button once. You are now connected to the second caller.
2. Upon completion of the second conversation, press the receiver hook or flash button. You are now reconnected to caller 1.
Note: If you hang up the phone, instead of pressing the receiver hook or flash button, your phone will begin to ring alerting you to pick-up and resume talking to caller 1.

To Disable Call Waiting:

When you do not wish to be disturbed or interrupted during an important call you can temporarily deactivate Call Waiting. Instructions.

Before Making a Call:

1. Lift the receiver and listen for dial tone.
2. Press ***70**. You will hear confirmation tone followed by dial tone.
3. Dial the number you wish to call.
Note: Call Waiting will be automatically reactivated when you hang up.

Last Call Connect (*69)

Last call connect provides you with information regarding your last incoming call, and the option to dial the caller back. ***69** also works if you have Call Waiting, and hear a second call, but don't want to interrupt your conversation.

Instructions:

1. Lift the receiver and listen for dial tone.
2. Press ***69** The system will announce the number, date and time of the call, and prompt you to press **1** if you want to call that number back.

If the Line is Busy:

1. Lift the receiver and listen for dial tone.
2. Press ***69** The system will announce the number, date and time of the call, and prompt you to press **1** if you want to call that number back.

Remote Call Forwarding

Works like regular Call-Forwarding, however, you can change or program your forwarding number from any remote location instead of just from your home phone. You will need a **4-digit PIN number (usually the last 4 digits of your phone number or "1234" until you change it)**.

Instructions:

1. Dial the RCF Access Number for your area from the list below.
2. At the prompt, dial the area code and telephone number you wish to forward.
3. You will be prompted to enter your PIN.
4. You will be prompted for a feature code.
5. Press ***72** This activates call-forwarding. **Note: to deactivate Press *73.**
6. Dial the number you wish to have your calls forwarded to.
7. The phone you are forwarding to will start to ring.
8. When the receiving number is answered, call forwarding is enabled.
9. If the call forwarded number is busy or no one answers, you must repeat steps.

RCF ACCESS NUMBERS

Delaware

All.....(302) 330-1234

Maryland

D.C. Area.....(240) 361-1234

Baltimore.....(443) 919-1234

Salisbury.....(443) 664-1234

New Jersey

All.....(609) 245-1234

Pennsylvania

Exton, Kennet Square,

Unionville, Mendenhall.....(484) 736-1234

All Others.....(267) 803-1234

Virginia

Fredericksburg.....(540) 604-1234

Northern Virginia.....(571) 323-1234

Richmond.....(804) 422-1234

Tidewater.....(757) 248-1234

Williamsburg.....(757) 476-1234

Washington D.C.

All.....(240) 361-1234

Repeat Dialing (*66)

Don't let a busy signal slow you down. *66 will automatically dial a busy number for up to 30 minutes. Once the line is free, *66 will alert you with a ring and connect you automatically. You can use *66 to place calls to more than one busy number at a time.

Instructions:

1. After reaching a busy signal, press the receiver hook or flash button.
2. Listen for dial tone.
3. Press *66.
4. Listen for confirmation tone.
5. You will hear an automated voice telling you Repeat Call will attempt the connection.
6. When the number is free your phone will ring with a special ring.

Speed Dialing (*74)

Have easy and immediate access to 8 family, friends, emergency and other important numbers. Speed Dialing connects you in an instant by letting you dial one digit instead of seven or 10 numbers.

To Record, Add or Change a Number:

1. Lift the receiver and listen for dial tone.
2. Press *74
3. Wait for the dial tone.
4. Dial the one digit speed dial code (between 2 and 9) that you would like to assign to a particular phone number.
5. Enter that particular telephone number. Two short tones will confirm your request.

Note: When entering a number requiring an area code, you must enter 1 plus the area code followed by the number.

To Speed Dial a Number:

1. Lift the receiver and listen for dial tone.
2. Press the speed dial number (2-9).
3. You will hear the called number ringing.

Three-Way Calling

Connect three people on one call. Avoid playing phone tag and get everyone on the line at the same time, local or long-distance*.

Instructions:

1. Dial the first person (or answer an incoming call).
2. While on the line with the first caller, press the receiver hook or flash button once.
3. After three short tones and a dial tone, dial the number of the person you want to add to the conversation.
4. After the third party is on the line, press the receiver hook or flash button once. You will be on the line with both callers.
If the third party does not answer, or if the line is busy, press the receiver hook or flash button two times to reconnect to your first caller.
5. To disconnect the third party from the call, press the receiver hook or flash button once. Either of your callers may disconnect at any time by hanging up. You will remain connected to the other caller.

To Disconnect from Both Callers Simply Hang Up

*Regional toll or long-distance charges may apply.