

HOW TO USE BTI PHONE FEATURES

All tutorials are featured in the front pages of the Baldwin - Woodville Phone Book. Click here for VoiceMail tutorial Caller ID - Per Call Blocking - Call Waiting - Call Forwarding - Remote Access Call Forwarding - Call Block - 3-Way Calling Teen Line - Speed Calling - Screening Calls - Simultaneous Ring

CALLER ID

To Use:

When you receive a call, the number of the person calling you is shown on your Caller ID display screen. When you receive a call, wait until your telephone completes the first ring.

The telephone number of the person calling you will automatically appear on your display screen. *If you have Caller ID Name service, the name will appear above the number on the display screen. If you choose to answer the call, the number (and name) will remain on the screen until you or the caller hangs up.

NOTE:

Subscription to Caller ID and/or Caller Name requires the lease or purchase of a display telephone or an add-on display unit. If the letter "P" or "Private" appears on your screen, the caller may have blocked the display of their number by pressing *67 (or by dialing 1167 on a rotary phone) before placing the call. You can choose whether or not to answer the call. If "unknown name," "unknown number," "out of area," or "0" appears, the caller is in an area that does not support Caller Name and/or Caller ID.

CALL WAITING

To answer a waiting call:

When you're on the phone, a special tone tells you a second call is waiting. Simply press and quickly release the "switchhook" on your telephone. Your first caller is automatically placed on hold, while you're connected with the second caller.

To alternate between callers:

Simply press and quickly release the "switchhook" on your telephone. Your caller is automatically placed on hold, while you're connected with the other caller.

To end either call:

Hang up, your phone will ring, when you answer, you'll be connected with the remaining caller.

To "turn off" call waiting before making a call:

Lift the handset and listen for the dial tone

Press *70 (on a rotary phone, dial 1170) Listen for the confirmation tone. Dial the number you wish to call, while you are on the phone, other callers will hear a busy tone. Once you hang up, the call waiting automatically "turns on" again.

To “turn off” call waiting during a call:

Press and release the “switchhook”

Press *70 (on a rotary phone, dial 1170) Press and release the “switchhook”. Once you hang up, the call waiting automatically “turns on” again.

NOTE:

You must have Three-Way Calling to “turn off” Call Waiting during a call. The “switchhook” is the button on the handset that pushes down when hanging up. Some telephones have a Link or Flash key you may press instead.

REMOTE ACCESS CALL FORWARDING

How to use:

You can use a touch-tone telephone at another location to change your call forwarding on your home or business phone. Lift the handset of any touch-tone phone and listen for the dial tone. Dial the call forwarding access number listed below. After the line rings, listen for the special dial tone. Dial your 7-digit home or business number (without area code) that has call forwarding. Dial your 4-digit PIN and listen for the special dial tone again. Proceed with one of the three call forwarding functions: Call Forwarding, Call Forwarding Busy, or Call Forwarding No Answer.

Access numbers:

- Baldwin (684, 688) ~ 715-684-7239
- Woodville (698) ~ 715-698-3480
- Hudson (690, 386, 381) ~ 715-690-2614
- Roberts (760) ~ 715-760-3312
- River Falls (629, 426, 425) ~ 715-629-8150
- Hammond (796) ~ 715-796-4421
- New Richmond ~ 715-888-1888

3-WAY CALLING

To add a third person to the call:

Press and quickly release the “switchhook” to place the first person on hold. Listen for the dial tone and dial the third person’s phone number. When the third person answers, you can talk to them privately before making it a 3-way conversation. To make the 3-way connection, press and quickly release the “switchhook”. You can talk to both people at the same time.

To cancel the 3-way connection:

If the third person did not answer or you wish to disconnect them, just press and quickly release the “switchhook”. You’ll be reconnected to the person holding. Or, if either of the two people hang up, you can continue talking with the remaining person.

To end the call completely:

Simply hang up. NOTE: The “swichhook” is the botton on the handset pushed down when hanging up. Some telephones have a Link or Flash key you may press instead.

SPEED CALLING***To program your Speed Calling 8 list:***

Lift the handset and listen for the dial tone. Speed Calling 8 service, dial *74 (On rotary phone, dial 1174). Listen for a dial tone, then choose a one-digit number (2 - 9) as the speed code. Dial the telephone number you wish to assign to that speed code. Be sure to dial all 10 digits and for long distance include the "1". Press the # key (On rotary phone, wait four seconds). Listen for confirmation tone. To dial set speed codes, listen for the dial tone, press the number followed by the # key. To change speed codes, dial *74, press the one-digit speed code you wish to change and listen for the cancellation tone. Follow programming instructions to reprogram the speed code number.

To program your Speed Calling 30 list:

Lift the handset and listen for the dial tone. Speed Calling 30 service, dial *75 (On rotary phone, dial 1175). Listen for a dial tone, then choose a one or two-digit number as the speed code. Dial the telephone number you wish to assign to that speed code. Be sure to dial all 10 digits and for long distance include the "1". Press the # key (On rotary phone, wait four seconds). Listen for confirmation tone. To dial set speed codes, listen for the dial tone, press the number followed by the # key. To change speed codes, dial *75, press the one-digit speed code you wish to change and listen for the cancellation tone. Follow programming instructions to reprogram the speed code number.

PER CALL BLOCKING***How To Use:***

Pick up the phone and listen for a dial tone.

Press *67 (on a rotary phone, dial 1167) Dial the number you're calling as usual.

The person you've called will not see your number displayed on their telephone screen. Instead, a “P” of “Private” will be displayed.

NOTE:

You must dial *67 before you place the call. If you have requested a Per-Line Blocking from your telephone company, you will not need to use this block. To override the Per-Line Blocking (allowing your name and/or number to be displayed) on an individual call, dial the *67 before placing your call.

CALL FORWARDING

To "turn on" the service:

Lift the handset and listen for the dial tone.

Press *72 (on a rotary phone, dial 1172) Listen for the dial tone. Dial the number where you want your calls forwarded; when the phone is answered, your call Forwarding is in effect.

If the line is busy, or there is no answer:

Hang up and within two minutes repeat "turn on" steps above. You'll hear a confirmation tone to let you know your call forwarding is now working.

To "turn off" the service:

Lift the handset and listen for the dial tone.

Press *73 (on a rotary phone, dial 1173) Listen for the confirmation tone and hang up. Your calling is back to normal.

To change the "forward to" number:

Turn off call forwarding and repeat the initial "turn on" steps using the new number.

NOTE:

Dial the number exactly as if you are calling directly. If you have speed calling, you may dial one of your codes instead. Even your phone is programmed for call forwarding, you may still use it for outgoing calls.

CALL BLOCK

Block calls placed to 900 and 976 numbers

Many people enjoy entertainment and information lines. But for those customers concerned about message content or possible excessive use of these lines, Baldwin Telecom Inc. offers 900 and 976 Call Blocking at no initial charge to you. This call blocking service allows you to block ALL calls placed to 900 and 976 numbers. We cannot selectively block some of these calls while allowing others to be completed. To arrange for Call Blocking, call our business office. You may cancel your 900 and 976 call blocking service at any time, but there will be a service charge if you decide later to reorder the service.

TEEN LINE

To Use:

Two, three, or four different phone numbers can be assigned to your home telephone line. Use one number for the adults, a separate number for a home business, and another for the children. You can answer the phone differently for different callers. When someone dials your main telephone number, you will hear normal ringing (one long ring). When someone dials any of the other numbers, you'll hear a special ring that identifies that number (such as two short rings). Wait until the full ring pattern is complete before answering. You'll know whether the call is for you - and how you should greet the caller.

If you also have Call Waiting:

If someone dials your main number while you're on the phone, you'll hear a normal Call Waiting tone. If someone dials one of the other numbers, you'll hear a special Call Waiting tone that identifies that particular number (such as two short tones)

NOTE

Your telephone company determines how many different numbers can be assigned to your line. Only one conversation can be held at a time. Although you may have more than one telephone number, you still have just one line.

SCREENING CALLS

Telemarketer Call Screening (TCS)

The TCS service intercepts calls that are delivered as "unknown" or "out of area" to the subscriber's line. The service plays an announcement stating that the party they have dialed does not accept calls from telemarketers, and that the party wishes for their name to be added to the telemarketer's "Do Not Call" list. Importantly, the announcement allows callers who are not telemarketers, but whose calling number information is not provided, to "dial 1 or stay on the line" to complete the call. See the User Guide for first time instruction use.

SIMULTANEOUS RING

It's important for people to be able to reach you!

But do you want to give out all of the numbers where you might be? Simultaneous Ringing, the newest feature from BTI, is the solution many customers have been waiting for. SimRing allows customers to program up to four additional phone numbers that ring simultaneously when the primary phone number is called. Program the phone to your cell phone numbers, home numbers, work numbers, grandma's house etc. Now that's peace of mind.

Simultaneous Ringing Set Up Instructions

Incoming Calls Ring to the Numbers on Your List Up to 4 Numbers Press the following keys to access Sim-Ring features:

1. *55 For the Menu
2. 3 To Turn the Service ON or OFF
3. # To ADD a Number to Your List
4. * To REMOVE One or More Numbers
5. 1 To Hear the Numbers on Your List
6. 0 To Hear the Instructions Repeated