



Telephone Service User's

Custom Calling and CLASS Services

Enhance your Basic Line service by adding numerous Custom Calling and CLASS features. Brief service descriptions and "how-to-use" instructions follow.

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Call Forwarding

You can program your calls to ring at another number. Each time a call is forwarded, your phone will make one short ring. It can still be used to make outgoing calls.

To activate the service:

1. Lift the handset and listen for the dial tone.
2. Press *72. (On a rotary phone, dial 1172.)
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded.
5. When the phone is answered, your Call Forwarding is in effect.

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

6. Hang up.
7. Within two minutes, repeat steps 1-4 above. You'll hear a confirmation tone to let you know your Call Forwarding is now working.

To deactivate the service:

1. Lift the handset and listen for dial tone.
2. Press *73. (On a rotary phone, dial 1173.)
3. Listen for the confirmation tone, and then hang up. Your Call Forwarding is now "off," and calls will ring normally on your phone.

Note:

- Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit phone number. For a long distance number, dial "1" plus the area code. Or if you have Speed Calling, you may dial one of your codes instead.

Remote Call Forwarding

You can use a touch-tone phone at another location to change your Call Forwarding on your home or business phone.

To access your telephone's Call Forwarding service remotely:

1. Lift the handset of any touch-tone phone and listen for the dial tone.
2. Dial the Call Forwarding access number: *54 if dialing from PraireWave service or dial your local prefix 720-0999, 721-0999, 722-0999, 723-0999 or toll free 877-567-2372.
3. After the line rings, listen for the announcement.
4. Dial your 7-digit home or business phone number that has Call Forwarding.
5. Dial your assigned Personal Identification Number (PIN) unless you requested a private number.
6. Listen for the special dial tone. You are now ready to change your Call Forwarding. To activate the service: Press *72.(On a rotary phone, dial 1172.)

To de-activate the service:

Press *73. (On a rotary phone, dial 1173.)

Note:

- Due to security purposes you can not Remote Call Forward to a long distance number.

Custom Ringing

Two or three different phone numbers can be assigned to your home phone 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.

To use:

1. When someone dials your main phone number, you'll hear normal ringing (one long ring).
2. When someone dials any of the other phone numbers, you'll hear a special ring that identifies that number (such as two short rings).
3. 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:

1. If someone dials your main number while you're on the phone, you'll hear a normal Call Waiting tone.
2. 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:

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

Call Waiting

You can use your phone without missing other calls. A special tone alerts you to a waiting call; the person calling you hears normal rings.

To answer a waiting call:

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

If you choose not to answer the incoming call:

1. You'll hear a special tone to remind you of the waiting call.

To alternate between callers:

1. Press and quickly release the "switchhook." While you talk with one caller, the other will automatically be placed on hold. Each conversation will remain private.

To end either call:

1. Hang up.
2. Your phone will ring.
3. When you answer, you'll be connected with the remaining caller.

To "turn off" Call Waiting before making a call:

1. Lift the handset and listen for the dial tone.
2. Press *70. (On a rotary phone, dial 1170.)
3. Listen for the confirmation tone.
4. Dial the phone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. Other callers will hear a busy signal. After you hang up, Call Waiting will automatically "turn on" again.

To "turn off" Call Waiting during a call:

1. Press and release the "switchhook."
2. Press *70. (On a rotary phone, dial 1170.)
3. Listen for the confirmation tone. You'll automatically be reconnected to your call. After you hang up, Call Waiting will automatically "turn on" again.

Note:

- You must have 3-Way Calling to "turn off" Call Waiting during a call.
- The "switchhook" is the button the handset pushes down when you hang up the phone. Some phones have a Line or Flash key you can press instead.

Speed Calling 8

You can enter up to eight phone numbers—local and long distance—into your Speed Calling list. Then, you can reach those people by dialing just one digit.

To program your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *74. (On a rotary phone, dial 1174.)
3. Listen for the dial tone.
4. Dial a one-digit speed code. (Choose any number, 2 through 9.)
5. Dial the phone number you wish to assign to that speed code. (For long distance calls, be sure to include “1” plus the area code.)
6. Press the # key. (On a rotary phone, wait four seconds after dialing.)
7. Listen for the confirmation tone.

To call someone on your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Dial the one-digit speed code, then press the # key. (On a rotary phone, wait four seconds after dialing.)

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *74. (On a rotary phone, dial 1174.)
3. Listen for the dial tone.
4. Dial the one-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7, from previous page, to program your Speed Calling list.

Speed Calling 30

You can program up to 30 phone numbers—local and long distance—into your Speed Calling list. Then, you can reach those people by dialing just two digits.

To program your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *75. (On a rotary phone, dial 1175.)
3. Listen for the dial tone.
4. Dial a two-digit speed code. (Choose any number, 20 through 49.)
5. Dial the phone number you wish to assign to that speed code. (For long distance calls, be sure to include “1” plus the area code.)
6. Press the # key. (On a rotary phone, wait four seconds after dialing.)
7. Listen for the confirmation tone.

To call someone on your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Dial the two-digit speed code or *XX, then the # key. (On a rotary phone, dial the two-digit speed code, and wait four seconds.)

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *75. (On a rotary phone, dial 1175.)
3. Listen for the dial tone.
4. Dial the two-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7, from previous page, to program your Speed Calling list.

3-Way Calling

When you're talking with someone, you can add a third person to the call. It's easy to coordinate family schedules or hold a phone conference with business colleagues.

To add a third person to the call:

1. Press and quickly release the "switchhook" to place the first person on hold.
2. Listen for the dial tone.
3. Dial the third person's phone number. (If you have Speed Calling, you may dial one of your codes instead.)
4. When the third person answers, you can talk privately before making it a 3-way conversation.
5. To make the 3-way connection, press and quickly release the "switchhook." You can now talk with both people at the same time.

To cancel the 3-way connection:

1. 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.
2. Or, if either of the two people hang up, you can continue talking with the remaining person.

To end the call completely:

1. Simply hang up.

Note:

- The "switchhook" is the button the handset pushes down when you hang up the phone. Some phones have a Link or Flash key you can press instead.

Caller ID

When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen.

How to use:

1. When you receive a call, wait until your phone completes the first ring.
2. The phone number calling you—and the name associated with that number in telephone company records—will automatically appear on your display screen.
3. If you choose to answer the call, the name and number will remain on the screen until you or the caller hangs up.

Note:

- Subscription to Caller ID service requires the lease or purchase of a display phone or an add-on display unit.
- If a letter “P” or “Private” appears on your display after the first ring, the caller may have blocked the display of their name and number by pressing *67 (or dialing 1167 on a rotary phone) before placing the call.
- If “unknown name,” “unknown number,” “out of area,” or “0” appears, the caller is in an area that does not support Caller ID services or is using a prepaid calling card.

Anonymous Call Rejection

When you've turned this service "on," any caller who has blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls - and they should remove Blocking and call back. This feature will block private, anonymous, and caller id suppressed numbers. All other calls will ring through as usual.

To activate the service:

1. Lift the handset and listen for the dial tone.
2. Press *77. (On a rotary phone, dial 1177.)
3. Listen for a confirmation tone or announcement. Hang up.

To deactivate the service:

1. Press *87. (On a rotary phone, dial 1187.)
2. Listen for a confirmation tone or announcement. Hang up.

Note:

- You will not be notified when, or how many, calls have been rejected.
- Calls appearing "unknown name," "unknown number," "out of area," or "0" may still ring through.
- If someone is calling you and they have encountered this message, because they have a private or caller id suppressed call, they can Press *82 before dialing your number to unblock their number.

Continuous Redial

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is free, and automatically connects you.

How to use:

1. When you hear a busy signal, hang up.
2. Lift the handset and listen for a normal dial tone.
3. Press *66. (On a rotary phone, dial 1166.)
4. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
5. A special callback ring alerts you when the line becomes free (some phones ring normally).
6. Lift the handset to automatically place the call.

To cancel your Continuous Redial request:

1. Depress the “switchhook” and release. Listen for a special dial tone.
2. If you’ve already hung up, lift the handset and listen for a normal dial tone.
3. Press *86. (On a rotary phone, dial 1186.)
4. Listen for the confirmation tone or announcement. Hang up.

Note:

- To start the 30-minute clock, repeat steps 1-4 under “How to use” on previous page.
- Continuous Redial can check as many as 31 busy lines at once for you. To know which call is being completed, you must subscribe to Caller ID service.
- Does not work with 800 numbers, 900 numbers, numbers outside the specified service area and on lines where Call Forwarding and some other call services have been activated.
- The “switchhook” is the button the handset pushes down when you hang up the phone. Some phones have a Link or Flash key you can press instead.

Priority Call

When you make a list of special callers, your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a special Call Waiting tone.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *61. (On a rotary phone, dial 1161.)
3. 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 in your list.
4. Follow the voice instructions and 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:

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

To hear the phone numbers on your list:

1. Dial 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press the # key. (On a rotary phone, dial 12.)
2. Follow the voice instructions. You can store up to 15 phone numbers on your VIP list.

To remove a number from your list:

1. Press the * key. (On a rotary phone, dial 11.)
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

3. Dial 0.

Note:

- You may press 1, 0, #, or * at any time rather than wait 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.

Last Call Return

If you couldn't get to the phone in time, you can still find out who called. Return the call by dialing a simple code.

How to use:

1. Lift the handset and listen for a normal dial tone.
2. If you were already on the phone and ignored a Call Waiting tone, press and quickly release the "switchhook."
3. Press *69. (On a rotary phone, dial 1169.)†
4. Dial 1 after *69 to connect to that call.
5. To return to the last call, dial 1.

If the line is busy:

6. Hang up. Your phone will keep trying the line for up to 30 minutes.
7. A special callback ring alerts you if the line becomes free. (Some phones ring normally.)
8. Lift the handset to automatically place the call.

To cancel your Last Call Return request:

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

Note:

- The "switchhook" is the button the handset pushes down when you hang up the phone. Some phones have a Link or Flash key you can press instead.
- Does not work on 800 numbers, 900 numbers, numbers outside the specified service area and lines where Call Forwarding and some other call services have been activated.

Selective Call Forwarding

You can program your phone to forward only those calls from a special list of numbers to another number—such as your car phone. When your service is turned “on,” calls from numbers in your forward list will be re-routed to your “forward to” number. All others will ring at your phone as usual.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *63. (On a rotary phone, dial 1163.)
3. Listen for an announcement telling you whether the feature is currently stored in your forward list.
4. Follow the voice instructions and 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:

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

To enter your “forward to” number:

1. The first time you turn on the service, 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.
2. If the current number is correct, dial 1.
3. If you wish to change the current “forward to” number, dial 0 and then follow the voice instructions.

To hear the phone number on your list:

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

To add a number to your list:

1. Press the # key. (On a rotary phone, dial 12.) Follow the voice instructions. You can store up to 15 phone numbers on your forward list.

To remove a number from your list:

1. Press the * key. (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:

2. Dial 0.

Note:

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

Selective Call Rejection

You can program your phone to reject calls from any number you place in the rejection list. When your service is turned “on,” any callers in this list will hear an announcement that you’re not accepting calls at this time. All other calls will ring through as usual.

To “turn on” the service:

1. Lift the handset and listen for the dial tone.
2. Press *60. (On a rotary phone, dial 1160.)
3. 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 in your rejection list.
4. Follow the voice instructions and 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:

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

To hear the phone numbers on your list.

1. Dial 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press the # key. (On a rotary phone, dial 12.)
2. Follow the voice instructions. You can store up to 15 phone numbers in your rejection list.

To remove a number from your list:

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

To hear instructions again:

3. Dial 0.

Note:

- You will not be notified when, or how many, calls have been rejected.
- You may press 1, 0, #, or * at any time rather than wait for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Call, Selective Call Acceptance, Selective Call Forwarding, and similar services.

Selective Call Acceptance

You can program your phone to accept only those calls from a special list of people. When your service is “turned on,” your phone will accept only calls from those in your Selective Call Acceptance list. All others will hear an announcement that you’re not accepting calls at this time.

To “turn on” the service:

1. Lift the handset and listen for the dial tone.
2. Press *64. (On a rotary phone, dial 1164.)
3. 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 in your acceptance list.
4. Follow the voice instructions and 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:

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

To hear the phone numbers on your acceptance list.

1. Dial 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press the # key. (On a rotary phone, dial 12.)
2. Follow the voice instructions. You can store up to 15 phone numbers in your acceptance list.

To remove a number from your list:

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

To hear instructions again:

3. Dial 0.

Note:

- You may press 1, 0, #, or * at any time rather than wait for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Call, Selective Call Rejection, Selective Call Forwarding, and similar services.

Voice Mail*

Confidentially record and store incoming messages, even when you're currently on the phone. Access Voice Mail using a personalized code created by you.

To access the system:

1. Dial your local prefix: 720-MAIL (6245) 721-MAIL (6245) 722-MAIL (6245) 723-MAIL (6245)
2. Enter your password. (Your temporary password is 1234.)

To review messages:

1. Wait for message status details.

Message maintenance:

1. To erase the message, press 7.
2. To save the message, press 9.

*More detailed voice mail instructions are available by contacting PraireWave at 721-2000.

To change personal options:

1. To change personal greeting, press 4-3-1-2.
2. To change extended absence greeting, press 4-3-2.
3. For notification on/off, press 4-1.

Power keys:

0 = Help * = Cancel/Exit # = Complete/Skip

Playback controls:

- 1 = Rewind
- 2 = Pause/Restart
- 3 = Fast Forward (10 seconds)
- 4 = Slower
- 5 = Envelope (the sender, time, length, etc.)
- 6 = Faster
- 8 = Decrease volume
- 9 = Increase volume
- 11 = Rewind to beginning of message
- 33 = Forward to end of message

Call Trace

When you receive a harassing call, you can dial a simple code from PraireWave to trace the source of that call.

How to use:

1. When you get a nuisance call, press and quickly release the “switchhook.” Listen for a special dial tone.
2. If you’ve already hung up, just lift the handset again and listen for a normal dial tone.
3. Press *57. (On a rotary phone, dial 1157.)
4. Listen for a confirmation tone that the last call has been traced.
5. Hang up.
6. The number you traced will be recorded at PraireWave. If you decide to follow up on the matter, we’ll provide that number to the local authorities.

Note:

- The “switchhook” is the button the handset pushes down when you hang up the phone. Some phones have a Link or Flash key you can press instead.
- 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.
- In some areas, after you dial *57, you’ll hear an announcement that the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced.