



Calling Features

User Guide 2012

Adams Calling Features

Call Forward Busy Line Fixed

Redirects calls to another telephone number when your line is busy.

Call Forwarding Fixed

Fixed call forwarding number where all calls are forwarded.

Call Forward No Answer Fixed

Redirects calls to another telephone number when your line has no answer.

Call Forward Variable

Redirect calls to another telephone number.

Call Waiting

While on the phone, a soft beep lets you know another person is calling.

Caller ID with Name

Allows you to view the calling party's name and phone number.

Caller ID with Name and Call Waiting

View the second calling party's name and phone number prior to answering the call.

Distinctive Ringing

A custom ring distinguishes calls from a select group of phone numbers.

Member/Customer Originated Trace

Allows you to trace the last call received.

Remote Call Forward Fixed

Allows you to forward calls to one pre-selected telephone number.

Remote Call Forward Variable

Allows you to forward calls to any telephone number.

Selective Call Acceptance

Limits incoming calls to up to 10 designated numbers you choose.

Selective Call Forwarding

Forwards up to 10 numbers from your home phone to another number.

Selective Call Rejection

Routes up to 10 numbers to a message stating calls are not being accepted.

Speed Dial 8

Program up to eight phone numbers for fast, one-digit dialing.

Speed Dial 30

Program up to thirty phone numbers for fast, one-digit dialing.

Three-Way Calling

Allows you to add a third party to existing phone conversation.

In order for your calling features to work properly, you must follow the correct *color* of directions indicated below.



Adams Telephone Co-Operative



Adams Telephone Co-Operative FiberWorks & TelSystems

If you have questions, please call (877) 696-4611 or visit www.adams.net



Attach Business Card Here

Call Forwarding Busy Line Fixed

Allows you to redirect calls to another telephone number when your telephone line is busy.

To Activate:

1. Lift receiver and listen for dial tone.
2. N/A (Press *90)
3. When you hear the interrupted dial tone, Call forwarding is in effect.

To Deactivate:

1. Lift receiver and listen for dial tone.
2. N/A (Press *91)
3. When you hear the interrupted dial tone, Call forwarding is deactivated.

Call Forwarding Fixed

Your calls are forwarded to one pre-selected number. You must activate and deactivate Fixed Call Forwarding from your home phone.

To Activate:

1. Lift receiver and listen for dial tone.
2. Press 79 (Press *94)
3. When you hear the interrupted dial tone, Call forwarding is in effect.

To Deactivate:

1. Lift receiver and listen for dial tone.
2. Press 73 (Press *95)
3. When you hear the interrupted dial tone, Call forwarding is deactivated.

Call Forwarding No Answer Fixed

Allows you to redirect calls to another telephone number when your telephone line is called and no one answers.

To Activate:

1. Lift receiver and listen for dial tone.
2. N/A (Press *92)
3. When you hear the interrupted dial tone, Call forwarding is in effect.

To Deactivate:

1. Lift receiver and listen for dial tone.
2. N/A (Press *93)
3. When you hear the interrupted dial tone, Call forwarding is deactivated.

Call Forward Variable

Allows you to forward calls to the selected telephone number you enter. You must activate and de-activate Call Forwarding Variable from your home phone.

To Activate:

1. Lift receiver and listen for dial tone.
2. Press 72 (Press *72)
3. Wait for dial tone.
4. After you hear dial tone, dial the directory number that you wish your calls to be forwarded to. On completion of this, a beeping confirmation tone will be heard indicating completion of the transfer.

To Deactivate:

1. Lift receiver and listen for dial tone.
2. Press 73 (Press *73)
3. Wait 5 seconds.
4. An interrupted dial tone will tell you when Call Forwarding is deactivated.

Call Waiting

Alerts you with a beep during a telephone conversation that another call is waiting to be answered.

How to use:

1. You are in conversation and you hear a short burst of dial tone, indicating that someone else is trying to call you. The person you are in conversation with does not hear the tone.
2. Inform the party you are talking to that you are going to put them on hold.
3. Press the hook switch or flash button for 1 second. This placed the party to which you were talking on hold and answers the incoming call.
4. Subsequent hook switch or flash button presses allows you to switch the call back and forth between the first conversation and the (second) incoming call.
5. If you ignore the first tone, a second tone follows in 10 seconds. If you choose not to answer the second tone, the incoming caller is disconnected after 5 minutes.

The Call Waiting feature can be removed from your telephone on a per call basis by dialing a code prior to making the phone call. Once the phone call has been completed Call Waiting will continue to operate as usual.

To Temporarily Cancel Call Waiting:

1. Lift handset and listen for dial tone.
2. Press *70 (Press *70)
3. Listen for the beeping confirmation tone indicating the feature has been deactivated.
4. Listen for return of dial tone and dial the party in the normal way.

Caller ID with Name (also available with Call Waiting)

Caller ID allows you to view the calling party's name and phone number prior to answering a call. You must have a Caller ID compatible phone or a special display device, to allow you to view the name and calling number. Adams Telephone Co-Operative will forward all telephone numbers subject to technical limitations.

How to use:

1. Use the manufactures instructions for your phone or device for operation. Not all incoming directory numbers can be viewed. In this case, the device should display a "-" or some other display indicating this.

Distinctive Ringing

Allows you to program your telephone line to ring with a special ringing pattern whenever you are called by a select list of phone numbers. Your phone will ring with a normal ringing pattrer for all other calling numbers. If you also have Call Waiting, you will hear a distinctive Call Waiting tone whenever someone on your list calls you while you are on the phone.

How to use:

1. Lift handset and listen for dial tone.
2. Press *61 (Press *61)
3. Listen for recorded voice announcement with step by step instructions that will guide you through the procedures and associated dialing codes for the operation of this feature.

Member/Customer Originated Trace

Allows you to automatically initiate a trace of the last incoming call (for example, a threatening or harassing call). Activation must occur before another incoming call or a call waiting indication is received by the member. After receiving a call, you simply dial a special code to have the calling party's phone number printed at the telephone company. This information will be released to representatives of a law enforcement agency upon receipt of appropriate authorization as outlined in the call trace procedures (available from Adams Telephone Co-Operative).

How to Use:

1. Lift receiver and listen for dial tone.
2. Press *57
3. Listen for recorded voice announcement.
4. Follow the instructions to activate this feature.

Remote Call Forward Fixed

Your calls are forwarded to one pre-selected number which has to be programmed by our Customer Care Department. Remote Call Forwarding may be activated and de-activated from any touch-tone phone.

To Activate:

1. Lift receiver and listen for dial tone.
2. Dial 696-4500 for Adams Pre-fixes 289, 327, 338, 392, 458, 667, and 696. Dial 936-4500 for Adams prefixes 455, 647, 936, 938, 964, and 985. Dial 214-9460 for Adams Pre-fixes 509, 593, 812, 894, 214, 221, 222, 223, 224, 228, 231, 277, 592, 640, 641, and 919. You will hear a voice prompt asking for your base directory number.
3. Dial the 7-digit directory number you wish to forward your calls from. If this number is valid, and has Remote Call Forwarding assigned to it, a voice prompt will ask for your security code number.
4. Enter your four-digit security access code 7777 which is assigned by our Customer Care Department.
5. After approximately 5 seconds, a beeping confirmation tone will be heard, immediately followed by normal dial tone.
6. [Press 79 \(Press *94\)](#)
7. When you hear the interrupted dial tone, Call Forwarding is in effect.

To Deactivate:

1. [Press 73 \(Press *95\)](#) from your telephone. When you hear the interrupted dial tone, Call Forwarding is deactivated.

Remote Call Forward Variable

Allows you to enter the telephone number you wish to forward your calls to. Remote Call Forwarding may be activated and de-activated from any touch-tone phone.

To Activate:

1. Lift receiver and listen for dial tone.
2. Dial 696-4499 for Adams Pre-fixes 289, 327, 338, 392, 458, 667, and 696. Dial 936-4499 for Adams prefixes 455, 647, 936, 938, 964, and 985. Dial 214-9460 for Adams Pre-fixes 509, 593, 812, 894, 214, 221, 222, 223, 224, 228, 231, 277, 592, 640, 641, and 919. You will hear a voice prompt asking for your base directory number.
3. Enter your four-digit security access code 7777 which is assigned by our Customer Care Department.
4. After approximately 5 seconds, a beeping confirmation tone will be heard, immediately followed by normal dial tone.
5. [Press 72 \(Press *72\)](#)
6. Wait for dial tone.
7. After you hear dial tone, dial the directory number that you wish your calls to be forwarded to. Always add a "1" and the area code to toll calls. On completion of this, a beeping confirmation tone will be heard indicating completion of the transfer.

To Deactivate:

1. [Press 73 \(Press *73\)](#)
2. Wait 5 seconds.
3. A beeping confirmation tone will tell you when Call Forwarding is deactivated.

Selective Call Acceptance*

Allows you to screen incoming calls by creating a list of phone numbers from which you are willing to accept calls. Calls from numbers not contained on your list are routed to an announcement that informs them that you are not receive calls at this time.

How to use:

1. Lift the handset and listen for dial tone.
2. Press *64
3. Listen for recorded voice announcement with step by step instructions that will guide you through the procedures and associated dialing codes for the editing and operation of this feature.

To Deactivate:

1. Press *84 to stop Call Acceptance.

Selective Call Forwarding*

Allows you to create a list of phone numbers that are to be forwarded when they call you. When you activate this feature, and a call arrives from a phone number that appears on your list, the call is forwarded. All other calls will ring your phone in the normal fashion.

How to use:

1. Lift the handset and listen for dial tone.
2. Press *63
3. Listen for recorded voice announcement with step by step instructions that will guide you through the procedures and associated dialing codes for the editing and operation of this feature.

To Deactivate:

1. Press *85 to stop Call Forwarding.

Selective Call Rejection*

Allows you to create a list of specific phone number from which you do not wish to receive calls. Calls from phone numbers on your list are rejected and sent to an announcement that informs the caller that you are not receiving calls at that time. All other calls will be treated normally.

How to use:

1. Lift the handset and listen for dial tone.
2. Press *60
3. Listen for recorded voice announcement with step by step instructions that will guide you through the procedures and associated dialing codes for the editing and operation of this feature.

To Deactivate:

1. Press *80 to stop Call Rejection.

* There are certain restrictions regarding the use of this feature. Please contact Adams Customer Care at (877) 696-4611 to see how this service may benefit you.

Speed Dialing

Allows you to call emergency, frequently dialed, or long distance numbers by simply dialing one or two numbers. Speed Dialing is available in two variations; Speed Dialing 8, a short list of eight telephone numbers or Speed Dialing 30, which allows up to 30 numbers to be entered.

How to use:

1. Press 74 (Press *74) for Speed Dialing 8.
Press 75 (Press *75) for Speed Dialing 30.
2. Wait for dial tone.
3. For Speed Dialing 8, enter the one-digit code you want to assign, using numbers 2-9, followed by the complete telephone number (including area code and "1" if necessary) you want the code to represent.
For Speed Dialing 30, enter the two-digit code you want to assign, using numbers 20-49, followed by the complete telephone number (including area code and "1" if necessary) you want the code to represent.
4. Listen for three bursts of dial tone. This tells you that the phone system has added the destination number to your speed dial list. (If you hear a recorded announcement of a fast busy tone, check your destination and number and repeat procedure.)

To Make a Speed Dial Call:

1. Dial the speed code associated with the destination number you wish to call.
2. The telephone does the rest.

Note:

You cannot use speed calling while programming Call Forwarding.

To change any number on the Speed Dial list, repeat programming for speed code to be changed.

Three-Way Calling

Allows you to add a third party to an existing telephone conversation.

How to use:

1. Establish a normal two-way conversation.
2. Press the hook switch or flash button for 1/2 second, which places the conversation on hold and returns dial tone, a pause, then continuous dial tone.
3. Dial the number for the third party, and establish conversation.
4. Press the switch hook or flash button again, all three parties will be on the line.
5. A third press of the hook switch or flash button disconnects the last added party and returns the first party to normal status. (Note: the only way to disconnect the first party and continue conversation with the second party is for the first party to hang up the receiver to end their part of the conversation.)
6. If the second call cannot be completed, a press of the hook switch or flash button returns you to the person on hold.



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