

# Calling Features



WABASH MUTUAL  
TELEPHONE COMPANY

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419-942-1111

**900 NUMBER BLOCKING**

**FREE**

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

**ANONYMOUS CALL REJECTION**

**\$1.00**

This service 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 - 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.

### **CALL FORWARD – 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 FORWARD – 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 you to configure a forwarding number that is always used by the service.

The Variable variant of these services allows you 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**

**CALLER ID - NUMBER ONLY**

**\$3.00**

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

**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 a 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 your 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.

To **enable**, press **\*371** and follow the prompts  
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 next page)
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 next page) 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)



### **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. Must subscribe to Do Not Disturb Service in order for this to work.

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 services 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.

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 seconds.

To add a short number through the handset,

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



### **SPEED DIALING LONG LIST - 30**

**\$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 20-49 .

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

To add short code mapping through the handset,

- Dial **\*75**
- Enter the two-digit short code, followed immediately by the number to which the short code maps.
- 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 ring tone. 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 the Phone Company.

Pins can be 1-15 digits long.



## **VOICEMAIL**

**1 Mailbox \$3.95**

**4 Mailbox \$6.95**

**6 Mailbox \$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. Your PIN is the last 4 digits of your phone number and you will be able to change this.

The first time you access your hosted voice mail, you will be required to change your PIN and also setup your voice mail greetings. Just follow the prompts.

You can also check your voice mail from any telephone by dialing **419-942-MAIL (6245)**. You will first be asked for your home telephone number, then your PIN. You cannot access your voice mail 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 e-mail you will have to setup a new e-mail account in your e-mail client program. NOTE: When setting up a new account make sure you set the server type to IMAP and NOT POP3 Your username will be your phone number @ums.wabash.com i.e. 4199421111@ums.wabash.com (this is an example, use your own phone number in place of 4199421111). Your password will be your PIN, which by default is the last 4 digits of your phone number.

You can also login to check your messages, and change your email PIN at <http://ums.wabash.com>

**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 care giver.



**FEATURE PACKAGES**

**TOP 7**

**\$9.95**

Includes Caller ID with Name & Number, Caller ID/Call Waiting, Three Way Calling, Call Forwarding, Cancel Call Waiting, Call Return, and Anonymous Call Rejection

**MUTUAL ADVANTAGE**

**\$14.95**

Includes Call Forwarding, Caller ID with Name & Number, Caller ID/Call Waiting, Cancel Call Waiting, Do Not Disturb, Three Way Calling, Speed Dial-Long List, Repeat Dialing, Priority Ringing, Special Call Acceptance, Call Return, Call Screening, Preferred Call Forwarding, Call Forward: No Answer, and Anonymous Call Rejection.

## **REPAIR SERVICE**

You are responsible for installation, maintenance, and repair of all new and existing telephone wiring inside your home or business. For a monthly fee, the Inside Wire Maintenance plan covers repair on existing inside wire in your home or business. If technicians repair trouble with inside wiring, charges for time and material will appear on your next bill. There will be no charge if you are subscribed to Inside Wire Maintenance.

**INSIDE WIRE MAINTENANCE**

**\$1.00**



Office Hours  
Monday – Friday  
8 am – 5 pm

6670 Wabash Road  
Celina, OH 45822

118 E Market Street  
Celina, OH 45822

Customer Service .....419-942-1111  
Toll Free..... 800-988-1618  
Repair Service ..... 419-942-1691  
After Hours Repair Service.....866-546-4098  
Fax.....419-942-1236

On the Web: [www.wabash.com](http://www.wabash.com)  
Email: [info@wabash.com](mailto:info@wabash.com)