



KALONA COOPERATIVE
TECHNOLOGY COMPANY

Custom Calling Features

510 B Ave. PO Box 1208 Kalona, Iowa 52247
Phone (319) 656-3668 Fax (319) 656-4484
Email kctc@kctc.net

Providing world class technology services *with a home town touch.*

Anonymous Call Rejection – *77 This feature rejects callers who have chosen to block their name and/or number from being displayed on your Caller ID device. Rejected calls are sent to a prerecorded message and terminated. Rejected calls are not sent to Voice Mail. ***87** deactivates this feature. If subscriber receives a call marked private, call will be routed to a recording rejecting the call without notifying subscriber. Dial ***77** to activate this feature, and ***87** to deactivate. Will not reject calls from non-caller ID areas.

Auto Callback – *66 Allows your phone to continue trying a busy number for up to thirty minutes even while you are on the phone with another call. To automatically redial the last number dialed, establish dial tone and dial ***66**. If the line is idle, the call will be placed. If the line is busy, it will be monitored for 30 minutes. If it becomes idle during that time, the subscriber who has activated automatic callback will receive a ring-back, which when answered will cause a call to be placed to the line that had been busy. To deactivate, establish dial tone and dial ***86**. Note: Once automatic callback has been activated for a given number, other calls may be placed as normal. There may be as many as 30 simultaneous callbacks pending.

Call Forwarding (Variable)– *72 Allows you to forward all calls from your line to any number, any time. This feature is activated from your phone. ***73** deactivates this feature. Forwarded calls will ring with a different sound at the location to which they are forwarded.

Call Forwarding Busy Line – Automatically forwards calls to a predetermined number when your line is busy. This feature is included as a *free* option with Voice Mail, and is a great choice with Internet access. This feature will not activate if Call Waiting is active.

Call Forwarding No Answer – Automatically forwards calls to another number when you don't answer within a fixed, previously designated number of rings. The forward to number is a fixed, previously designated number.

Call Forwarding Remote Access – Allows you to activate or deactivate your Call Forwarding features from a phone in another location. It works with all Call Forwarding features except Selective. Establish call forwarding from a remote location by dialing 656-2189, then entering home directory number and security code as prompted, then dialing *72 and the number to which forwarding is desired. Call forwarding may also be canceled in the same manner by dialing *73. Line to be remotely activated must also have Variable Call Forwarding feature.

Call Hold – *76 Allows you to place a call on hold and talk privately with others in the room, or initialize a second call while the first is on hold. For example, if one person calls you with a question, you can place them on hold, call another person for information, and return to the original call. To place a call on hold press “flash”, wait for second dial tone and dial *76. If the handset is placed back “on-hook”, the phone will ring, and when answered will be connected with caller that had been placed on hold. If the handset is not placed back “on-hook”, the call may be taken off hold by pressing “flash” and dialing *76.

Call Return (Automatic Recall) – *69 Allows you to call back the last number that tried to call you. When both lines are clear, it will ring at your phone with a distinctive ring and then place the call. Dial *69 to receive voice identification of last incoming call. That number may be redialed by dialing “1” as prompted. If the dialed number is busy, feature will scan the line and alert you if it becomes idle within 30 minutes, then establish call. Dialing *89 will clear the auto-recall memory of the last incoming number. This feature makes it easy to return calls that would normally be missed. This feature will NOT function if the call was marked as “private”.

Call Waiting – Lets you receive an additional call while still occupying the line. To answer the second call and place the first call on hold, flash hookswitch. If voice mail is present on the line the call will automatically go to voice mail if the call waiting beep is not answered. Use call waiting so important calls won't be missed. To cancel call waiting for a single call, establish dial tone and dial *70.

Caller ID Blocking - Per Line (Private DN) - Does not deliver subscriber name or number information on any call. To send information on a per call basis, dial *82 before placing a call.

Caller ID Blocking Per Call – *67 Prevents your name and number from being displayed on an individual call, on a temporary basis by temporarily changing the public/private status of your directory number. Establish dial tone, dial *67, receive second dial tone, then dial the number you want to not receive directory name & number information. This block will automatically release when the call is terminated. This feature lets you call a business without having your number put on a calling list. This is a *free* service to all customers.

Caller ID Name and Number – You see the caller's name and number after the first full ring and before you answer the phone. Great for screening out annoying telemarketers. Same as Caller ID Number Delivery, but will also deliver the name of the calling party if available. Cost: \$5.95/month

Caller ID Number Only– You see the caller's number after the first full ring and before you answer the phone. Display of this information will require a Caller ID display which may be an external device or incorporated into the telephone. This feature will only display information from properly equipped telephone exchanges. Cost: \$3.95/month

Caller ID on Call Waiting – Displays the name and/or phone number of the person trying to reach you even when you are already on the phone. It lets you choose whether or not to ignore the Call Waiting beep. This feature will display the identity of the waiting party when call-waiting is activated. Display of this information requires a "Call-Waiting ID" compatible display unit. NOT ALL CALLER ID UNITS WILL DISPLAY THIS INFORMATION!
(You must have regular Caller ID Name and/or Number.)

Distinctive Ringing – Allows up to three different directory numbers to ring at the same location, each with a different sounding ring. Home businesses will get different rings according to which directory listing is called. Set up one for the business, one for the FAX, and one for home use. The three different directory numbers may not be used simultaneously.

Do Not Disturb – *54 This feature can block all calls, or will allow only those callers that have your Personal Identification Number to get through. Activate this feature by dialing *54, so that all callers will receive a rejection announcement. Dial *56 and enter your five-digit P.I.N. callers must enter a valid P.I.N. number for their call to go through. To deactivate, dial *55.

Off Hook - Also known as Hot Line will dial a predetermined number as soon as the phone is picked up.

Privacy Defender – If no caller ID is available on an incoming call, the caller is presented with the opportunity to record his or her name and request to be connected. The subscriber's phone rings, and when it is picked up, the caller's name is announced. The subscriber then has three choices:

- 1) accept the call
- 2) play a message informing the caller that this subscriber does not accept telemarketing calls and request to be removed from his or her calling list
- 3) play a message informing the caller that the subscriber cannot accept the call at this time and to please call back later.

Remote Call Forwarding - This feature is established in the central office and will forward all calls to a different location. Multiple simultaneous calls can be forward if the receiving location can receive them. Calling party receives no indication of forwarding.

Ring Count Call Forwarding – *92 Automatically forwards any calls not answered within the designated number of rings to an alternate number which may be set from your phone. ***93** deactivates this feature. Forwarded calls will ring with a different sound at the location to which they are forwarded.

Selective Call Acceptance – *61 You can program a list of phone numbers that you want to accept. All others are routed to a prerecorded announcement and terminated. This feature can be activated and deactivated, and the list can be changed from your phone. Establish a dial tone, dial *61 and follow menu prompts to set up a list of directory numbers from which calls will be accepted. Any other calls will receive a rejection announcement. ALL CALLS from non-caller ID areas WILL BE ACCEPTED. The acceptance list can be modified and activated or deactivated at any time by dialing *61 and following the menu prompts.

Selective Call Forwarding – *63 You can select the numbers you want to be forwarded, while all other calls are not forwarded. You can program and change numbers, activate and deactivate the feature from your phone. Any number not on the list will ring normally.

Selective Call Rejection or Call Screening – *60 You can program a list of phone numbers that you want to reject. Blocked calls are routed to a prerecorded announcement and terminated. All others are accepted. You can add a number to your list even if you don't know the number by automatically adding the number after they call you, and before you place or take another call. Establish dial tone, dial *60, and follow menu prompts to set up a list of directory numbers from which calls will be rejected. The rejection list can be modified, activated, or deactivated at any time by dialing *60. ALL CALLS from non-caller ID areas WILL BE ACCEPTED.

Speed Dialing – Allows you to make a call from a list of up to 30 numbers you program. The list of numbers can be used as a central directory of common numbers such as family members or emergency calls.

Three-Way Call Transfer – Lets you transfer a call to another phone line. When engaged in a standard 2-party call, hook-flash (placing the first call on hold), and dial a second number. The original call on hold will be transferred to the newly added party. You have the option to remain on the line and have a three-way conversation.

Three-Way Calling – Lets you add a third party to your call. Solves the dilemma of how to talk to two people at the same time. Connect two other parties together in a conference by flashing hookswitch to get second dial tone, dialing second party, flashing hookswitch to get third dial tone, dialing third party, and flashing hookswitch to establish conference.

Toll Control with PIN – Allows a you to have control over your Long Distance by requiring a PIN before placing a call to a toll destination Directory Number (DN). Dial *13 then your pin number. Wait for a stutter dial tone then dial the long distance number.

Voice Mail – Never miss a call again, even while you're on the phone, with KCTC voice mail service. Basic plan holds up to ten unplayed/saved messages per box. Other plans also available. Cost: \$3.95/month

Warm Line – Automatically dials a predetermined number if the receiver is off the hook for more than 5 seconds and another number is not dialed.

510 B Ave. PO Box 1208
Kalona, Iowa 52247
Phone (319) 656-3668
Fax (319) 656-4484
Email kctc@kctc.net

Providing world class technology services
~with a home town touch