



# Gearheart Calling Features

## CALLER ID

Caller ID lets you see who's calling before you answer. Usually, the caller's number is shown, or their name if they're saved in your contacts. With Caller ID with Name, you can see the caller's name as registered with their service provider, even if they're not in your contacts.

## SPEED DIAL

Speed Dialing lets you call frequently used contacts by pressing one or two digits, so you don't have to remember or dial long numbers.

### HOW DO I USE IT?

1. Listen for the dial tone, then dial the activating code (74 for the 8-number list, 75 for the 30-number list). If you are using a Touch-Tone phone, press the # key after your press 74 or 75.
2. Listen for a second dial tone, and dial the code number you want to assign to a specific phone number.
3. Dial the telephone number. Two short tones confirm that the code has been programmed.

## CALL WAITING

With traditional phone systems, you can miss important calls when your line is busy. Call waiting alerts you with a beep when another call comes in, letting you switch calls, put one on hold, or send the new call to voicemail.

### HOW DO I USE IT?

Dial \*70 to De-Activate your Call Waiting Feature option on your Digital Phone.

## CALL TRACE

Call Trace lets you flag incoming calls as offensive, emergencies, or needing follow-up, such as threats, obscene calls, or medical emergencies.

### HOW DO I USE IT?

After receiving a call which you want to trace, hang up and then pick up the receiver and dial \*57. An announcement will inform you that the trace feature has been activated and provides you with instructions on how to proceed with or abort the trace.

## CONTACT LIST

Contact Lists let you customize how names appear on your Caller ID, just like on your mobile phone.

## ANONYMOUS CALL REJECTION

If you have Caller ID, Anonymous Call Rejection/Anonymous Call Block allows you to reject calls from people who have blocked the display of their telephone numbers and caller information.

### To Activate Anonymous Call Rejection/Anonymous Call Block

1. Lift the handset & listen for a dial tone
2. Press 77 (Rotary Dial 1.1.7.7)
3. A recording or confirmation tone will tell you that your anonymous call rejection/anonymous call block is on.

### To Cancel Anonymous Call Rejection/Anonymous Call Block

1. Lift the handset & listen for a dial tone
2. Press 87 (Rotary Dial 1.1.8.7)
3. A recording or confirmation tone will tell you that your anonymous call rejection/anonymous call block is off.

## THREE-WAY CALLING

3-Way Calling lets you talk to two people at the same time, making it easy to have a three-person conversation.

### HOW DO I USE IT?

1. Press the switchhook for half a second & release. This puts the original call on hold.
2. Listen for three short tones, then a dial tone.
3. Dial the number of the third person. After the third person answers, you may talk with them before returning to the original call.
4. To return to the original call and complete the three-way calling, press the switchhook for half a second & release immediately.

## CALL FORWARDING WITH ID

Call Forwarding sends incoming calls to another phone or voicemail, so you don't miss calls when you're away.

### HOW DO I USE IT?

1. Lift the receiver and dial \*72.
2. Listen for a second dial tone and then dial then dial the number to which you want your calls forwarded. Two short tones will indicate success.
3. When the other telephone is answered, Call Forwarding is in effect. Stay on the line for five seconds. If the line is busy or there is no answer, hang up and immediately repeat the first three steps. Call Forwarding will be established automatically with you hear two short tones plus a dial tone. No answer is required to activate Call Forwarding on the second attempt.
4. To cancel Call Forwarding, dial \*73 and listen for two short tones and a dial tone.
5. Selective Call Forwarding: Dial \*64 and follows the recorded instructions.

## VOICE TRACE

Voicemail lets callers leave voice messages when you're unavailable. Messages are stored on your service provider's server in your mailbox, similar to email but with voice instead of text.

## FIND ME

Find Me lets incoming calls follow you to multiple numbers. If you don't answer one, the call moves to the next until it's answered or ends.

## INCOMING CALL LOG

Call Logs let you view all incoming, outgoing, and missed calls by date and time. If you miss a call or clear your Caller ID, you can track the number. To get a copy, call (local) **606.478.2500** or (long distance) **1.888.921.2525** to have it emailed.

## CAMP-ON

Camp-On lets you transfer a call to a busy extension. The call waits until the line is free, then rings automatically. If it isn't answered in time, the call returns to the original caller with a priority alert.

### HOW DO I USE IT?

1. After placing a call that can't be completed because the line is busy, hang up and then pick up the receiver and listen for a dial tone.
2. Dial \*66 and follow the recorded instructions.
3. To de-activate: Hang up and then pick the receiver back up and dial \*86. Some electronic digital phones will not provide a distinctive ringing pattern, however, the Automatic Callback feature will function with a normal ring pattern.

# VOICE MAIL

Voice mail lets callers leave voice messages when you're unavailable. Messages are stored on your service provider's server in your mailbox, similar to email but with voice instead of text.

## HOW DO I USE IT?

### Accessing Your Mail-Box

1. Dial (606) 478-6245
  - a. Then Either:
    - i. Press # calling from the phone your voice mail is assigned to
    - ii. If using Auto-Login and accessing from your home, no entry is required
    - iii. Enter your telephone number, if calling from a remote phone.
2. If requested, Enter your password, followed by the # key. Your password will be default of four zeros (0000) until you change the password.
3. Main menu: Press 1 to retrieve messages, Press 3 to send, Press 7 for current date and time, or Press 9 for mailbox set-up.

### To Create Multiple Greetings

1. **Press 5** - Pick a new greeting. Then choose greeting # (2-9)
2. **Press 2** - Record Greeting
3. **Press #** - End recording function. Repeat steps 5 & 6, choosing different greeting # each time
4. **Press 5** - Pick a new greeting then choose the greeting you wish to become active
5. **Press \*** - return to main menu

### Voice-Mail Instructions

1. Dial: 478-MAIL or 452-MAIL
2. Press \*
3. At this point, an automated system will instruct you how to set up your greeting, pass code, and name.
4. Beginning with the 2nd time you dial in, you will need to press #, then your 4-digit pass code in order to retrieve your messages.

### Setting up Mailbox

- **Press 1** - Greeting options
- **Press 2** - Change Password
- **Press 3** - Notification Options
- **Press 4** - Disable/Enable Auto Log-In
- **Press \*** - Return to Main Menu

### Change your Greetings

1. **Press 1** - Greeting options
2. **Press 2** - Re-record your greeting
3. **Press #** - End recording function
4. **Press 1** - Listen to greeting

### Listen to Messages

- **Press 1** - Play or replay messages
- **Press 2** - Save message and to next
- **Press 3** - Delete message and go to next
- **Press 4** - Save message as new
- **Press 5** - Reply to message (1)
- **Press 6** - Forward message (1)
- **Press 7** - Skip back three seconds
- **Press 8** - Pause or continue message
- **Press 9** - Skip forward three seconds
- **Press \*** - Return to main menu

All forwarding will point to 478-6245 for every mailbox. The customer will call into their box by dialing (478-6245) from the number that has voice mail activated. The system will log the user in without a pass code. If the customer calls their Voice Mail from a different number, they will be asked to enter the voice mailbox number and their pass code. Ex. (6064781234) the mailbox number, (0000) the default pass code.

# QUICK CODE LIST

- \*69 Automatic Callback
- \*89 Cancel Automatic Callback
- \*66 Automatic Recall
- \*86 Cancel Automatic Recall
- \*72 Call Forward Activate Code
- \*73 Call Forward Deactivate Code
- \*62 Call Forward Busy Activate Code
- \*63 Call Forward Busy Deactivate Code
- \*52 Call Forward No Answer Activate Code
- \*53 Call Forward No Answer Deactivate Code
- \*82 Call Forward Don't Answer After Call Waiting
- \*83 Cancel Call Forward Don't Answer After Call Waiting
- \*70 Cancel Call Waiting
- \*57 Customer Originated Trace
- \*82 Directory Number Privacy (all calls)
- \*67 Directory Number Privacy (per call)
- \*64 Selective Call Acceptance
- \*63 Selective Call Forwarding
- \*60 Selective Distinctive Alert
- \*75 Speed Calling 30
- \*74 Speed Calling
- \*94 Toll Restriction with PIN
- \*77 Unidentified Call Rejection
- \*87 Cancel Unidentified Call Rejection