

# Volume I

## **CUSTOMER REFERENCE GUIDE**



**Northern Pacific Telephone**

## Calling Feature Quick Reference

If you have a rotary phone, dial **1 1 1** instead of **\***.

	Activate	Deactivate
<b>Anonymous Call Rejection</b>	<b>* 7 7</b>	<b>* 8 7</b>
<b>Call Forwarding</b>	<b>* 7 2</b>	<b>* 7 3</b>
<b>Call Rejection</b>	<b>* 6 0</b>	<b>* 8 0</b>
<b>Call Trace</b>	<b>* 5 7</b>	--
<b>Call Waiting</b>	<b>* 2 5</b>	<b>* 4 5</b>
<b>Call Waiting Per-Call</b>	--	<b>* 7 0</b>
<b>Caller ID</b>	<b>* 6 5</b>	<b>* 8 5</b>
<b>Caller ID Block Per-Call</b>	<b>* 6 7</b>	<b>* 8 2</b>
<b>Continuous Redial</b>	<b>* 6 6</b>	<b>* 8 6</b>
<b>Do Not Disturb</b>	<b>* 7 8</b>	<b>* 7 9</b>
<b>Hold on Hold</b>	<b>* 0 8</b>	<b>* 0 9</b>
<b>Hotline</b>	549-6591	549-6591
<b>Last Call Return</b>	<b>* 6 9</b>	<b>* 8 9</b>
<b>Long Distance Alert</b>	<b>* 4 9</b>	<b>* 4 9</b>
<b>No Solicitation</b>	549-8052	549-8052
<b>Priority Call</b>	<b>* 6 1</b>	<b>* 8 1</b>
<b>Redial</b>	<b>* 0 7</b>	--
<b>Remote Access Forwarding</b>	549-6591	549-6591
<b>Security Screen</b>	549-8052	549-8052
<b>Selective Call Forwarding</b>	<b>* 6 3</b>	<b>* 8 3</b>
<b>Speed Calling 8</b>	<b>* 7 4</b>	--
<b>Speed Calling 30</b>	<b>* 7 5</b>	--
<b>Voicemail</b>	<b>* 9 8</b>	--

## Usage – Service and Equipment

Wake Up Call	*	3	1	*	3	1
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Any questions call:

**116 Business Office**

Caller ID requires compatible display equipment. The display unit shows the listed name and number of the phone line your caller is using. Not all numbers and/or names will be displayed, logged or rejected. Calls from rejected numbers will not be displayed on the Caller ID unit. Call Waiting will not operate when a Three Way Conferencing call is in progress. Selective Call Forwarding and Priority Call may not operate on blocked and certain other calls. The same special ring is used for Custom Ringing, Priority Call and Long Distance Alert. If you have these services, you may not be able to distinguish between calls. Priority Call and Continuous Redial work with most local and some long distance numbers within your area. Measured service and long distance charges may apply for completed Three Way Conferencing, Last Call Return, Continuous Redial and forwarded calls. Not all services are available in all areas. Other restrictions and limitations may apply for the listed services.

## Welcome

Thank you for selecting Northern Pacific Telephone. Before you start, please take a moment to look over this Instruction Guide and familiarize yourself with the features you've chosen.

And remember, if you ever have any questions, help is a phone call away at **116**.

## Getting Started

Several of these features are activated with the switchhook button. You may know this as the receiver or "hang up" button, or your phone may have a Recall or Flash button that performs the same function. When an instruction calls for you to press the switchhook, quickly press the button down firmly as far as it will go and release it immediately. When this is done properly, you will hear another dial tone.

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## *Anonymous Call Rejection*

*Avoid getting interrupted by callers who won't identify themselves.*

Reject incoming calls if the caller has blocked their information from being shown on your Caller ID display.

### *It's easy*

1. To turn on, press **\* 7 7**.
2. Your phone won't ring if someone calls from a blocked line.
3. To turn off, press **\* 8 7**.
4. Blocked calls can get through on a per-call basis by dialing **\* 8 2** before placing the call.

## *Call Forwarding Options*

*With Call Forwarding Busy and Don't Answer, calls are only forwarded if you don't pick up.*

There are several types of Call Forwarding available. You'll have the option to set up forwarding numbers that you want calls to go to when your line is busy and/or you don't answer, and you can also program your own variable numbers for other situations.

### *Call Forwarding Busy*

When a call comes in and your line is busy, the call can forward to a preprogrammed number.

1. Press **\* 9 0**.
2. After a second tone, dial the number you want your busy calls forwarded to.
3. When the phone is answered, have the called party hang up.
4. To cancel, press **\* 9 1**.

### **Call Forwarding Don't Answer**

Whenever you don't answer after a predetermined number of seconds, your calls can be forwarded to a preprogrammed number.

1. Press **\* 9 2**.
2. After a second tone, dial the number you want your busy calls forwarded to.
3. When the phone is answered, have the called party hang up.
4. To cancel, press **\* 9 3**.

### **Number of Rings**

You can change the number of rings for which unanswered calls should ring before they are forwarded to a preprogrammed number.

1. Press **\* 4 7**.
2. After a second tone, dial the code corresponding to the number of rings:

<b>Rings</b>	2	3	4	5	6	7	8	9	10
<b>Code</b>	12	18	24	30	36	42	48	54	60

3. When you hear three brief tones, your selection has been saved.

### **Call Forwarding Selective**

*Select only certain calls to be forwarded when you are out.*

Choose the specific callers you want to forward to a local or long distance number. Use it for only those critical calls you don't want to miss.

#### **It's easy**

1. Press **\* 6 3**.
2. Select up to 10 different numbers to forward.
3. To cancel, press **\* 8 3**.

### **Call Forwarding Variable**

*When Call Forwarding*

Don't miss calls while you're out. This feature lets you activate and change numbers from your office phone.

## Usage – Service and Equipment

*Variable is on, you'll hear a short ring on your phone as a reminder each time a call is forwarded, but you won't be able to answer.*

Forward your calls to a selected local or long distance number. You can still make outgoing calls while Call Forwarding is in effect. To activate forwarding and change numbers while away from your phone, use Remote Access Forwarding.

### *It's easy*

1. Press **\* 7 2**.
2. After a second tone, dial the number you want your busy calls forwarded to.
3. When the phone is answered, have the called party hang up.
4. A short ring on your phone each time a call is forwarded reminds you Call Forwarding is active.
5. To cancel, press **\* 7 3**.

## *Call Pickup*

*To save time, if the other telephone number is similar to yours, you need only enter the ending digits that differ, followed by #.*

Pick up a call ringing at another phone without leaving your desk. You can pick up a specific call using Directed Call Pickup or the first ringing call using Undirected Call Pickup.

### *Directed Call Pickup*

1. Press **\* 9 4**.
2. Enter the number of the telephone that is ringing.
3. You will automatically be connected with the incoming call.

### *Undirected Call Pickup*

1. Press **\* 9 4**.
2. Press the **#** key.
3. You will automatically be connected with an

incoming call.

## Call Rejection

*Avoid getting interrupted by certain callers.*

Not interested in receiving certain calls? You can add up to 10 numbers to your Call Block list. Blocked callers will receive a message informing them you are not accepting calls from them.

### *It's easy*

1. To turn on, press **\* 6 0**.
2. Follow the prompts to add a number to your list and to turn your service on.
3. To turn off, press **\* 8 0** and follow the prompts.

## Call Trace

If you receive persistent threatening or malicious calls, Call Trace can be used to identify the caller, even if he has blocked his number.

### *It's easy*

1. Immediately after the call you want to trace has disconnected, press **\* 5 7**.
2. A recording will inform you if the trace was successful. A \$1 charge will be added to your bill for each successful trace.
3. Contact your Business Office with the date and time of the trace in order to initiate deterrent action. You will not receive the name or number of the party that called you.

## Call Waiting

*You can turn off Call*

Don't miss important calls when you're on the phone.



## Usage – Service and Equipment

*Waiting temporarily if you don't want to be interrupted by the Call Waiting tone.*

Switch to the second call without losing the first one.

### *It's easy*

1. When you hear the Call Waiting tone, quickly press and release the switchhook or **FLASH** to answer the second call.
2. Press again to switch back.

### *To temporarily turn off*

1. Press **\* 7 0** and listen for three brief tones, then a normal dial tone.
2. Dial the phone number you wish to call. Call Waiting will be restored automatically when you hang up.

### *To temporarily turn off while using a modem*

1. Store **\* 7 0** as part of your dial-up number, so that Call Waiting will be turned off automatically when you go online. This will protect your modem connection from being disrupted. Call Waiting will be restored automatically when you log off.

## *Caller ID*

*Caller ID lets you return important calls at your convenience and ignore the calls you don't want.*

Know who is calling before you answer the phone. The Caller ID display unit shows the caller's name and number. It also keeps a log of your most recent calls.

### *It's easy*

1. Press **\* 6 5**.
2. For Caller ID Basic, press 1. For Caller ID Deluxe, press 2. Caller ID Deluxe subscribers will also receive the name of each caller.
3. A display unit attached to your phone shows the caller's name and number of most incoming

- calls after the first complete ring.
- The name, number, date and time of most calls are automatically stored.
  - If "Private" or "Anonymous" displays on your caller ID unit, it means that the person calling has chosen to block their name and number. If "Unknown", "Unavailable", or "Out of Area" is displayed, the person is calling from an area where Caller ID is not available.

## Caller ID Block

*Caller ID Block prevents people you call from seeing your number on their Caller ID display.*

Caller ID Block helps protect your privacy by blocking your number on select calls you place.

### *It's easy*

- Press **\* 6 7**.
- At the second tone, dial the number you wish to call.
- The party you call will not receive your name or number. If you change your mind and wish to have your number shown, press **\* 8 2**.
- You must repeat this process for each call you wish to place while blocking your number.

## Continuous Redial

*Spend your time more productively with Continuous Redial doing the work for you.*

No time to try back after a busy signal? Let your phone do the work automatically.

### *It's easy*

- After the busy signal, hang up, and then press **\* 6 6**.
- Hang up again. Continuous Redial will continue dialing the number for up to 30 minutes.
- A special ring tells you when the line is no

## Usage – Service and Equipment

longer busy. Simply pick up the phone to connect your call.

4. Activate Continuous Redial on one number at a time. Works with most local and some long distance numbers.
5. To cancel press **\* 8 6**.

### *Do Not Disturb*

Tired of those after-hours calls? Your phone won't ring during the times when you don't want to be disturbed.

#### *It's easy*

1. Press **\* 7 8**.
2. Hang up. Callers who call you will receive a recording saying you are not currently accepting calls.
3. To cancel, press **\* 7 9**.

### *Hold on Hold*

*Stop listening to silence or hold music and spend your time more productively with Hold on Hold.*

Tired of listening to hold music forever? When you are on hold waiting for a representative, you can put the call on hold. You will be called back when a representative comes on the line.

#### *It's easy*

1. Press **\* 0 8**.
2. Enter the number you wish to call.
3. Record a prompt for the representative to hear while you are being rung back.
4. If you encounter hold music, hang up to hold the call. You will hear a special ring when the call is ready for you again.
5. To cancel the call, press **\* 0 9**.

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## Hotline

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You can have your telephone line automatically connect to a pre-specified number when you pick up the receiver. This is perfect for courtesy telephones or for saving on repetitive dialing.

### *It's easy*

1. Dial your Remote Access number and enter the telephone number you want to program, followed by your security code.
2. Press **0 1** and confirm the feature by pressing **1** when prompted.
3. Follow the prompts to set, change, or delete the number for hotline behavior.

Hotline behavior may be initiated from the telephone to which the behavior should apply, but it must be changed or removed from a different telephone since you will not be able to dial a different number.

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## Last Call Return

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The phone stops ringing before you reach it. Now you can find out who called, and if you choose, automatically redial the number.

### *It's easy*

1. To find out the number of your last caller, press **\* 6 9**. (Blocked numbers will not be announced.)
  2. To return this call, simply press **1**.
  3. If the call you are trying to return is busy, hang up and your phone will continue to redial the busy line for up to 30 minutes. A distinctive ring will notify you when the line is no longer
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## Usage – Service and Equipment

busy.

4. If you do not want to keep trying the number, press **\* 8 9**.

### *Long Distance Alert*

This distinctive ring lets you know when the incoming call is long distance.

#### *It's easy*

1. Press **\* 4 9**.
2. You will hear a special ring on all incoming long distance calls to your phone.
3. To cancel, press **\* 4 9** again.

### *Long Distance Block*

*Prevent surprises by controlling when long distance calls may be placed.*

Prevent surprise charges by blocking long distance calls from your line.

#### *It's easy*

1. Press **\* 9 5**.
2. Long distance calls will now be blocked from your phone. Callers who try to place long distance calls from your line will hear a recording.
3. To disable, press **\* 9 6** and enter your PIN.

### *No Solicitation*

*No Solicitation is the easiest way to let*

Once you turn on No Solicitation, your incoming calls will be screened from 8:00 a.m. to 9:00 p.m. every day. An automatic message asks solicitors to hang up,

*telemarketers know you're "not interested" – before your phone even rings.*

and tells regular callers to press **1** to complete the call. You can also set up a privileged list of your favorite callers so they'll automatically bypass the solicitor screening.

### *It's easy*

1. Call the Update Center and enter your security code.
2. Choose No Solicitation from the Main Menu and follow the recorded instructions to turn on your service.
3. Incoming calls will now be screened from 8:00 a.m. until 9:00 p.m. every day. During the other hours of the day, all calls will ring through to your phone as usual.
4. You can use your Privileged Caller List to let your favorite callers connect as usual. You may add either a 3-digit prefix or a 7-digit telephone number. Calls from that prefix/telephone number will skip the No Solicitation message.

## *Priority Call*

*Give important clients the attention they expect with Priority Call.*

Many businesses have customers or suppliers who need priority attention. A unique ring identifies those callers before you answer.

### *It's easy*

1. Store up to 10 phone numbers to be identified with a unique ring.
2. To create and change your Priority Call list, press **\* 6 1**.
3. To cancel, press **\* 8 1**.

## *Redial*

## Usage – Service and Equipment

*Save time by using Redial to call back again.*

No need to pull out your blue book again. Easily redial the last number you called.

### *It's easy*

1. Press **\* 0 7**.
2. You will be connected with the last local or long distance number you called.

## *Remote Access Forwarding*

*Great when an unexpected situation keeps you from getting back to your phone to change your forwarding.*

Now you don't have to go back to your home or office to forward your calls to another location. Just call in from any touch-tone phone to turn your forwarding on, off, or to change your forwarding number.

### *It's easy*

1. Call your Remote Feature Access number and enter your telephone number and security code.
2. Enter your security code.
3. Press **7 2** to access your Remote Access Forwarding feature.
4. Press **1** to forward calls.
5. Enter the 7-digit number to which you want your calls forwarded. Toll charges apply for all forwarded calls to toll numbers.
6. Confirm the entry to activate forwarding.

## *Security Screen*

*Security Screen screens your calls before your phone rings. When you see the number on*

Security Screen makes Caller ID work even better by intercepting blocked and unidentified calls before they can reach you. A recording will ask those callers to allow their Caller ID to be displayed if they want their call to go through.

### *It's easy*

*your Caller ID display, then YOU can decide to answer or not.*

1. Call the Update Center and enter your security code.
2. Select Security Screen from the Main Menu.
3. Follow the prompts to enable Security Screen Standard or Advanced, or turn it off.
4. Press **3** to set up a Privileged Caller Code. Follow the prompts to set up a convenient 4-digit code for your favorite callers to use.

## *Speed Calling 8/30*

*If you need more dialing capacity, choose Speed Calling 30. Reach your 30 most frequently dialed numbers with only two digits.*

Dial your most important and frequently called numbers with simple one or two digit codes.

### *To program Speed Calling 8*

1. Give each number a one-digit code from 2 to 9.
2. Press **\* 7 4**.
3. Enter the one-digit code, then the phone number. Listen for the tone.

### *To program Speed Calling 30*

1. Give each number a two-digit code from 20 to 49.
2. Press **\* 7 5**.
3. Press the two-digit code, then the phone number. Listen for the tone.

### *To call*

1. Press the code for the person you're calling, followed by the **#** key.

## *Three-Way Calling*

*Save time and hassle by adding a third party to*

3-Way Calling lets three people at different telephone numbers talk together at the same time, no matter who placed the first call.



Usage – Service and Equipment  
*a call.*

***It's easy***

1. With the first person on the line, press and release the switchhook to put the call on hold.
2. Listen for dial tone.
3. Dial the number of the third person. Once the person answers, you can talk privately before connecting the person on hold.
4. If you get a busy signal or no answer when calling the third person, just press and release the switchhook twice to continue your original call.

***Voicemail***




***Never miss an important message again with Voicemail.***

Don't miss important messages when you are out or unavailable. Voicemail allows you to receive messages even when you are unable to take a call.

***To set up***

1. Call your Business Office to order Voicemail. You will receive a voicemail number that will go to your private mailbox.
2. Give your voicemail number out to callers, or use your Call Forwarding Busy/Don't Answer feature to automatically forward calls to your voicemail service when you are unavailable.

***To check messages***

1. Press   .
2. You can check messages for up to five different mailboxes.

***Wake Up Call***

***Never miss a deadline***

Let your phone automatically wake you up in the morning or remind you about an event.

*again. Let your phone remind you when it's time for you to do something.*

### *It's easy*

1. Press **\* 3 1** no more than 24 hours before the time you'd like to receive a call.
2. For a one-time wake up call, press **1**. For a daily wake up call, press **2**.
3. Enter the desired time using a 2-digit hour and 2-digit minute.
4. You will receive a call at the time you selected. If your line is busy, your Wake Up Call service will keep trying to reach you periodically for at least half an hour.
5. To cancel, press **\* 3 1**, then press **0** and choose the kind of wake up call to cancel.

## *Who Called Me?*

*Who Called Me ensures that missed calls are not forgotten.*

Find out who called you when you were away from the phone and unable to answer.

### *It's easy*

1. Press **\* 5 1**.
2. You will receive the number, date, and time of each missed calls. Calls from blocked numbers are not included.