

How to Use Calling Features:

Voice Mail

Voice Mail automatically answers your phone if you are out or already on the line. Your callers can leave messages and you can retrieve them from any touch-tone phone in the world.

Now, with Nexicom's **E-Forward** function you can also have your voice mail messages forwarded directly to your e-mail.

What follows are some basic Voice Mail directions. Visit <http://www.nexicom.net/telco/callanswer/guide.php> for the complete Voice Mail Guide.

A) To Access Your Mail Box:

1. **Press *98** from home, OR when away from home, dial **932-9000, 295-9000, 944-9000 or 775-9000.**

Then Follow The Voice Prompts:

- If calling from your home phone, **press #**, OR
 - If calling while away from home, **enter your area code then telephone number (your voice mail box number).**
2. If requested, enter your password, then **press #**. Your password will be a default of four zeros (0000) until you change it.
 3. New messages will play automatically. After you are finished retrieving new messages, you will be directed to the main menu.
 4. To Listen to Messages:
 - Press 1** – Play or re-play message.
 - Press 2** – Save message and go to next.
 - Press 3** – Delete message and go to next.
 5. Main Menu:
 - Press 1** to retrieve messages.
 - Press 3** to send.
 - Press 7** for current date and time.
 - Press 9** for mailbox set up.

B) To Set Up Your Mail Box:

1. **Press 1** – Greeting options (disregard if you choose the default greeting).
2. **Press 2** – Change password.
3. **Press 3** – Notification options.
4. **Press 4** – Disable/Enable Auto Login †
5. **Press *** – Return to main menu.

† Auto Login is a feature that allows you quick access to your mailbox when calling from your home phone.

C) To Change or Record Your Greeting:

1. **Press 1** – Play current greeting.
2. **Press 2** – Keep this greeting.
3. **Press 3** – Delete greeting.
4. **Press 4** – Record new greeting.
5. **Press *** – Return to set up menu.
6. **Press 0** – Repeat instructions.

The system is fully automated & voice prompts will guide you. If you have difficulties, please call our business office.

Voice Mail Basic

Number of messages	25
Message length	180 seconds
Message Storage	7 days (saved)
.....	21 days (new)

Option to add the E-forward function

Voice Mail Message Manager

Number of messages	50
Message length	300 seconds
Message Storage	14 days (saved)
.....	45 days (new)

Option to add the E-forward function

Call Nexicom today to ask about getting one of these packages for a low monthly fee. 932-2188 or 295-4412.

Call Waiting

If someone else is trying to call you while you're already on the phone, **Call Waiting** will alert you with a "beep." You may then put the first person on hold while you catch your second call. With this feature you can keep on talking, even while you wait for another important phone call.

Here's How Your Call Waiting Feature Alerts You

- A beep tone tells you another call is waiting. Only you hear this tone.
- Another reminder will be heard 10 seconds later if the waiting call remains unanswered.
- The second caller hears only the normal ringing tone.

To Answer the Second Call

- Depress the switchhook** or link button for about one second to place your first call on hold.
- You will automatically be connected with the second caller.

To Alternate Between Calls

- Depress the switchhook** or link button for about one second to alternate between calls.
- Each conversation is private and cannot be heard by the other caller.

To End Either Call

- Simply hang up.
- Your telephone will then ring.
- When you answer it, you'll be connected with the other caller.

To Cancel Call Waiting

- **Dial *70** (or dial 1170 for rotary service), on a per call basis.

**The switchhook is the round, flat, square or otherwise-sized button the handset pushes down when you hang up the phone. Your phone is "off the hook" when the switchhook button is up.

Call Forwarding

Call Forwarding enables you to transfer an incoming call to another number. **Call Forwarding** is a great feature for the business person who wants to catch after-hours business calls at home, or for anyone who does not want to miss an important call.

To Forward Your Calls

- Lift the handset and listen for the dial tone.
- Dial *72 from your touchtone phone or if you have a rotary dial phone, dial 72 and wait four seconds.
- Again listen for the dial tone.
- Now dial the number where you wish your calls forwarded. (Speed Calling codes may be used if you also have this feature.)
- When someone answers at the forwarded number, your **Call Forwarding** feature is in effect.

If there is no answer, or if the line is busy, hang up and repeat the previous steps. If you do this within two minutes, you'll hear two beeps meaning your **Call Forwarding** feature is now working.

Once you have activated **Call Forwarding**, the phone will make one short ring each time a call is being forwarded. You will still be able to make outgoing calls from this phone.

If you wish to change the number your calls are being transferred to, just deactivate the **Call Forwarding** (see below) and then follow the steps above for forwarding your calls.

To Deactivate Call Forwarding

- Lift the handset and listen for the dial tone.
- Dial *73 or if you have a rotary dial phone, dial 73 and wait four seconds.
- Listen for two beeps. **Call Forwarding** is now deactivated and calls will ring on your phone.



Connected. Naturally.

These great features will help you manage the calls you want... and those you don't!

Call Return

End the frustration of redialing a busy number. Let **Call Return** ring you when the line is free.

To Call a Number when the Line is Busy

- Hang up. Pick up the receiver, listen for the dial tone and dial *66.
- A recorded message will confirm that the line is busy.
- Hang up. When the line is free, you will hear a special ring (two short rings and one long).
- Pick up the receiver. Your call will be placed automatically.

To Cancel this Call Return Request

- Pick up the receiver, listen for the tone and dial *86.

To Return the Last Call you Placed

- Pick up the receiver, listen for the tone and dial *66.
- If the line is busy, you will hear a recorded message. Hang up. When the line is free you will hear the Call Return ring.
- Pick up the receiver and you'll be connected.

Call Screening

Call Screen lets you create your own list of up to 12 telephone numbers you wish to screen out. When any of these callers dials your number, they will hear: "The party you are trying to reach has chosen not to take calls at this time." You will not know the calls have taken place.

How to use Call Screen service:

- Pick up the receiver, listen for the tone and dial *60.
- The recorded messages will provide you with easy instructions to activate or de-activate the feature and add or delete numbers to your call screen list.

Call Display

Call Display (name and number) shows you the caller's name and number before you even pick up the phone. This enables you to screen calls and be ready with the appropriate greeting.

Distinctive Ring

Don't waste time answering calls that aren't for you. **Distinctive Ring** lets you have an additional phone number with its own special ring on your existing telephone line. Your **Distinctive Ring** number can be listed separately in the telephone directory.

Call Trace

Protect your household from threatening or harassing callers. Now you can put **Call Trace** into effect quickly and easily.

To Use Call Trace:

- Dial *57 or dial 1157 for rotary service immediately following a threatening or harassing call and record the time and date.
- The call will be traced by Nexicom and stored on record.
- Contact Nexicom to have the information released to police if you wish to take action against the caller.

Need more information? Call us.

Cavan/Millbrook..... 932-2188
Keene..... 295-4412
Peterborough..... 749-0091

More Freedom With E-forward

The E is for EASY. Save time and money by checking your voice mail through your e-mail. With our unique **E-forward** feature, your voice messages can be sent to your e-mail address. Once in your inbox, just click on the message icon to hear the actual voice mail message. You can also save it and refer to it later.



Using Pay-Per-Use Feature

Last Call Return

How many times have you raced to the phone only to be greeted by a dial tone? You can relax in knowing that with ***69**, you can find out the phone number of the last person who called.

To Use Last Call Return and to Return the Call:

- Lift the receiver and listen for the dial tone.
- Press ***69** or dial 1169 for rotary service.
- A voice message will tell you the telephone number of the last incoming call received and give you the option of returning it or not.
- To return the call press 1. If the line is busy, you will be notified when it becomes available.

To Cancel Your Request:

- Lift the receiver and listen for the dial tone.
- Press ***89** or dial 1189 for rotary service.

Busy Call Return

End the frustration of re-dialing a busy number. Let **Busy Call Return** ring you when the line is free!

To Use Busy Call Return:

- When you reach a busy number, press ***66** or dial 1166 for rotary service.
- Hang up.
- **Busy Call Return** service will monitor the call for 30 minutes. If the line becomes free, you will be notified by a special ring (two short and one long).
- Lift the receiver and the call will be placed automatically.

To Cancel Your Request:

- Lift the receiver and listen for the dial tone.
- Press ***86** or dial 1186 for rotary service.

**** Pay-Per-Use Features are only 75¢ per use up to a max of \$6/month.**

Using Complimentary Line Features

Cancel Call Waiting (*70)

If you're making an important call and don't want to be interrupted by your call waiting, use **Cancel Call Waiting**.

To Use Cancel Call Waiting:

Pick up the receiver, listen for dial tone and press ***70** or dial 1170 for rotary service before you dial the number. **Call Waiting** will be inactive for the duration of the call.

Call Block (*67)

Use **Call Block** in instances where you do not want your telephone number displayed to the called party.

To Use Call Block:

Pick up the receiver, listen for dial tone, and press ***67** or dial 1167 for rotary service before you dial the number. **Call Block** will remain active for the duration of that call.

Block 900/976

Upon your request we will activate a free service to block access to all 900/976 numbers. A **\$10.00 fee will be charged to remove, block and re-activate 900/976 services.**



Connected. Naturally.