Birch telecom

It won't do you any good to have such great calling features if you don't even know how to use them. So here you go. Everything you need to know about your new features. Remember, not all features are available in all areas.

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Accounting Codes

VALIDATED

Monitor long-distance usage with high security. You'll need the exact code to complete long distance calls from any telephone line with the validated account code feature.

TO USE:

- Dial 1+ the number you are calling.
- When asked to "dial the authorization code," enter your validated account code.
- The number sequence must exactly match the validated account specified on your account for the line you're using before the call will be completed.

If you need help remembering the code(s) you've selected, give us a call toll-free at 1.888.772.4724.

NON-VALIDATED

Monitor long-distance usage with some security. You can use any number sequence you want, as long as you enter the number of digits identified for the telephone line you are using.

TO USE:

- Dial 1+ the number you are calling.
- When asked to "dial the authorization code," enter a code that's the exact number of digits you selected for the telephone line.
- The number sequence can be anything you choose, as long as the number of digits is correct.

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Auto redial

Automatically dials the same phone number as your last outgoing call.

TO USE:

- After making a call or receiving a busy signal, hang up the phone.
- Pick up the phone and press *66. The number you dialed will be called back.
- If the number is still busy, hang up. The auto redial feature will keep trying the number for 30 minutes. When the busy number and your number are both available, you'll hear a special ring.

TO TURN OFF:

- Pick up the phone, listen for dial tone, and press *86. This will cancel all auto redial requests.

- Now punch in the phone number you assigned to that code. Be sure to include a 1 + area code for long-distance numbers. Several short tones will confirm your entry.
- Hang up and repeat these steps for each number.

TO USE:

- Just pick up the phone and dial a speed calling code that you programmed.
- Dial # to indicate that you've finished dialing.
- Your call is put through. Ah, science!

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Three-way calling

Lets you easily add a third party to an existing call without operator assistance.

TO ADD A THIRD PARTY TO AN EXISTING CALL:

- Flash the switchhook to put your call on hold and get another dial tone.
- Dial the number of your third party. You may flash the switchhook again to connect all parties. Or you can wait until the call is answered and speak privately with this person before connecting the other party. Then flash the switchhook again to connect all parties.
- When you hang up, all parties are disconnected. But you may continue talking with either of the parties you called even if the other hangs up.

Remote access to call forwarding

Allows call forwarding customers to activate, deactivate or change their call forwarding features from a remote location.

TO USE:
- Dial your service directory number. It's the same number you've been using with Southwestern Bell.
- When asked for your PIN code, enter the four digits that you selected at sign-up.
- Just follow the instructions and you're good to go.

Selective call forwarding

Automatically redirects calls from any ten numbers you choose to another local or long-distance number.

TO USE:
- Pick up the phone and dial *63.
- Follow the voice prompts for turning the feature on or off, and for establishing and editing your number-screening list.

TO TURN OFF:
- Pick up the phone and press *83.

Simultaneous call forwarding

If you subscribe to call forwarding – variable, call forwarding – busy line/no answer, or selective call forwarding, this feature allows you to forward up to 99 multiple calls simultaneously. There are no instructions needed. It's automatic when you order the feature.

Speed calling 30

Dials any of 30 phone numbers that you choose with the touch of a few buttons.

TO SET UP:
- Planning ahead is a good idea. So go ahead and assign speed calling codes for up to 30 frequently called numbers.

IMPORTANT: Codes must be two digits but cannot begin with a 1 or 0. Begin assigning your speed calling codes at 20 and continue through 49.

- Now pick up the phone and dial 75#, and listen for dial tone.
- Enter the first speed calling code you chose.

Call blocker

Rejects calls from up to six numbers you choose and/or the last incoming call.

TO USE:
- Pick up the phone and listen for dial tone.
- Press *60 and follow the instructions for turning on the feature, establishing a call blocker list, and adding and removing numbers from the list.

TO TURN OFF:
- Pick up the phone, press *80, and follow the instructions.

Call forwarding – busy line/no answer

Automatically redirects incoming calls to pre-designated number or to voice mail. There are no instructions needed. It's automatic when you order it.

Call forwarding – variable

Transfers all incoming calls to another local or long-distance number you choose.

TO USE:
- Pick up the phone and dial 72#. You will hear a dial tone.
- Enter the number to which you want your call forwarded. The call will be placed.
- When the call is answered, that number is established as the call forwarding number.
- If there is no answer, hang up and repeat the process. This time a call will not be attempted.
- You will hear a stutter dial tone to confirm that call forwarding is established for that number.

TO TURN OFF:
- Pick up the phone and press 73#.
- You will hear two beeps to confirm call forwarding is deactivated.

Caller ID – name and number

Identifies the name and phone number of the party calling before you answer (where available). There are no instructions needed. It's automatic with the right equipment.

Caller ID on call waiting

Identifies the name and phone number of the party calling when you are already on the line (where available). There are no instructions needed. It's automatic with the right equipment.

Caller ID on call waiting options

Identifies the name and phone number of the party calling before you answer a call and while you are on another call. Call waiting options allows you to talk to the second caller, forward the second call to a message that says "wait a minute" or "call me back" or to voice mail (requires call forwarding and a voice mailbox), or join the second call with the first. To operate these features, simply follow the prompts displayed on your call waiting options equipment.

Call return

Lets you automatically return your last incoming call – whether it was answered or missed.

TO USE:
- Pick up the phone, listen for dial tone, and press *69.
- The number of the last call you received will be automatically called back.
- If the number is busy, hang up. Call return will keep trying the number for 30 minutes. When it connects, you'll hear a special ring. Then just pick up the phone.

TO TURN OFF:
- To cancel all call return requests, pick up the phone, listen for dial tone, and dial *89.

Call transfer disconnect

Allows you to transfer incoming calls to another number and disconnect while the other parties converse.

TO USE:
- While on a call you want to transfer, flash the switchhook (or press the flash key) to place your party on hold. You'll hear a dial tone.
- Dial the number for your third party.
- When you hang up, the call will be transferred.

Call waiting/cancel call waiting

Alerts you when you have another call while you're on the line. Call waiting easily can be deactivated for calls that shouldn't be interrupted.

TO USE:
- When you're on the line and hear the tone that indicates another incoming call, simply flash the switchhook to put your first call on hold and connect to the second call.
- To deactivate call waiting for important calls, dial *70 and listen for the dial tone before placing your call. During this call only, no call-waiting tones will interrupt your conversation.

Distinctive ringing

Order up to three different phone numbers for a single line, each with a distinctive ring. There are no instructions needed. It's automatic. All outgoing calls are made over your primary number. Not available when series completion hunting is used.

Hunting

Automatically directs calls from one number to another when the first number is busy, allowing you to have one main number for a series of lines. There are no instructions needed. This feature is automatic.

Priority call

Hear a distinctive ring when you're called from any ten numbers you choose.

TO USE:
- Pick up the phone, listen for dial tone, and press *61.
- Now just follow the voice prompts.

TO TURN OFF:
- Pick up the phone, listen for dial tone, and press *81.
- Again, listen to the instructions, and do as they say.