

*true*  NORTH

# PhoneFeatures

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Call True North Broadband at 218-663-7239 to add or modify your phone features.

## Call Waiting

Call Waiting alerts you with a beep during a telephone conversation that another call is waiting to be answered.

*What Call Waiting will do for you:*

- Prevent missed calls.
- Callers will hear ringing. After 8 rings it will go to a busy signal.
- Provides many of the advantages of an additional line, but at a fraction of the cost.

*To end an existing call and answer a waiting call:*

- Hang up, allow the telephone to ring, and answer it.

*To hold an existing call & answer a waiting call:*

- Depress switchhook.

*To alternate between calls:*

- Depress switchhook.

*To disconnect call:*

- Hang up.

## Cancel Call Waiting

Cancel Call Waiting allows you to cancel Call Waiting before or during a telephone call.

*What Cancel Call Waiting will do for you:*

- Prevents Call Waiting interruptions on important calls and long distance calls.
- Prevents data transmission errors caused by Call Waiting tones when using computer modems.

*To cancel Call Waiting before making a call:*

- Dial \*70 then listen for 3 beeps and a steady dial tone.
- Dial desired telephone number.

*To cancel Call Waiting during a call:*

(Three-Way Calling feature is required).

- Depress Switchhook, then listen for 3 beeps and a steady dial tone.
- Dial \*70, then listen for 3 beeps.
- Wait for automatic reconnection to existing call.

*Note: When Cancel Call Waiting is activated, caller will hear a busy signal.*

## Three-Way Calling

Three-Way Calling allows you to add a third party to an existing telephone conversation, like a conference call, so all three parties can communicate together.

*What Three-Way Calling does for you:*

- Reduces the need for call backs when trying to confirm plans and schedules.
- Brings families and friends together.

*To set up a Three-Way call:*

- Depress the switchhook, then listen for 3 beeps and a steady dial tone (present call is placed on hold).
- Dial third party's telephone number. If busy or no answer, depress switchhook twice to reconnect the first call.

*Note:*

- a. You may privately converse with third party as long as you wish before using switchhook to establish three-way call.
- b. After a three-way call is established, you may depress switchhook to drop third party at any time.
- c. Toll charges apply on long distance calls.

## Custom Rings

Custom Rings allow you to have up to 3 telephone numbers with unique ringing patterns (and unique Call Waiting tones if you have the Call Waiting feature.)

### *What Personal Ringing Service does for you:*

- Allows you to determine for whom a call is intended (children's or parent's number). Allows you to determine the type of call (e.g. phone or fax)
- Provides many of the advantages of an additional line, but at a fraction of the cost.

### *To use:*

- Listen to ringing tone pattern:
- Main number - Regular ring or tone.
- 2nd number - 2 short rings.
- 3rd number - Short ring, long ring, short ring.

*Note: All billing will appear on the primary directory number.*

## Speed Dial

Speed Dial allows you to call selected telephone numbers quickly by dialing an assigned 1 or 2 digit code.

### *What Speed Dial does for you:*

- Eliminates the need to look up or remember telephone numbers.
- Saves time when dialing numbers, especially long distance numbers.
- Allows fast, accurate dialing of emergency numbers.

### *To set up Speed dial numbers:*

- Lift handset and listen for dial tone.
- Dial \*74 for 1 digit codes (2-9). Limited to 8 numbers.
- Dial \*75 for 2 digit codes (20-49). Limited to 30 numbers.
- Listen for dial tone.
- Dial the code number you wish to substitute for the telephone number, plus all digits of the telephone number including 1+ area code for a long distance number.
- Wait 4 seconds for 2 bursts of tone, then hang up.
- Repeat the steps above for each number to be stored using a different code number each time. You can replace a previously stored number with a new one by repeating the steps.

### *To use:*

- Dial the selected code number and wait for the call to be placed.

## Call Forwarding

Call forwarding allows you to transfer your incoming calls to another local or long distance number.

### *To activate:*

- Dial \*72
- You will hear 3 bursts then a dial tone.
- Dial the number to which you want to forward your calls (remember to dial 1 the area code if it is a long distance number). Stay on the line and if the distant party answers, your call forwarding has become active.

If the party does not answer, you must hang up within two minutes, lift the receiver, and dial \*72 and the same exact number again. You will receive 3 bursts of tone confirming your call forwarding is established. Hang up (After this repeated procedure, your call forward will be activated).

### *To Cancel:*

- Dial \*73.
- Wait 4 seconds and listen for 3 bursts of tone. Your Call Forwarding has now been cancelled.

*Note: Calls forwarded to long distance numbers will be charged at long distance rates.*

## Caller ID Blocking

This service is automatically provided free of charge on your telephone line. With this feature, a subscriber is able to place a call without the telephone number being delivered and displayed on the called party's Caller ID unit.

### *To activate:*

- Dial \*67.
- Then dial the telephone number you wish to call - your telephone number will not be delivered or displayed to the called party for that call only. The next call you place will be delivered unless you dial \*67 again.

## Caller ID Name & Number

Caller ID lets you see the calling party's name and number before answering a call. A special display device located on or next to your phone is required to allow you to view the calling party.

### *What Caller ID does for you:*

- Allows you to determine who is calling before answering the phone.
- Enhances security and helps eliminate harassing calls.
- Your Caller ID display device can store the names and numbers of people who called, even while you were out. You can easily review these numbers and return their calls.

*Note: If PRIVATE appears on your screen, the caller may have blocked the display of his or her name - you can choose whether to answer or not. If OUT OF AREA or UNAVAILABLE appears, the caller is calling from an area or equipment where the information is not available.*

*This feature will not work with calls originating from an area or long distance carrier where this feature is not provided or with 500, 800, 855, 866, 877, 888, or 900 prefix numbers.*



# Voicemail Instructions

## Accessing Your Mailbox

1. Dial \*10 from your home phone and press # (or with Auto Login accessing from your home phone no entry is required).  
OR dial your local voicemail number:  
(218) 663-9800  
(218) 877-7800 (for 387 & 877 numbers)  
(218) 475-5800  
from any phone and enter your telephone number with area code.
2. Enter your password, followed by the # key. Your password will be a default code of "0000" until you change it.
3. Main Menu: Press 1 to retrieve messages, Press 7 for current date and time or Press 9 for mailbox setup.

## Accessing Your Sub-Mailbox

1. Follow step 1 from above.
2. Enter your sub-mailbox number. If you are the Group Administrator and wish to record a group greeting press \* to access the Group Greeting. A voice prompt will guide you through those steps.
3. Enter your password, followed by the # key. Your password will be a default code of "0000" until you change it.
4. Main Menu: Press 1 to retrieve messages, Press 5 to hear which sub-mailboxes have new messages or Press 9 for mail-box setup.

## To Retrieve Messages

### Three options in message retrieval menu:

Press 1: New Messages  
Press 2: Saved Messages  
Press\*: Return to Main Menu

## Listen to Messages:

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

## Mailbox Set-up

### Three options in mailbox set-up menu:

Press 1: Greeting options (you can disregard this step if you choose to use the default greeting).  
Press 2: Change password.  
Press 4: Auto - Login options defaults  
Press \*: Return to main menu.

## To change or record your greeting:

1. Press 1: Greeting options.
2. Press 4: Record your greeting.
3. Press #: End recording function.
4. Press 1: Listen to greeting.
5. Press 2: Save greeting. Greeting must be saved to be activated.
6. Press 3: Delete Greeting.
7. Press 4: Re-record greeting. Then follow steps 3-7 again.
8. Press \*: Return to mailbox set-up.

## To change your password:

1. Press 2: Change your password.
2. Enter new password, followed by the # key. This password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one that is easy for you to remember.
3. To verify, enter your password again, followed by the # key.