



**PNCC**

National  
Communications  
Corporation

## SPECIAL CALLING SERVICES

**USER'S GUIDE**  
Customer Service  
488-9000

### **THREE-WAY CALLING**



“A ball game? Let’s get Joe on the line and see if he wants to join us.”

Now you can make your plans in one call, rather than three or four. With **THREE-WAY CALLING**, you can get everybody on the phone at the same time.

It’s great, too, for the holidays or on birthdays, when you want to talk with friends and relatives at two other locations. And if you have a home business, you can now set up a conference call with your business associates.

#### *To add a third person to your call:*

- First, depress the switchhook\* for about one second. This will place the person you’re talking with on hold.
- Listen for the dial tone. Then, dial the third person you want to join the conversation. (You can use **SPEED CALLING** codes if you have this feature.)
- When the third person answers, you can talk privately with this person before making the call a three-way conversation.
- To make the call a three-way conversation, depress the switchhook for about one second to add the person you have on hold. Your three-way call is now underway.

**NOTE:** If for some reason the call to the third person is not completed, or if someone else answers the phone and the person you desire to speak to is out, depress the switchhook twice to resume your conversation with the person on hold.

#### *To disconnect the third person:*

- Depress the switchhook for about one second. You’ll now have only the original party on the line.  
-or-
- If either of the two people hangs up, you can continue talking with the remaining party.

#### *To disconnect completely:*

- Simply hang up.

*\*The switchhook is that round, flat, or square button the handset pushes down when you hang up the phone. Your phone is “off the hook” when that button is up.*

### **CALL FORWARD**



“You’re at the office?  
I thought I called you at home!”

Now when you are away from your home, your calls can be automatically sent to you. With **CALL FORWARD**, there is no need to leave messages about where you are or reveal any forwarding numbers.

#### *To forward your calls:*

- Lift the handset and listen for the dial tone.
- Dial 72# (on rotary dial phones, dial 72 and wait four seconds).
- Again, listen for the dial tone.
- Now, dial the number where you want your calls to be forwarded and press # after the number. (You can use **Speed Calling** codes if you have this feature.)
- The **CALL FORWARD** feature is in effect when someone answers at the forwarding number.

If there is no answer at the forwarding number, or if the line is busy, hang up the phone and repeat the steps above. If you do so within two minutes, you’ll hear two “beeps,” meaning your **CALL FORWARD** feature is now working.

Once you’ve activated **CALL FORWARD**, your phone will make one short ring each time a call is forwarded. You can still make outgoing calls from this phone.

If you wish to change the number to which your calls are being forwarded, just deactivate the feature (see below), then follow the steps above to forward your calls to a new number.

#### *To deactivate CALL FORWARD:*

- Lift the handset and listen for the dial tone.
- Dial 7-3-# (on rotary dial phones, dial 7-3 and wait four seconds).
- Listen for two beeps, then hang up. The feature is no longer in effect, and calls will ring on your phone.

## CALL WAITING



“Oh, I’ve got another call. Hold a minute and I’ll be right back with you.”

Now while talking on the phone you won’t miss another call. With **CALL WAITING**, a special tone alerts you to an incoming call when you are on the phone; the caller hears only a normal ring. You can then place your current call on temporary hold and answer the new call.

Plus, with **CANCEL CALL WAITING** assigned to your line, you can eliminate **CALL WAITING** for the duration of a call. This is especially useful for those times when you don’t want your call interrupted or when you are using a computer on the line. Dial \*70 to activate **CANCEL CALL WAITING**; just hang up and **CALL WAITING** will be automatically reactivated.

### *Here’s how you are alerted by CALL WAITING:*

- When you’re on the phone, a “beep” tells you a second call is waiting. Only you hear this beep.
- If you don’t answer the second call within 10 seconds, another “beep” reminds you it’s there.
- The second caller hears on the normal ringing tone.

### *To answer the second call:*

- Depress the switchhook\* for about one second to place your first call on hold.
- You are automatically connected with the second caller.

### *To alternate between calls:*

- Depress the switchhook for about one second to alternate between calls.
- Each of your conversations is private and cannot be heard by the other caller.

### *To end either call:*

- Simply hang up.
- Your telephone will ring.
- When you answer it, you’ll be connected with the other caller. The call you discontinued will no longer be on the line.

*\*The switchhook is that round, flat, or square button the handset pushes down when you hang up the phone. Your phone is “off the hook” when that button is up.*

## SPEED CALLING



“Uh-oh, I’m late again. Let’s see, dial 5 for Debbie.”

Now you can reach those you call frequently, whether locally or long-distance, by dialing only one or two digits. With **SPEED CALLING**, you program your phone to dial a complete number in response to a one- or two- digit code dialed by you. It’s especially useful for emergency assistance numbers, when time is critical.

If you have opted for **SPEED CALLING 8**, but want to be able to speed dial more numbers, just call and let PNCC know. They can easily change your service to **SPEED CALLING 30**.

### To program or change your **SPEED CALLING 8** list:

- Lift the handset and listen for the dial tone.
- Dial 74# (on rotary dial phones, dial 74 and wait four seconds).
- Listen for the dial tone.
- Dial one of the eight one-digit speed codes (2 through 9).
- Then, dial the number you wish to speed call. (For long distance entries, remember to include 011, the country code and the area or city code.)
- Press the # button (on rotary dial phones, omit this step and wait four seconds).
- Listen for the two “beeps” which indicate that your number has been entered. Then hang up.

You can now continue entering the other numbers on your list by repeating the above procedure, or you can enter them later. If you like, you can keep track of your speed codes on the **SPEED CALLING 8** Reference List below.

### *To use your SPEED CALLING 8 feature:*

- Lift the handset and listen for the dial tone
- Dial the appropriate one-digit speed code (2 through 9).
- Press the # button (on a rotary dial phone, omit this step and wait four seconds)
- Your call will now be dialed automatically.

### **SPEED CALLING 8 - REFERENCE LIST**

2	_____	6	_____
3	_____	7	_____
4	_____	8	_____
5	_____	9	_____