Anonymous Call Rejection

Anonymous Call Rejection allows a customer to "deny" any calls from ringing the line if the calling party has blocked the identification number. The calling party receives a message that the call is not being accepted due to the identification block.

To activate *Anonymous Call Rejection*:
1. Lift the receiver and listen for dial tone.
2. Dial "*77".
3. Listen for confirmation tone, hang up.

To de-activate *Anonymous Call Rejection*:
1. Lift the receiver and listen for dial tone.
2. Dial "*87".
3. Listen for confirmation tone, hang up.

Automatic Busy Redial

Available On A Pay-Per-Use Basis

Avoid the hassle of having to redial a number over and over again because the line is busy. *Automatic Busy Redial* will keep trying to reach your party for up to 30 minutes and will ring you back when their line is free.

To use *Automatic Busy Redial*:
1. When you hear a busy signal, hang up, then lift the receiver and listen for a dial tone.
2. Press "*66".
3. If the line is still busy:
   – Hang up.
   – Your phone will check the number for up to 30 minutes.
   – You will hear a special ringing when the line is free.
   – Your call will automatically be made when you lift the handset.
4. If the line is not busy, your call will be put through.

To cancel *Automatic Busy Redial*:
1. Press "*86" and listen for the announcement, hang up.

Notes:
When Automatic Busy Redial *is activated; you may still make and receive phone calls. You can use* Automatic Busy Redial *for more than one busy number at a time. You will hear a special ringing when one of these numbers becomes idle, but you will not be able to tell which of the numbers is ringing back. If the number you are trying to reach is outside the area served by* Automatic Busy Redial, *you will hear a recording advising you that the call cannot be made.*

Automatic Call Return

Available On A Pay-Per-Use Basis

There's no need to run to answer a ringing phone ever again! *Automatic Call Return* will return your call to the last person who called or attempted to call you but failed to get an answer.

To use *Automatic Call Return*:
1. Pick up the handset and listen for dial tone.
2. Press "*69".
3. Listen for an announcement that will tell you the phone number of the party who last called you. The phone number will not be announced if the caller chose to block the delivery of his phone number. If the number was blocked, the call cannot be returned, as mandated by the FCC.
4. If you wish to return the call:
   – Press "1".
   – Listen for ringing.
   – Wait for answer.
5. If you do not wish to return the call, hang up.
6. If electing to return the call and the line is busy:
   – Listen for the tone or announcement telling you the number is busy.

– Hang up.
– You will hear special ringing when the line is free.
– Your call will automatically be made when you lift the handset.

To cancel *Automatic Call Return*:
1. Press "*89".
2. Listen to announcement and hang up.

Notes:
If the number you are trying to reach is outside the area served by Automatic Call Return*, you will hear a recording advising you that the call cannot be made. After a call during which you heard a call waiting tone, you can use* Automatic Call Return *to return a call to the call waiting number.*

Call Forwarding

Now you can transfer your incoming calls to another number. *Call Forwarding* is great for the business person who wants to catch after-hours business calls at home, or for anyone who doesn't want to miss an important call when away from home.

To forward calls:
1. Lift the receiver and listen for dial tone.
2. Dial "*72".
3. Listen for dial tone.
4. Dial the number to which calls are to be forwarded.
5. If someone answers, the *Call Forwarding* is established.
6. If the number is busy or there is no answer, hang up and repeat the procedure.
7. Listen for confirmation tone.

To cancel *Call Forwarding*:
1. Lift the receiver and listen for dial tone. Then dial "*73".
2. Listen for a confirmation tone.

Notes:
Once you have activated Call Forwarding*, the phone will make one short ring each time a call is forwarded. You can still make outgoing calls from this phone without interfering with incoming calls. However, while you have* Call Forwarding *activated, you may only receive calls from the number that you have forwarded your calls to. All other calls will be forwarded automatically.*

Call Forwarding Busy Line

Allows calls that reach a busy signal to be forwarded to a preselected telephone number. The activation and deactivation of this feature is controlled by HTC.

Call Forwarding Don't Answer

Allows calls that don't get an answer to be forwarded after a certain number of rings. The activation and deactivation of this feature is controlled by HTC.

Call Forwarding Remote Activation

Did you ever miss an important call because you forgot to forward your calls before you left home? With *Remote Activation of Call Forwarding* that will never happen again. With this service you can activate and/or change your *Call Forwarding* number from a remote location. The feature is deactivated by dialing the access number and personal identification number (PIN) assigned by HTC.

To activate *Remote Call Forwarding*:
1. Dial **843-646-9979** which is the *Remote Activation of Call Forwarding* access number.
2. Enter the phone number to be forwarded as well as the assigned PIN.
3. After the confirmation tone, press "*72".

4. After hearing the second confirmation tone, enter the destination number to which calls are to be forwarded.
5. The phone will ring. Once answered by a person, machine, or voice mail, the call forwarding is set. If the phone is not answered at all, the call forwarding process has not been completed.

To cancel *Call Forwarding*:
1. Dial **843-646-9979** which is the *Remote Activation of Call Forwarding* access number.
2. Enter the PIN.
3. Press "*73" and listen for a confirmation tone. Calls are no longer being forwarded.

Call Manager

Call Manager's online phone management function gives you unprecedented control over when, where and how you receive phone calls. Subscription to *Call Manage*r includes *Caller ID Name and Number, Voice Mail Plus, V-Forward, Call Forwarding Busy and Don't Answer, Do Not Disturb, Anonymous Call Rejection, Selective Call Acceptance, Selective Call Block, Selective Call Forwarding, Selective Ringing, Privacy Defender,* and *Find Me/Follow Me with Simultaneous Ring. All for just one low price!*

Call Waiting

Worried about missing a call while you're using the phone? *Call Waiting* lets you know, with a short beep, that another caller is trying to reach you. This feature saves time, and emergency calls can always get through. Plus *Cancel Call Waiting* lets you turn off *Call Waiting* for calls that are too important to interrupt.

To answer the second call without disconnecting the first call:
1. Press the receiver button down for about one second and release it to place your first call on hold. You will automatically be connected with the second caller.

To alternate between calls:
1. By pressing the receiver button and releasing it, you may alternate between calls.
2. Each conversation is private and cannot be heard by the other caller.

To disconnect one person and be connected with the person holding:
1. End the first call by hanging up the phone.
2. Your phone will ring.
3. When you answer it, you'll be connected to the person holding.

To temporarily cancel *Call Waiting*:
1. Lift the receiver.
2. Listen for the dial tone, then press "*70".
3. Listen for the second dial tone, then dial the desired telephone number.
4. The *Call Waiting* feature will be canceled for the length of one call and, when you hang up the phone, the *Call Waiting* feature will automatically be restored.
5. When subscribing to *Three-Way Calling* in addition to *Call Waiting*, you may activate *Cancel Call Waiting* in the middle of a call by pushing and releasing the receiver button for about one second and, after receiving dial tone, dialing "*70" . You will automatically be reconnected to the person holding.

Notes:
If your phone is equipped with a "link", "tap" or "lightning bolt" button, use this button instead of the receiver button.

Call Waiting Deluxe

In addition to *Call Waiting* features, *Call Waiting Deluxe* lets you see the *Call Waiting* party's phone number while you are on an existing call. *Call Waiting Deluxe* is used in conjunction with the *Caller ID* feature and uses a special display device located on or next to your phone to allow you to view the call waiting number.

To use *Call Waiting Deluxe*:
1. A beep tone, that only you hear, lets you know that another call is waiting.
2. After the first beep, the *Call Waiting* party's phone number will be displayed.

To answer the second call without disconnecting the first call:
1. Press the receiver button down for about one second and release it to place your first call on hold. You will automatically be connected with the second caller.
2. By pressing the receiver button and releasing it, you may alternate between calls.
3. Each conversation is private and cannot be heard by the other caller.

To disconnect one person and be connected with the person holding:
1. End the first call by hanging up the phone.
2. Your phone will ring.
3. When you answer it, you'll be connected to the person holding.

To temporarily cancel *Call Waiting Deluxe*:
1. Lift the receiver.
2. Listen for the dial tone, then press "*70".
3. Listen for the second dial tone, then dial the desired telephone number.
4. The *Call Waiting Deluxe* feature will be canceled for the length of one call and, when you hang up the phone, the *Call Waiting Deluxe* feature will automatically be restored.
5. When subscribing to *Three-Way Calling* in addition to *Call Waiting Deluxe*, you may activate *Cancel Call Waiting Deluxe* in the middle of a call by pushing and releasing the receiver button for about one second and, after receiving a dial tone, dialing "*70" . You will automatically be reconnected to the person holding.

Notes:
If your phone is equipped with a "link", "tap" or "lightning bolt" button, use this button instead of the receiver button.
The Call Waiting Deluxe *feature requires subscription to the* Caller ID *feature. Refer to the* Caller ID *feature for these requirements. If the person calling you is in an area outside the* Caller ID *service area, you may not receive the number. If private appears on the screen, the caller may have used the* Caller ID Blocking *option.*

Call Wake Up/Reminder Call

This feature provides you with your own wake up or time reminder service 24 hours a day. Simply enter a special code and the time to be called...and relax!

Individual Reminders:
To enable an individual *Wake Up/Reminder Call* through the handset:
1. Press "*310".
2. Listen for the prompt to dial the desired time.
3. Enter the preferred time in 24-hour clock format, then press #.
4. An announcement will confirm that the time has been set, an option to cancel will also be provided.

To check an individual *Wake Up/Reminder Call* through the handset:
1. Press "*313".

To disable one individual *Wake Up/Reminder Call* through the handset:
1. Press "*312".

To disable all individual *Wake Up/Reminder Call* through the handset:
1. Press "*311".

Regular Reminders:
To enable a regular *Wake Up/Reminder Call* through the handset:
1. Dial "*314".
2. Listen for the prompt to dial the desired time.
3. Enter the preferred time in 24-hour clock format, followed by "*".
4. Listen for the prompt to select a repeat reminder option.
   – Press "1" to be reminded every Monday.
   – Press "2" to be reminded every Tuesday.
   – Press "3" to be reminded every Wednesday.
   – Press "4" to be reminded every Thursday.
   – Press "5" to be reminded every Friday.
   – Press "6" to be reminded every Saturday.

– Press "7" to be reminded every Sunday.
– Press "8" to be reminded every weekday.
– Press "9" to be reminded every day.
5. Then press "#" after selecting your reminder option.
6. An announcement will confirm that the reminder has been set, an option to cancel will also be provided.

To check a regular *Wake Up/Reminder Call* through the handset:
1. Press "*317".

To disable one regular *Wake Up/Reminder Call* through the handset:
1. Press "*316".

To disable all regular *Wake Up/Reminder Call* through the handset:
1. Press "*315".

Notes:
Regular reminders conflict if they are set for the same time and if their repeat option has a day in common. It is not possible to configure conflicting regular reminders.

Caller ID Blocking

This feature allows you to keep your phone number private and secure by restricting its display temporarily or permanently on the called party's phone. *Caller ID Blocking* can be obtained on a "per call" or a "per line" basis.

Caller ID Blocking Per Call:
Temporarily prevent the transmission of your phone number on a per call basis through the use of an activation code prior to each call. This feature is available at no charge, but must be activated prior to each call.

To activate *Caller ID Blocking* per call:
1. Press "*67".

Caller ID Blocking Per Line:
Prevent the transmission of your phone number on all outgoing calls placed from your phone.

To temporarily suppress *Caller ID Blocking*:
1. Press "*82". Your number will be identified to the person you are calling.
2. After the call is disconnected *Caller ID Blocking* will automatically be restored.

Caller ID and Call Name Delivery

Caller ID*:
See the calling party's phone 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 number. Your *Caller ID* display device can store the phone numbers of people who called, even while you were out. You can easily review these numbers and return the calls you want to.

Call Name Delivery*:
Want to know who's calling before you answer? With *Call Name Delivery,* you'll see the calling party's name and phone number before answering a call. A special device located on or next to your phone is required to allow you to view the calling name and number. With *Call Name Delivery,* the display device can store the names and numbers of the calls you missed while you were out.

To use *Caller ID* or *Call Name Delivery*:
1. When you receive a call, wait until your telephone completes the first ringing cycle.
2. The number and/or name of the calling party will appear on your display screen.
3. If you answer the call, the number and/or name will remain on the screen until you or the caller hangs up.

Notes:
Subscription to Caller ID and/or Call Name Delivery *requires the lease or purchase of a display telephone or an add-on display unit. If the person calling you is in an area outside the* Caller ID *service area, you may not receive the number.* Caller ID *will not*

display the number of a Call Waiting *party, unless you have subscribed to* Call Waiting Deluxe. *If "private" appears on your screen, the caller may have used the* Caller ID Blocking *option. All* Caller ID *units are not equipped with storage and name delivery capabilities. If the name is not listed with the phone number, then only the caller's phone number will display.*

Customer Originated Trace

Now you can trace an offensive or annoying call by dialing a special code as soon as you hang up. The information is routed to a printer at HTC's office for submission to the appropriate law enforcement agency.

To use *Customer Originated Trace:*
1. Hang up after receiving the annoying call.
2. Lift the receiver and listen for dial tone.
3. Press "*57", then listen for the confirmation tone or announcement.
4. Press "1" to trace the last call received, then hang up.

The number you traced will be recorded at HTC. If you decide to pursue the matter, call HTC's Credit Department at 365-2153 and request that a record of the call be printed. The caller's phone number, as well as the time and date of the call will be given to law enforcement officials. You may be required to file a formal complaint with the proper authorities.

Notes:
You must activate Customer Originated Trace *immediately after the offending call. If you delay taking action and receive a subsequent incoming call,* Customer Originated Trace *will not trace the correct number. If a call waiting tone is received during a call that is to be traced, tracing will occur on the call waiting party rather than the original calling number. The calling party must be within the* Customer Originated Trace *area. The number may not be available if the caller is calling from a wireless phone or calling from a landline phone within the same exchange.*

Do Not Disturb

Ever wish you could stop the phone from ringing? *Do Not Disturb* lets you notify callers when you want a little privacy. *Do Not Disturb* is used together with *Selective Call Acceptance*.

To activate *Do Not Disturb*:
1. Lift the receiver and listen for dial tone.
2. Dial "*78".
3. Listen for confirmation tone, hang up.

To cancel *Do Not Disturb*:
1. Lift the receiver and listen for dial tone.
2. Dial "*79".
3. Listen for confirmation tone, hang up.

Enhanced Contacts Listing

Access your contacts from anywhere – and synchronize them with Outlook and other mobile devices. Assign contacts to groups, click-to-dial from contacts or dial-by-name. You can even click-to-email. *Enhanced Contacts Listing* is free of charge. Access this feature by logging into My Account.

Find Me/Follow Me with Simultaneous Ring

Have your incoming calls "find you" at multiple phone numbers, one after another. If you don't pick up at one number, the call will move on to the next. Or you can have them all ring at the same time. This feature can be modified from anywhere at anytime via online management.

Help Line

Help Line lets you choose one telephone number you wish to reach simply by picking up your telephone receiver. An emergency, family, or business number – local or long distance – will be programmed on your line by HTC. If you select a long distance number, all *Help Line* calls will be billed at the direct dial long distance rate. Just tell us what number you would like to reach without dialing, and we will put it on your line. Then, if you do not dial within 16 seconds of lifting your phone receiver, the number you chose will be automatically and accurately dialed for you.

 To change your preprogrammed *Help Line* number, contact HTC (a service charge may be required).

To use *Help Line*:
1. Lift the receiver.
2. Wait for the time delay period to elapse (approximately 16 seconds).
3. Listen for the ring or a busy signal as the predetermined telephone number is automatically dialed.
4. If busy or no answer, it will be necessary to repeat the above procedures.

Live Message Screening

With *Live Message Screening* you have the ability to "listen in" or "pick up" on a message as it's being left by a caller.

To use *Live Message Screening*:
1. When *Live Message Screening* is activated and your call is diverted to *Voice Mail*, your phone will ring with a different tone.
2. You can pick up the receiver and listen to the message the caller is recording.
3. If you would like to answer the phone, press "1", and your call will be connected. At no point is the caller aware that you were listening in.

Notes:
Requires subscription to Voice Mail. Live Message Screening *is not available to group account subscribers, in order to prevent members of the group hearing* Voice Mail *messages that are not intended for other members of that group.*

Manage My Phone

Manage My Phone is the most easy and accessible way to find and manage the calling features that enhance your phone service. Now you have the freedom and flexibility to activate and deactivate features or switch the phone numbers assigned to them at any time you want – from any place you might be. With online management, the control of these features is as close and convenient as the nearest keyboard no matter how you choose to connect to the Internet. Best of all, the service is free. Simply select *Manage My Phone* when you log into My Account.

With *Manage My Phone* you can:
– View your call history.
– Program call forwarding, acceptance and rejection numbers.
– Activate and deactivate calling features.

Personal Ringing

Now everyone in your home or office will know who the call is for before they answer by simply listening for their own special ring. This saves time, adds privacy, and is great for families with teenagers!

HTC will assign a second number for your telephone line. When someone calls this number, it will have a distinctive ring to distinguish it from calls to your regular telephone number.

Privacy Defender with Anonymous Call Rejection

This feature will intercept unidentified calls such as "Unavailable" or "Out of Area." The unidentified callers will hear a recording that says "This number does not accept calls from telemarketers. Please hang up and place this

number on your do-not-call list. If you are not a telemarketer, press the number 1 to be connected." This is all performed before your phone rings, which means a substantial reduction in unwanted calls.

Privacy Defender prompts callers to confirm that they are not Telemarketers. To avoid the need to answer these calls, the *Telemarketer Call Screening* option within *Privacy Defender* allows you to screen them.

To use *Privacy Defender*:
1. Whenever someone calls you Telemarketer Call Screening does not put the call through to you directly. Instead, the caller is asked to press "8" to confirm that he or she is not a telemarketer.
2. If the caller does not press "8", *Telemarketer Call Screening* does not accept the call and your phone does not ring. An announcement informing the caller that this number does not accept telemarketing calls will be played.
3. If the caller presses "8", *Telemarketer Call Screening* accepts the call.

Anonymous Call Screening prompts callers with anonymous numbers to record their names and gives you the opportunity to accept or reject the call. To avoid the need to answer these calls in order to find out who is calling, the *Anonymous Call Screening* option within *Privacy Defender* allows you to screen them.

To use *Anonymous Call Screening*:
1. Whenever someone calls you from an anonymous number, *Anonymous Call Screening* does not put the call through to you directly. Instead, the caller hears an announcement explaining that you do not accept unidentified calls, and is asked to say his or her name so that it can be recorded.
2. If the caller records a name, *Anonymous Call Screening* then rings your phone. When you pick up, you hear a message giving you the recorded name.
3. You can then decide whether to speak to the caller.
4. You will be given the option to accept the call, play a message informing the caller that you do not accept telemarketing calls and ask to be removed from his or her calling list, or play a message informing the caller that you cannot accept the call at this time and ask to call you back later.
5. If you do not select any of the previous options, *Anonymous Call Screening* disconnects the call after a short timeout. If the caller does not record a name, *Anonymous Call Screening* does not accept the call and your phone will not ring.

You can also specify a personal bypass code that overrides Anonymous Call Screening, which you can give to people from whom you are happy to accept calls. Instead of recording a name, someone who knows this code can simply press the * key followed by this code (a three-digit number) to be put through to your phone.

To manage your bypass code:
1. Press "2" at the Main Menu to access your bypass code functions.
2. Press "1" to set a new bypass code.
3. Press "9" to leave the previous bypass code unchanged.
4. Press "2" to clear the bypass code.

Selective Call Acceptance

This service works alongside *Do Not Disturb*. It allows the subscriber to block his or her line temporarily to prevent incoming calls, but to allow calls from up to 12 pre-programmed numbers through. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on the subscriber's configured list are not connected; instead, the caller hears an announcement that the subscriber is not currently accepting calls.

To use *Selective Call Acceptance*:
1. Press *64.
2. Listen to instructions that guide you through the steps of how to turn *Selective Call Acceptance* on or off and how to make changes to your *Selective Call Acceptance* list.
3. Press "0" to repeat the instructions.
4. Press "1" to review the numbers on your list.
5. Press "3" to turn *Selective Call Acceptance* off.
6. Press "#" to add a number to your list.
7. Press "*" to delete a number from your list.

Selective Call Block

Got a list of people you don't want to talk to? This feature allows you to block calls from up to twelve phone numbers placed on your *Selective Call Block* list. You can add an offensive caller to your list without knowing the caller's phone number. Calls from phone numbers on the list are sent to an announcement that informs the caller that you are not receiving calls at this time.

To use *Selective Call Block*:
1. Press "*60".
2. Listen to instructions that guide you through the steps of how to turn *Selective Call Block* on or off and how to make changes to your *Selective Call Block* list.
3. Press "0" to repeat the instructions.
4. Press "1" to review the numbers on your list.
5. Press "3" to turn *Selective Call Block* on/off.
6. Press "#" to add a number to your list.
7. Press "*" to delete a number from your list, enter the number, then press "*" again.

To block the last person that called you:
1. Press "#"
2. Dial "01"
3. Press "#" again.

Selective Call Forwarding

Have only your most important calls forwarded to any number you select with *Selective Call Forwarding*. You can create your own list of ten phone numbers that are to be forwarded when they call you. All other calls will ring your phone in the normal fashion.

To use *Selective Call Forwarding*:
1. Press "*63".
2. Listen to instructions that guide you through steps of how to turn *Selective Call Forwarding* on or off, make changes to your *Selective Call Forwarding* list and on entering the call forward-to number.
3. Press "0" to repeat the instructions.
4. Press "1" to review the numbers on your list.
5. Press "3" to turn *Selective Call Forwarding* on/off.
6. Press "#" to add a number to your list.
7. Press "*" to delete a number from your list

Selective Ringing/Call Waiting

Identify special and important calls from individuals whose phone numbers appear on your select list of callers. You will hear a distinctive ring when receiving a call from one of the twelve numbers you included on your list. If you have *Call Waiting* service, you will hear a distinctive call waiting tone whenever someone on your list calls you while you're on the phone.

To use *Selective Ringing/Call Waiting*:
1. Press "*61".
2. Listen to voice instructions that will guide you through steps of how to turn *Selective Ringing/Call Waiting* on or off and make changes to your *Selective Ringing/Call Waiting* list.
3. Press "0" to repeat the instructions.
4. Press "1" to review the numbers on your list.
5. Press "3" to turn *Selective Ringing/Call Waiting* on/off.
6. Press "#" to add a number to your list.
7. Press "*" to delete a number from your list

To recognize the ringing pattern or call waiting tones when *Selective Ringing/Call Waiting* is turned on:
1. When receiving calls from any number on your list a distinctive ringing or call waiting tone will be heard.
2. When receiving calls from other numbers, normal ringing or call waiting tones will be heard.

Speed Calling

Now your phone can remember and dial frequently called numbers and emergency numbers. It's faster and more accurate. There are two *Speed Calling* options available.

Speed Calling 8:
Allows you to press one button to reach 8 of your frequently called numbers.

Speed Calling 30:
Allows you to press two buttons to reach 30 different phone numbers.

To enter or change your *Speed Calling 8* list:
1. Lift the receiver, and listen for dial tone.
2. Dial "∗74".
3. Listen for the second dial tone.
4. Dial one of eight speed numbers (2 through 9)
5. Dial the telephone number that speed number will be used for.
6. Press the "#" button or wait for four seconds to indicate the end of this number.
7. Listen for a confirmation tone, hang up.

To enter or change your *Speed Calling 30* list.
1. Lift the receiver, and listen for dial tone.
2. Dial "∗75".
3. Listen for second dial tone.
4. Dial one of thirty speed numbers (20 through 49).
5. Dial the telephone number that speed number will be used for.
6. Press the "#" button or wait four seconds to indicate the end of this telephone number.
7. Listen for a confirmation tone, hang up.

To use *Speed Calling*:
1. Lift the receiver and listen for dial tone.
2. Dial the speed number associated with the telephone number of the person you wish to call, followed by the "#" key.

Three-Way Calling

Available On A Pay-Per-Use Basis
Now you can turn an everyday, two-way phone call into a three-way conversation. This is great for family get-togethers as well as business calls. *Three-Way Calling* lets you talk to two people in two different locations at the same time!

To add a third person to your call:
1. Press the receiver button down for about one second. This will place the first call on hold.
2. Listen for dial tone, then dial the telephone number of the third person to be added to the conversation.
3. When the third person answers, you may talk privately before adding the person on hold. To add the person holding, press the receiver button for approximately one second, release, and *Three-Way Calling* is now established.
4. If the third person does not answer or you receive a busy signal, push the receiver button down to disconnect the third person. If the busy signal continues, press the receiver button down and release once more.
5. If either party hangs up, you can continue to talk to the person remaining on the line.

Notes:
If your phone is equipped with a "link", "flash", "tap" or "lightning bolt" button, use this button instead of the receiver button.

Voice Mail

With *HTC's Voice Mail,* your calls will always be answered. Whenever you're on the phone or unavailable to answer a call, your calls may be forwarded automatically to *Voice Mail.* Callers will hear your personal greeting, after which they can leave their own message.

HTC also offers multiple mailboxes under one telephone number. These are mailboxes that branch off of a *Primary Mailbox* to provide businesses with the option of adding additional mailboxes much like a voice mail system would and provide residential users with the ability to provide family members with their own individual mailbox… all under one telephone number.

***Voice Mail Basic*:**
– Answer messages sent by another user
– Give messages to another user
– Record or change your personal greeting
– Log in while your greeting is being played
– Receive outside caller messages
– Get notification promptly if a new message arrives while logged into system
– Play, keep, or discard messages
– Automatically tell the time and date of each message
– Access your mailbox from any touchtone telephone
– Message notification

***Voice Mail Plus* offers all of the above features plus:**
– Message distribution
– Allows you to mark messages as "private"
– Allows you to flag messages as "priority"
– Allows for verification that sent messages have been received
– Allows for future delivery of messages

SETTING UP YOUR NEW MAILBOX

To set up your voice mailbox for the first time:
1. Call from the number on which you are setting up your voice mailbox:
2. Dial your voice mail access number.

If your telephone number begins with:	Enter Access Number:
215, 581, 650	650-0065
234, 347, 349	347-6245
236, 646, 903	236-0065
293, 294	293-0065
357, 651, 652	357-6245
358	358-6245
365, 369	365-6245
366, 390, 399	399-6245
392	392-6245
397	397-6245
436	436-6245
488	488-6245
663	663-6245
716, 756	756-6245
839, 848	839-6245
979	979-6245

3. You will be prompted to change your default pin code. (Must be non-sequential and non-repetitive)
4. Add the new pin code of your choice (4 to 8 digits), followed by the "#" key. Next, you are prompted to record your name. This is used when greeting your callers or when you leave messages for others:
5. Record your name and press "#" when finished. An announcement plays your recording back to you.
6. If you want to re-record it, press "1".
7. If you want to keep it, press "#".

To set up your greeting:
1. Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings.
2. To record your own personal greeting, press "1". Then record your personal greeting, pressing "#" when finished.

3. To use a system-generated greeting that announces your recorded name, press "2".
4. To use a system-generated greeting that reads out your phone number, press "3".
5. To use a system-generated greeting that neither announces your name nor reads out your phone number, press "4". An announcement plays back your selected greeting.
6. To record or select a different greeting, press "1".
7. To save it and use it as your greeting, press "#".
8. Once you have finished, you are transferred to the Main Menu.

Note:
After this initial setup, you can access the system from any phone by dialing your voice mail access number and entering your 10-digit voice mailbox phone number, entering your pin code, followed by the "#" key.

ACCESSING MESSAGES

To access messages when calling from the telephone number your voice mailbox is set up on:
1. Dial your voice mail access number.
2. Enter pin code, followed by the "#" key. You will be in the Main Menu.
3. Press "1" in order to get in the Listen to Messages Menu.

To access messages when you are calling from another location:
1. Dial your voice mail access number & enter your 10-digit voice mailbox phone number.
2. Enter pin code, followed by the # key. You will be in the Main Menu.
3. Press 1 in order to get in the Listen to Messages Menu.

WORKING WITH GROUP MAILBOXES

To set up your group voice mailbox for the first time calling from the number on which you are setting up your voice mailbox:
1. Dial your voice mail access number.
2. You will be prompted to change your default pin code. (Must be non-sequential and non-repetitive)
3. Add the new pin code of your choice (4 to 8 digits), followed by the "#" key. Next, you are prompted to record your name. This is used when greeting your callers or when you leave messages for others:
4. Record your name and press "#" when finished. An announcement plays your recording back to you.
5. If you want to re-record it, press "1".
6. If you want to keep it, press "#".

To set up your greeting:
1. Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings.
2. To record your own personal greeting, press "1". Then record your personal greeting, pressing "#" when finished.
3. To use a system-generated greeting that announces your recorded name, press "2".
4. To use a system-generated greeting that reads out your phone number, press "3".
5. To use a system-generated greeting that neither announces your name nor reads out your phone number, press "4". An announcement plays back your selected greeting.
6. To record or select a different greeting, press "1".
7. To save it and use it as your greeting, press "#".
8. To work with your secondary mailboxes, press "4" from the Mailbox Settings Menu.

To add a new secondary mailbox:
1. Press "3" from the Group Mailbox Settings Menu. An announcement states that a new mailbox has been created and states its new number.
2. To repeat the announcement, press "1".
3. To return to the previous menu, accepting any changes, press "*".
4. The new mailbox is automatically enabled and ready to accept incoming voice mails. When it is first created, the new mailbox will use a system-generated greeting that does not use the number or the recorded name. The secondary subscriber can then personalize the mailbox.

To enable a secondary mailbox:
1. Press "1" from the Group Mailbox Settings Menu. An announcement states the total number of mailboxes waiting to be enabled, and then reads out each available number in turn.
2. To select a number, press "1".
3. To move to the next number, press "#"

4. To exit without making any changes, press" *".
5. Once you have selected a number, an announcement states the number you have selected.
6. To enable the selected number, press "1".
7. To continue to the next number without making any changes, press "2".
8. To exit the menu without making any changes, press" *".

To disable a secondary mailbox:
1. Press "2" from the Group Mailbox Settings Menu. An announcement states the total number of mailboxes and then reads out each mailbox number in turn.
2. To select a number, press "1".
3. To move to the next number, press "#".
4. To exit without making any changes, press "*".
5. Once you have selected a number, an announcement states the number you have selected.
6. To disable the selected number, press "1".
7. To continue to the next number without making any changes, press "2".
8. To exit the menu without making any changes, press "*".

To delete a secondary mailbox:
1. Press "4" from the Group Mailbox Settings Menu. An announcement states the total number of mailboxes and then reads out each mailbox number in turn.
2. To select a number, press "1".
3. To move to the next number, press "#".
4. To exit without making any changes, press "*".
5. Once you have selected a number, an announcement states the number you have selected.
6. To delete the selected number, press "1".
7. To continue to the next number without making any changes, press "2".
8. To exit the menu without making any changes, press "*".