



Wireless Features Descriptions and User Guide

VOICE MAIL

Voice Mail gives you the ability to add a personal voice introduction or standard greeting for calls that go unanswered. You can retrieve these messages at your leisure by either using your cellular phone or by dialing into your voice mailbox using another phone. Voice Mail mimics a standard answering machine plus provides you with a variety of other benefits such as voice message storage, the ability to forward received messages, and much more.

+ Set Up

How do I set up my Voice Mail?

To set up your Voice Mail press ***VM (*86)**, then **SEND**. The voice recording that follows will guide you through the rest of the setup process such as selecting a password, and recording both a personal voice signature and greeting.

Note: Voice Mail may not be available in some areas. Voice Mailboxes not activated within 45 days will be cancelled. Your TouchTone Wireless Voice Mailbox is not password protected until you create a password. Airtime and other charges will be incurred when using Voice Mail from your wireless phone, including setup and retrieval. Mobile-to-Mobile minutes do not apply to Voice Mail retrievals; you will be charged airtime to connect to your Voice Mail from your wireless phone. TouchTone Wireless is not liable for missed messages or deletions of messages from your Voice Mailbox even if you have saved them.

+ Message Retrieval

To access your Voice Mailbox from your TouchTone cell phone:

1. Dial ***VM (*86)**, then **SEND**.
2. Once you hear the system greeting enter your password, followed by **#**.
3. Follow prompts.

To access your Voice Mailbox from a phone other than your wireless cell phone:

1. Dial your 10-digit wireless number.
2. Press **#** to interrupt your greeting.
3. Enter your password, then press **#**.
4. Follow prompts.

+ Password Reset/Changing Your Password

1. Call TouchTone Customer Service at 1-800-266-4006.

PERSONAL OPTIONS

The Personal Options feature includes: Message Waiting Indicator ON/OFF, Administrator Options, Record Greeting(s), and Pager Notification. These can be activated by accessing your Voice Mail, and pressing 4 from the Main Menu.

+ Set Up

1. Access Voice Mail.
2. From Main Menu press **4**.
 - To turn **Message Waiting Indicator*** ON or OFF, press **1**.
 - For **Administrator Options**, press **2**.

- To **Record Greeting**, press **3**.
 1. To change Personal Greeting, press **1**.
 2. To create Extended Absence Greeting, press **2**.
 3. To change your Recorded Name, press **3**.
- For **Pager Notification**, press **4**.

*Please note: Your message indicator will not work if you are outside the TouchTone Wireless all-digital (1x) network or if your message indicator is turned off.

✦ **Time Saving Tips**

While listening to a message, press

- 1** to Rewind
- 1-1** to Rewind to beginning of message
- 2** to Pause
- 3** to Fast Forward
- 3-3** to Fast Forward to end of message
- 4** to Slower
- 5** to hear the date/time message was sent
- 6** for Faster
- 7** to Delete Message
- 9** to Save Message
- *** to Cancel/Exit
- 0** for Help
- #** to Finish, or Skip

After listening to a message, press

- 6** to Forward**
- 7** to Delete
- 8** to Reply**
- 9** to Save
- 0** for Help

**Forward/Reply only works with other TouchTone Wireless Voice Mail subscribers in your own area.

411 CONNECT®

This feature allows you to connect to Directory Assistance with automatic call completion. An operator will assist you when you request numbers, addresses, and information for anything from taxi cab companies and restaurants to the nearest movie theatre.

Simply **press 4-1-1 and SEND** from your handset. **\$1.49 per call plus airtime applies**. This feature is available to all TouchTone Wireless Customers.

Note: During a single call you may request up to three listings from the menu services offered under the 411 Connect menu. If additional requests are needed, you will need to dial 411 again, and another representative will be able to address your request. Call completion is available for one of the requested numbers during a 411 Connect call. You will be charged for the call completion as if you had disconnected from 411 Connect and dialed the number directly.

CALLER ID & CALLER ID BLOCKING

Before you decide to take a call, **Caller ID** allows you to view the caller's phone number (for unblocked numbers), or name if you've stored it in your phone's memory/contact address book.

Caller ID Blocking allows you to block your number, and/or name, from being displayed on another phone's Caller ID. You can choose this option to be permanent or temporary. Caller ID Blocking can be activated for all calls at the customer's request.

Caller ID and Caller ID Blocking are generally included features added at the time of service activation. To confirm that you have these features, call TouchTone Wireless Customer Service at 1-800-266-4006.

Please note: Caller ID Blocking must be activated for it to be a functional feature. Please see below for instructions.

+ How to Use Caller ID

In order for Caller ID to work, the called party must:

1. Have a Caller ID-capable phone.
2. Have the Caller ID feature activated.
3. Be traveling in an area that supports Caller ID.

+ How To Use Caller ID Blocking

To **BLOCK** your number from showing up on another person's Caller ID:

1. Press ***67**.
2. Dial the number.
3. Press **SEND**. The words "Private," "Anonymous," or another indicator will appear on the called party's Caller ID device instead of your wireless number.

To **UNBLOCK** Caller ID on calls to a specific number:

1. Press ***82 + the number + SEND**.

CALL FORWARDING/IMMEDIATE CALL FORWARDING

With Call Forwarding, you can re-direct your calls to another number such as your home or office. You can set this option to forward calls permanently, when your phone is busy, or when there is no answer after a set number of rings. Your wireless phone will not ring until you deactivate the service. Airtime applies to forwarded/transferred calls even if you send the call to a landline telephone. When forwarding calls to phone numbers outside your local calling area you will be billed for any toll, long distance, and airtime charges incurred. Additional per minute charges may apply to all forwarded calls.

Call Forwarding is generally an included feature added at the time of service activation. To confirm that you have this feature, call TouchTone Wireless Customer Service at 1-800-266-4006.

+ To Activate:

1. Press ***72**.
2. Enter the phone number where you want calls to be forwarded. (e.g. *72-908-123-4567).
3. Press **SEND** and wait for confirmation. You should hear a confirmation tone or a message.
4. Press **END**.

+ To Deactivate:

1. Press ***73**.
2. Press **SEND** and wait for confirmation. You should hear a confirmation tone or a message.
3. Press **END**.

NO ANSWER/BUSY TRANSFER

With No Answer/Busy Transfer you can opt to have your incoming calls answered by another phone when your phone is busy or goes unanswered. Unless you're already on the phone, your phone will still ring as usual. Airtime charges apply when using the No Answer/Busy Transfer feature.

No Answer/Transfer is generally an included feature added at the time of service activation. To confirm that you have this feature, call TouchTone Wireless Customer Service at 1-800-266-4006.

+ How To Use It

1. Press ***71**.
2. Enter the forwarding phone number where you want calls to be forwarded (e.g. *71-606-123-4567).
3. Press **SEND** and wait for confirmation. You should hear a confirmation tone.
4. Press **END**.

+ To Deactivate

1. Press ***73**.
2. Press **SEND** and wait for confirmation. You should hear a confirmation tone.
3. Press **END**.

INTERNATIONAL CALLING

In order to place international calls from the U.S. or if traveling overseas, you must activate the International Calling Feature by calling TouchTone Customer Service at 1-800-266-4006.