



Clear Lake Telephone Company, LLC.

VoIP Custom Calling Features

Caller ID

No more surprises! Caller ID enables you to identify the caller before you answer the phone—even with call waiting. For phones that support this feature, incoming calls will include the name and number of the incoming caller after the first ring and will automatically appear on your display screen.

Call Waiting

Don't miss important calls because your line is busy. You're alerted with a tone when you receive a call while already on the phone. Call waiting allows you to receive a new call while you are still on an existing call. This service will deliver the new caller ID during call waiting if your phone supports this feature. To answer the call waiting call, either press the Flash key on your phone if it has one or press the hookswitch and release it after a half second. This will place the original caller on hold and will connect you with the new caller.

Call Hold

To temporarily place a caller on hold there are 2 options: 1. Press the Flash key on your phone if available. 2. Press and hold the hookswitch and release it after half of a second. To take a caller off of hold either press the flash key again or hold down the hookswitch again for half of a second.

3-Way Calling

THREE-WAY CALLING allows you to link two different phone calls together. Have a business meeting with a customer and supplier on the same call or plan a family reunion quickly and easily. Save time by making two calls in the time it takes to make just one. When you hang up, the other parties are automatically disconnected.

To use:

1. First, depress the switchhook for about one second. This will place the person you're talking with on hold.
2. Listen for the dial tone. Then, dial the third person you want to join the conversation.
3. When the third person answers, you can talk privately with this person before making the call a three-way conversation.
4. 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.

To disconnect the third person:

1. 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 hang up, you can continue talking with the remaining party. To disconnect completely:

1. Simply hang up.

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If the number is busy or no answer:

1. Press the switchhook and release immediately. You are now reconnected to your original party.
2. Press the switchhook again to cut off the ringing or busy signal.
3. When you hang up, the connection between the two calls will be broken.

Automatic Recall

If a caller hangs up before you reach your phone, you can dial *69 on your phone to be connected to the most recent incoming caller.

To use:

1. Pick up the handset and listen for a normal dial tone.
2. If you're already on the phone and ignored a call waiting tone, depress the "switchhook" and release quickly.
3. Press *69. Your call will go through like a normal call.

Automatic Call Back

Automatically re-dials the last number you called.

To use:

1. When you hear a busy signal, depress the "switchhook" and release quickly.
Listen for a special dial tone.
2. If you've already hung up, pick up the handset and listen for a normal dial tone.
3. Press *66.

Anonymous Call Rejection

For security and peace of mind, calls from those who block the display of their number are rejected. These callers hear a recording instructing them to remove the block in order to connect with you. To automatically reject anonymous calls:

How to use:

1. Pick up the handset and listen for the dial tone.
2. Press *77.

To cancel:

1. Pick up the handset and listen for the dial tone.
2. Press *87.

Persistent Caller ID Block

Once enabled, this will block Caller ID for every call until disabled by the customer.

To use:

1. pick up the handset and dial *70 to Enable
2. pick up the handset and dial *71 to Disable

Caller ID Block

To make an Anonymous call (hide your caller ID) dial *67 followed by the number you wish to call.

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Call Forwarding

Forward calls to any local, long distance, or cell phone** number where you can be reached (for traveling or vacation)

To use:

1. Pick up the phone and dial *72 followed by 1 plus the ten digit number you want the calls to go to (this includes cell phones**)
2. To disable this feature pick up the phone and dial *73

Voicemail

Your phone service comes with a voicemail box as well as enhanced voicemail features. Unanswered calls will automatically be sent to your voicemail box. There are two ways to access your voicemail box:

1. Pick up the handset and dial *62
2. To remote access the voicemail box, dial the number and when prompted to leave a message press the *button and then enter your passcode.

The first time that you call your voice-mail box you will be prompted to set a pass code to access your voice-mails and to record your personalized name or greeting. Pass codes should be 4-8 numbers long. The default pass code is set up as 18436572 .

Your recorded name will be played to callers as part of the default greeting that callers will hear. You will later have the option to record a longer greeting, but this is not necessary.

The default greeting that callers will hear is, “ *Your recorded name* is not available to take your call. Please leave a message after the tone.” Once you have completed this set up you can record a personalized greeting and access your voicemails.

Using Your Voicemail Box

When callers leave you a voicemail, the blinking light on the phone will alert you that you have an unheard voicemail. You may also hear a stutter dial tone, also indicating that you have an unheard voicemail. Voicemails can also be sent to your email and be played on your computer or smartphone as part of your enhanced voicemail features. Call in to have this feature set up.

What Happens The First Time You Call Your Voicemail:

1. Call your voicemail
2. Enter default password – 18436572, then #.
3. At this time you will need to change your password and record a greeting. Listen to the prompts for additional features.

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