

Advanced Calling Features Guide

AUTOMATIC CALLBACK

Use: Save time by not calling busy numbers over and over.

Description: Calls the last number dialed without having to redial the number. If the redialed number is busy, it's automatically dialed if it becomes available within 30 minutes. A special ring pattern indicates the automatic dialing, and picking up the handset connects the call.

To Activate a Callback Request

Hang-up from a busy number.

Lift handset.

3. Listen for dial tone.

4. Dial *66.

5. If the line is free, the last number dialed is called.

6. If the line becomes free within 30 minutes, the phone rings. Answering the phone automatically connects the last number dialed.

To Cancel a Callback Request

1. Lift handset.

2. Listen for dial tone.

3. Dial *86.

4. Listen for confirming tone or announcement.

5. Hang-up. Callback request is cancelled.

AUTOMATIC RECALL

Use: Phone rings and you don't get to it on time, you can still call back.

Description: Calls back the last call received without knowing the incoming telephone number or name. If the called back number is busy, it's automatically dialed if it becomes available within 30 minutes. A special ring pattern indicates the automatic dialing, and picking up the handset connects the call.

To Activate a Recall Request

1. Lift handset.

2. Listen for dial tone.

3. Dial *69.

4. Listen for announcement that gives the date, time, and phone number of the last call received.

5. Dial "1" to confirm the recall request. Then the call completes in a normal fashion.

6. If the recalled line is busy, hang up.

7. If the line becomes free within 30 minutes, the phone rings and the last call received is automatically connected.

To Cancel a Recall Request

1. Lift handset.
2. Listen for dial tone.
3. Dial *89.
4. Listen for confirming tone or announcement.
5. Hang up. Recall request is cancelled.

CALL ACCEPTANCE – SELECTIVE

Use: Receive calls from family, friends, and business associates only. When the phone rings, it's somebody you want to talk to.

Description: Receive calls from phone numbers on a predetermined list. Anybody not on the list will hear an announcement that the call is not accepted.

To Activate or Modify a List

1. Lift handset.
2. Listen for dial tone.
3. Dial *64.
4. Follow the prompts.
5. Hang up.

To Deactivate a List

1. Lift handset.
2. Listen for dial tone.
3. Dial *84.
4. Hang up. Use of list to screen calls is inactive.

CALL DENIAL – INCOMING

Use: A phone for emergency use only.

Description: No incoming calls can be received except from 911 or operator. Outgoing calls can be made in a normal fashion.

Activation/Deactivation

Call Border to Border Customer Service to activate or deactivate.

CALL DENIAL – OUTGOING

Use: Extra phone to contact ranch hands and prevent wasting time on phone.

Description: No outgoing calls can be made except to 911 and 611 (repair). Incoming calls are received in a normal fashion.

Activation/Deactivation

Call Border to Border Customer Service to activate or deactivate.

CALL FORWARD

Use: Don't be stuck waiting for an important call, send it to your cell phone or a phone at your location.

Description: As desired, redirects all incoming calls to another number. Outgoing calls can still be made. A short ring indicates that an incoming call has been received and forwarded.

To Activate

1. Lift handset.
2. Listen for dial tone.
3. Dial *72.
4. Listen for another dial tone.
5. Dial number where calls are to be forwarded to. For long distance numbers include 1 + area code. Long distance charges will apply. Speed dialing codes may be used.
6. Listen for confirmation tone followed by normal dial tone.
7. Hang up.

To Deactivate

1. Lift handset.
2. Listen for dial tone.
3. Dial *73.
4. Listen for confirmation tone.
5. Hang up.

CALL FORWARD – BUSY

Use: Don't miss an important call when on the phone. Send it to another number for someone to answer or an answering machine.

Description: Forwards incoming calls to another number when the phone is busy.

To Activate

1. Lift handset.
2. Listen for dial tone.
3. Dial *68.
4. Listen for another dial tone.
5. Dial number where calls are to be forwarded to. For long distance numbers include 1 + area code. Long distance charges will apply. Speed dialing codes may be used.
6. Listen for confirmation tone followed by normal dial tone.
7. Hang up.

To Deactivate

1. Lift handset.
2. Listen for dial tone.
3. Dial *88.

4. Listen for confirmation tone.
5. Hang up.

CALL FORWARD – NO ANSWER

Use: Out on the ranch or where you can't be reached? Don't miss a call. Send it to another number for somebody to answer or an answering machine.

Description: Forwards incoming calls to another number when nobody answers the home phone after 4 rings. If "forward to" number is busy, home phone continues to ring until the caller hangs up or the home phone is answered. Outgoing calls can still be made.

To Activate

1. Lift handset.
2. Listen for dial tone.
3. Dial *92.
4. Listen for another dial tone.
5. Dial number where calls are to be forwarded to. For long distance numbers include 1 + area code. Long distance charges will apply. Speed dialing codes may be used.
6. Listen for confirmation tone followed by normal dial tone.
7. Hang up

To Deactivate

1. Lift handset.
2. Listen for dial tone.
3. Dial *93.
4. Listen for confirmation tone.
5. Hang up.

CALL FORWARD – SCHEDULED

Use: Enjoy quiet evening time or homework time without missing a call.

Description: Redirects all incoming calls to another number during a selected time period (e.g. 7:00 PM to 10:00 PM). Outgoing calls can still be made.

Activation/Deactivation

Call Border to Border Customer Service to activate, deactivate, and set schedule times.

CALL FORWARD – REMOTE ACTIVATION

Use: Working late, not home yet? Forward home calls to work, cell phone, or phone nearby.

Description: Allows activation of Call Forward feature from a location other than the home phone.

To Activate

Call Border to Border Customer Service to initially select a 5 digit PIN before remotely forwarding first number. Initial PIN can then be changed by customer.

To Deactivate

Call Border to Border Customer Service.

Procedure

1. Lift hand set.
2. Listen for dial tone.
3. Dial 956-936-5100.
4. At prompt, enter 10 digit home phone number.
5. At prompt, enter assigned Personal Identification Number (PIN).
6. Listen for instructions ("1" to activate, "2" to deactivate, "3" to change PIN).
7. Listen for confirmation announcement when finished.
8. Hang up.

CALL FORWARD – PERMANENT

Use: Send ranch calls to house in town. Don't miss any ranch calls.

Description: Permanently redirects all incoming calls to another number. The forward to number must be a local number.

Activation/Deactivation

Call Border to Border Customer Service to activate or deactivate.

CALL FORWARD – SELECTIVE

Use: Send some people to a special phone or an answering machine.

Description: Incoming calls on a predetermined list are redirected to another pre-selected number. Calls not on the list are completed normally.

To Activate or Modify List

1. Lift handset.
2. Listen for dial tone.
3. Dial *63.
4. Listen for instructions.
5. Hang up.

To Deactivate List

1. Lift handset.
2. Listen for dial tone.
3. Dial *83.
4. Hang up. Use of list to forward calls is inactive.

CALL REJECTION – SELECTIVE

Use: List those people you don't want to talk to.

Description: Incoming calls on a predetermined list will hear an announcement that the call is not accepted. Incoming calls not on the list are completed normally

To Activate or Modify List

1. Lift handset.
2. Listen for dial tone.
3. Dial *60.
4. Listen for instructions.
5. Hang up.

To Deactivate List

1. Lift handset.
2. Listen for dial tone.
3. Dial *80.
4. Hang up. Use of list to screen incoming calls is inactive.

CALL REJECTION – ANONYMOUS

Use: Stop calls from unidentified people.

Description: Any incoming call marked "Private" is rejected. The caller will hear an announcement that the call is not accepted. For rejected calls the phone does not ring at all. Incoming calls not marked "Private" are completed normally.

To Activate

1. Lift handset.
2. Listen for dial tone.
3. Dial *77.
4. Hang up.

To Deactivate

1. Lift handset.
2. Listen for dial tone.
3. Dial *87.
4. Hang up.

CALL WAITING with CALLER ID

Use: Determine if you stop the call you are on and answer a more important incoming call.

Description: Alerts you when you are on the telephone and another caller is trying to reach you and shows the other caller's name and number.

To Activate

Always on.

To Deactivate

Call Border to Border Customer Service to deactivate

CALLER ID (Name & Number)

Use: You know who is calling, so you can be prepared when you answer.

Description: Displays incoming call's name, telephone number, and date and time of call on customer provided equipment.

To Activate

Call Border to Border Customer Service to change to Caller ID (Number Only).

To Deactivate

Call Border to Border Customer Service.

CALLER ID (Number Only)

Use: Do you want to answer a call from that area code?

Description: Displays incoming call's telephone number, and date and time of call on customer provided equipment.

To Activate

Call Border to Border Customer Service to activate Caller ID (Number Only). This will replace Caller ID (Name & Number).

To Deactivate

Call Border to Border Customer Service.

CALLER ID STATUS OVERRIDE – EACH CALL

Use: Send your name and telephone number to only those people you want to.

Description: Overrides permanent Caller ID status of the phone number (Public or Private) on a per call basis to either block or permit transmission of name and telephone number.

To Activate

Always on.

To Deactivate

Call Border to Border Customer Service.

**To Prevent Sending Name and Telephone Number
(Permanent Caller ID Status is "Public")**

1. Lift handset.
2. Listen for dial tone.
3. Dial *67.

4. Dial the telephone number you wish to call. Your name and telephone number will not be sent to the called number.
5. After you hang up, your permanent Call ID status of "Public" will be automatically restored and future calls will send your name and telephone number.

To Send Name and Telephone Number

(Permanent Caller ID Status is "Private")

1. Lift handset.
2. Listen for dial tone.
3. Dial *82.
4. Dial the telephone number you wish to call. Your name and telephone number will be sent to the called number.
5. After you hang up, your permanent Caller ID status of "Private" will be automatically restored and future calls will not send your name and telephone number.

DISTINCTIVE RINGING

Use: Know who should answer the phone by the ringing pattern. Connect FAX and voice on the same phone outlet.

Description: Allows two additional phone numbers, in addition to the regular phone number, to be assigned to the same telephone set. Calls for each of the three numbers have different rings.

Activation/Deactivation

Call Border to Border Customer Service to activate, assign the two additional numbers, or deactivate.

DISTINCTIVE RINGING – SELECTIVE

Use: Assign family and friends their own special ring.

Description: Incoming calls on a predetermined list each have a different ringing pattern. Incoming calls not on the list or which cannot be identified are completed with normal ringing.

To Activate or Modify a List

1. Lift handset.
2. Listen for dial tone.
3. Dial *61.
4. Listen for instructions.
5. Hang up.

To Deactivate a List

1. Lift handset.
2. Listen for dial tone.
3. Dial *81.
4. Hang up. Use of list to produce different rings for incoming calls is inactive.

HOT LINE

Use: If abuelita (grandma) needs help she only needs to pick up the phone to call you.

Description: Automatically connects to a predetermined number when the handset is lifted. No outgoing calls can be made. Incoming calls can always be received.

Activation/Deactivation

Call Border to Border Customer Service to activate and assign the phone number to be automatically dialed, or to deactivate

LONG DISTANCE CALL BLOCK

Use: Stop long distance calls from phones and extensions you don't supervise.

Description: Prohibits long distance (toll) phone calls from a particular phone number. Does not prevent incoming and outgoing local calls, calls to 911, calls to toll free numbers (800 numbers), or calls to 900 type numbers. As an option, access to 800 numbers can also be blocked. Blocking calls to 900 type numbers is not included with Long Distance Call Block, and must be purchased separately.

Activation/Deactivation

Call Border to Border Customer Service to activate, select options, or deactivate.

LONG DISTANCE CALL BLOCK with PIN OVERRIDE

Use: Permits only trusted people to make long distance calls.

Description: Same as Long Distance Call Block, but allows overriding of call blocking for an individual call by using a Personal Identification Code (PIN). Once the PIN is entered, all long distance restrictions are removed for that call.

To Activate

Call Border to Border Customer Service to activate and select PIN.

To Deactivate

Call Border to Border Customer Service.

To Override Block for an Individual Call

1. Lift handset.
2. Listen for dial tone.
3. Dial*13.
4. Follow the prompts.
5. Dial PIN.
6. Upon completion of call, hang up, and long distance call block automatically restored.

MULTIPLE LONG DISTANCE CARRIERS

Use: Get the best deal for long distance calling to different locations.

Description: Permits more than one long distance company (a Primary Inter-Exchange Carrier or PIC) to be assigned to a telephone line. This provides the option of choosing different carriers for in-state calls, out-of-state calls, international calls, etc.

Activation/Deactivation

Call Border to Border Customer Service to add, change, or remove long distance carriers.

RANCH INTERCOM

Use: Save the cost of a separate intercom system and have telephones in out buildings.

Description: Permits calls to be made to other extensions on the same line in the house or in remote buildings

Activation/Deactivation

Call Border to Border Customer Service to activate or deactivate.

SIMULTANEOUS RINGING

Use: An incoming call rings the home phone, the wife's cell phone, and the husband's cell phone at once.

Description: Rings two other phone numbers at the same time when the telephone number assigned this feature is called. The first one to answer the call is connected to the calling party. The other two members of the group are disconnected.

Activation/Deactivation

Call Border to Border Customer Service to activate and pick other two numbers, or deactivate.

SPEED DIALING

Use: Save time dialing frequently called numbers and long numbers with area codes, international access codes, etc.

Description: Call frequently used numbers, on the Speed Call List, by using a 1 or 2 digit code instead of the entire number.

Activation/Deactivation

Call Border to Border Customer Service to activate or deactivate.

To Make a Speed Call

1. Lift handset.
2. Listen for dial tone.
3. Dial speed dialing code for desired telephone number.

To Modify Speed Call List

1. Lift handset.
2. Listen for dial tone
3. Dial *74 (8 number list) or *75 (30 number list).
4. Listen for special dial tone.
5. Dial the speed dial 1 or 2 digit code for the number to be added or modified followed by the entire telephone for this code.
6. Wait for regular dial tone.
7. Hang up.

TELEMARKETING CALL BLOCK

Use: Stop telemarketing calls.

Description: All incoming calls hear an announcement saying that this line does not accept calls from telemarketers, and the caller must press “1” to be connected. An actual person making the call can press “1”, and the call is received. This feature blocks calls from automated call lists.

To Activate

Call Border to Border Customer Service.

To Deactivate

Call Border to Border Customer Service.

THREE WAY CALLING

Use: Talk with your sister and brother in two different locations at the same time.

Description: Adds a third party to an existing call, creating a three person conference.

To Activate

Always on.

To Deactivate

Call Border to Border Customer service.

To Add a Third Person

1. Press “Flash” or the telephone set switch hook to place the existing call on hold.
2. Listen for dial tone
3. Dial the third person’s telephone number. Speed dialing codes may be used.
4. Listen for special dial tone indicating the third person is being called.

5. Before the third person answers, press “Flash” or the telephone set switch hook to join everybody together when the third party answers.
6. Wait for the third person to answer, so you can talk privately. Then press “Flash” or the telephone switch hook to join everybody together.

To Cancel a Three Way Conversation

1. If the third person did not answer or you wish to disconnect them, press “Flash” or the telephone switch hook to restore the original call.
2. To end the call completely, hang up.

WARM LINE

Use: Grandparents can talk to the grandkids by just picking up the phone and waiting a few seconds.

Description: Automatically connects to a predetermined number within 30 seconds after the handset is lifted. During the 30 second interval outgoing calls can be made. Incoming calls can always be received.

To Activate

Call Border to Border Customer Service to assign phone number to be automatically connected to, and select the outgoing call time interval from 2 to 30 seconds.

To Deactivate

Call Border to Border Customer Service.