

**Thank you for subscribing to a Peak Savings Pak from Alpine Communications. Below you will find instructions on how to activate and use the calling features within your Peak Savings Pak.**

**Please call Alpine Customer Service at (563) 245-4000, 8am - 5pm Mon. - Fri., if you need assistance with using any of the features.**

## **CALLER ID NAME & NUMBER**

### **How it works:**

When you receive a call, the name & number of the person calling you is shown on your Caller ID display screen.

### **How to use Caller ID Name & Number:**

1. When you receive a call wait until your telephone begins the second ringing signal
2. The telephone number calling you, & the name associated with that number in telephone company records, will automatically appear on your display screen
3. If you choose not to answer the call or you are not home, the name & number will remain in the call log for later review

**NOTE:** Subscription to Caller ID Name & Number service requires the purchase of a display unit.

If a letter "P" or "private" appears on your display after the first ring, the caller may have blocked the display of their name & number by pressing \* 67 before placing the call. You can choose whether or not to answer the call.

If "unknown name," "unknown number," "out of the area," or "O" appears, the caller is in an area that does not support Caller ID Name & Number services.

## **CALL WAITING**

### **How it works:**

When you are already on the phone, Call Waiting alerts you that another call is coming in. You will hear a "beep", but the calling party will hear normal ringing.

### **To answer waiting call:**

1. When you are on the phone, a special tone tells you that a second call is waiting.
2. Simply hit the flash key if you don't have that key press & quickly release the switchhook<sup>1</sup> on your telephone. Your first caller is automatically placed on hold, while you are connected with second caller.

### **If you chose not to answer the incoming call:**

1. You will hear a special tone to remind you of the waiting call. If have Alpine voicemail, after the 2nd tone the caller will go to voicemail.

### **To alternate between callers:**

Simply hit the flash key if you don't have that key press & quickly release the switchhook<sup>1</sup> on your telephone. Your first caller is automatically placed on hold, while you are connected with second caller. Each conversation remains private.

### **To end either call:**

1. Hang up.
2. Your phone will ring.
3. When you answer, you will be connected with the remaining caller.
4. To "turn off" Call Waiting before making a call:
5. Lift the handset & listen for the dial tone.
6. Press \* 70
7. Listen for the confirmation tone.

8. Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. Other callers will hear a busy signal or will be sent to voicemail.
9. After you hang up, Call Waiting automatically "turns on" again.

**To "turn off" Call Waiting during a call:**

1. Press & release the switchhook<sup>1</sup>.
2. Press \* 70
3. Listen for the confirmation tone. You will automatically be reconnected to your call.
4. After you hang up, Call Waiting automatically "turns on" again.

## 8-Number Speed Dial

**How it works:**

8-Number Speed Dial allows you to call frequently dialed numbers with the touch of a button. You can select a short list of eight telephone numbers. This is a fast way to call for help – just have 911 as one of your speed call selections! Speed Dial is also useful when used in conjunction with Voice Mail.

**To Program your Speed Calling List:**

1. Lift the handset & listen for dial tone.
2. Press \* 74
3. Listen for the dial tone.
4. Dial on one-digit speed code. (Choose any number, 2 through 9.)
5. Dial the telephone number you wish to assign to that speed code. (For a long distance, be sure to include "1" plus the area code).
6. Press the # key.
7. Listen for the confirmation tone.

**To call someone on your Speed Calling list:**

1. Lift the handset & listen for the dial tone.
2. Dial the one-digit speed code, and then press the # key.

**To change your Speed Calling list:**

1. Lift the handset & listen to the dial tone.
2. Press \* 74
3. Listen for the dial tone.
4. Dial the one-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7 to program your Speed Calling list.

## THREE-WAY CALLING

**How it works:**

Three-way calling allows you to add a third person to your conversation – local or long distance.

**To add a third person to the call:**

1. Simply hit the flash key if you don't have that key press & quickly release the switchhook<sup>1</sup> to place the first person on hold.
2. Listen for the dial tone.
3. Dial the third person's phone number. (If you have speed calling you may dial one of your codes instead.)
4. When the third person answers, you can talk privately before making it a three-way conversation.
5. To make a three-way connection, press & quickly release the switchhook<sup>1</sup>. You can now talk with both people at the same time.

**To cancel the three-way connection:**

1. If the third person did not answer or you wish to disconnect them, just press & quickly release the switchhook<sup>1</sup> twice. You will be reconnected to the person holding.
2. If either of the two people hangs up, you can continue talking with remaining person.

**To end the call completely:**

1. Simply hang up.

## **CALL FORWARDING**

**How it works:**

Call Forwarding allows you to program your calls to ring at another number. Each time a call is forwarded, your phone will make one short ring. You can make calls normally from your telephone when it is in Call Forward mode. Call Forwarding takes precedence over Call Forwarding Busy Line & Call Forwarding No Answer.

**To activate Call Forwarding:**

1. Lift up handset & listen to the dial tone.
2. To turn on service hit \* 72
3. Listen for the dial tone
4. Dial the number where you want your calls forwarded
5. When the phone is answered, your Call Forwarding is in effect.

**If line is busy, or there's no answer:**

1. Hang up
2. Within two minutes, repeat steps 1-4 above. You'll hear a confirmation tone, to let you know your Call Forwarding is now working.

**NOTE:** The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

## **Alpine Voice Mail Guide**

**Number to Access Alpine Voice Mail: 245-1500**

Your new Alpine Voice Mail Service has a recorded greeting that your callers will hear. The following directions explain how to record your personal greeting. Your Password has initially been set to 0000 (four zeros). It is recommended that you change your password using the directions in step two. The following steps take you through this basic setup process.

**Step 1: Record Your Personal Greeting(s)**

1. Dial 245-1500 to access Voice Mail.
2. Enter your mailbox number (telephone number).
3. At the prompt, enter your PIN number. Your default pin number is 0000 (four zeros)
4. At the Main Menu press 9.
5. Press 1 for Greeting Options.
6. Press 2 to Record a Greeting.
7. At the tone, record your greeting. When you are finished press the # key.
8. You have the option to record multiple greetings. If you do not wish to record multiple greetings at this time, skip to step 11.
9. To record your multiple greetings press 5 to pick a new greeting number. Select the number greeting (2-9) you want to record. If you do not have a pre-recorded greeting you will receive an announcement stating no message is recorded. To record greetings 2-9 repeat steps 6 & 7. Continue doing this for each multiple greeting.
10. Make sure to press 5 again to pick the greeting you want active when you are done recording them.
11. Press the \* key to return to the Mailbox Setup Menu or hang up.

**Step 2: Change Your Password**

1. Dial 245-1500 to access Voice Mail.
2. Enter your mailbox number (telephone number).
3. When prompted, enter your Password followed by the # key, default is 0000 (four zeros).
4. If you are not at the Main Menu press \*.

5. Press 9 at the Main Menu.
6. At the Set up Menu press 2.
7. Enter your new Password (1-16 Digits) followed by the # key (choose a number you will remember).
8. Re-enter your password followed by the # key.
9. Hang Up.
10. Record your new Password for future reference.

**You have now personalized your Greetings and Password. You may change these at any time. When you lift your phone's receiver and hear a stutter dial tone, you have a voice message. Refer to the following steps to listen to your messages.**

### **Step 3: Listening to Your Messages from Your Home Phone**

1. Dial 245-1500 to access Voice Mail.
2. If you have Auto Login and are calling from your home phone, proceed to Step 4.
3. Follow the voice prompts and enter your Mailbox ID Number.
4. Follow the voice prompts and enter your Password followed by the # key.
5. Proceed to Step 4.

### **Step 4: You Are at the Main Menu**

1. Press 1 to retrieve your messages.
2. Press 1 again to listen to the new message.
3. After you have listened to the message a voice prompt will ask you to:
  - a. Press 1 - To listen to the message again.
  - b. Press 2 - To save the message and listen to next message.
  - c. Press 3 - To delete the message and listen to the next message.
  - d. Press 4 – To save the message as new.
4. Press the \* key to return to the Main Menu.

### **Step 5: Listening to Your Messages Away From Home**

There are two ways to access your Alpine Voice Mail from any touch tone phone when you are away from home:

1. Dial your home phone number (including area code if calling long distance).
2. When the greeting begins, press the \* (star) key.
3. When prompted, enter your Password followed by the # key.
4. Refer to Step 4.

**OR**

1. Dial 245-1500 to access Voice Mail.
2. Enter your mailbox number (telephone number).
3. When prompted, enter your Password followed by the # key.
4. Refer to Step 4.

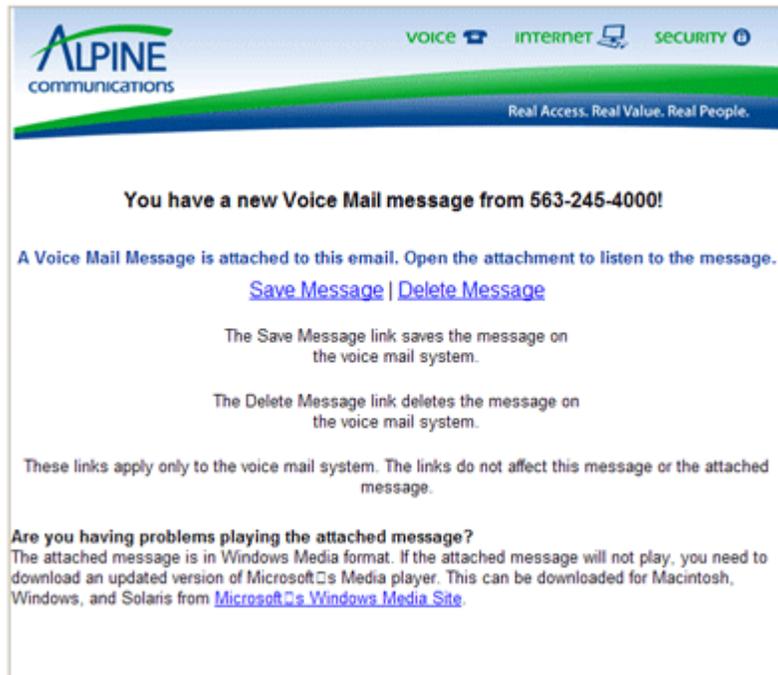
### **Other Tips for Using Alpine Voice Mail**

While Listening to Your Alpine Voice Mail messages:

- Press 1 – To return to the beginning of the message.
- Press 7 – To back up (rewind) 3 seconds.
- Press 8 – to pause and continue playing the message.
- Press 9 – To forward the message 3 seconds.

### **Receiving Messages via e-Forward**

e-Forwarding is included all Alpine Voice Mail packages. You will receive all your Alpine Voice Mail messages via email and normal delivery. This allows you to access your Alpine Voice Mail messages via your telephone or through your email.



When you open the e-mail message, you can listen to the message, save it on your hard drive, or delete it. Because the message is simply an AVI file, it's also possible for you to forward the message to anyone via e-mail.

**To Make Certain the e-forward Feature is Activated on Your Alpine Voice Mail Service:**

1. You will receive a voicemail that has been transferred to you automatically as an email.
2. When you open your e-mail program, you will see an e-mail similar to the one shown below.

**Figure PP - Alpine Voice Mail by E-mail**

3. Notice the e-mail shows who the message is from and their number. Similar to caller ID, the e-mail may only show the number, city/ state, out of area or unknown.
4. Click on the icon on the bottom-left of the screen (#3 arrow) to listen to the message.
5. Click the Save Message button (#1 arrow) to save the message on your Alpine Voice Mail service. This will NOT affect the e-mail. It will remain in your e-mails until you remove it just like any other e-mail you receive.
6. Click the Delete Message button (#2 arrow) to delete the message from your Alpine Voice Mail service. This will PERMANENTLY DELETE the message from your Alpine Voice Mail service. This will NOT affect the e-mail. It will remain in your e-mails until you remove it like any other e-mail you receive.