



1143 S. Broadway
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How It Works: Anonymous Call Rejection

How to Use Anonymous Call Rejection

- It's easy to activate and start blocking anonymous calls. Simply lift the receiver and press *77.
- When someone calls you from a blocked line and you have Anonymous Call Rejection activated, your phone doesn't ring. Instead, the caller hears this message: "The party you are calling does not accept blocked calls. If you are calling from a blocked number, please hang up, pick up the receiver, press *82 and redial the phone number. When you do this, your name and number will appear for this call only."
- To deactivate Anonymous Call Rejection, pick up the receiver and press *87.
- You can turn Anonymous Call Rejection on or off any time you want. After pressing either *77 or *87 you will hear an interrupted dial tone to let you know you've successfully activated or deactivated the service.

For Rotary Phones

If you are using a rotary-dial telephone instead of a touch-tone phone, dial 11 in place of the * key. For example *77 is 1177 on rotary phones.

How It Works: Call Forwarding

How to Activate Call Forwarding

1. Dial *72 from a touch-tone phone, or dial 1172 from a rotary phone.
2. When you hear a second dial tone, dial the number you want your calls forwarded to. The number may be a local, long distance or mobile number. Call Forwarding works with pagers as well.
3. If the number you dialed connects, and both parties stay on the line for at least five seconds, Call Forwarding will be activated for that number. If the number is busy, repeat steps 1 and 2. Some subscribers may instead hear one or two tones, which indicate Call Forwarding has been activated for the number.
4. To verify Call Forwarding is in effect, dial *72 from a touch-tone phone or dial 1172 from a rotary phone. A busy signal or error announcement confirms that Call Forwarding is in effect.

How to Deactivate Call Forwarding

1. Dial *73 from a touch-tone phone, or dial 1173 from a rotary phone
2. When you hear two quick tones followed by dial tone, calls are no longer forwarded to the number previously selected.

Measured service and long distance charges may apply for completed calls.



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How It Works: Call Rejection

How to Use Call Rejection

- Dial *60 from a touch-tone phone or dial 1160 from a rotary phone.
- Select the appropriate Call Rejection option:
 - To establish or add a number to your Call Rejection list, dial #60 (for rotary phone, dial 12)
 - To add the last incoming call to your Call Rejection list, dial #60. Wait for a tone and then dial 01# (for rotary, dial 12, wait for a tone and then dial 0112)
 - To remove an entry from your Call Rejection list, dial * (for rotary, dial 11)
 - To review the numbers on your Call Rejection list, dial 1
- Follow the recorded instructions.

How to Deactivate Call Rejection

1. Dial *80 from a touch-tone phone or dial 1180 from a rotary phone.
2. To remove all entries on your Call Rejection list, dial 08.
3. To remove all private entries on your Call Rejection list, dial 09.
4. To save your revised Call Rejection list, hang up.

Product Compatibility

Call Rejection cannot reject numbers from wireless telephones as well as some business and office numbers. Call Forwarding and Call Waiting will not be activated when an incoming caller's number appears on the Call Rejection list. Calls from numbers on your Call Rejection list will not display on your Caller ID box. Last Call Return subscribers may not activate Last Call Return to numbers on the Call Rejection list.

How It Works: Caller ID

The Caller ID unit attached to your phone will show you the caller's name and phone number, usually after the first complete ring. The service also provides the date and time of each call. You can store this information in your Caller ID display unit — incoming calls are logged, whether or not you answer the phone.



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How It Works: Call Waiting

How to Use Call Waiting

- When you hear the Call Waiting tone, quickly press and release the switchhook or flash key to put the first call on hold and answer the second call.
- Press the switchhook again to switch between callers.
- To remove one party, simply hang up.

How to Temporarily Turn Off Call Waiting

If you're making an important call and don't want to be interrupted:

- Press *70 and listen for three short tones, then a regular dial tone.
- Dial the phone number you wish to call. Anyone else who calls you will hear a busy signal or go into your Qwest Voice Messaging.*
- When you hang up, Call Waiting will be restored.

How to Temporarily Turn Off Call Waiting with a Call in Progress

- Press and release the switchhook or flash key to put your call on hold.
- Listen for three brief tones and a normal dial tone, then press *70.
- Press and release the switchhook again to continue your original call with no Call Waiting interruptions.
- When you hang up, Call Waiting will be restored.

How It Works: Call Waiting ID

Call Waiting ID from Qwest combines Call Waiting with Caller ID. It enables you to identify an incoming caller—when you are already using your phone line—by displaying the call information on your Caller ID Display Unit. You then choose to answer the new call or let it go to your Voice Messaging Service.

Not all calls can be logged or displayed. Services not available in all areas. Compatible display unit separately available at additional charge.

How It Works: Talking Call Waiting

Talking Call Waiting gives you greater control of phone conversations. First you hear the familiar call waiting beep while on another line. Then a voice says the name of the incoming caller.

Only you hear the name of the incoming caller (when available)

Place and take calls without missing important phone calls or needlessly interrupting current calls



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How it works: Call Transfer

Call Transfer allows an end-user to transfer an incoming call to any dialable number, including long distance, and hang up without disconnecting the call.

Call Transfer also allows an end-user to add a third person to an existing incoming call.

To activate Call Transfer:

- Flash the switch hook.
- This places the calling party on "hold" and provides a special dial tone.

When you hear the special dial tone, dial the number of the third party and do one of the following:

- Hang up to complete the transfer.
- Stay on the line until the distant party answers, introduce the call and then hang up.
- Flash the switch hook before or after the third party answers. This allows for a three-way conversation.

How It Works: Last call Return

How to Use Last Call Return:

- To find out the number of the last caller, lift the receiver and press *69.
- You will be provided with the phone number of the caller, even if you were unable to answer the call. Blocked numbers will not be announced.
- If you decide to return this call, simply press 1 and your phone will dial the number.
- If the call you are trying to return is busy, hang up and your phone will continue to redial the busy line for up to 30 minutes.
- When the line is no longer busy, you are notified by a distinctive ring — simply pick up the phone and the call will connect.
- Works with most local and some long distance numbers within your area.
- If you do not want to keep trying the number, press *89 at any time to cancel.

If you are using a rotary dial telephone instead of a touch-tone, dial 11 in place of the * key. For example *69 is 1169 on rotary phones.



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How It Works: Continuous Redial

How to use Continuous Redial:

- When you get a busy signal, hang up, pick up the receiver again and press *66.
- Hang up. Continuous Redial will keep dialing the number for thirty minutes.
- When the line is no longer busy, you are notified by a distinctive ring — simply pick up the phone and the call will connect.
- You can activate Continuous Redial on up to 15 numbers. Works with most local and some long distance numbers within your area.
- You can continue to place and receive calls while Continuous Redial is activated.
- To cancel Continuous Redial, lift the receiver and press *86.

If you are using a rotary dial telephone instead of a touch-tone, dial 11 in place of the * key. For example *66 is 1166 on rotary phones.

Product Compatibility

Continuous Redial is fully compatible with 3-Way Calling and many other Qwest services. Call Forwarding and Continuous Redial may be installed on the same line; however, Continuous Redial may not be activated if either party has Call Forwarding set up. After activating Continuous Redial, if you have Call Waiting and continue to stay on the line, your Continuous Redial will not activate your Call Waiting to let you know the called number is now available, and it will not activate the called party's Call Waiting when attempting to complete a call.

Additional Instructions

No access code is required to activate Continuous Redial. Blocking can be put on a Continuous Redial subscriber's line to prevent Instant Service Continuous Redial. Continuous Redial will only redial the most recent outgoing call.

How It Works: Speed Calling 8

Speed Calling 8

Simplify your life by dialing your most important numbers with the touch of a button. Speed calling 8 lets you assign phone numbers to a one-digit code.

- Assign a single digit code from 2 through 9 for each phone number.
- Press *74 (rotary dial 1174)
- Press in your selected code, followed by the phone number.
- A tone indicates the number has been stored.

To use Speed Calling 8

Dial the selected code, followed by #. Remember to include the area code for long distance calls.



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How It Works: Speed Calling 30

How to Use Speed Calling 30

- Make a list of your 30 most important or frequently dialed numbers.
- Assign each a two-digit code from 20 to 49.
- Lift the receiver and press *75.
- Press the two-digit code you've selected, followed by the telephone number assigned to that code. Include your access code and/or area code if it's a long distance number.
- You'll hear a tone to let you know the number is programmed.
- Repeat these steps for the other numbers on your list.

To Call Someone on Your Speed Calling 30 List

- Press the code (20-49) you gave to the number you want to call, followed by the # key. To change a programmed number
- Repeat the first 5 steps above. You don't need to reprogram the numbers you want to keep.

If you are using a rotary telephone instead of a touch-tone, dial 1175 (instead of *75), then dial the code you gave to the number you want to call, without the #. The phone will hesitate a moment, then dial the number.

Add Continuous Redial to make Speed Calling 30 even more helpful. To save even more time when dialing, let Continuous Redial keep trying those busy numbers for you. It will automatically redial the number you're trying to reach, so you're free to do something else until the call connects.

Additional Instructions

Speed Calling numbers cannot be strung together (e.g., you cannot use code 20 to dial a carrier access code and then press code 30 to dial a relative's number).

There is no minimum number of digits required in the telephone number (e.g., 911 can be programmed on a Speed Calling list). Only numbers can be programmed into a Speed Calling code. Symbols such as * or # cannot be part of a Speed Calling code. Both local and long distance numbers may be added to Speed Calling lists.



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How It Works: 3-Way Calling

To Activate 3-Way Calling

1. Depress the switch hook or the Talk button on your cordless phone. This places the first party on hold. Listen for three brief tones followed by a dial tone.
2. Dial the number of the party you want to add to your conversation. When that party answers, you may talk privately before completing the three-way connection.
3. Depress the switch hook again or the Talk button on your cordless phone. This returns the first person to the line and completes the three-way connection.

To Disconnect

Depress the switch hook or the Talk button on your cordless phone. This will drop the third party from the connection. All three connections automatically disconnect when the 3-Way Calling subscriber hangs up.

Product Compatibility

Speed Calling 8 or Speed Calling 30 may be used to add a third party to the call. Call Waiting is compatible on the same line, though Call Waiting will not operate while a three-way call is in progress.

Additional Instructions

No access code is required to activate a three-way call. Instant Service 3-Way Calling Blocking can be put on a 3-Way Calling subscriber's line to prevent Instant Service 3-Way Calling.

Caller ID Blocking

Per Line Blocking continuously prevents name and/or number from being displayed to a Caller ID subscriber. Lines equipped with Per Line Blocking are automatically equipped with One Call Unblock. **One Call Unblock** allows Per Line Blocking end-users to "deactivate" or "unblock" their privacy status on a per call basis by dialing *82 from a touch-tone phone, or 1182 from a rotary phone, prior to placing an outgoing call. No special feature operations are necessary to operate Caller ID Blocking - Per Line. All outgoing calls are automatically prevented from being displayed to a Caller ID end-user. End-users may not turn the feature on and off. It can be installed or removed only through a service order.



Phone Features

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Customer Instructions on how to user Voicemail

Version: 1.0

1 To check your Voicemail

Dial your (Check Voicemail Number) below under the category “Voicemail Numbers”. Once you have dialed your Voicemail Number for your city. It will prompt you for a password. Your default password is 12345. Please change this number as soon as you get in. (At the Voicemail Prompt please press “0” and then “4”. This will change your password. If you would like more options, please go to Category “Voicemail Prompt”.

Note: If you want to check your voicemail from a location other than your residence, you will be prompted to enter your mailbox number, then your password.

2 To check Voicemail via Internet:

Go to <http://voicemail.dmbroadband.com>

Mailbox: Enter your 10-digit telephone number with no dashes.

Password: Enter the password you initially setup when setting up your Voicemail preferences.

3 To leave a message

When you call your own phone number it will automatically tell you to leave a message. All instructions are there.

Voicemail Numbers

Check Voicemail for Albert Lea	507-379-0150
Check Voicemail for Austin	507-460-5100
Check Voicemail for Faribault	507-384-6900
Check Voicemail for Jackson	507-847-8095
Check Voicemail for Minneapolis	612-359-5050
Check Voicemail for Northfield	507-645-1000
Check Voicemail for Owatonna	507-446-7520
Check Voicemail for Windom	507-407-3998
Check Voicemail for Winona	507-205-6300
Check Voicemail for Waseca	507-837-6900
Check Voicemail for Red Wing	651-301-7900
Check Voicemail for Rochester	507-287-2550
Check Voicemail for Windom	507-407-3998
Check Voicemail for Duluth	218-302-6327

Check Voicemail for Jackson 507-847-8095

Check Voicemail for Marshall 507-476-4094

Check Voicemail for St. Cloud 320-223-6327

Voicemail Prompt:

- 1 **1** Read voicemail messages
 - o **3** Advanced options
 - **1** Envelope
 - o **4** Play previous message
 - o **5** Repeat current message
 - o **6** Play next message
 - o **7** Delete current message
 - o **8** Forward message to another mailbox
 - o **9** Save message in a folder
 - o ***** Help; during msg playback: Rewind
 - o **#** Exit; during msg playback: Skip forward
- 2 **2** Change folders
- 3 **0** Mailbox options
 - o **1** Record your unavailable message
 - o **2** Record your busy message
 - o **3** Record your name
 - o **4** Change your password
 - o ***** Return to the main menu
- 4 ***** Help
- 5 **#** Exit
- 6 After recording a message (incoming message, busy/unavailable greeting, or name)
 - o 1 - Accept
 - o 2 - Review
 - o 3 - Re-record