Voicemail Service

Please review the instructions below, and if you have any questions, please call customer service at 706-678-2121.

To start the voice mail tutorial, dial 706-678-1124. It will take you through the necessary steps to set up your new pin code, record your name and choose and/or record your greeting.

In order to set up your account for the first time, you must call into voicemail from the telephone line that has voicemail service. If you fail to enter the correct PIN after 10 attempts, you will be locked out of your account and will have to call customer service to have the lock removed.

1. Establishing Your PIN

First, to secure your account, you must set up a new PIN.   A prompt asks you to enter a new PIN, and explains the length of PIN allowed. PIN number must be 6 – 20 digits and can't be sequential in sequence.

- After dialing into the system (706-678-1124), you will immediately be asked to enter a new PIN, pressing # when finished.
- Confirm the new PIN by re-entering it and pressing # when finished.

2. Recording Your Name

Next, you are prompted to record your name. This is used by voicemail for some system-generated announcements, for example when greeting your callers or when you leave messages for others. (Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version).

- Record your name and press # when finished.
- An announcement plays your recording back to you.
    1. If you want to re-record it, press1.
    2. If you want to keep it, press #.

3. Choosing A Greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greeting.

- To record your own personal greeting, press 1. Record your personal greeting, pressing # when finished.
- To use a system-generated greeting that announces your recorded name, press 2.
- To use a system-generated greeting that reads out your phone number, press 3.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4.

An announcement plays back your selected greeting.

- To record or select a different greeting, press 1.
- To save it and use it as your greeting press #. This is the last step in setting up your mailbox. Once you have finished, you are transferred to the main menu.

Logging in to Your Account to Retrieve Messages (from touch-tone telephone only)

Dial 706-678-1124 to access the voice mail system or if dialing from another location or telephone line you may dial your own telephone number. You will need to enter your PIN when requested, unless you have enabled PIN skipping located in the Mailbox Settings Menu.

1. **If You Are Calling From Your Home or Business Telephone Line That Has Voice Mail Service**
   After dialing into the system, you will hear your recorded name and immediately be asked to enter your PIN and press #. When you sign in to your mailbox, you are directed to one of two places:
   - If you have activated the Autoplay feature from your Mailbox Settings Menu, you go straight to your messages.
   - Otherwise, you go to the Main Menu.

2. **If You Are Calling From A Telephone Number Other Than Your Own That Also Subscribes To Relyant Communications Voice Mail Service**
   If you call from a telephone line that has voice mail service the system will automatically connect you to the mailbox for the telephone number you are calling from. If you wish to obtain messages for a mailbox other than the telephone number that you are calling from, you will need to enter a (*) after entering the system.
   - Simply dial into the system (706-678-1124); you will immediately hear please enter your area code and telephone number followed by #. You will enter the telephone number of the voicemail box that you are calling.
   - You then hear your recorded name and the instructions; please enter your PIN followed by #.
   - After you enter your PIN you will either go to the Main Menu, or if you have activated the Autoplay feature from your Mailbox Settings Menu, you go straight to your messages.

<div align="center">ALWAYS PRESS THE (*) KEY TO EXIT THE VOICE MAIL SYSTEM</div>

Unconditional Call Forwarding
(Call Forwarding)

How to activate Unconditional Call Forwarding:
1. Press *72 followed by the number to which your calls are to be forwarded to, so that the access code and the number are a single string of digits; there is no confirmation tone after dialing the access code. Call Forwarding works with either local or long distance calls.
2. Wait for the confirmation tones (2 beeps) and hang up. From that moment on, all calls will go to that number until you change the number or end Call Forwarding.

How to cancel Call Forwarding:
1. Press *73 and you will hear the confirmation tones (2 beeps). This informs you that Call Forwarding is no longer activated, and calls to your number will ring at your telephone normally.

Notes:
- If you forward your calls outside of your local calling area, you will be charged for any calls forwarded from your number to the long distance number.
- While calls are being forwarded, you can still make outgoing calls.

Remote Access To Call Forwarding
(Remote Activation Of Call Forwarding)

How to use Remote Access To Call Forwarding:
1. From a remote touchtone telephone line, press your exchange access number: 706-678-9862
2. Listen for an announcement "please enter your own telephone number followed by the # sign key." Then you will hear, "please enter your current pin (XXXX) followed by the # sign key. The pin was established by you at the time of placing the order for this feature with the business office. If you do not know your pin please contact the business office at 706-678-2121.
3. Voice instructions will ask you to enter the access code:
   Example:
   – For Call Forwarding, press *72 (turn on) or *73 (turn off).
   – Follow the steps for the call forwarding feature in which you are using.
4. Listen for the confirmation tone (2 beeps), then hang up.

How to deactivate Remote Access To Call Forwarding:
1. Follow steps 1 through 3 of "How to Use."
2. Press the deactivation instruction that corresponds to the forward feature you want to deactivate.

Note:
- The Call Forward feature is required.

Busy Call Forwarding
(Call Forward Busy)

How to use Busy Call Forwarding:
1. Press *90 followed by the number to which your calls are to be forwarded to, so that the access code and the number are a single string of digits; there is no confirmation tone after dialing the access code.
2. Wait for the confirmation tone (2 beeps) to confirm activation, then hang up. From that moment on, all calls will go to that number when your phone is busy or until you change the number or end Call Forward– Busy.

To end Busy Call Forwarding:
1. Press *91
2. Listen for confirmation tones (2 beeps), then hang up.

Delayed Call Forwarding
(Call Forward No Answer)

How to use Delayed Call Forwarding:
1. Press *92 followed by the number to which your calls are to be forwarded to, so that the access code and the number are a single string of digits; there is no confirmation tone after dialing the access code.
2. Wait for the confirmation tone (2 beeps) to confirm activation, then hang up. From that moment on, all calls will go to that number when there is no answer or until you change the number or end Call Forward No Answer.

Delayed Call Forwarding - continued

To end Delayed Call Forwarding:
1. Press *93
2. Listen for 2 short beeps, then hang up.

Selective Call Forwarding
(Preferred Call Forwarding)

How to use Selective Call Forwarding:
1. Press *63 - To Activate or Deactivate
   Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your forward list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your forward list:
Press #01#

Selective Call Forwarding - continued

To enter your "forward-to" number:
The first time you turn on the service, you'll be asked to enter the number to which you'd like your special calls forwarded. From then on, the system will simply remind you of the current "forward-to" number.
1. If the current number is correct, press 1
2. If you wish to change the current "forward-to" number, press 0 and then follow the voice instructions.

To add a number to your list:
Press #
Follow the voice instructions. You can store up to 6 numbers in your Preferred Call Forwarding list.

To remove a number from your list:
Press *
Follow the voice instructions to remove any or all of the numbers from your list.

To hear the phone numbers on your list:
Press 1 After the list is read, voice instructions will follow.

To hear instructions again:
Press 0

Notes:
- You may press 1, 0 ,# ,or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Special Call Acceptance, Selective Call Rejection and Similar features.

- This service can work with Call Forwarding (all calls). Numbers on your preferred list will follow to your Preferred Call Forwarding number. All other calls will be routed to your regular Call Forward number.

Automatic Recall
(Call Return)

How to use Automatic Recall:
Press *69
After you press *69, a recorded voice will give you the phone number of the last incoming call you missed, the date and time.
To return the call just follow the voice instructions.

Do Not Disturb

How to use Do Not Disturb:
Press *78 to turn the feature on.
A prerecorded voice will tell you that the feature is active.

To turn the feature off:
Press *79
A prerecorded voice will tell you that the feature is inactive.

3-Way Calling

To add a third party to your call:
1. Press and release your telephone's switchhook to place the first caller on hold, listen for confirmation tones (2 beeps)
2. After dial tone, enter the number of the third person.
3. When the third party answers, press and release the telephone's switch- hook to add them to your three-way call.

How to end 3-Way Calling:
Press and release the telephone's switchhook to disconnect the last party added. If either party hangs up, you can continue to speak with the remaining party or you may call another third party. If you hang up, all parties are disconnected.

Speed Calling

How to program Speed Calling:
To enter a Speed Calling list of 8 or 30 numbers:
1. Select a one-digit code (numbers 2 through 9) for Speed Calling 8. Select a two-digit code (numbers 20-49) for Speed Calling 30 for each phone number you enter.
2. Use access code *74 for Speed Calling 8 and access code *75 for Speed Calling 30.
3. To add a short code (speed dial):
   - Dial the one or two digit access code (*74 and *75 respectively).
   - No confirmation tone is heard, continue entering the short code (numbers 2 through 9) for Speed Calling 8 and (numbers 20-49) for Speed Calling 30.
   - No confirmation tone is heard, continue immediatley after you enter the short code, enter the telephone number to which the short code will map (dial).
   - A confirmation tone (2 beeps) is heard when complete.

- Hang up.
4. To change a number stored in memory: Repeat steps 1, 2 and 3. The old number will be automatically replaced with the new number.

Speed Calling – continued

How to use Speed Calling 8 or 30:

Simply press the Speed Calling digits that correspond to the number you want to reach. Then press the "#" key or just wait and it will dial automatically.

Call Transfer

How to use Call Transfer:
1. After the calling party or called party is on the line, depress and release the switchhook, listen for dial tone. (The present call is placed on hold.)
2. Enter the destination number to which the call is to be transferred.
3. When the line begins to ring, you can hang up and the other parties will be connected or when the third party answers the phone, you may press the switchhook to allow all three parties to speak together.

Notes:
- If you want to notify the third party of the call transfer, you can keep the first party on hold until after you speak with the third party. When you hang up, both parties will be connected.
- Once you hang up, you cannot be reconnected to the call.
- Toll charges apply to calls transferred to a long distance number.

Call Waiting

How to use Call Waiting:
1. A short "beep" in your earpiece while you are in the middle of a call means that someone else is trying to reach your number.
2. Press and release the switchhook. The first caller will be put on hold and you will automatically be connected to the second caller.
3. Pressing and releasing the switchhook for about one second will let you alternate between parties. Each conversation is absolutely private.

Priority Call
(Priority Ringing)

How to use Priority Call:
1. Press *61
   Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your Priority Ringing list.
2. Follow the voice instructions and press 3 to turn the feature OFF (if it is currently on), or turn the feature ON (if it is currently off).

To add the last caller to your list:
Press #01#

Priority Call – continued

To add a number to your list:
Press #
Then follow the voice instructions. You can store up to 10 numbers on your Priority Ringing list.

To remove a number from your list:
Press *
Follow the voice instructions to remove any or all of the numbers from the list.

To hear the phone numbers on your list:
Press 1
After the list is read, voice instructions will follow.

To hear the instructions again:
Press 0

Automatic Callback
(Repeat Dialing)

How to use Automatic Callback:
1. When you hear a busy signal, hang up. Lift the handset and listen for a normal dial tone.
2. Press *66. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
3. A special callback ring alerts you if the line becomes free (some phones ring normally), lift the handset to automatically place the call.

To cancel your Automatic Callback request:
1. Lift the handset and listen for a normal dial tone.
2. Press *86 Listen for the confirmation announcement. Hang up.

Notes:
- To start the 30-minute clock, repeat steps 1-3 under "How to use."
- You can program multiple numbers but you will not know which call is ringing you back unless you have a Caller ID feature.
- If you cancel a Repeat Dialing request, it will cancel all the Repeat Dialing numbers programmed.

Calling Number Delivery & Calling Name Delivery
(Caller ID)

How to use Caller ID:
1. When you receive a call, wait until your telephone completes the first ringing signal. The calling telephone name* and number will automatically appear on your display screen.
2. If you choose to answer the call, the name and number will remain on the screen until you or the caller hangs up.

Notes:
- If the letter "P" or PRIVATE, ANONYMOUS or BLOCKED appears on your screen, the caller may have blocked the display of his or her number. You can choose whether or not to answer the call.
- If OUT OF AREA or UNAVAILABLE or UNKNOWN NUMBER appears, the caller is calling from an area or equipment where the information is not available.
- * The caller's name will appear as the name associated with the calling number in the telephone company records. Not all phone companies will display a name. This feature will not work with calls originating from an area or long distance carrier not providing Caller Identification service, toll free prefix numbers, 900 and 976 prefix numbers, international calls, some cellular calls, and from blocked numbers.
- ** Directory Name and Directory Number will be displayed with the exception of numbers subject to calling number and name delivery blocking and numbers and names not in the network database

Caller Waiting With Caller ID
(Caller ID On Call Waiting)

This feature enables you to view on a display unit the calling party Directory Name and Directory Number on incoming telephone calls both when your phone line is in use and when it is not in use. When the Caller ID on Call Waiting line is in use (on another call), the Directory Name and Directory Number of the line that originated the incoming call will be displayed on the display unit following the call waiting alert tone.
The called party has the following options for disposition of the incoming call:
- Answer the waiting call while placing the original call on hold.
- Alternate between the waiting call and the original call.
- Ignore the call.

Caller ID Blocking

How to use Caller ID Blocking Per-Call:
1. Press *67
   Listen for three beeps, then dial tone.
2. Dial the number you're calling as usual. The person you've called will not be able to see your name and/or number displayed on their telephone display screen. Instead, a P, PRIVATE or ANONYMOUS will be displayed.
   Note:
- Press *67 before each call you place. Otherwise, your name and/or phone number will be released to the person receiving your call.

How to use Caller ID Blocking Per-Line:
If you have requested Per-line Blocking from your telephone company, you do not need to dial a code to block your number each time.
Your number will always appear as P, PRIVATE or ANONYMOUS.

To turn off Per-line Blocking:

(allowing your name and/or number to be displayed on an individual call) Press *82 before placing the call. Listen for the confirmation tone (2 beeps) and then dial tone. Per-line Blocking will be automatically activated when you hang up from the call.

Selective Call Rejection

To "turn on" Selective Call Rejection:
1. Press *60
   Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your list:
Press #01#

To add a number to your list:
Press #
Then follow the voice instructions. You can store up to 6 numbers in your Selective Call Rejection list.

To remove a number from your list:
Press *
Follow the voice instructions to remove any or all of the numbers from the list.

To hear the phone numbers on your list:
Press 1 After the list is read, voice instructions will follow.

To hear the instructions again:
Press 0

Notes:
- You may press 1, 0 , #, or* at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing, Preferred Call Forwarding, and similar services.

Selective Call Acceptance

To access Selective Call Acceptance:
1. Press *64
   Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your acceptance list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your list:
Press #01#

To add a number to your list:
Press #
Then follow the voice instructions. You can store up to 6 numbers in your Special Call Acceptance list.

Selective Call Acceptance – continued

To remove a number from your list:
Press *
Follow the voice instructions to remove any or all of the numbers from the list.

To hear the instructions again:
Press 0

Notes:
- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing, Preferred Call Forwarding, and similar services.

Anonymous Call Rejection

How to use Anonymous Call Rejection:
1. Press *77
2. Listen for announcement confirming that Anonymous Call Rejection is activated. Then hang up.

How to cancel Anonymous Call Rejection:
1. Press *87
2. Listen for announcement confirming that Anonymous Call Rejection is turned off. Then hang up.

Note:
- Callers who have blocked the display of their name and/or number will hear an announcement that you do not accept calls from private numbers and they should remove blocking and call again. All other calls will ring through as usual.

Mandatory Account Codes
(Toll Control With Pin)

You cannot originate calls beginning with 1 or 0 unless you have an Account Code. Calls can be made to directory assistance, repair service, time and temperature and universal emergency service (911). 1 and 0 calls can be made only when using your unique Account Code with the exception of toll free numbers.

How to use Mandatory Account Codes:
1. After you dial a telephone number that requires an account code, immediately enter your unique account code to complete the call.
2. If you do not immediately enter an account code, after a short delay you will hear 2 beeps and an announcement to enter a valid account code.

If a code is not entered or if a code is incorrect, an announcement is played informing that an invalid code has been entered and the call will not be completed. If the maximum number of attempts per call are reached an announcement is played and the call is not completed.

Call Trace
(Call Tracing)

How to use Customer Originated Call Trace:
1. When you get a nuisance call, hang up. Lift handset again and listen for normal dial tone.
2. Press *57
3. Listen for an announcement, "to trace the last call received dial 1, otherwise hang up."
4. Press 1. An announcement confirms the call has been traced. Hang up.
5. The number you traced will be recorded at the phone company.

Notes:
- Call Tracing must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- You should contact the local law enforcement authority within 72 hours after completing a trace to ensure the information is kept on file. If you decide to follow-up the matter, the traced information will be provided to them.

Fixed Call Forwarding

Fixed Call Forwarding is Ideal for the person or business that has moved to another location. This feature lets you keep your established number while forwarding calls to your new location. *Programming changes are made through your local phone company.

Teen Service

Teen Service allows you to have up to three phone numbers on a single phone line. When called, each number has its own unique ring. It is great for teenagers, roommates, or home-based businesses. Teen Service can help you create an individual identity. The unique ring can also help you identify incoming calls as to the type of call, or who it is for - before you answer. Teen Service gives you some of the benefits of a second line at a fraction of the cost. Even works with Call Waiting** and Caller ID features.

Additional Services

- Additional Line
- Additional Listings
- Non-Published Number
- Guaranteed Phone
- Touchtone Dialing
- Inside Wire Protection
- Toll Restriction

Cannot originate calls starting with 1 or 0. Calls can be made to directory assistance, repair service, and universal emergency number service.

Call Blocks

900 & 976 Call Block:
Calls cannot be made to 900 and 976 numbers from your phone.

800, 877, 866 and 888 Call Block:
Calls cannot be made to 800, 877 and 888 number calls.

800, 877, 866 and 888 Access:
Blocks all long distance calls placed from your phone except 800, 866, 877, 888 and other toll free numbers.

Directory Assistance Block:
Calls cannot be made to Directory Assistance (411).