If you answer the call, the number and/or name will remain on the screen until you or the caller hangs up.

Note: Subscription to Caller ID and/or Call Name Delivery requires the lease or purchase of a display telephone or an add-on display unit. If the person calling you is in an area outside the Caller ID service area, you may not receive the number. If “private” appears on your screen, the caller may have used a Caller ID Blocking option. All Caller ID units are not equipped with storage and name delivery capabilities. If the name is not listed with the phone number, then only the caller’s phone number will display.

VOICE MAIL
With Bluewave Communications Voice Mail, your calls will always be answered. Whenever you’re on the phone or unavailable to answer a call, your calls may be forwarded automatically to Voice Mail. Callers will hear your personal greeting, after which they can leave their own message.

Voice Mail
- Answer messages sent by another user
- Give messages to another user
- Record or change your personal greeting
- Log in while your greeting is being played
- Receive outside caller messages
- Get notification promptly if a new message arrives while logged into system
- Play, keep, or discard messages
- Automatically tell the time and date of each message
- Access your mailbox from any touchtone telephone
- Message notification

SETTING UP YOUR NEW MAILBOX
To set up your voice mailbox for the first time:
- Call from the number on which you are setting up your voice mailbox.
- Dial your voice mail access number: 910-446-9724.
- You will be prompted to change your default pin code (Must be non-sequential and non-repetitive).
- Add the new PIN of your choice (4 to 8 digits), followed by the # key. Next, you are prompted to record your name. This is used when greeting your callers or when you leave messages for others.
- Next, you will be prompted to record your name.
- If you want to re-record it, press 1.
- If you want to keep it, press #.

To set up your greeting:
- Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings.
- To record your own personal greeting, press 1. Then 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 #.
- Once you have finished, you will be transferred to the Main Menu.

Note: After this initial setup, you can access the system from any phone by dialing your voice mail access number and entering your 10-digit voice mailbox phone number, entering your PIN, followed by the # key.

ACCESSING MESSAGES
To access messages when calling from the telephone number your voice mailbox is set up on:
- Dial your voice mail access number.
- Enter PIN, followed by the # key. You will be in the Main Menu.
- Press 1 in order to get in the Listen to Messages Menu.

To access messages when you are calling from another location:
- Dial your voice mail access number & enter your 10-digit voice mailbox phone number.
- Enter PIN, followed by the # key. You will be in the Main Menu.
- Press 1 in order to get in the Listen to Messages Menu.

For additional assistance with Calling Features, please call 910.446.9283
BluewaveNC.net
CALL FORWARDING

Now you can transfer your incoming calls to another number. Call Forwarding is great for the business person who wants to catch after-hours business calls at home, or for anyone who doesn’t want to miss an important call when away from home.

To forward calls:
• Lift the receiver and listen for dial tone.
• Dial *72.
• Listen for dial tone.
• Dial the number to which calls are to be forwarded.
• If someone answers, the Call Forwarding is established.
• If the number is busy or there is no answer, hang up and repeat the procedure.
• Listen for confirmation tone.

To cancel Call Forwarding:
• Lift the receiver and listen for dial tone.
• Then dial *73.
• Listen for a confirmation tone.

Note: Once you have activated Call Forwarding, the phone will make one short ring each time a call is forwarded. You can still make outgoing calls from this phone without interfering with incoming calls. However, while you have Call Forwarding activated, you may only receive calls from the number that you have forwarded your calls to. All other calls will be forwarded automatically.

CALL FORWARDING BUSY LINE

Allow calls that reach a busy signal to be forwarded to a preselected telephone number. The activation and deactivation of this feature is controlled by Bluewave Communications.

CALL FORWARDING DON’T ANSWER

Allows calls that don’t get an answer to be forwarded after a certain number of rings. The activation and deactivation of this feature is controlled by Bluewave Communications.

CALL FORWARDING REMOTE ACTIVATION

Did you ever miss an important call because you forgot to forward your calls before you left home?

With Call Forwarding Remote Activation, that will never happen again. With this service, you can activate and/or change your Call Forwarding number from a remote location. The feature is deactivated by dialing the access number and personal identification number (PIN) assigned by Bluewave Communications.

To activate Remote Call Forwarding:
• Dial 910-446-9749, which is the Remote Activation of Call Forwarding access number.
• Enter the phone number to be forwarded as well as the assigned PIN.
• After the confirmation tone, press *72.
• After hearing the second confirmation tone, enter the destination number to which calls are to be forwarded.
• The phone will ring. Once answered by a person, machine or voice mail, the call forwarding is set. If the phone is not answered at all, the call forwarding process has not been completed.

To cancel Call Forwarding:
• Dial 910-446-9749, which is the Remote Activation of Call Forwarding access number.
• Enter the PIN.
• Press *73 and listen for a confirmation tone. Calls are no longer being forwarded.

CALL WAITING DELUXE

Worried about missing a call while you’re using the phone? Call Waiting Deluxe lets you know, with a short beep, that another caller is trying to reach you. This feature lets you see the Call Waiting party’s name and phone number while you are on an existing call.

To answer the second call without disconnecting the first call:
• Press the receiver button down for about one second and release it to place your first call on hold. You will automatically be connected with the second caller.
• By pressing the receiver button and releasing it, you may alternate between calls.
• Each conversation is private and cannot be heard by the other caller.

To temporarily cancel Call Waiting Deluxe:
• Lift the receiver.
• Listen for the dial tone, then press #70.
• Listen for the second dial tone, then dial the desired telephone number.
• The Call Waiting Deluxe feature will be canceled for the length of one call and, when you hang up the phone, the Call Waiting Deluxe feature will automatically be restored.

Note: If your phone is equipped with a “link,” “tap” or “lightning bolt” button, use this button instead of the receiver button. If the person calling you is in an area outside the Caller ID service area, you may not receive the number. If private appears on the screen, the caller may have used the Caller ID Blocking option.

CALLER ID AND CALL NAME DELIVERY

CALLER ID

See the calling party’s phone number before answering a call. A special display device located on or next to your phone is required to allow you to view the calling number. Your Caller ID display device can store the phone numbers of people who called, even while you were out. You can easily review these numbers and return the calls you want to.

CALL NAME DELIVERY

Want to know who’s calling before you answer? With Call Name Delivery, you’ll see the calling party’s name and phone number before answering a call. A special device located on or next to your phone is required to allow you to view the calling name and number. With Call Name Delivery, the display device can store the names and numbers of the calls you missed while you were out.

To use Caller ID or Call Name Delivery
• When you receive a call, wait until your telephone completes the first ringing cycle.
• The number and/or name of the calling party will appear on your display screen.  cont.>