Telephone
Features Guide

Basic Telephone Service Features

(Included in Essentials Plus Package)

Caller ID w/ Name and Number	*65 / *85
Call Waiting/Cancel Call Waiting	*70
Unconditional Call Forwarding	*72 / *73
Remote Access to Call Forwarding	
Three-Way Calling	
Speed Calling (One Digit)	*74
Caller ID for Call Waiting	

Enhanced Telephone

Features listed above

Voicemail	*15
*67 Caller ID Blocking	*67
*66 Repeat Dialing	*66
*69 Call Return	*69
Anonymous Call Rejection	*77 / *87
Per Line Blocking	
Selective Call Rejection	*60

Additional Features

Call Forwarding- Busy	*90 / *91
Selective Call Forwarding	
Call Forwarding- No Answer	*92 / *93
Find-Me-Follow-Me	*371 / *372
SimRing	*361 / *362
Call Trace	*57
Anonymous Call Monitor	
Do Not Disturb	*78 / *79
Selective Call Acceptance	*64
Priority Call	*81
Reminder Call	*310 - *317
Call Transfer	
One line/Different Rings/Numbers	

Anonymous Call Rejection

- Dial *77 to reject anonymous calls
- Dial *87 to accept anonymous calls
- Anonymous call rejection only blocks calls that have no name and number Caller ID present.

Voicemail (VM)

- The initial pin code is the last four digits of your account number before the dash.
- From Home
    - Dial *15 to access your voicemail
    - Enter your pin number
- From anywhere
    - Dial 423-573-0191
    - Enter your phone number and pin number
- From your computer
    - Go to http://voicemail.btes.tv
    - Enter your phone number and pin number
- If you have a voicemail, your phone will have a broken dial tone or your phone's voicemail indication light will blink. Check the manual for your telephone to see if it supports a voicemail indication light.

Security Settings

- Dial *319 to change your feature pin code
- The default feature pin code is "0000"

Three-Way Calling

- During a normal phone conversation, hit the "recall" button or "flash hook" the phone and dial the third caller. Once they answer, flash hook the phone again and all 3 parties should be able to hear each other.

Selective Call Rejection

- Allows you to block certain numbers
- To set up dial *60 and follow the prompts

*66 Repeat Calling

- Dial *66 to redial the last number you called
- Dial *86 to cancel all outstanding Repeat Calling attempts

*67 Caller ID Blocking

- Dial *67 to block your number on the next call

Call Forwarding

- Dial *72, wait for the tone and put in the 10 digit phone number that you want all calls to forward to. The phone you are forwarding to will ring and call forwarding will not be enabled until you either answer the phone you are forwarding to or hang up and dial *72 and then enter the 10 digit number again.
- To stop forwarding all calls, dial *73
- To access call forwarding remotely, dial 573-0195. You must set your pin code before you can access remote call forwarding.

*69 Call Return

- Dial *69 to hear a voice announcement of the last number that called
- Press 1 to return the call after hearing the announcement
- Dial *89 to cancel all outstanding Call Return attempts
- Dial *320 to remove the records of recent calls

Per Line Blocking

- Allows you to withhold your number on every call you make. Your phone number will not show up on the receiving party's caller ID.
- To set up dial *82

Speed Calling (One Digit)

- For numbers that are called frequently, Speed Calling provides a quick way of dialing these numbers. Instead of dialing the full telephone number, simply dial the speed code.
- To set up dial *74

Call Waiting/Cancel Call Waiting

- Dial *70 to cancel call waiting for the next call

BTES
Bristol Tennessee Essential Services
Electric • Internet • Telephone • Cable

Frequently
Asked Questions

For more information on any of our products or services please visit us online at:

www.btes.net

Visit

myphone.btes.tv

to access phone features!

Contact Us:

Main Line: 423-968-1526

Technical Support: 423-793-5555

Report an Outage: 423-968-BTES

PO Box 549
2470 Volunteer Parkway
Bristol, TN 37621
Phone 423.968.1526

What can I do if I have no dial tone?

- Make sure you have no phones off hook.
- Test other phones in your house. If they all have a dial tone, then you have a bad outlet or phone.
- Sometimes fax machines or PC's plugged into the phone wires can cause a short. Try unplugging all fax machines and computers from the phone lines.
- Old phones can cause shorts in the lines. Try unhooking all phones but the newest one to see if dial tone is restored.
- Household pets or other animals may have chewed wires to some of the phones causing them to short out. Inspect any visible wires to see if they are damaged.
- If you have a cordless phone make sure the batteries are not dead.
- If you still have no dial tone, call the BTES helpdesk (423) 793-5555.

What can I do if I cannot receive incoming calls?

- Check the phone line and make sure there is a dial tone on the line. If you do not have a dial tone on the line, refer to no dial tone instructions above.
- If there is a dial tone on the line, check if there is a computer modem, answering machine or fax machine that is answering the call before it rings.
- Make sure you do not have any of your phones forwarded to other lines.
- If you still cannot receive calls, call the BTES helpdesk (423) 793-5555.

What can I do if I have static or clicking on my phone line?

- Check all phones within the premise to see if the static is on every phone. If the static is on every phone, refer to the above instructions on no dial tone.
- If the static is only happening on one phone, then the phone or an outlet has a problem. If the phone is cordless, try a wired phone on the outlet.

How can I check my voicemail from another number (ex: from a cell phone)?

- Make sure that you have set-up your voicemail from your home by dialing *15 and entering your pin code. The initial pin code is the last four digits of your account number before the dash.
- You can then access your voicemail from anywhere by dialing (423) 573-0191.

How can I tell the last incoming phone call to my line?

- Pick up a phone a dial *69 to hear the number of the last incoming call you received.
- This is only available when you have the feature Call Return.

How can I keep someone with caller ID from seeing my number?

- If you do not wish to send your caller ID information for a particular call, simply dial *67 from a dial tone.
- This is only available when you have the feature Caller ID blocking.

How do I keep my phone number from my previous provider?

- If you sign up for BTES service and tell them before the install that you want to keep your existing number then you do not need to do anything else. Your phone number will also be automatically disconnected from your previous provider.
- Do not cancel your phone service before you are installed. This can cause your existing phone number to be kept by your old provider and BTES will not be able to get it from your old provider.
- After your old phone number is disconnected from your previous provider, BTES is unable to put it on our system. If you get a new phone number from BTES and want to take back your old provider's number you will not be able to.

How do I use the (One Line/Different Rings/Different Numbers) or Teen line service?

- A Teen line makes your home phone ring with a different cadence if someone calls this second number. It is like having two phone numbers tied to one phone line. BTES sets the second number to ring with a cadence of "Long-Long." If you have a fax machine that supports this you can set it to pick up only when it hears the "Long-Long" Ring cadence. Please contact your fax machine manufacturer if you need help setting up your fax machine for this feature.

How do I receive calls from a correctional facility, jail, or prison?

- Calls from correctional facilities are not simply collect calls but require an account to be set-up before a call can be received from the correctional facility. To set-up an account call 800-844-6591.

My name is not showing up on others caller ID when I call them.

- It takes about one week after you have your phone number ported to BTES for the phone systems to be updated with your caller ID info. Your telephone number should be delivered to whoever you are calling but it may take up to a week for your name to be delivered.