

# Voice User Guide





# Welcome

## Thank You for Choosing DirectLink!

Additional information about your telephone service may be found in the white pages of the North Willamette Valley Directory and on our website. In addition, our friendly Member Services Specialists are happy to answer your questions.



## Member Services Hours

Canby            Monday through Friday,  
                         8 a.m. to 5:30 p.m.

Mt. Angel      Monday through Friday  
                         8 a.m. to 12:30 p.m.  
                         1:30 to 5:30 p.m.



## Important Telephone Numbers

### Member Services Center



Canby.....503.266.8111  
Mt. Angel.....503.845.2291

### 24/7 Repair

Canby.....503.266.2258  
Mt. Angel.....503.845.1120

Directory Assistance.....411

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## Before You Dig

If you are considering landscaping your yard, building additions to your home, or other activities that require significant digging, please remember the following: There are numerous underground utility lines such as gas, water, power, telephone, and cable TV services. To have all underground services located before you dig, call the Oregon Utility Notification Center at the following number: **1.800.332.2344** or **811**.

We will locate our underground facilities at no charge. Please allow 48 hours for scheduling. The green metal posts in your yard belong to DirectLink and contain telephone wiring. They are placed in the easement or right-of-way of your property so that DirectLink technicians can gain easy access to the pedestals in order to install or repair telephone service. Nothing should be placed or built against or close to the pedestal that would cover it or hinder the technician from getting to or opening it.

## Telephone Repair Information

For common troubleshooting problems, visit our website: **[www.directlink.coop](http://www.directlink.coop)** or refer to the white pages in your North Willamette Valley Telephone Directory. If you experience problems with your telephone service that you are unable to troubleshoot, call the following number: **Canby: 503.266.2258** or **Mt. Angel: 503.845.1120**.

All repair work done on DirectLink's portion of the line, from our central office to the outside of your home or business, is done free of charge. If the trouble is inside your home or business, we can provide repair service for a fee.

## 411 Directory Assistance

With 411 service from DirectLink, you can find any local, national, or 800 listing for anywhere in the U.S. For international numbers, please call your long distance company.

## Extended Area Service

The largest Extended Area Service (EAS) in Oregon is available through DirectLink. This service is available on a per call basis or on an unlimited calling plan. Either way, this service makes it simple and affordable to stay in touch with friends and family in the region. Canby members call **503.266.8111** and Mt. Angel members call **503.845.2291** for more information regarding rates and areas of coverage.

The Mt. Angel EAS includes calls to Salem, Keizer, Silverton & Monitor.

The Canby EAS Area includes (see map below): Aloha, Aurora, Banks, Beaver Creek, Beaverton, Burlington, Carlton, Charbonneau, Colton, Corbett, Estacada, Forest Grove, Gaston, Gresham, Hillsboro, Hoodland, Lake Oswego, Molalla, Oak Grove-Milwaukie, Newberg, North Plains, Oregon City, Portland, Redland, Sandy, Scappoose, Scholls, Sherwood, Stafford, Sunnyside, Tigard, Tualatin, Vernonia, Wilsonville and Yamhill. Outside the Portland region, DirectLink also offers EAS service to Colton, Monitor, Woodburn-Hubbard, and Government Camp.



## Calling Features

Your telephone can make life easier. When you use calling features available through DirectLink, you're putting your telephone to work. If you have ordered one or more calling features, we suggest that you take a moment to look over this User Guide and familiarize yourself with the features you've selected. If you have any questions about DirectLink calling features, help is a telephone call away at **503.266.8111 (Canby) or 503.845.2291 (Mt. Angel)**.

### Alert Line†

There are times when you want your telephone to dial a pre-determined number automatically for you by simply lifting your receiver. Alert Line offers you this feature.

#### How to set up Alert Line:

1. To activate Alert Line, call our Member Services Center at **503.266.8111** and a Member Services Specialist will help you complete the necessary steps.
2. Once Alert Line is activated, your telephone will automatically dial the number you have selected after the receiver has been lifted off the hook for thirty seconds.

*Note: The number you select cannot include 911.*

### Anonymous Call Rejection

Sometimes it's important to stop calls from telephones that have their number blocked.

#### How to use Anonymous Call Rejection:

1. To activate Anonymous Call Rejection on your line, call Member Services at **503.266.8111 (Canby) or 503.845.2291 (Mt. Angel)**.
2. Once Anonymous Call Rejection is in place, your telephone will not accept calls from anyone who has Line Blocking activated on their telephone. The caller must deactivate the blocking feature from their telephone [\*82] if they wish to complete a call to you.
3. To turn OFF Anonymous Call Rejection Press \*87. To turn ON Press \*77.

## Call Forwarding (for all calls)

When you are going out, Call Forwarding automatically sends all your calls to a selected local, long distance, or wireless number.

### **How to set up Call Forwarding:**

1. Lift the receiver and press \*72 (Rotary 1172).
2. You will hear three quick tones followed by dial tone, enter the number to where you want your calls forwarded. Two tones confirm Call Forwarding is activated.

*Note: You will hear a short ring on your telephone each time a call is forwarded.*

### **To deactivate Call Forwarding:**

- Press \*73 (Rotary 1173). Two tones tell you Call Forwarding is deactivated.

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

## Call Forward Don't Answer: Variable

To activate this feature, contact the Member Services Center at **503.266.8111 (Canby)** or **503.845.2291 (Mt. Angel)** and inform a Member Services Specialist how many times you wish your telephone to ring before calls are forwarded.

### **How to set up Call Forwarding Don't Answer: Variable:**

1. Lift the receiver and press \*92 (Rotary 1192).
2. You will hear three quick tones followed by dial tone, enter the number to where you want your calls forwarded. Two tones confirm Call Forwarding Don't Answer - Variable is activated.

### **To deactivate Call Forwarding Don't Answer: Variable:**

- Press \*93 (Rotary 1193). Two tones tell you Call Forwarding Don't Answer – Variable is deactivated.

**Features marked with † are not available in Mt. Angel service areas.**

## Call Forwarding Busy Line: Variable

This is a convenient way to forward calls to another number when the line is busy. This feature may be used in conjunction with Call Forward Don't Answer - Variable.

### How to set up Call Forwarding Busy Line: Variable

1. Lift the receiver and press \*90 (Rotary 1190).
2. You will hear three quick tones followed by dial tone, enter the number to where you want your calls forwarded. Two tones confirm Call Forwarding Busy - Variable is activated.

### To deactivate Call Forwarding Busy Line: Variable

- Press \*91 (Rotary 1191). Two tones tell you Call Forwarding Busy Line - Variable is deactivated.

## Call Forwarding Don't Answer: Fixed

To activate this feature, contact the Member Services Center at **503.266.8111 (Canby)** or **503.845.2291 (Mt. Angel)**. Inform the Specialist what number you wish your calls to be forwarded to on a permanent basis, and how many times the telephone should ring before calls are forwarded.

## Call Forwarding Busy Line: Fixed

To activate this feature, contact the Member Services Center at **503.266.8111 (Canby)** or **503.845.2291 (Mt. Angel)**. Inform a Specialist what number you wish your calls to be forwarded to on a permanent basis.

## Multiple Call Forwarding Enhancement†

To activate this feature, contact the Member Services Center at **503.266.8111 (Canby)**. Inform a Specialist what number you wish your calls to be forwarded to and how many times the telephone should ring before calls are forwarded. Once Call Forward Multiple Enhancement is activated, multiple calls that come into your line at the same time will automatically be forwarded to another number, or sent to voice mail.



## Remote Activated Call Forwarding†

Get the convenience of forwarding your calls anywhere from any touch-tone telephone. Within seconds, you can send calls to a pager, wireless telephone, or another telephone number, and you don't have to be home to do it!

### How to use Remote Activated Call Forwarding:

1. To use Remote Activated Call Forwarding call the system number by dialing **503.266.7007**.
2. The recorded instructions will prompt you to enter your telephone number followed by the # key and then your PIN. You will hear three short tones and then a regular dial tone.
3. Enter the Call Forwarding access code \*72 (Rotary 1172) and wait for the second dial tone.
4. Enter the number you wish calls to be forwarded to. Two-tones will confirm that your calls are forwarded.

### To deactivate Remote Activated Call Forwarding from a remote location:

- Dial **503.266.7007**.
- Enter your telephone number and your PIN. You will hear three short tones then a regular dial tone.
- Enter the Call Forwarding access code \*73 (Rotary 1173). Your feature is now deactivated.

### To deactivate Remote Activated Call Forwarding from home:

- Dial \*73 (Rotary 1173). Your feature is now deactivated.

**Features marked with † are not available in Mt. Angel service areas.**

## **Call Waiting**

Don't miss important calls when you're on the telephone. Call Waiting lets you take a second call without ending your first conversation. When you're talking on the telephone, a special tone alerts you that someone is calling.

### **How to use Call Waiting:**

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

### **How to temporarily cancel Call Waiting:**

- 1.** To place a call without Call Waiting active on the line, lift the receiver and press \*70 (Rotary 1170).
- 2.** When you hear the normal dial tone, Call Waiting is turned off. The procedure works on a call-by-call basis. After each call is completed, Call Waiting will re-activate on the line.

### **How to temporarily turn off Call Waiting with a call in progress:**

- 1.** Press and release the switchhook to put your call on hold.
- 2.** Listen for three brief tones and a normal dial tone, then press \*70 (Rotary 1170).
- 3.** Press and release the switchhook again to continue your original call with no Call Waiting interruptions.
- 4.** When you hang up, Call Waiting will re-activate on the line.

## Call Waiting Plus

See who your second caller is before answering your Call Waiting call. After the Call Waiting tone, your special Call Waiting ID display unit will show the name and number of most callers.

### **How to use Call Waiting Plus:**

1. When you hear the Call Waiting tone, look at your Call Waiting ID display to see who is calling. Allow two full rings for the caller's information to display.
2. If you want to answer, quickly press and release the switchhook to put the first call on hold and answer the second call.
3. To remove one party, simply press and release the switchhook.

**Note:** *Compatible display unit required with Caller ID subscription. Not all calls will display a name and number.*

## Caller ID

Caller ID lets you know who is calling before you answer the telephone. The Caller ID display unit will show the name and number of the person who is calling.

### **How to use Caller ID:**

1. When an incoming call is received, your caller ID telephone or a display unit attached to your telephone will show the name and number of calls after the second complete ring.
2. The name and number of the caller, along with the date and time of the call will automatically be stored, even if you do not answer the call.
3. If Private or Anonymous displays on your unit, it means that the person calling has chosen to block their name and number.
4. If Unknown, Unavailable, or Out of Area is displayed, the person is calling from an area where Caller ID is not available.

**Note:** *Compatible display unit required with Caller ID subscription. Not all calls will display a name and number.*

## Continuous Redial

The busy signal... we all get tired of hearing it when we're trying to place a call. With Continuous Redial, your telephone does the work for you.

### **How to use Continuous Redial:**

1. When you receive a busy signal, hang up, pick up the receiver again and listen for dial tone. Press \*66 (Rotary 1166).
2. Hang up. Continuous Redial will continue dialing the number for up to 30 minutes.
3. When the line is no longer busy, you are notified by a distinctive ring. Simply pick up the telephone and the call will connect.
4. Continuous Redial will work with most local and some long distance numbers.
5. You can continue to place and receive calls while Continuous Redial is activated.

### **To cancel Continuous Redial:**

- Lift the receiver and press \*86 (Rotary 1186).

**Note:** *Measured service and long distance charges may apply for completed calls. Monthly flat rate or per use options available.*

## Last Call Return

The telephone stops ringing just as you reach it. You wonder who called and if they will call back. With Last Call Return, you don't have to wait — you can find out who called and automatically redial the number if you choose.

### **How to Use Last Call Return:**

1. To find out the number of your last caller, lift the receiver and press \*69 (Rotary 1169).
2. You will be provided with the number of the caller, even if you were unable to answer the call. Blocked numbers will not be announced.

3. If you decide to return the call, simply press **[1]** and your telephone will dial the number.
4. If the call you are trying to return is busy, hang up and your telephone will continue to redial the busy line for up to 30 minutes.
5. When the line is no longer busy, you are notified by a distinctive ring. Simply pick up the telephone and the call will connect.
6. This feature works with most local and some long distance numbers.

### To cancel Last Call Return:

- Lift the receiver and press \*89 (Rotary 1189).

**Note:** Measured service and long distance charges may apply for completed calls. Monthly flat rate or per use options available.

## Distinctive Ring

Distinctive Ring gives you an additional telephone number that when dialed rings to your main telephone number with a distinctive tone pattern — one ring means a call for you, the other means the call is for someone else.

### How to use Distinctive Ring:

To activate Distinctive Ring, call the Member Services Center at **503.266.8111 (Canby)** or **503.845.2291 (Mt. Angel)** and a Member Services Specialist will help you complete the necessary steps. This will include selecting the number and ring pattern associated with Distinctive Ring. Once activated, when someone calls the telephone number that you have Distinctive Ring activated on, the ring will be a unique tone pattern.

## MyVoice

MyVoice is an interactive web based program that allows you to check voice mail, set preferences and manage your calling features online. You may listen to your messages in any order, and not just the order in which they were received. You can even forward a voice mail message as an email to a computer or mobile device.

### **Accessing MyVoice**

To access MyVoice, visit [www.directlink.coop/MyVoice](http://www.directlink.coop/MyVoice). Enter your DirectLink telephone number and your voice mail PIN (password) to log in.

### **New Voice Mail Members**

You must first set up your voice mail service and PIN number using your home telephone before using this service.

### **Current Voice Mail Members**

Log into your MyVoice account using your DirectLink telephone number and current voice mail PIN.

**Note:** *For maximum account security, if your current PIN (password) does not meet the criteria below, it is strongly recommended to change it after initial log in.*

### **PIN (password) Tips**

Your PIN (password) number may be 4 to 10 numbers in length, cannot repeat more than two numbers in a row, use any portion of your home telephone number, or use more than two numbers sequentially.

**Note:** *Your MyVoice PIN (password) and voice mail PIN are linked. If one is changed, the other will also change to the new PIN (password) number.*

### **Program Assistance**

A detailed MyVoice user guide is located on the MyVoice web page and will guide users step by step through the system. Should you have questions about a tab or the various features contained within the tab, click on the help button (⚙️) located on every screen in the top right hand corner.

If the help options do not answer your question, please call our Technical Support Team at **503.266.8111 (Canby)** or **503.845.2291 (Mt. Angel)** for additional assistance.

## Priority Call

There are people in your life whose calls you consider important and look forward to receiving. Priority Call gives you a unique ring that alerts you to those people who have special priority.

### **How to use Priority Call;**

1. Store up to 36 different numbers to be identified with a unique ring.
2. To establish or change your Priority Call list, simply lift the receiver, press \*61 (Rotary 1161) and follow the recorded instructions.
3. Members with Call Waiting will have their Priority Calls identified by a special tone if they are on another call.
4. To cancel Priority Call, lift the receiver, press \*61 (Rotary 1161) and follow the recorded instructions.

## Selective Call Acceptance

There are times that you only want to hear from certain people. You can create a list of up to 30 numbers that you want to be able to contact you. Calls from numbers not contained in your list will hear an announcement that informs them you are not receiving calls at this time.

### **How to use Selective Call Acceptance:**

To establish or change your Selective Call Acceptance list, simply lift the receiver, press \*64 (Rotary 1164) and follow the recorded instructions.

- Press 0 to repeat instructions
- Press 1 to review numbers on your list
- Press 3 to turn your list on/off
- Press # to add a number to your list
- Press \* to delete a number from your list
- Press 08 to delete all the numbers from your list.

**Note:** When this feature is activated, ONLY telephone numbers on your list will be able to connect to your number.

## Selective Call Forwarding

Selective Call Forwarding lets you choose specific calls to transfer to a local, long distance, or mobile number. Use it to forward just those calls you don't want to miss. Calls you have not chosen to forward can still be received at your home number. Up to 30 numbers can be stored in your Selective Call Forwarding list. Works with most local and some long distance numbers within your area.

### **How to use Selective Call Forwarding:**

- 1.** Lift the receiver and press \*63 (Rotary 1163).
- 2.** Follow the voice instructions and Press 3 to turn the feature ON (if currently off) or OFF (if currently on).
- 3.** To enter your "forward to" number: The first time you turn on the service, you will be asked to enter the number to which you would like your special calls forwarded. From then on, the system will simply remind you of the current "forward to" number. If the number is correct, dial 1. To change the current "forward to" number, dial 0 and follow voice instructions



## Selective Call Rejection

There are some calls you just don't want to receive. Avoid these calls with Selective Call Rejection. Up to 30 numbers can be stored in your Selective Call Rejection list. Works with most local and some long distance numbers within your area.

### **How to use Selective Call Rejection:**

Lift the receiver and press \*60 (Rotary 1160) and follow the recorded instructions.

- Press 0 to repeat the instructions
- Press 1 to review numbers on your list
- Press 3 to turn your list on/off
- Press # to add a number to your list
- Press \* to delete a number on your list
- Press 08 to delete all numbers from your list.

### **To add the last caller to your Call Rejection List:**

- Press \*60 and follow the recorded instructions
  - Press #01# to add the last caller
- 1.** When an unwanted caller attempts to call you, a recorded message indicates that you are not accepting calls.

### **To temporarily deactivate Selective Call Rejection:**

- Press \*80 (Rotary 1180).

## Speed Calling 8

Now dialing numbers you call most often is fast and easy with Speed Calling 8. Simply assign a single digit code to important frequently called numbers. Speed Calling through DirectLink can be used through any telephone in your home or office that utilizes the same line.

### **How to Program Speed Calling 8:**

1. Make a list of 8 frequently dialed numbers.
2. Assign each a one-digit code from 2 to 9.
3. Lift the receiver and press \*74 (Rotary 1174).
4. Press the one-digit code you've selected, followed by the telephone number assigned to that code. Include your access code and area code if it's a long distance number.
5. You will hear a tone confirming the number is programmed.
6. Repeat steps 2 and 3 for the other 7 numbers.

### **How to call someone on your Speed Calling list:**

- Lift the receiver and dial the access code assigned to the calling number.
- Press the # button or wait for the pause.

### **How to change programmed numbers:**

- Repeat steps 1-4 above. You don not need to reprogram the numbers you wish to keep.

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

## Speed Calling 30

Make calling fast and easy with Speed Calling 30. Just assign a two-digit code to frequently dialed numbers, dial the designated two digits and your telephone does the rest.

### **How to program Speed Calling 30:**

1. Make a list of frequently dialed numbers.
2. Assign each a two-digit code from 20 to 49.
3. Lift the receiver and press \*75 (Rotary 1175).
4. Press the two-digit code you've selected, followed by the telephone number assigned to that code. Include your access code and area code if it's a long distance number.
5. You will hear a tone confirming the number is programmed.
6. Repeat steps 2 and 3 for up to 29 additional numbers.

### **How to telephone someone on your Speed Calling list:**

- Lift the receiver and dial the two-digit access code assigned to the calling number.
- Press the # button or wait for the pause.

### **How to change programmed numbers:**

- Repeat steps 1-4 above. You do not need to reprogram the numbers you wish to keep.

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

## Three-Way Calling

Talk to two people in separate locations at the same time. This great feature brings up to three people together on one call to simplify planning social engagements or activities. Three-Way Calling can connect both local and long distance calls.

1. Place your current call on hold by pressing the switchhook for about 1 second.
2. Dial the third parties telephone number.
3. When the third party answers the phone, press the switch hook again and all three parties will be connected. If the third party does not answer press the switchhook twice. You will still be connected to the first call.
4. If any on the people you called hang up, you will remain connected to the other person.
5. When you hang up, everyone is disconnected.

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

## Call Transfer†

The Call Transfer feature allows you to connect and transfer any incoming call to another party.

### **How to use Call Transfer:**

1. Place your current call on hold by pressing the switchhook for about 1 second.
2. Dial the third party's telephone number.
3. Listen for the ring, then simply hang up. The first and third parties will be connected.

## Toll Restriction

Toll Restriction allows you to have a telephone that makes local calls only and blocks long distance calls in many different ways. For example, you can block long distance calling by toll number (900 numbers).

### **How to use Toll Restriction:**

1. To activate Toll Restriction, call the Member Services Center in Canby at **503.266.8111** or in Mt. Angel at **503.845.2291** and a Member Services Specialist will help you complete the necessary steps.
2. Once Toll Restriction is in place, your telephone will not place the types of long distance calls you have selected.
3. To deactivate Toll Restriction on your line, please call the Member Services Center at **503.266.8111** or in Mt. Angel at **503.845.2291**.

## Toll Restriction Plus†

Are people making long distance calls on your telephone and not paying for them? Now you can have a telephone that restricts all long distance calls for everyone but you.

### **How to use Toll Restriction Plus:**

1. To activate Toll Restriction Plus, call the Member Services Center at **503.266.8111** and a Member Services Specialist will help you complete the necessary steps, including selecting your special PIN that lets only you make long-distance calls.
2. Dial the long distance number.
3. When you hear three quick beeps, enter your special PIN number.
4. The call is then connected.

***Features marked with † are not available in Mt. Angel service areas.***





# Contact Us

For more information about your voice service, visit us online at [www.directlink.coop](http://www.directlink.coop).

We appreciate your business and are proud to serve the Canby and Mt. Angel areas with the very best in connected services.



**503.266.8111**

190 SE 2nd Avenue  
Canby, Oregon 97013

**503.845.2291**

155 North Garfield Street  
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**directlink.coop**