

# Business Phone Service



## Calling Features & Instruction Guide



## HUNTING

Hunting is a system that routes phone calls through your phone lines until an idle line is found.

## THREE-WAY CALLING

Three-Way Calling is a service that permits you to conference three parties together.

### To use Three-Way Calling

1. Place the person you are talking with on hold by pressing the receiver button (or the “flash” or “link” button) for one second.
2. A dial tone will follow. Call a second person.
3. When you get an answer, press the receiver button briefly again. All three of you now will be connected.

When either of the people you called hangs up, you remain connected to the other person. Because you initiate the call, if you hang up the call is terminated. (While you are using Three-Way Calling, Call Waiting is unavailable.) If the call to the second person does not go through, press the receiver button (or “flash” or “link” button) twice. The person you have on hold will return to the line.

## CALLER ID

Caller ID shows you the name and phone number of who is calling on your phone Caller ID screen. To use Caller ID, you must have Caller ID display equipment or a phone with Caller ID built in.

### To use Caller ID

When you receive a call, wait for the first ring.

The name and phone number of the person calling you will automatically be displayed on your phone display screen if the information is available.

## CALLER ID PER CALL BLOCKING (\*67)

Pressing \*67 before you make a call will block your caller ID information from being displayed on the caller ID of the person you are calling.

## CALL WAITING WITH CALLER ID

Caller ID for Call Waiting shows you the name and number of the person calling while you are on a call. A tone alerts you that you have another call. To use Caller ID for Call Waiting, you must have Caller ID display equipment or a phone with Caller ID built in.

## CANCEL CALL WAITING (Per Call) (\*70)

To deactivate call waiting when uninterrupted conversations are required press \*70.

## SPEED DIALING

This is a service that shortens up to eight frequently called phone numbers to a single digit.

### To store speed dial numbers

1. Press \*74 and wait to hear stutter tone, followed by regular dial tone.
2. Select a digit from 2 to 9 to store the speed dial number.
3. Enter the 10-digit number to store in the speed dial number (include dialing ‘1,’ ‘0,’ or ‘011’ whenever it applies.)
4. Press the # key, wait for the stutter tone. Then hang up.

Repeat steps 1-4 above for each number stored.

To replace a telephone number with another number for one of the speed dial digits, repeat steps 1-4 above. This will overwrite the old stored number with the new one.

### **To dial speed dial numbers**

Press the speed dial number (2 to 9) followed by the # key.

The number will be dialed immediately.

### **ENHANCED 911 SERVICE (E911)**

If Enhanced 911 service is supported in your area, your complete address and phone number will automatically be displayed on the police dispatcher's screen.

### **REPEAT DIAL (\*66)**

If the number you are calling is repeatedly busy, you can activate Repeat Dial to automatically re-dial the number until it is reached.

#### **To activate Repeat Dial**

Hang up the phone after the first time you hear a busy signal for the number you dialed. Pick up the receiver again and dial \*66.

After the recording tells you Repeat Dialing is activated, hang up.

As Repeat Dialing keeps calling, you can still use your phone as usual. A distinctive ring means the line you are redialing is free. Pick up, and the number you want will be ringing. If you hear a fast busy signal or an announcement that the call cannot be completed, then the number is either invalid, not working or has activated Call Forwarding.

### **RETURN CALL (\*69)**

To activate Return Call, dial \*69, and listen for a recording of the number of your last incoming phone call. To call that number, dial '1' (see note below). If the number is busy, hang up. Within 30 minutes, during which you can still make and receive calls, a distinctive ring will signal when the number is available. If the 30 minutes pass without the distinctive ring, Return Call is deactivated.

### **CUSTOMER ORIGINATED TRACE (\*57)**

Traces the last call received with the results provided to an authorized law enforcement agency. This feature can only be invoked with the authorization of a court / law enforcement agency.

### **CALL FORWARDING (\*72)**

Automatically transfers all calls to a specified number.

#### **To activate Call Forwarding**

Press \*72.

Enter the number to which you want to forward your calls.

When someone at that number answers, Call Forwarding is activated.

### **SELECTIVE CALL ACCEPTANCE (\*64)**

Authorizes 12 specific phone numbers of acceptable calls.

### **SELECTIVE CALL FORWARD (\*63)**

Allows certain phone numbers to be forwarded to another location.

### **ANONYMOUS CALL REJECTION**

Anonymous Call Rejection blocks calls from unidentified numbers. To use Anonymous Call Reject, you must have Caller ID display equipment or a phone with Caller ID built in.

To activate Anonymous Call Reject Press \*77. Two beeps will indicate Anonymous Call Reject is turned on.

To turn off Anonymous Call Reject Press \*87. Two beeps tell you Anonymous Call Reject has been turned off.

## **DISTINCTIVE RING**

Assigns distinctive ringtone for each line.

## **SELECTIVE CALL RINGING**

Assigns distinctive ringtone to designated phone numbers.

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## **STANDARD VOICE MAIL**

### **Setting Up Voice Mail for the First Time**

When setting up your voice mail and accessing it for the first time, you must call from your business phone. During the set up process, you must enter a Pass Code by following these instructions:

#### **To Set Up A Pass Code**

1. Dial your own number and press \* when you hear the standard system greeting.
2. Follow the audio prompts to set up a Pass Code.
3. The new Pass Code must be between 4 and 10 characters and cannot be the last four digits of your phone number and cannot contain \* (star) or # (pound.) If you begin to enter your Pass Code before the announcement ends, the system will not recognize your Pass Code.

After setting up your Pass Code, you will be audio prompted to record your name or choose to use your 10-digit phone number for callers to hear when they reach Voicemail Mailbox.

#### **To Record Your Name:**

Press '1.' State your name after the tone.

Then press #.

Press # again to confirm or \* to change Pass Code.

The system states: "Your callers will hear 'You have reached the voice mailbox of [your name recording]. Please leave your message after the beep.'"

#### **To Use Your 10-digit Phone Number**

To Record Your 10-Digit Phone Number Press '2.' State your 10-digit phone number after the tone.

Then Press #.

The system states: "Your callers will hear 'You have reached the voice mailbox of [your 10-digit phone Number.] Please leave a message after the tone.'"

To confirm your 10-digit phone number press #.

Please leave a message after the tone. The system then states that the standard greeting will be used.

User will then be prompted to record personal greeting or select system standard greeting.

#### **To Record A Personal Greeting**

To Create a Personal Greeting, Press '1'. At the tone, record your greeting. Then press #.

The system states: "Callers will hear [personal greeting]."

The system explains that your personal greeting will be used, and then it notes that this service also allows you to record a special temporary greeting. (To create a temporary greeting, select Greetings from the Main Menu.)

It then announces the number of new messages in your mailbox.

If Autoplay is on, the system plays your new messages.

Note: The default is to have Autoplay on. The system then brings you to the Main Menu.

You can now begin using your Voicemail system.

### **To Select the System Standard Greeting**

Press '2.'

The system states: "Callers will hear this standard greeting: '[Your name recording] is not reachable at the moment. Please leave a message after the tone.'"

### **To Keep System Standard Greeting**

Press #.

The system explains that the system standard greeting will to record a special temporary greeting. (To use a temporary greeting, select Greetings from the Main Menu.)

It then announces the number of new messages in your mailbox.

If Autoplay is on, the system plays your new messages.

Note: The default is to have Autoplay on.

### **To Record A Personal Greeting From This Menu**

Press #.

The system plays a beep.

Then, follow steps to Record Personal Greeting.

The system then brings you to the Main Menu.

You can now begin using your Voicemail system.

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## **ACCESS VOICEMAIL**

### **To Access Voicemail from Your Extension**

Dial your 10-digit phone number, then enter your Pass Code.

### **To Access Voicemail Remotely**

Dial your 10-digit phone number.

Press \* followed by your Pass Code.

Then press #.

Note: If Autoplay is on, the system announces the number of new messages in your mailbox and then begins playing your messages.

If Autoplay is not on, the system announces the number of new messages in your mailbox and then brings you to the Main Menu.

### **Listen to Messages**

Press '1.'

(If Autoplay is not on, press '1,' then press '3.')

If Autoplay is on, the system announces the date and time the first message was received and the number or name of the person who left it. It then plays the message.

If Autoplay is not on, the system announces the number of new messages in your mailbox and brings you to the Listen Menu.

If you have no new messages, the system states: "No new messages" and returns you to the Main Menu.





# Important E911 Notice

E911 may not be available through Mediacom phone service:

- During a power outage
- During a Mediacom network outage or other technical problems

## **PLEASE DO THE FOLLOWING:**

1. *CHECK FOR DIAL TONE.*  
If there is dial tone, dial 9-1-1.
2. *If there is no dial tone* or if emergency personnel do not answer when you dial 9-1-1, do not attempt to dial 9-1-1 from any phone connected to Mediacom phone service.

## **USE AN ALTERNATIVE SERVICE.**

**Mediacom phone service is not portable.**  
E911 WILL NOT WORK PROPERLY OR AT ALL IF YOU ATTEMPT TO MOVE IT FROM THE INSTALLED SERVICE ADDRESS. If you wish to move it to a different service address, you must call 1-800-379-7412 to process the change.

# **Mediacom Business Customer Service**

24 hours a day, 7 days a week  
For repair and technical support, call:

**1-800-379-7412**

**[www.MediacomCable.com](http://www.MediacomCable.com)**