Business Phone Service

Calling Features & Instruction Guide

MEDIACOM℠
BUSINESS

Hunting

If an incoming call arrives while the subscriber's line is busy or the subscriber does not answer, Hunting forwards the call by going through a list of alternative numbers until it finds a line that is not busy and can accept the call.

3-Way Calling

This service allows a subscriber to call another party during an existing call and add this party to the call, creating a three-way conversation.

User Operation

- To add a third party to an active call, flash-hook by pressing the receiver button (or the "flash" button) and then call the third party's number.
- If the third party answers, flash-hook again to add you both to the original call, connecting all three parties.
- If the third party does not answer or the line is busy, flash-hook twice to rejoin the original call.
- If you hang up, the phone will ring, reminding you that the original call is still on hold. Rejoin the call by picking up the phone.

Caller ID:
Name and Number Delivery

This service displays the name and phone number of the incoming caller on the subscriber's Caller ID screen. When you receive a call, wait for the first ring. The caller's name and number will automatically be shown on your phone display, if the information is available.

Caller ID will not display information for some international calls, withheld numbers (where the caller restricts their Caller ID) and from some parts of the telephone network.

Caller ID per Call Blocking

This service determines whether the calling subscriber's number is presented on outgoing calls to the called party. The default is set to present Caller ID information, unless withheld via customer service request. For emergency calls, the calling number is always delivered.

User Operation

- To withhold the calling number for a single call, press *67, hear the stutter tone, then dial the number you wish to call

Call Waiting with Caller ID

This service displays the calling number and/or the calling name as part of the notification that a second call is on the line.

This service is enabled upon request.

User Operation

- When enabled, the standard access codes for this service are:
- To enable Call Waiting with Caller ID, press *65
- To disable Call Waiting with Caller ID, press *85

Cancel Call Waiting

This service allows a Call Waiting subscriber to disable call waiting for an individual call, so that important calls are not interrupted.

User Operation

- To disable Call Waiting for the next call, press *70 before the call
- To cancel Call Waiting during an active call, flash-hook by pressing the receiver button (or the "flash" button) then press *70 during the call

Speed Dialing

This service, also known as speed calling, allows one-digit and two-digit codes to be used as shortcuts for selected phone numbers.

To assign a speed call code to a phone number:

- Enter the one or two-digit code (*74 and *75 respectively)
- A stutter dial tone is played
- Enter the one-digit (2-9) or two-digit (20-49) speed calling code, followed immediately by the phone number you wish to save
- A confirmation tone is played

User operation

- To use Speed Dialing, enter the speed dial code and then press #

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:
Automatic Callback

This service allows the subscriber to automatically redial the last outgoing call.

User Operation

The standard access codes for this service are:

- To automatically callback the last outgoing call, press *66
- To cancel all outstanding callback attempts, press *86

Automatic Callback is not compatible with all service providers and may not work with all phone numbers.

Automatic Recall (AR)

This service allows the subscriber to hear the last incoming caller's number and then optionally return the call.

User Operation

- To hear the last caller's number, press *69
- To then return the call, press 1
- To cancel all outstanding AR attempts, press *89

Automatic Recall is not compatible with all service providers and may not work with all phone numbers.

Customer Originated Trace

This service allows a subscriber to request a trace of the incoming call. This information is provided to local law enforcement, not to the subscriber.

User Operation

To perform Customer Originated Trace during an active call, flash-hook by pressing the receiver button (or the "flash" button) before dialing the access code below.

The standard access code for this service is:

- To perform a trace on the current or last call, press *57 and then press 1 to activate the trace

Call Forwarding:
Unconditional Call Forwarding

This service forwards all of a subscriber's incoming calls to an alternative forwarding number.

User Operation

The standard access codes for this service are:

- Press *72
- Wait for a confirmation tone, then enter the alternative forwarding number
- Wait for the call to be answered
- To disable Call Forwarding, press *73

If no one is available to answer at the alternative number, hang up and repeat the user operation described above a second time. Instead of hearing a ring, you will hear a confirmation tone signifying that Call Forwarding is now active to that number.

Selective Call Rejection (SCR)

This service allows subscribers to specify a list of numbers from which incoming calls are automatically rejected. If the Caller ID on an incoming call matches one of these numbers, a rejection announcement is played to the calling party.

User Operation

- To configure SCR via the Screen List Editing menu, press *60

The menu features a series of options including: reviewing the list of numbers, adding or removing entries, and deleting the entire list.

Selective Call Forwarding

This service allows subscribers to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative phone number.

User Operation

- To configure the service press *63
- Follow the Screen List Editing menu to enter the calling numbers to be forwarded

Anonymous Call Rejection (ACR)

This service automatically rejects all calls for which the caller has withheld the calling number, including restricted and private calls. This may be because the caller's line is configured never to send the calling number or the caller has dialed an access code to block the number before making the call. This service does not reject calls for which the calling number is unavailable.

User Operation

- To enable ACR, press *77
- To disable ACR, press *87

Selective Call Ringing

This service allows users to select a list of numbers from which incoming calls will ring with a distinctive tone.

User Operation

- To configure this service via the Screen List Editing menu, press *61

Standard Voicemail

When setting up your voicemail for the first time, enter your 10-digit phone number or dial *98 from your business phone.

- Follow the audio prompts to select your passcode, record your name and select a personal greeting
- Your voicemail setup is now complete and you will be directed to the Main Menu

Accessing Voicemail

To access voicemail from your phone, enter your 10-digit phone number or dial *98. You will then be directed to the Main Menu.

Accessing Your Voicemail Remotely

Enter your 10-digit phone number. Once your recorded greeting begins, press * and you will be prompted for the passcode created at setup.

For all menu options, please reference the Standard Voicemail menu diagram on pages 9-10.

NOTES:

Standard Voicemail

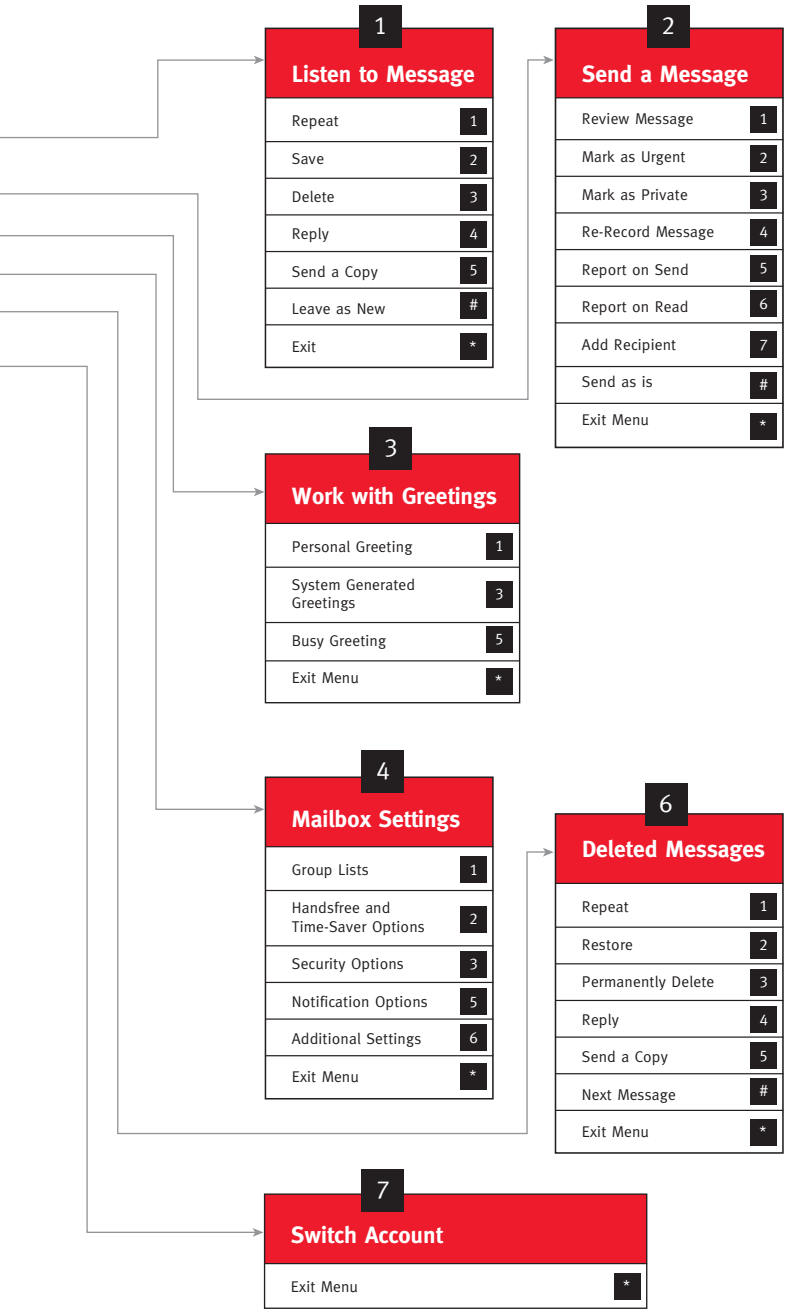
Main Menu

Get your Messages (played only if there is a message)	1
Send a Message	2
Work with your Greetings	3
Change your Mailbox Settings	4
Get your deleted Messages	6
Leave this mailbox and log on as another subscriber	7
Help	0
Exit Voicemail	*

0

Help

Next Message	#
Return to Main Menu	*
Jump back to start of Menu	1


1
Listen to Message
Repeat 1
Save 2
Delete 3
Reply 4
Send a Copy 5
Leave as New #
Exit *
2
Send a Message
Review Message 1
Mark as Urgent 2
Mark as Private 3
Re-Record Message 4
Report on Send 5
Report on Read 6
Add Recipient 7
Send as is #
Exit Menu *
3
Work with Greetings
Personal Greeting 1
System Generated Greetings 3
Busy Greeting 5
Exit Menu *
4
Mailbox Settings
Group Lists 1
Handsfree and Time-Saver Options 2
Security Options 3
Notification Options 5
Additional Settings 6
Exit Menu *
6
Deleted Messages
Repeat 1
Restore 2
Permanently Delete 3
Reply 4
Send a Copy 5
Next Message #
Exit Menu *
7
Switch Account
Exit Menu *

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