Madison
communications

Internet Phone
User Guide

WELCOME

Welcome to Madison. We are pleased to provide you with our quality service and support. We value relationships with our customers and look forward to being of service to you.

Madison is dedicated to ensuring quality customer satisfaction and strives to instill product and service confidence in all our customers.

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CONTACT INFO

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Local Office 618-635-5000

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PACKAGE FEATURES

Automatic Recall (a.k.a. Call Return)
This service allows the subscriber to return the most recent incoming call.
1. To return the last call
2. To return the call press *69.

Note: This feature will recall <u>local</u> incoming calls only.

Caller ID Block Per Call
When you make a call, your telephone number (including non-published numbers) will automatically appear to customers who subscribe to Caller ID service. If you press *67 before dialing, your name and telephone number will not be transmitted to the party you are calling. This feature must be activated before every call.

Call Forwarding
This service forwards all of a subscriber's incoming calls to an alternative number, without ringing the subscriber telephone first.

1. To Activate:
    a. Dial *72
    b. Wait for confirmation tone, then dial the number to forward to
    c. Wait for the courtesy call to be answered
    d. Hang up the telephone

Note: If the courtesy call is not answered, repeat steps a. and b. to manually activate without the courtesy call.

2. To Deactivate:
    a. Dial *73
    b. Wait for confirmation tone
    c. Hang up the telephone

Call Forward Busy
This service forwards incoming calls to an alternative number only when the subscriber's line is busy.
1. To Activate:
    a. Dial *90
2. To Deactivate
    a. Dial *91

PACKAGE FEATURES

Call Forward Internet Down
This service forwards incoming calls to voicemail when the service is down (when applicable).

Call Forward Do Not Answer
This service forwards incoming calls to an alternative number only if the call is not answered on the subscriber's line.

1. To Activate:
    a. Dial *92
    b. Enter number of rings
    c. Enter number to call forward to
2. To Deactivate:
    a. Dial *93

Call Waiting
This service notifies a subscriber that a second call is on the line and allows the subscriber to switch between the calls. The called party is notified by a tone when the call is waiting. The calling party receives an announcement telling them the system has alerted the called party.

1. When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

*Note: To disable call waiting for the next call only, press *70 before the call*

PACKAGE FEATURES

Cancel Call Waiting
This service is not available for PBXs, or for ISDN subscribers. This service allows a Call Waiting subscriber to disable call waiting for an individual call, so that important calls are not interrupted.

1. To disable Call Waiting for the next call, press *70 before the call
2. To cancel call waiting during an active call (when Three Way Calling is activated), press *70 during the call
3. To cancel Call Waiting during an active call when Three Way Calling is not activated, flash-hook and press *70 during the call (assuming that global-level configuration supports this option).

Caller ID (Name and Number)
This service displays the Name and Number of the incoming caller on the subscriber's telephone, if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit.

Speed Dialing (8 numbers maximum)
This service allows one-digit or two-digit codes to be used as shortcuts for selected phone numbers. The subscriber enters the code and this is interpreted as if he or she had dialed the phone number to which the short code is mapped. A maximum of 8 numbers may be entered as Speed Dialing codes.

1. Speed Dialing short codes may map to:
   a. Numbers in any format (such as 1+10D, 0+10D, 10D, 1+7D, 0+7D, 7D)
   b. Any access codes (such as *70)
   c. 10-10-XXX plus any of the above, for a carrier selection code.
2. To configure one-digit Speed dialing, press *74, enter one-digit speed code, and then dial number to assign to this code.
3. To configure two-digit Speed dialing, press *75, enter two-digit speed code, and then dial number to assign to this code.
4. To use Speed Dialing, dial the one or two-digit speed code and then press #.

PACKAGE FEATURES

Three 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.

1. To add a third party to an active call, press the flash-hook and then dial the third party's number. If the third party answers, hit the flash-hook again to add both of you to the original call, connecting all three parties.
2. If the third party does not answer or their line is busy, hit the flash-hook twice to rejoin the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold, and can rejoin the call by picking up the phone. This service is known as Three Way Calling Ringback.

Call Trace
This service allows a subscriber to request a trace of the last incoming call. This information is provided to the Service Provider, not the subscriber, and may then be passed on to an appropriate authority.

1. To perform a trace on the current or last call, press *57

Voicemail

Setting up your mailbox

Access the voice messaging system:

1. Dial your phone number, wait for your recorded message to begin playing, then press *; <u>or</u> dial *333 and enter your 10-digit telephone number.
2. Enter your pass code after the prompt, then hit the 4 key. (Your default pass code is the last 4 digits of your phone number).
3. The following commands are available:
    1. Change Greeting
        (1) Use system greeting
        (2) Use personal greeting
        (3) Create personal greeting
    2. Record Name
        (2) Use recorded name
        (3) Create recorded name
    3. Change Pass code-follow the prompts
    4. * Exit

(Please note you must change your pass code to something other than the last 4 digits of your phone number for security reasons. If you do not, your voicemail could become unusable).

Checking your messages via the telephone

Access the voice messaging system:

1. Dial your phone number, wait for your recorded message to begin playing, then press * and follow the prompts.
2. To listen, delete and save messages press the following key:
        (1) Replay current message
        (2) Skip current message
        (4) Skips back 5 seconds while playing a message
        (5) Skips ahead 5 seconds while playing a message
        (7) Delete current message
        (8) * Exit

ADDITIONAL FEATURES

Caller ID Block Per Line
This service is permanent on your line and blocks the caller ID on the calling party's line so when an outbound call is made the called party sees "private" instead of the caller ID information.

Call Hold
Enables the subscriber to put the current call on hold and then call another subscriber. A call hold button is not necessary – a flash-hook or Flash button will work.

Call Transfer Disconnect
Give the customers the ability to transfer an incoming call from their phone or to any phone number of their choosing.

1. Answer the incoming call.
2. While on the phone with the caller press the flash button
3. Wait for the dial tone
4. Dial the number in which to transfer the caller to
5. Hit flash button again
6. When all 3 parties are on the phone you may hang up

Note: Only incoming calls can be transferred. Originating calls cannot be transferred.

Distinctive Ring
This gives the customer the ability to add additional telephone numbers on the same line as an existing number, each number ringing with a distinctive ringing pattern. Typically, the original number rings with the standard ring pattern that is common to the nation where the line is connected. Regardless of what ringing pattern the called party hears; the calling party hears the standard ringing pattern.

ADDITIONAL FEATURES

Find Me Follow Me

This service provides a way for subscribers to configure additional numbers that will ring instead of or as well as the subscriber's own number, any of which can answer the call.

Contact Madison to enable this feature and set up numbers.

1. To enable Find Me Follow Me, press *371
2. To disable Find Me Follow Me, press *372

Note: If there is a cell phone number as one of the Find Me Follow Me numbers and that cell is turned off when it hunts to that line it will go directly to voicemail on the cell phone.

Selective Call Acceptance

This feature allows the subscriber to block the line temporarily to prevent any incoming calls that are not specifically permitted by the owner of the number. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on the subscriber's configured list are not connected. Instead, the caller hears an announcement that the subscriber is not currently accepting calls.

1. To access Selective Call Acceptance, press *64.

Anonymous Call Rejection

This service automatically rejects all calls from withheld numbers.

1. To enable Anonymous Call Rejection, press *77
2. To disable Anonymous Call Rejection, press *87

ADDITIONAL FEATURES

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 forwarding number.

To get to Selective Call Forwarding options dial *63
1. To add entry dial #
2. To remove entries dial *
3. To hear entries in list dial 1
4. To hear instructions again dial 0

To add entry
1. Dial *63
2. Dial #
3. Then it will ask you to enter in the 10 digit number you wish to forward and press 1
4. Then enter in 10 digit number that you want forwarded
5. Or dial 01 to add last calling party
6. Then hit #

To remove entries
1. Dial *63
2. Dial the 10 digit number you wish to remove
3. To remove all entries dial 08*
4. To remove all anonymous entries dial 09*

Turn off Selective Call Forwarding
1. Dial *63
2. Dial 1
3. Dial 3
4. Hang up

ADDITIONAL FEATURES

Selective Call Rejection
This service allows the subscriber to block the last incoming call by immediately dialing *60 after hanging up the phone.

Speed Dialing (30 numbers maximum)
See description under Package Features on Page 3.

vFax
vFax stands for virtual fax which gives you the ability to receive incoming faxes directly to one or multiple email addresses of your choice. The person sending the fax will not even notice the difference because the sender sends it to a ten digit number just like a traditional fax; therefore, instead of receiving it in paper form on your fax machine, it will show up in your email inbox.

Traditional fax lines can be converted into vFax lines via the portal for our cable partners.

If a customer wants a new ABS/DBL account, the vFax number will have to be added in separately than the ABS or DBL order.