



# **Business Telephone User Guide**

# WELCOME



Welcome to Midwest Connections. 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.

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

## CONTACT INFO

**Phone:** 844-49FIBER (493-4237)

**Website:** [www.TeamFiber.com](http://www.TeamFiber.com)



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# CALLING PACKAGE



## **Basic Package (Business) - \$49.95**

The Basic Business Package includes your Local Telephone Service, Basic Calling Features, Voicemail and Unlimited Domestic Long Distance. The features and services included in this package can be seen below.

### **Basic Business Package**

**Local Telephone Service**

**Three-Way Calling**

**Caller ID (Name & Number)**

**Call Forwarding**

**Remote Access to Call Forwarding**

**Hunting/Rollover Service**

**Voicemail**

**Unlimited Domestic Long Distance\***

**Call Waiting \***

### **\*Unlimited Long Distance**

Unlimited plans include unlimited calls to the domestic US, Hawaii, Alaska, Puerto Rico, Guam, Dominican Republic, US Virgin Islands, Bahamas and Canada. Calls to cell phones are a chargeable item in all areas aside from domestic US, Hawaii and Alaska.

### **\*Call Waiting**

Available upon request.

# CALLING FEATURES



## 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. Dial the number to forward to immediately
  - c. Hang up the telephone
  
2. To Deactivate:
  - a. Dial \*73
  - b. Wait for confirmation tone
  - c. Hang up the telephone

## 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.



# CALLING FEATURES

## **Caller ID Service (Number)**

This service displays the 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. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

## **Caller ID Service (Name)**

This service displays the Name 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. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

## **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

## **Hunting/Rollover**

This service allows an incoming call to find an open line so the call can be answered. If there is no open line or the call is not answered then the call will go to voicemail.



# VOICEMAIL

## **Voicemail**

### Setting up your mailbox

Access the voice messaging system:

1. Dial your phone number or \*333, wait for your recorded message to begin playing, then press \*.
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). (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).
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

### Checking your messages via the telephone

Access the voice messaging system:

1. Dial your phone number or \*333, 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



## **Distinctive Ring**

This feature allows customers to have one line and two phone numbers. Each number rings with a distinctive pattern so the owner knows which number is being called. Typically, the original number rings with the standard ring pattern. Regardless of what ring pattern the called party hears; the calling party hears the standard ring pattern.

## **Remote Access to Call Forwarding**

This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone.

1. To Activate
  - a. Call 573-388-2006
  - b. Enter your Telephone Number and PIN (the last 4 digits of your telephone number) when prompted.
  - c. Enter the Call Forwarding Access Code you require (for example, to access Call Forwarding, enter \*72)

## **vFax**

vFax is a virtual fax service. This service sends incoming faxes directly to one or multiple email addresses. The person sending the fax sends it to a ten-digit number just like a traditional fax. However, instead of receiving it in paper form on a fax machine, it will show up in the subscriber's email inbox.

## **Call Return**

This service allows the subscriber to return the most recent incoming call.

1. To return the last call
  - a. To return the last call instantly press \*69



# ***ADDITIONAL SERVICES***



## **Additional Services for Business Customers**

There are additional features available to Business Calling Package subscribers on an individual basis. These features and services have an additional charge associated with them.

A list of additional features is listed below:

### **Monthly Services**

Auto Attendant	Unlisted Telephone Number
Call Return	Call Block
Remote Access to Call Forwarding	Distinctive Ring
Anonymous Call Rejection	SimRing
vFax (Virtual Facsimile)	Additional Lines
Call Transfer Disconnect	Additional Directory Listing
Teleconferencing	

### **Single-Use Services**

Phone Number Change	Collect Calling
Seasonal Disconnection	Operator Assistance
Directory Assistance	

**Please contact Midwest Connections for current rates and to subscribe to Additional Features.**

### **Toll Free**

Toll Free Numbers for access are available upon request. Contact Midwest Connections for how to begin this process.

# COMPLEX SERVICES



## Hosted PBX

Enjoy full PBX functionality without the cost to buy and maintain an actual PBX. Hosted PBX allows your organization to operate as if you were all in one location with features like extension dialing and call pick up. Rated long distance and unlimited long distance options are available.

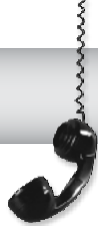
## Hosted PBX Feature List

Caller ID - Name & Number	Call Waiting
Call Forwarding	Call Forward Busy/Don't Answer
Call Forwarding	Don't Answer Remote Call Forwarding
Station to Station Dialing	Short Code
Do Not Disturb	Hunting/Rollover Call
Transfer Disconnect	Three Way Calling
Voicemail	Multiple Call Appearances
Call Park	Call Park Retrieval
Call Hold	Call Pickup
Directed Call Pickup	Sim Ring / Find Me - Follow Me
General Paging	Anonymous Call Rejection
Selective Call Acceptance	Selective Call Rejection (Call Block)
Web Self Care	

## SIP Trunking

Take advantage of lower rates and scalable services with SIP Trunking for your PBX. SIP Trunking is a concurrent-call based service that can grow with your business. The larger you become the more concurrent calls you can add.

**Please contact Midwest Connections for full details, pricing and to subscribe to additional services.**



# IMPORTANT INFORMATION

You can manage your features and services using two different sites:

Web Self Care: Manage your voicemail and all other features by going to:

**wsc.teamfiber.com**

Note that you will need your Account Number and Telephone Number to register.

SmartHub: Make payments and initiate package changes by going to :

**teamfiber.smarthub.coop**

**To report trouble, contact Tech Support  
at 844-49FIBER (493-4237) option 4.**

VOICE 911/E911 SERVICE LIMITATIONS AND LIMITATION OF LIABILITY: CUSTOMER UNDERSTANDS AND ACKNOWLEDGES THAT ACCESS TO MIDWEST CONNECTIONS PHONE SERVICE MAY BE LOST OR THE SERVICE MAY NOT FUNCTION PROPERLY, INCLUDING THE ABILITY TO CALL FOR 911/E911 SERVICE, UNDER CERTAIN CIRCUMSTANCES, INCLUDING BUT NOT LIMITED TO, THE FOLLOWING: (I) MIDWEST CONNECTIONS NETWORK OR FACILITIES ARE NOT OPERATING (II) BROADBAND CONNECTION IS LOST; (III) CUSTOMER IS EXPERIENCING A POWER OUTAGE; (IV) ELECTRICAL POWER TO THE OPTICAL NETWORK TERMINATOR (ONT) IS INTERRUPTED; (V) CUSTOMER FAILURE TO PROVIDE A PROPER SERVICE ADDRESS OR MOVING THE SERVICE TO A DIFFERENT ADDRESS.

If you would like more details please refer to the Terms & Conditions of Service located at [www.teamfiber.com](http://www.teamfiber.com).