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# Calling Services

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**MadisonRiver**  
COMMUNICATIONS

The logo for MadisonRiver Communications features the company name in a bold, blue, sans-serif font. A red, curved line arches over the text, starting from the right side of the 'R' in 'River' and ending under the 'S' in 'COMMUNICATIONS'.

*We Will Do What We Say.*

## Hunting (DNH) or (CIR)

The Hunting feature allows directory number hunting. A series of telephone lines is organized so that if one is busy, the next line is hunted until an open line is found. The number of lines hunted depends on the hunting option (circular or sequential) assigned to the group. Circular hunting hunts all lines in the hunt group and does not consider the start point. Sequential hunting starts at the number the caller dials and stops at the last number in the group.

## Call Forward Variable (CFW)

Call Forward Variable forwards your calls to another number. Your phone will ring once and then calls will automatically transfer to the number you have designated. If the number you designate is long distance, you will pay any associated toll charge from your number. With this option, select the Call Forwarded-To number as follows:

1. Dial \* 7 2 . Listen for second dial tone.
2. Dial the number to which calls are to be forwarded.
3. Hang up.

To cancel Call Forwarding:

1. Dial \* 7 3 , then listen for 3 beeps.
2. Hang up.

## Call Forward Busy (CFBL)

Call Forward Busy allows you to automatically forward your calls to another telephone number when you are already on a call.

*NOTE: Customer must specify a destination number or voice mail number when the order is placed. To change the telephone number you must contact Customer Care toll free at 877-249-1841.*

## Call Forward No Answer (CFDA)

Call Forward No Answer allows you to automatically forward your calls to another telephone number when you do not answer.

*NOTE: Customer must specify a destination number or voice mail number when the order is placed. To change the telephone number you must contact Customer Care toll free at 877-249-1841.*

## Call Forward Select (SFC)

With Call Forward Select, you can create a list of up to six phone numbers that will be forwarded to a designated number. All other calls will ring your phone in a normal fashion.

To use Call Forward Select:

1. Dial \* 6 3 .
2. Listen to the voice instructions that will guide you through your choices:  
Dial   If you want to:  
0   Repeat the instructions.  
1   Review numbers on your Call Forward Select list.  
3   Turn Call Forward Select on/off.  
#   Add a number to your Call Forward Select list.  
\*   Delete a number from your Call Forward Select list.
3. Voice instructions will also guide you through steps of how to enter, confirm, or change the number to which your calls will be forwarded:  
Dial   If you want to:  
0   Confirm the forward to number.  
1   Change the forward to number.

## Call Waiting (CWT)

This feature lets you know you have an incoming call waiting when you are on another call. You may also put the first call on hold while you receive the second call. A tone notifies you that a second call is waiting. If you don't respond to the first tone, you will hear another one in ten seconds.

1. To end the first conversation and begin the second, just disconnect. Your telephone will immediately ring with the second call.
2. If you want to answer the second call without ending the first, press and release the flash hook button quickly. The first call will be put on hold while you are connected to the second call.
3. To return to the first call, press and release the flash hook button again. You can switch back and forth between calls as often as you like.

## Cancel Call Waiting

The Cancel Call Waiting feature lets you remove Call Waiting before you make a phone call.

1. Dial \* 7 0 , then listen for three beeps and a steady dial tone.
2. Dial desired telephone number.
3. Normal Call Waiting will be restored when the call is disconnected.

*The Cancel Call Waiting feature can be activated during an existing call if you have the Three-Way Calling feature.*

1. Depress flash hook button, then listen for three beeps and a steady dial tone.
2. Dial \* 7 0 , then listen for three beeps.
3. Wait for automatic reconnection to existing call.

*NOTE: When Cancel Call Waiting is activated, callers will hear a busy signal.*

## Speed Dialing (SCZ)

With Speed Dialing you may store thirty (30) telephone numbers and call them simply by dialing a two-digit code. To store numbers that you want to reach by dialing an abbreviated code:

1. Dial 7 5 # for 2 digit Speed Calling (*codes 20 – 49*).
2. Listen for three beeps and a steady dial tone.
3. Enter Speed Calling code (*20 – 49*).
4. Enter desired telephone number, press # , then listen for three beeps.
5. Hang up.

To use Speed Calling:

Press desired Speed Calling Code (*20 – 49*), then press #.

To change Speed Calling entries:

*Repeat first five steps.*

## Three-Way Calling (3WC)

You may conduct a simultaneous conversation (local or long distance) with two other parties using the Three-Way Calling feature.

To set up Three-Way Calling:

1. Ask the party you're speaking with to hold.
2. Press the flash hook button. Listen for dial tone.
3. Dial the number of the third party.

### **Three-Way Calling (3WC) cont.**

*NOTE: If third party does not answer, press the flash hook button to reconnect to the original party.*

4. When the third party answers, press the flash hook button to set up a three-way conference. If either of the two parties hangs up first, you will be connected to the remaining party. If, however, you hang up first, all connections are released.

### **Three-Way Calling/Transfer (CXR)**

Three-Way Calling/Transfer lets you place a call on hold or initiate a transfer. The instructions below describe transferring a call:

1. Press the flash hook button.
2. Dial the new number.
3. Hang up or wait until third party answers, then hang up.

### **Distinctive Ringing (SDN)**

Distinctive Ringing permits up to four unique ringing patterns for additional numbers assigned to your telephone line.

### **Call Return (AR)**

Call Return allows you to dial a code and call back the last party who called you.

To use Call Return:

1. Dial \* 6 9 .
2. Listen for an announcement that will tell you the phone number of the last party who called you.
3. If you wish to return the call:
  - Dial 1.
  - Listen for ringing.
  - Wait for answer.
4. If you do not wish to return the call, disconnect.
5. If the line is busy:
  - Listen for announcement telling you that the line is busy.
  - Disconnect.

### **Call Return (AR) cont.**

- You will hear a short-short-long ring when the line is free.
- Your call will automatically be made when you lift the handset

To cancel Call Return:

1. Dial \* 8 9 and listen for tone or announcement.

#### **NOTES:**

- a. *There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received.*
- b. *If the number you are trying to reach is outside of the area served by Call Return, you will hear a recording advising you that the call cannot be made.*
- c. *After a call during which you heard a Call Waiting tone, you can use Call Return to return a call to the Call Waiting number.*
- d. *Call Return will not work if the person who called you activated the "privacy" option for their number.*

### **Repeat Dialing (ACB)**

Repeat Dialing allows you to dial a code to redial a busy number that you have tried to reach. When the line is free, you will be alerted with a special ring, and a call will automatically be placed. You can also use Repeat Dialing to call the last number you dialed.

To use Repeat Dialing:

1. Disconnect, lift receiver and listen for the dial tone.
2. Dial \* 6 6 .
3. If the line is busy: Listen for three beeps or an announcement telling you the number is busy.
  - *Disconnect.*
  - *You will hear a short-short-long ring when the line is free.*
4. If the line is not busy: Listen for ringing.
  - *Wait for answer.*

## Repeat Dialing (AR) cont.

To cancel Repeat Dialing:

1. Dial \* 8 6 and listen for tone or announcement.

### NOTES:

- a. *While Repeat Dialing is activated, you may still make and receive other phone calls.*
- b. *Repeat Dialing will continuously attempt to call back a busy number for thirty minutes. After 30 minutes your request will be canceled.*
- c. *You can use Repeat Dialing for more than one number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which number connected.*
- d. *If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.*

## Call Block (SCRJ)

Call Block allows you to create a list of phone numbers from which you do not wish to receive calls. Calls from phone numbers on your list are sent an announcement that informs the caller that you are not accepting calls at this time.

To use Call Block:

1. Dial \* 6 0 .
2. Listen to the voice instruction which will guide you through the steps of how to:
  - Turn Call Block on/off.
  - Make changes to your Call Block list.

### Dial If you want to:

- |    |   |
|----|---|
| 0  | Repeat the instructions.                      |
| 1  | Review the numbers on your Call Block list.   |
| 3  | Turn Call Block on/off.                       |
| #  | Add a number to your Call Block list.         |
| *  | Delete a number from your Call Block list.    |
| 08 | Delete all numbers from your Call Block list. |

## Caller ID (CND)

Caller ID lets you see the calling party's phone number on your telephone display or on a display device located next to your phone.

*NOTE: The number will not display if the calling party activated the "privacy" option for their number.*

## Caller ID With Name (CNAMD)

Caller ID With Name lets you see the calling party's name and phone number on your telephone display or on a special call display device located next to your phone.

*NOTE: The name and number will not display if the calling party activated the "privacy" option for their number.*

## Caller ID Blocking (CNAB/CNDB)

Caller ID Blocking allows you to prevent the transmission of your telephone number on outgoing calls. This feature will prevent your telephone number from being displayed on Caller ID equipment or announced to customers who subscribe to Call Return.

Caller ID Blocking – Per Call allows you to prevent the transmission of your telephone number on a call-by-call basis. All customers automatically receive Caller ID Blocking – Per Call.

To activate Caller ID Blocking – Per Call:

1. Lift the handset and listen for a dial tone.
2. Dial \* 6 7 .
3. Listen for dial tone.
4. Place the call. Caller ID Blocking – Per Call works one call at a time. When you hang up, it is no longer in effect.

### **Caller ID Blocking (CNAB/CNDB) cont.**

Caller ID Blocking – Per Line allows you to prevent the transmission of your telephone number on a permanent basis. With this feature, the display of your telephone number is automatically prevented each time you make a call. Your number will be shown as “Private” or “Anonymous” on Caller ID display devices. You may turn off this feature to allow delivery of your telephone number for a particular call. To order Caller ID Blocking – Per Line, contact Customer Care toll free at 877-249-1841.

To cancel Caller ID Blocking – Per Line:

1. Lift the handset and listen for a dial tone.
2. Dial \* 8 2 .
3. Place the call. When you disconnect, Caller ID Blocking – Per Line will be automatically restored to your line.

### **Call Rejection (ACRJ)**

Call Rejection is a service that blocks calls from people that have activated the Caller ID Blocking feature. A message will instruct such callers to disconnect, deactivate the privacy feature, and call again.

To use Call Rejection:

1. Lift the handset and listen for the dial tone.
2. Dial \* 7 7 .
3. You will hear a recording or confirmation tone indicating Call Rejection is turned on.

To cancel Call Rejection:

1. Lift the handset and listen for the dial tone.
2. Dial \* 8 7 .
3. You will hear a recording or confirmation tone indicating Call Rejection is turned off.

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