

# YOUR TELEPHONE SERVICE

## START HERE

### first time logging in

Access your voicemail and use special telephone features right from your telephone. If this is your first time logging in, follow the steps below to create a PIN number and customize your personal options.

1. Dial your phone number or \*333, wait for the recorded message to begin playing, then press #.
2. When prompted, enter the **default PIN: 1234**, then press #.
3. When prompted, change your PIN to a different 4 digit number.
4. Then when prompted, press 8 for personal options and follow the prompts to change your greeting, recorded name or pin.

## voicemail

### How to Check Your Messages with Your Home Telephone:

1. Dial \*333
2. When prompted, enter your PIN and press #
3. Follow the prompts.

### How to Check Your Messages When You're Away from Home:

1. Dial your 10 digit telephone number, wait for your recorded message to begin playing, press #.
2. Enter PIN and press # then follow the prompts.

### Mailbox Menu Prompts

Key	Action
1	Skip Message - Marks the voicemail as unread
2	Save Message - Marks the voicemail as read
3	Delete Message - Removes the message from the voicemail box
9	Repeat the Message
#	Skip Message Details



The screenshot shows the login interface for Midwest Energy & Communications (MEC). At the top is the MEC logo with the tagline 'MIDWEST ENERGY & COMMUNICATIONS'. Below the logo are two input fields: 'Username' with a placeholder 'Username/Email address' and 'Password'. There is a 'Remember Username' checkbox below the password field. A green 'Sign In' button is located at the bottom right of the form.

## telephone self care

Access your voicemail, view your call history and manage your plan features and settings with the Telephone Self Care portal.

### Access your account at:

<https://teammidwest.user.alianza.com/login>

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## features

### Call Block

Allows you to prevent calls from a specific number. To use this feature dial \*60. When prompted, enter your PIN. Next, when prompted, enter the phone number you would like to block (include 1 plus the area code, i.e. 1 269 555-5555).

To remove a number from this block press \*61 and follow the prompts as outlined above.

### Call Forwarding

Allows you to forward all incoming calls to an alternate phone number. To Activate dial \*72 and your PIN number, then follow the prompts.

### Caller ID

Displays a caller's telephone number and name.

### Caller ID Blocking

Allows you to block the Caller ID when making outbound calls. Dial \*67 then the phone number you wish to call. (Example: \*67 1 269 555-5555)

### Caller ID with Call Waiting

Displays an incoming caller's telephone number while you are on another call.

### Call Return

Allows you to call back the last number that called you when you dial \*69.

### Call Waiting

Allows you to place your existing call on hold and answer another incoming call. **Note: To disable call waiting for the next call only**, press \*70 then the phone number you wish to call. (Example: \*70 1 269 555-5555)

To disable call waiting for all calls you must update your settings inside the Telephone Self Care portal.

### Three-Way Calling

Allows you to set up a three-way conversation that includes your phone and two others.

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.

### Voicemail with Notification

Allows callers to leave you a message when you're on another call. You are notified with a stutter before the dial tone. If your phone supports it, you may also receive a Visual Message Waiting Indicator light on the phone.

### 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 chargeable items in all areas aside from domestic US, Hawaii and Alaska.