

# Your New Cable ONE Phone Service

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## What to Expect in the First Few Days of Service

Phone service with Cable ONE should be similar to other landline services. During the first few days of service you may notice slight differences or you may have questions about what is (or is not) normal.

The topics below will get you started:

- A. Dialing Patterns – (how you dial your phone) – Should remain the same. Dial all 7-digit, 10-digit, or 1+10-digit numbers the same as before. If you have difficulty, please contact the Solutions Center.
- B. When I dial a number, I sometimes hear “Long Distance Charges May Apply” – If dialing a number within the 48 contiguous states, you will not accrue Long Distance Charges.
- C. Caller ID (Inbound) – Assuming you are subscribing to our Premium Package, you can enjoy the benefits of Caller ID. Information broadcasted by Caller ID is controlled by the telephone number Owner, i.e., Qwest, AT&T, etc. As the receiving party, we read the information that is written from

the carrier. If a person calling you displays incorrect or no Caller ID information from Qwest, SBC, etc., please refer that person to his/her carrier for resolution.

- D. Caller ID/Display (Outbound) – In the first few days of service, it may take up to 96 hours for your displayed Caller ID (when you call someone else) to show properly. Should you have difficulty with this feature, please contact the Solutions Center.
- E. I may be hearing Echo – The phenomenon known as “echo” (one or both parties hear what they just said) affects both our Managed Voice Service and regular landline service. It can range from being mildly irritating to severe. Problems and solutions are generally found via your equipment and/or house wiring. At times it may also be caused by the calling network. These issues can be corrected. If experiencing echo, please contact the Solutions Center.

## What to Expect if You Ported Your Number (Moved Service from Another Provider to Cable ONE)

Once successfully ported to Cable ONE, your existing phone number is supported by our network and service.

On the day of port (when service is activated with us) you should be able to make calls and receive calls. At times, there may be up to a 20-minute delay from when activation is requested until it is fully complete. During this time, you may not be able to receive calls; outbound calls should function normally.

The same guidelines apply for ported service as a new number (See “What to Expect in the First Few Days of Service”). The directory listing information that you had with your previous provider will be used by Cable ONE. This may be changed by contacting your local office or the Solutions Center.

## Phone Features

Many features can be added or changed via [myphone.cableone.net](http://myphone.cableone.net). Should you have difficulty with any feature(s), please contact your local office or the Solutions Center.

### Three-Way Calling

1. When on the line with first caller, press "**Flash**".
2. You will receive a secondary dial tone.
3. Dial telephone number you want to conference in.
4. When second call is answered, press "**Flash**".
5. Parties are conferenced.

*Note: If steps do not work, repeat steps 1-5.*

### Voicemail

1. Pick up receiver and wait for dial tone.
2. Dial **\*55**.
3. Enter default password (last 4 digits of your phone number) and then press #.
4. Follow tutorial.

*Note: Part of our Premium Package, please see "Voicemail" section for further details.*

### Caller ID

Feature displays incoming caller's name and/or number.

*Note: Part of our Premium Package, requires Caller ID phone or a stand-alone Caller ID box.*

### Selective Call Rejection (\*60)

Please contact Solutions Center to have this feature added.

### Calling Name/Number Delivery Blocking (\*67)

1. Pick up receiver and wait for dial tone.
2. Dial **\*67**.
3. Wait for dial tone, then dial normally.

*Note: Allows you to temporarily block your displayed Caller ID (when calling others) on a per-call basis (should you normally leave it unblocked).*

### Automatic Recall Activation (\*69)

1. Pick up receiver and wait for dial tone.
2. Dial **\*69**.
3. Listen to announcement; option to dial is **1**.

*Note: The system will advise you of the last number that called and will give you the option to call them back.*

### Cancel Call Waiting (\*70)

1. Pick up receiver and wait for dial tone.
2. Dial **\*70**.
3. Wait for dial tone, then dial normally.

*Note: Call Waiting is normally always on. Should you want to disable it on a per-call basis, **\*70** is used. Feature can also be turned off for all calls via [myphone.cableone.net](http://myphone.cableone.net).*

## Phone Features cont.

### Call Forward Program (\*72)

1. Pick up receiver and wait for dial tone.
2. Dial **\*72**.
3. Wait for confirmation tone, then dial the number you want to forward to.
4. Wait for second confirmation tone.

*Note: When forwarding to another number, normal dialing patterns apply. If you can normally dial the number by using 7, 10, or 1+10 digit dialing, the number keyed in should follow suit. Once the number is set, there is no need to key in again (unless changing forwarding number).*

### Call Forward Cancel (\*73)

1. Pick up receiver and wait for dial tone.
2. Dial **\*73**.
3. Wait for confirmation tone.

### Anonymous Caller Rejection – Activation (\*77)

1. Pick up receiver and wait for dial tone.
2. Dial **\*77**.
3. Listen to announcement.

*Note: Feature will remain on/off until the \* code is entered again. May not block calls that come through as Unknown, Out of Area or Private. Designed to block **\*67** callers.*

### Anonymous Caller Rejection – Deactivation (\*87)

1. Pick up receiver and wait for dial tone.
2. Dial **\*87**.
3. Listen to announcement.

*Note: Feature will remain on/off until the \* code is entered again. (This removes the \*77 feature.)*

### Selective Call Rejection Deactivation (\*80)

Please contact Solutions Center to have this feature added.

### Calling Name/Number Delivery – per-call (\*82)

1. Pick up receiver and wait for dial tone.
2. Dial **\*82**.
3. Wait for dial tone, then dial normally.

*Note: Allows you to temporarily unblock your displayed Caller ID (when calling others) on a per-call basis (should you normally leave it unblocked).*

*For Basic Phone Troubleshooting, please refer to the Cable ONE Answer Book.*

*Please go to [myphone.cableone.net](http://myphone.cableone.net) to change Phone Features, review Call Details and reset Voicemail Password.*

## Voicemail (VM)

### Access

- From home phone, dial **\*55**.
- If away from home, dial your home phone number. When your personal greeting picks up, press **\***. (You will be prompted for a password.) Enter your password.

### Access if you Block Your Outbound Caller ID Information

1. Dial **\*82** and wait for dial tone.
2. Then dial **\*55** (this conditionally unblocks your displayed information so that our Voicemail system can identify you.) Should you prefer an access number/mailbox number instead, please contact your local office or the Solutions Center.

### Default Password

Last four digits of your home phone number.

### Forgot your Password?

Should you forget your password, it can be reset. Please go to [myphone.cableone.net](http://myphone.cableone.net). You may also contact your local office or the Solutions Center.

### Default Ring Time (before VM picks up)

The default is four rings. This may be extended up to ten rings. Please contact your local office or the Solutions Center.

### Activation Instructions

1. From home phone, dial **\*55**.
2. Enter default password (last 4 digits of your phone number) and then press **#**.
3. System will start mini-tutorial and requires the following: new password (between 4-19 digits), record name, record personal greeting.

*Note: If the Voicemail system says "Enter your Voicemail box number" your displayed Caller ID may be blocked. Dial **\*82** and repeat above steps. If you are still having issues with your mailbox, please contact your local office or the Solutions Center.*

## Voicemail (VM) cont.

### Shortcuts

#### Check Messages From Home

If calling to check your messages from home, dial **\*55**, and enter password.

#### Check Messages While Away

If calling to check your messages from another phone (work, cell, etc.), dial your home number and interrupt your own greeting by pressing **\*** (star) and enter your password.

#### When Listening to Messages

Skip Back – Press **1**

Skip Forward – Press **3**

Volume Down – Press **4**

Volume Up – Press **6**

Delete – Press **7**

Envelope Information – Press **8**

Save – Press **9**

Replay Message – Press **11**

End of Message – Press **33**

Skip Message – Press **#**

Pause – Press **\***

### Special Notes

- *There is no need to stop the message while it is playing to delete it. If you press **7**, the message is deleted.*
- *All stored messages will remain until they are manually deleted. Once deleted, they cannot be recovered.*
- *The maximum number of voicemails in your Mailbox is fifteen.*

*For Basic Phone Troubleshooting, please refer to the Cable ONE Answer Book.*

## Frequently Asked Questions (FAQ's)

### Call Restrictions We Can Perform

#### All Toll Calls

Once applied, you will be able to call anywhere in the "lower 48 states." Extended Domestic Long Distance, Operator Assist/Directory Assist are not allowed. Please contact your local office or contact the Solutions Center.

#### Selective Call Rejection

Once applied, allows you to block specific phone numbers from calling. Maximum number of telephone numbers that can be blocked is eight. Please contact your local office or contact the Solutions Center.

#### Suspend Service

Can be applied to one or all telephone numbers on your account. If suspended, you will only be able to dial **611** (for support) and **911** (for emergencies).

### Call Types We Cannot Accept / Complete

#### 900 Calling

We cannot complete 900 calls or any variation (976, etc.).

#### Third-Party Billing

Should a person calling you not have access to long distance, a calling card can be used.

#### Collect Calls

We cannot accept billing for collect calls; again, a calling card may be an option for the person attempting to contact you.

#### Distinctive Ring

We cannot perform distinctive rings for fax/personal lines.

## Frequently Asked Questions (FAQ's) cont.

### Hardware / Equipment We Do Support

**Burglar Alarms** – We have tested a variety of alarms without issue. Should your alarm company inform you of a possible compatibility issue, please contact your local office or the Solutions Center.

**Corded Phones** – We have tested a variety of phones without issue. Should you be concerned about compatibility, please contact your local office or the Solutions Center.

**Cordless Phones (not cell phones)** – We have tested a variety of phones without issue. Should you be concerned about compatibility, please contact your local office or the Solutions Center.

**Fax Machines** – Compatible with Cable ONE Phone service.

**Routers (LAN and wireless LAN)** – If plugged into the eMTA (phone modem).

**Teletype Machines** – Compatible with Cable ONE Phone service.

### Hardware / Equipment We Do Support, Best Effort

**Dial Up Modems** – Best effort, no speed guarantee.

**Legal Monitoring / House Arrest Devices** – Not tested. Best effort, Cable ONE assumes no liability.

**Portable Data Terminal** – Best effort, no speed guarantee.

**Satellite TV Systems** – Best effort, we support all Satellite TV boxes that may require a phone line to operate.

### Hardware/Equipment We Do Not Support

**Medical Devices** – Heart Monitoring, Life Alert, etc. are not supported.

**Self Purchased eMTA / Phone Modems** – Even if Arris 502, etc., we do not support customer-owned eMTA's for phone.

**USB Configuration for eMTA's** – If using eMTA for phone and data, the ethernet port must be used.