Digital Voice Services

User Guide
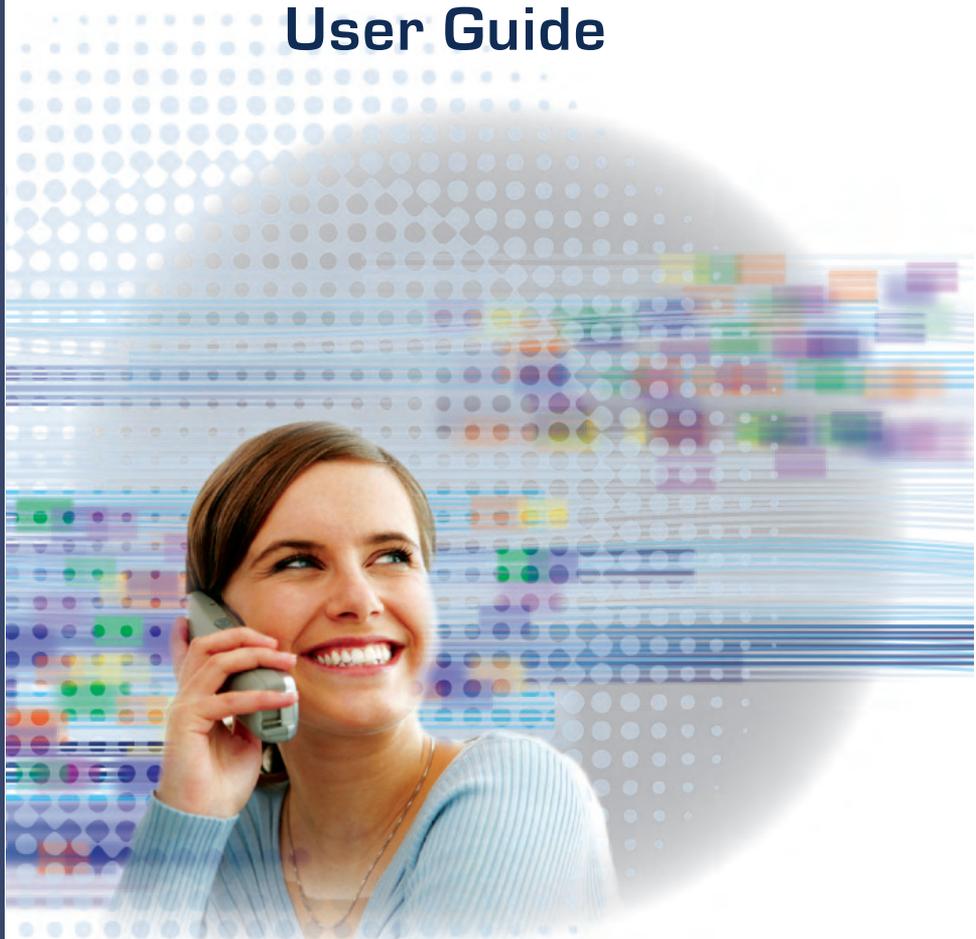
* Feature Access Codes

*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
*67	Calling Line ID Delivery Blocking per Call
*65	Calling Line ID Delivery per Call
*69	Call Return
*70	Cancel Call Waiting (per call)
*94	Call Forwarding Not Reachable Activation
*95	Call Forwarding Not Reachable Deactivation
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*77	Anonymous Call Activation
*87	Anonymous Call Rejection

CABLEVISION of Marion County LLC

Welcome to Cablevision of Marion County Digital Voice Services

We take pride in providing superior and reliable Digital Voice services to our valued customers.

This booklet should answer any questions you may have regarding Digital Voice service, including how it works, installation instructions, and how to use some of the main features.

For information on additional features and options available, please go to your online Account Portal at

www.cvofmc.com or call 352-854-0408.

My Digital Voice telephone number is:

_____

My Account Portal username and password is:

_____

_____

Inside this Booklet

What is Digital Voice?

Digital Voice allows you to make and receive calls through your broadband Internet connection using a standard touch tone phone.

Your Cablevision of Marion County Digital Voice service works with any touch tone, corded or cordless telephone. Our cable modem converts your phone calls into a data stream that is sent through your high-speed Internet connection. You can call anywhere at anytime for less, and your phone number can go everywhere you do!

Making Calls with Digital Voice

You can make calls by dialing the number on your phone, as you always have.

For calls within your area code, you may dial 7, 10 or 11 digits.
     Example: 555-1212, 859-555-1212 or 1-859-555-1212

When dialing outside you area code, you may use 10 or 11 digits.
     Example: 859-555-1212 or 1-859-555-1212

To activate the International calling feature you will need to contact Cablevision of Marion County Customer Service at 352-854-0408 or email comc@lightningspeed.net.

To place international calls, dial just as you would with a standard analog telephone. (International Access Code + Country Code + City Code + Number)
     Example: 011 + 39 (Italy) +81 (Naples) +Number

To answer a call pick up your phone's handset like you always have.

Important 911 Information

While the 911 system through Digital Voice services will work very similarly to your standard analog telephone, there are a few important differences of which you need to be aware.

- Each time you move, you will need to call our support line at 352-854-0408 to update your information. It may take a few days to activate and change your 911 feature, so please think ahead when moving the location of your digital telephone.

- Electrical or broadband outages can prevent 911 dialing **with our system.** As your phone service is relying on both your broadband connection and electrical power (with additional battery back-up, if available), if these go out, so will your Digital Voice service. Once the power and broadband connection returns, your system will function properly again.

Additional 911 information is available on the Account Portal for you to read and reference. (To access the Account Portal, follow steps 1-6 at the top of Page 5.) Please be safe and read all material related to this issue.

Managing Your Account Online

Configure your Digital Voice account online.

1. Go to: www.lightningspeed.net
    Click on MY LIGHTNINGSPEED (top center of page)
    Click on PHONE (far right, below masthead)
2. Your username is your 10 digit phone number.
3. Your temporary password is password1 (all lowercase)
4. Enter the above information into the appropriate fields and then click the "Login" button.
5. When you log in for the **first time** you will be prompted to create a four digit CPNI security code. This verifies your identity when requesting a change from our service department. Please keep this code in a safe place for future reference to make changes to your account.
6. On the "Home" page of the portal you will see a "Features" button which, when you click on it, will enable you to configure all of your features (e.g., Call Forwarding, Simultaneous Ringing, etc).

Updating Account Portal Info and Password

1. Click on the "Account Info" button to update account, personal, service address, or billing address information. When you are done, click the "Update" button to save your changes.
2. To change your password, click on the "Change Password" tab and follow the directions.
    • Your new password must be 4-12 characters and contain at least one number.
    • The password **should not** consist of any personally identifiable information, or easily guessed words or digits.
3. Enter your old password, enter your new password, confirm your new password, and then click "verify".
4. Changing your CPNI security code: Click on "Account Info" in the top menu, then select "Update Account". Once you are in your account, enter the new CPNI code in the CPNI field then click "Update".

How to Access Voicemail

Accessing the Voicemail System for the First Time

1. From your own phone, dial your phone number
2. The default pass code is 0000
3. Enter a new pass code at the voicemail prompt
4. Re-enter the same new pass code at the prompt
5. If your new pass code is accepted, you will hear "your password has been changed successfully"
6. Press the # key

Once in the system, you will hear "Welcome to your Voice Messaging System. If you are not calling from your home phone press the * key."

Hint: To eliminate the need to dial your own phone number when accessing your voicemail, please refer to the Speed Dial instructions on page 16. You can set your own phone number as a speed dial code.

Accessing Voicemail while at Home or Away

1. From any phone, dial your home phone number
2. Press * to access your voicemail, once your recording picks up
3. Enter your pass code at the prompt

Voicemail Main Menu

1. To listen to your messages, press 1
2. To change your mailbox busy greeting, press 2
3. To change your mailbox no answer greeting, press 3
4. To compose and send a new message, press 5
5. To delete all messages, press 7
6. To go to the CommPilot Voice Portal press the * key
7. To repeat this menu, press the # key

While Listening to the Messages Menu

1. To save this message, press the # key
2. To erase this message, press 7
3. To repeat this message, press 2
4. To go back to the previous message, press 4
5. To play the message envelope, press 5
6. To go to the next message, press 6
7. For additional options, press 9
8. To go back to the previous menu, press the # key

CommPilot Voice Portal Menu

1. To access your voicemail box, press 1
2. To record your name, press 3
3. To change your call forwarding options, press 4
4. To make a call, press 6
5. To change your pass code, press 8
6. To exit the CommPilot Voice Portal, press 9
7. To repeat this menu, press the # key

Features Overview

On the Home page of the Account Portal, you will see the "Features Configuration" button where you can choose features like Call Forwarding, Simultaneous Ringing, etc.

Below is a list of our top features:
- Anonymous Call Rejection
- Call Forwarding Always
- Call Forwarding Selective
- Call Forwarding Not Reachable
- Call Waiting
- Do Not Disturb
- Speed Dial
- Simultaneous Ringing
- Three-Way Calling
- Voicemail Management

The following pages contain instructions for configuring these listed features. Refer to the online Account Portal for support and information about additional features and options.

Anonymous Call Rejection (*77)

Use this feature to prevent or allow calls from callers who have blocked their phone numbers from being identified. Blocked callers hear a message notifying them that their calls are being rejected.

From Your Phone
Anonymous Call Rejection can be activated using your phone. To do this dial *77. Your calls remain forwarded until you dial the deactivation code (*87).

From Your Account Portal
You can activate this service at any time and configure it from your Account Portal.

Steps	Details
Turn Anonymous Call Rejection on or off	Click "**On**" or "**Off**." When on, Anonymous Call Rejection prevents calls from callers who have chosen to block the identification of their phone numbers. These callers hear an automated message that their call is being denied because of the block. The default for this service is "Off."
Save your changes	Click **Apply** to save your changes.

Call Forwarding
Call Forwarding Always (*72)

Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. The Call Forwarding Always

service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone.

From Your Phone
Call Forwarding Always can be activated, and its options changed, using your phone. To do this dial * 72, followed by the phone number to which you wish your calls to be redirected. Your calls remain forwarded until you dial the deactivation code (*73).

From Your Account Portal
Call Forwarding Always can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding Always on or off	Click "**On**" or "**Off**". When on, Call Forwarding Always forwards all your incoming calls to the phone number you entered in the "Calls Forward to" text box.
Confirm or enter the phone number	Add the forward-to number in a valid format (no dashes, parentheses, or spaces are necessary) and click **Apply**. Please note: Forwarding to an international number will not be accepted.
Select whether to play a ring reminder	The "Play Ring Reminder when a call is forwarded" check box causes the service to play a short ring burst on your phone when a call is forwarded. No ring reminder is played if this box is not checked.
Save your changes	Click **Apply** to save your changes.

Call Forwarding Remote Access

You can activate or deactivate Call Forwarding Always via your voicemail. Simply press * in the main menu, then select option 4.

Call Forwarding Busy (*90)

Use this feature to activate and edit the options for the service. The Call Forwarding Busy service enables you to redirect calls to another destination when an incoming call encounters a busy condition. If activated, you must specify the forwarding number.

From Your Phone
Call Forwarding Busy can be activated and its options changed, using your phone. To do this dial *90 followed by the phone number to which you wish your called to be redirected. Your calls remain forwarded until you dial the deactivation code (*91).

From Your Account Portal
Call Forwarding Busy can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding Busy on or off	Click "**On**" or "**Off**". When on, Call Forwarding Busy forwards all your incoming calls to the phone number you entered in the "Calls Forward to" text box.
Confirm or enter the phone number.	To edit or delete a phone number, enter the applicable phone number, in a valid format (no dashes, parentheses, or spaces are necessary) and click **Apply.** Please note: Forwarding to an international number will not be accepted.

Call Forwarding No Answer (*92)

Use this feature to activate and edit the options for the Call Forwarding No Answer service.

The Call Forwarding No Answer service enables you to redirect calls to another destination when an incoming call is not answered within a specified number of rings. If activated, you must specify the forwarding number and the number of rings before forwarding.

From Your Phone
Call Forwarding No Answer can be activated, and its options changed, using your phone. To do this dial * 92, followed by the phone number to which you wish your calls to be redirected. Your calls remain forwarded until you dial the deactivation code (*93).

From Your Account Portal
Call Forwarding No Answer can also be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Forwarding No Answer on or off	Click "**On**" or "**Off**". When on, Call Forwarding No Answer forwards all your incoming calls to the phone number you entered in the "Calls Forward to" text box.
Confirm or enter the phone number.	To edit or delete a phone number, enter the applicable phone number, in a valid format (no dashes, parentheses, or spaces are necessary) and click **Apply**. Please note: Forwarding to an international number will not be accepted.
Select Number of Rings	Specify the number of rings you would like to occur before the call is forwarded.
Save your changes	Click **Apply** to save your changes.

Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call

Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

From Your Account Portal

Call Forwarding Selective can be activated, or its options changed using your Account Portal.

Steps	Details
Add Default Call forward to phone number	Enter the default forward to number.
Add Call Forward Selective Entry	Add Description, Select Time Schedule, choose to use default forward phone number or forward to default number. Choose between Calls from Any phone number or Any Private Number or Any Unavailable number or up to 12 Specific Phone Numbers, then Click **Add**.
Activating and Deactivating Call Forward Selective Service	Once the Call Forwarding Selective entry has been added click the check box under the active column to activate or deactivate.

Call Forwarding Not Reachable (*94)

Call Forwarding Not Reachable automatically forwards your incoming calls to a phone number of your choosing, when activated, if the device your phone is connected to loses contact with our Digital Voice System.

From Your Phone

Call Forward Not Reachable can be activated and its options changed, using your phone. To do this dial *94 and enter the number you wish your call to be redirected during an internet outage. Dial *95 to deactivate this service.

From Your Account Portal

Call Forwarding Not Reachable can be activated, or its options changed using your Account Portal.

Steps	Details
Turn Call Forwarding Not Reachable on or off	Click "**On**" or "**Off**" then click **Apply**.
Adding the Forward To number	Type in the number and click **Apply.**

Call Hold

Press the flash hook key and the call will be placed on hold. Hit the flash hook key again to remove the call from hold.

Call Return (*69)

Use this feature to call the last party who called your number, whether or not the call was answered.

From Your Phone

Call Return can be accessed using your phone. Simply dial * 69.

Call Waiting On/Off

Use this feature to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.
NOTE: This service is not available with all access device types.

From Your Phone

Call Waiting can be deactivated from your phone for individual calls by dialing *70 before dialing your called number.

From Your Account Portal

Call Waiting can be activated, or its options changed, using your Account Portal.

Steps	Details
Turn Call Waiting on or off	Click "**On**" or "**Off**". When this service is on and you receive a call while another call is already in progress, you will hear a beep. You can put the first call on hold to answer the incoming call. When this service is turned off, the caller hears a busy tone. The default for this service is "On".
Save your changes	Click **Apply** to save your changes.

Inbound Calling Line ID Delivery
A caller's identity (phone number) will be displayed (if available).

Inbound Calling Line Name Delivery
A caller's name will be displayed (if available).

Outbound Calling Line ID Blocking
Calling Line ID Delivery Blocking allows you to block your number from being shown when you're calling other numbers.

From Your Phone
You can block outbound calling on a per call basis by Pressing *67 before making any call.

From Your Account Portal
Outbound Calling Line ID Blocking can also be turned on or off using your account portal, turning on this feature in the portal blocks all calls until it is turned off.

Steps	Details
Turn Outbound Calling Line ID Blocking on or off	Click "**On**" or "**Off**". When on, Calling Line ID Blocking prevents your phone from being displayed during outgoing calls. The default for this service is "**Off**."

Last Number Redial (*66)

Use this feature to redial the last number you called. Simply dial *66 from your phone.

Do Not Disturb (*78) To Cancel (*79)

Use this feature to prevent your phone from ringing. Callers are sent to Voicemail or another specified location, such as a number indicated by the Call Forwarding Busy service.

From Your Phone

The Do Not Disturb service can be activated, or options can be changed, using your phone. To do this, dial *78. To deactivate, dial *79.

From Your Account Portal

Do Not Disturb can also be activated, or its options can be changed, using your account portal.

Steps	Details
Turn the service on or off	Click "**On**" or "**Off**". When on, Do Not Disturb prevents your phone from ringing and callers are given busy treatment (such as being sent to Voice Messaging, if available, or forwarded to the specified number of the Call Forwarding Busy service, if available). The default for this service is "Off."

Select whether to play a ring reminder	The "Play Ring Reminder when a call is blocked" check box causes the service to play a short ring burst if checked. No ring reminder is played if not checked. A ring reminder is played if this service blocks a call while this check box is checked. The ring reminder is a short ringing burst, 500 milliseconds in duration.
Save your changes	Click **Apply** to save your changes.

Speed Dial (*74)

Use this feature to program numbers for Speed Dial. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. You can dial a speed dial code instead of the full number to place calls. To use speed dial from your phone, dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 6, dial 6#.

From your phone, Speed Dial can also be programmed by dialing *74. For example, *74 3 8595551212 programs Speed Dial Code 3 to dial 859-555-1212.

From Your Account Portal
Speed Dial can also be activated, or its options can be changed, using your account portal.

Steps	Details
Enter a phone number	Type a complete phone number, including a country code, if necessary for dialing on your system.
Enter a name	Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is just a convenience to help you remember why the speed dial code was programmed. If a speed dial code is programmed using *74, then the "Name" text box is blank.

Save your changes	Click **Apply** to save your changes.

Three-Way Calling

Use this feature to create a three-way call. When this service is assigned, you can place a three-way call using the flash-based services.

From Your Phone

Steps	Details
While engaged on call	Press Flash hook on phone. The initial call is placed on hold.
Enter phone number	Enter complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
Press flash hook	When this third party is connected, press flash hook again. All parties will then be connected in three-way call.
Press flash hook	To drop the third party, press the flash hook again.
Hang up	If either of the two parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

Selective Call Acceptance/Selective Call Rejection

Selective Call Acceptance and Selective Call Rejection allows you to define criteria that causes certain incoming calls to be allowed or blocked. If an incoming call meets your specified criteria for acceptance, the call is allowed to complete. All other calls are blocked and the caller is informed that you do not wish to receive the call. If an incoming call meets your specified criteria for being blocked, the call will not be completed. Criteria can be based

on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

From Your Account Portal
Selective Call Acceptance can also be activated, or its options can be changed, using your account portal.

Steps	Details
Add Selective Call Acceptance or Rejection Entry	Add Description and select Time Schedule. Choose between Calls from Any phone number or Any Private Number or Any Unavailable number or up to 12 Specific Phone Numbers, then Click **Add**.

Sequential Ringing

Use this feature to define a "find me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message.

From Your Account Portal
Sequential Ringing can also be activated, or its options can be changed, using your account portal.

Steps	Details
Set up Sequential Ringing	Add Description and select Time Schedule. Choose between Calls from Any phone number or Any Private Number or Any Unavailable number or up to 12 Specific Phone Numbers, then Click **Add**.
Use Base Location First	If you want your base line to be the first location to ring, check the Base Location box to set up then click **Apply**.

Number of Rings for Base Location	Choose the number of rings for Base Location then click **Apply**.
Skip Search Process	If you check Skip Search Process box, it will enable callers to skip the search process and leave a message.
Enter Secondary Search Locations	You can enter telephone numbers for up to five Search Locations and the number of rings for each.

Simultaneous Ringing

Simultaneous Ringing allows you to list phone numbers you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ringing when you are at your desk on a call. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system.

From Your Account Portal
Simultaneous Ringing can be activated, or its options changed using your Account Portal.

Steps	Details
Turn Simultaneous Ringing on or off	Click "On" or "Off" then click **Apply**.
Choose how to handle incoming calls	Choose to not ring your Simultaneous locations if you are on a call or ring all numbers all the time.
Adding Locations	Enter phone number to simultaneously ring and click **Add**.

Voicemail Management

Voicemail Management allows you to specify how to handle your voice messages. You can retrieve voice messages by using your phone or you can choose to send messages directly to your e-mail (not using the phone).

From Your Account Portal

Voicemail can be activated, or it's options changed using your Account Portal.

Steps	Details
Turn your Voice Messaging service on or off	Click "**On**" or "**Off**".
Indicate how you want to use the voice messaging service in the "When a voice message arrives…" section	If you want to retrieve voice messages using your phone and your e-mail account, select "Use Unified Messaging".
	When using Unified Messaging, you can check the "Use Phone Message Waiting Indicator" box. This option provides a stuttered dial tone (and blinking light on some phones) to inform you when you have messages waiting.
	If you always listen to your voice messages using your e-mail account and do not use the phone retrieval option, select "Forward it to this e-mail address:" and provide the e-mail address where you want your voice messages to be sent.

Indicate whether you want to be notified by e-mail of new messages	If a check mark appears in the "Notify me by e-mail of the new voice message at this address:" box, a short e-mail message informing you about the new caller and date/time of the message is sent. In the text box, type the e-mail address where you want these notifications to be sent.
Indicate if you want a carbon copy of your messages	If you want a carbon copy of your messages to be sent to another e-mail address, check the "E-mail a carbon copy of the voice message to:" box and provide the e-mail address where you want the copy to be sent.
Indicate whether callers have the option to transfer to another number instead of leaving a voice message	If a check mark appears in the "Transfer on '0' to Phone Number:" box, callers can press 0 during your outgoing voice message and be transferred to another number, such as a mobile phone or auto attendant. If a caller presses 0 while recording a message, the recording is aborted, no message is left and the caller is transferred.
Save your changes	Click **Apply** to save your changes.

Frequently Asked Questions (FAQs)

Do I need to have my computer turned on when I talk on the phone?
Your computer does not need to be turned on when using Cablevision of Marion County Digital Voice service.

Do the people I call need a computer?
No, they only need a working phone. They will not be aware that you are using Cablevision of Marion County Digital Voice service unless you tell them.

Must I speak through a computer to use Digital Voice service?
No, you speak through an ordinary touch-tone telephone connected to your Cablevision of Marion County provided adapter. (Note: Soft phone software is available that allows you to make calls through your computer using a microphone and speakers.)

Does the person I am calling need to have Cablevision of Marion County Digital Voice service too?
No. You can call anyone at any phone number using Cablevision of Marion County service.

What types of telephones work with your service?
Any touch tone telephone can be used with Cablevision of Marion County Digital Voice service. Corded and cordless telephones both work well.

Can I use a fax machine with Cablevision of Marion County's service?
Cablevision of Marion County customers have experienced high success in placing and receiving fax transmissions, however Cablevision of Marion County Digital Voice service has not yet certified support for fax usage.

Can I still use the Internet while making calls?
Yes. Your computer and Cablevision of Marion County Digital Voice service can share an Internet connection.

Can I use Cablevision of Marion County Digital Voice service with my home alarm system or personal emergency response services company?

You may connect any telephone communication device to your Cablevision of Marion County's Digital Voice service adaptor. We recommend keeping a traditional phone line for home or personal emergency response devices. The service depends upon your broadband Internet connection and electrical power. If your Internet connection or power is not available, you will not be able to make or receive calls, nor will your alarm system. Please consult with a qualified alarm system technician before connecting your alarm system to a Cablevision of Marion County Digital Voice line.

How is dialing 911 using Cablevision of Marion County Digital Voice service different from dialing 911 on a regular land line?

Cablevision of Marion County routes your call to your local emergency response center over the 911 network determined by the physical address you supplied when you activated 911. If we do not have the correct address, your call cannot be routed to the corresponding emergency response center for your area. You will also need to state the nature of your emergency promptly and clearly, which may include providing your location and telephone number, as the local emergency response center personnel may not be able to see the information Cablevision of Marion County sends along with your call.

In the event 911 methods are unavailable or fail, Cablevision of Marion County sends your 911 call to national emergency response center. Trained emergency response agents will then route the call to local authorities.

Which VoIP codecs are currently supported by Cablevision of Marion County Digital Voice service?

Cablevision of Marion County Digital Voice service currently supports the G711 (80k) and the G729 (32k).

What are your customer service hours and how do I contact you with questions?

Our customer service is available 24 hours a day, 7 days a week. Please call 352-854-0408 or email comc@lightningspeed.net.

What is a CPNI?

CPNI stands for Customer Proprietary Network Information. It is information about your account that cannot be accessed without a four digit security pass code, providing additional security for you.

Cablevision of Marion County

www.cvofmc.com

Our customer service representatives are available

24 hours a day, 7 days a week to answer your questions.

Please call 352-854-0408 or email comc@lightningspeed.net.