

PHONE USER GUIDE



Dear FiberNET Phone Customer,

Thank you for choosing MUS FiberNET as your broadband services provider. As a FiberNET Telephone service user, you receive your local phone service from Windstream as the telephone service provider for our FiberNET system here in Morristown.

We chose Windstream for their expertise and experience in providing reliable telephone services to both residential and business customers. By offering telephone services through Windstream, we are able to provide FiberNET users with a full range of advanced telecommunications services. We are confident you will be pleased with phone service from Windstream!

Please refer to this Telephone User Guide containing instructions for using the calling features that come with your service.

With the conversion of your phone service, you will notice a few minor changes in the way you use your phone. Most feature activation/deactivation codes will likely be the same you have used previously. We have chosen to use all star code access codes (*) and not use any pound codes (#). For example, if you previously used 72# as your access code for Call Forwarding, you will now use *72. If you have any questions regarding the use of these features, please give us a call and we will be happy to help.

Again, thank you for choosing Windstream and MUS FiberNET.

Sincerely,

Jody Wigington
General Manager
Morristown Utility Systems

Local Calling Area

Windstream has defined the following local calling area. All calls to these areas are included in your local monthly charge. Calls outside of this area will be billed by your long distance carrier.

Morristown (MUS) Local Customer Calling FROM:

Morristown (Area Code 423):
307, 317, 318, 522, 581, 585, 586, 587

Can Call TO:

Morristown (Area Code 423):
200, 206, 222, 231, 254, 258, 268, 273, 277, 289,
307, 312, 317, 318, 438, 522, 581, 585, 586, 587,
707, 714, 736, 748, 839

Bulls Gap (Area Code 423):
235, 327, 373, 409, 528, 537, 546, 601

Bean Station (Area Code 865):
935, 993

Directory/Operator Assistance

All calls requesting Directory Assistance or Operator Assistance services will be billed at the following rate:

Directory Assistance–Local	\$0.98
Directory Assistance–National	\$1.25
Directory Assistance–Call Completion/DACC. \$0.45	
Operator Assisted Services Surcharge	\$2.25

PHONE USER GUIDE

Included in this guide is a comprehensive list of features and services that may be available on your line. If you would like to add any of these features or services, please call our Customer Service Center at 586-4121.

Features

- Anonymous Call Rejection
- Call Forwarding Busy Line
- Call Forwarding No Answer
- Caller ID Delivery Block
- Call Hold
- Call Waiting w/ Caller ID
- Call Return
- Call Waiting
- Remote Access Call Forwarding
- Repeat Calling
- Caller ID Deluxe
- Call Forwarding Variable
- Three-Way Calling
- Call Transfer
- Permanent Call Block

Anonymous Call Rejection

Protect your privacy by preventing calls from callers who block their identity.

To use Anonymous Call Rejection:

1. Press *77.
2. Listen for the confirmation announcement.
3. Hang up.

To cancel Anonymous Call Rejection:

1. Press *87.
2. Listen for the cancellation announcement.
3. Hang up.

Note: Once Anonymous Call Rejection is activated, it remains activated until you cancel it. Incoming calls from calling party numbers marked as public or without calling party number information are not affected by this feature.

Call Forwarding

If you are away from your home, send your calls to where you are. Call Forwarding allows you to receive phone calls at any location.

To use Call Forwarding Variable:

1. Press *72.
2. Listen for a tone followed by a steady dial tone.

3. Enter the telephone number to which all calls will be forwarded.
4. Wait for a ring and answer (see note below).
5. Hang up.

To cancel Call Forwarding Variable:

1. Press *73.
2. Listen for confirmation tone.
3. Hang up.

Note: If the line is not answered or the line is busy, repeat steps 1 and 2. Listen for the confirmation tone and hang up. Call Forwarding Variable is automatically activated on the second attempt if the attempt is made within two minutes. Calls forwarded to long distance telephone numbers will be charged to you. You must program Call Forwarding Variable at the phone number from which calls are to be forwarded.

Call Forwarding Busy Line

Forward your calls to another phone number when your line is busy.

To use Call Forwarding Busy Line:

1. Press *68.
2. After hearing a dial tone, enter the number to which calls are to be forwarded.
3. Wait for ring and answer, and then hang up.

To cancel Call Forwarding Busy Line:

1. Press *88.
2. You will receive a confirmation tone, and then hang up.

Call Forwarding No Answer

This feature allows incoming calls to ring (you decide the number of rings at the time and feature is set up, standard is 4). If the call is not answered, the call will be forwarded to another number.

To use Call Forward No Answer:

1. Press *32.
2. After hearing the dial tone, enter the number to which calls are to be forwarded.
3. Wait for ring and answer, and then hang up.

To cancel Call Forward No Answer:

1. Press *82.
2. You will receive a confirmation tone, and then hang up.

Note: When activating call forwarding you must connect to the forwarded number in order to initiate

this feature. If the line is busy or you receive no answer, the number will be stored for two minutes. You will need to go through the activation steps again to save the forwarded number.

Caller ID Delivery Block

Per Call Block for Caller ID is enabled on every line. The feature must be activated before each call you would like to block.

To use Per Call Block for Caller ID:

1. Press *67.
2. Enter the number you want to call.

To permanently disable Per Call Block for Caller ID:

1. Press *85.
2. Hang up.

Note: A permanent Call Block is available for some professionals and government works with proper documentation. To disable Call Block, Press *85. This will allow your name and number to be viewed on a per-call basis.

Caller ID Deluxe

Caller ID Deluxe allows you to view the name and the number of the person or company trying to reach you. (Caller ID requires a special phone or plug-in unit that is sold separately).

Use Caller ID Deluxe to:

- See who is calling you before you answer the phone.
- Enhance security and help eliminate harassing calls.
- Store the numbers and names of people who have called you, even while you were out. Review the information later and return the calls at your convenience.

To use Caller ID:

1. Wait for the start of the second full ring of your telephone.
2. The number and name of the calling party will appear on your display unit.

Note: This service requires a special display device connected to or a part of your phone in order for you to see the calling information (not included). For more information, please refer to the specific instructions for your Caller ID display device.

Call Waiting with Caller ID

Gives you the benefits of the Caller ID services you've selected, plus the added bonus of seeing who's calling you when you're already on the phone.

Use Call Waiting with Caller ID to:

- Determine who is calling while you're on another call so you can decide whether to interrupt your current conversation.
- Save money by avoiding interruption of long distance calls to answer unwanted calls.
- Return calls you may receive while you're on the phone, rather than interrupt calls in progress.
- Enhance security and help eliminate harassing calls.

To use Call Waiting with Caller ID:

1. You will hear two signals. First, you will hear the traditional Call Waiting beep that alerts you to an incoming call. Following that, you will hear a short tone which lets you know that Call ID data is being downloaded to your display unit. (The person with whom you are speaking will not hear any tone).
2. The calling party's number and name will appear on your display unit.

Note: This service requires a Call Waiting with Caller ID capable display device connected to or a part of your phone in order to see the calling party information (not included). Call Waiting with Caller ID is only active on your line while you are engaged in a telephone conversation. If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any signal. You may override the Call Waiting with Caller ID on a per-call basis by performing the Cancel Call Waiting

Call Return (Automatic Call Back)

Return a call to the last party who called or attempted to call you. Call Return remembers the number and will automatically reenter it for you.

To use Call Return:

1. Press *69.
2. Listen for an announcement that will tell you the phone number of the party who last called you.
3. If you wish to return the call:
 - a. Press *1.
 - b. Listen for the ringing.
 - c. Wait for an answer.
4. If you do not wish to return the call, hang up

5. If the line is busy:
 - a. Listen for an announcement telling you the number is busy.
 - b. Hang up.
 - c. You will hear a short-short-long ring when the line is free.
 - d. Your call will automatically be made when you lift the handset.

Note: There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you receive.

Call Waiting

Answer another call while you're on the phone. Call Waiting alerts you with a beep to another incoming call. You can put the original call on hold while you answer the second call.

To end an existing call and answer a waiting call:

1. Hang up, and then allow the telephone to ring and answer it.

To put an existing call on hold and answer a waiting call:

1. Listen for the Call Waiting tone.
2. Press the switchhook or press the Call Waiting / Flash key (if available on your phone set).
3. The original call will be placed on hold and you can speak with the second caller.

To cancel Call Waiting before making a call:

1. Press *70.
2. Listen for three beeps and a steady tone.
3. Enter the desired telephone number.

Remote Access Call Forwarding

Activate or deactivate your call forwarding from any touch-tone phone.

To use Remote Access Call Forwarding:

1. Enter the access number (423-307-1723).
2. After hearing the recording, enter the telephone number you would like calls to be forwarded from and your assigned security PIN number. (Your default pin number is the last four digits of your telephone number).
3. Listen for the tone, press *72.
4. At the dial tone, enter the number to which calls are to be forwarded to.
5. Wait for a ring and answer, and then hang up.

To cancel Remote Access Call Forwarding:

Enter the access number (423-307-1723).

1. After hearing the recording, enter the telephone number that is being forwarded and your security PIN number. (Your default pin number is the last four digits of your telephone number)
2. Press and listen for the tone, then hang up.

Note: When activating call forwarding you must connect to the forwarded number in order to initiate this feature. If the line is busy or you receive no answer, the number will be stored for two minutes. You will need to go through the activation steps again to save the forwarded number.

Speed Calling 30

Assign a one or two-digit code for frequently used numbers. Speed Calling 30 is great for emergency numbers and long distance numbers.

To set up (or change) Speed Calling numbers:

1. For 2-Digit Speed Calling (codes 20-49), press *75.
2. Listen for a tone and a steady dial tone.
3. Enter the two-digit Speed Calling Code (20-49).
4. Enter the desired telephone number, press the # key and listen for a tone.
5. Hang up.

To use Speed Calling:

1. Press the desired Speed Calling Code (20-49).
2. Press the # key.

Repeat Calling (Automatic)

Let your phone enter that busy number for you, over and over, until it gets through. When the line is free, you will be alerted with a special ring and the call will be connected.

To use Repeat Calling:

1. Hang up, then lift the receiver and listen for dial tone.
2. Press *66.
3. To call back a busy number:
 - a. Listen for the announcement telling you the number is busy then hang up.
 - b. You will hear a short-short-long ring when the line is free.
 - c. Your call will automatically be made when you lift the handset.
4. To reenter the last call you made:

- a. Listen for the ringing.
- b. Wait for an answer.

To cancel Repeat Calling:

1. Press *86.
2. Listen for the tone or announcement then hang up.

Note: While Repeat Calling is activated, you may still make and receive other calls. Repeat Calling will continuously attempt to call back a busy number for 30 minutes.

Three-Way Calling

Three-Way Calling is great to use for coordinating events. This feature allows you to speak with two people at the same time.

To use Three-Way Calling:

1. Press the switchhook, and then listen for three beeps and a steady tone. (Present call is placed on hold.)
2. Enter the third party's telephone number. If the line is busy or there is no answer, press the switchhook twice to reconnect the first call.
3. After the third party answers, press the switchhook for a three-way call to be established.

Note: You may privately converse with the third party as long as you wish before using the switchhook to establish a three-way call. After a three-way call is established, you may press the switchhook to drop the third party at any time.

Permanent Call Block

Permanent Call Block allows you to reject telephone calls from up to ten telephone numbers. With Permanent Call Block you can add and delete telephone numbers at any time. A rejected caller will hear the following message "Your call cannot be completed."

To add a number:

1. Press *60. (You will hear the following announcement: "Your Permanent Call Block service is now on.")
2. Follow instructions, including.
3. Press # and wait for three confirmation tones.
4. Enter the telephone number you wish to add the list.
5. Press #.

To delete a number:

1. Press *60. (You will hear the following announcement: "Your Permanent Call Block service is now on.")
2. Follow instructions, including.
3. Press * and wait for three confirmation tones.
4. Enter the telephone number you wish to remove from the list.
5. Press *.

To add the number of the last call received:

1. Hang up after the call and wait for dial tone.
2. Press *60.
3. Press #.
4. Wait for three confirmation tones.
5. When prompted to enter a number, press 0 1.
6. Press # again.

Note: This feature has dual capabilities in that it is also able to restrict the customer's Caller ID so that certain parties are unable to get their number. A customer who request the NON-PUBLISHED or NON-LISTED feature be added to their number is allowed to have the Permanent Call Block at no charge. Under this circumstance the Permanent Call Block will restrict the Caller ID.

VOICEMAIL USER GUIDE

Never miss a call again. Voicemail works like an answering machine only better!

- Easy to use with helpful navigation prompts.
- Receives messages while you're on the phone.
- Listen to messages from any phone at any time
- Store messages for two weeks.
- Sends you new message notifications via e-mail, pager or text message.
- Shows the caller's phone number and time of call (notifications too).
- Emails a recording of the message to any valid email address.

Initial Setup of Your Voicemail Box

1. Access your voicemail box by one of three ways:
 - a. Press *98 from your home phone.
 - b. Enter your home phone number and wait for your voicemail greeting.
 - c. Enter the Voicemail Access Number given to you at installation.
2. Press * to interrupt the greeting. You will be ask for your password.
3. Press 1234 (initial temporary password). You must change this password to something unique as follows:
 - a. Press 5 to access the Setup Options menu.
 - b. Press 2 to change your password: When prompted, enter a numeric password 4 to 15 digits in length. When finished, your new password will be repeated back to you. To cancel, press * at any time.
 - c. Press 1 to confirm your new password or press 2 to re-enter the number. After confirming your password, you will automatically return to the Setup Options Menu. To cancel press * at any time.
4. Setup your personal greeting as described below.
5. Setup Trusted Numbers as described below.

Personal Greeting Setup

1. From the Main Menu, press 5 to access the Setup Options. (Press * to cancel at any time.)
2. Press 1 to change your greeting. The default/current greeting will be played back. (Press any key to bypass the greeting playback.)
3. Press 1 to record a new greeting or press 2 to keep the current greeting.

If recording a new greeting:

- a. At the sound of the tone, record your new greeting. You have approximately 3 seconds to begin speaking after the tone. Otherwise your recording will be halted. Your greeting can be up to 5 minutes in length. When you are finished speaking, press any key to stop recording. NOTE: Your default greeting will not be erased while you record a new one. The new greeting will replace your default greeting only after you have finished the steps below to save it.
- b. After recording your new greeting, you will enter the Record Options Menu (this menu can only be access while recording a new greeting).
 - Press 1 to hear your new recording play for you to review. If your recording session was halted for any reason, silence will be played.
 - Press 2 to re-record your greeting. Begin speaking at the tone. Press any key when finished.
 - Press 4 to save the recording. The previous/default greeting will be replaced. NOTE: Your factory-installed default greeting cannot be restored once it has been replaced by your new greeting.
 - Press 5 to abort You will return to the Setup Options Menu.

- a. Press 1 to add a new Trusted Number. Enter a ten-digit phone number including the area code. The number will be repeated back to you.
 - Press 1 to save the new number.
 - Press 2 to re-enter the new number.
 - Press * to abort. You will return to the Trusted Numbers Setup Menu.
- b. Press 2 to hear or delete existing trusted numbers. Your existing trusted numbers will be played back to you one by one. After each number is played, you will be given the following four options:
 - Press 1 to keep the number. The next Trusted Number will be played back. If there are no more numbers you will be sent back to the Trusted Numbers Setup Menu.
 - Press 2 to delete the number. The next Trusted Number will be played back. If there are no more numbers, you will be sent back to the Trusted Numbers Setup Menu.
 - Press 3 to repeat the number. The next Trusted Number will be played back. If there are no more numbers, you will be sent back to the Trusted Number Setup Menu.
 - Press * to abort at any time. You will be returned to the Trusted Number Setup Menu.

Trusted Numbers Setup

When you access voicemail from a number you designate a Trusted Number (like your home, office, or cell phone), your password will not be required.

1. From the Main Menu, press 5 to access the Setup Options. (Press * to cancel at any time.)
2. Press 3 to enter the Trusted Numbers Setup Menu. NOTE: Choose a Trusted Number carefully since anyone calling from a trusted number can access your voicemail. Phone numbers that are not transmitted with a matching Caller ID, like numbers assigned to phones in a large office, may not work as Trusted Numbers.

Standard Voicemail Use: Accessing Your Messages

1. Access your voicemail box by one of the ways listed above.
2. Press * to interrupt the greeting.
 - a. If you are accessing voicemail from your home phone or any other phone designated as a Trusted Number, you will be able to access your voicemail without entering your password.
 - b. If you are NOT calling from a Trusted Number, you will be prompted to:

- Enter your password if accessing voicemail by entering your home phone number.
 - Enter both your ten-digit home phone number and password if accessing voicemail via the Voicemail Access Number.
3. Follow the Main Menu prompts to listen to your messages.

To Leave a Message in the Voicemail Box From Your Home Phone

1. Press *98 from your home phone.
2. Press # to interrupt the greeting and immediately begin speaking your message. NOTE: Maximum length for any message is 2 minutes.

Voicemail Notifications

When someone leaves you a voicemail message, a notification can be delivered immediately to an email account or as a text message to a cell phone or page. Notifications contain the telephone number of the person who call and the time date of the call. Additionally, email notifications can contain the actual message attached as a .wav file for you to hear. Note: Some email servers do not allow large attachments with emails. Since some messages can be large, certain customers may be required by their ISP to have this function turned off.

To setup notifications, simply provide us with a valid email address or text message account address/ phone number either at the time of sign-up or by calling Customer Service.

Stutter Tone (New Message Waiting Signal)

Audible Message Waiting Indicator (Stutter Dial Tone) and Visual Message Waiting indicator is available where our facilities permit. If a voicemail box receives a new message, a signal is delivered to your telephone indicating that a new message is waiting for you. IF you have a phone or Caller ID device equipped with a call waiting light, the stutter tone signal will cause this light to turn on. Otherwise, when you pick up the phone, you will hear a series of stutter tones before the normal dial tone begins.

Voicemail Menu Shortcuts

Main Menu

New Message	1
Old Message	2
Setup Options	5
Exit	*

Setup Options

Change Greeting	1
Change Password	2
Add/Change Trusted Numbers	3
Exit	*

Message Navigation

Repeat Msg/Bypass Time Stamp	1
Delete	2
Skip	3
Backwards	4
Pause	5
Forward	6
Time Stamp	0
Escape/Exit	*