



my**PHONE**
User Guide

General Information

Dialing Local Calls

myPHONE Digital Phone technology uses your internet connection to carry your phone service. The quality is as good as or better than traditional phone providers, and much more advanced due to all the new features and technology. But, best of all, it's much less expensive than old-fashioned phone providers!

myPHONE Digital Phone Basic Service includes:

- Basic phone service
- Feature services: Call Waiting, Call Forward, Call Answer and Call Display
- Emergency services (911)

myPHONE Digital Phone Premium Service includes:

- Basic phone service
- Feature services: Call Waiting, Call Forward, Call Answer and Call Display
- Emergency services (911)
- 1000 minutes per month of long distance calling within Canada and the USA.

Emergency Services

To contact emergency services (fire department, police, ambulance) dial 911. However, please be advised that but has some important differences and limitations when compared with enhanced 9-1-1 service (E9-1-1) available in most locations in conjunction with traditional telephone service. With both traditional 9-1-1 and E9-1-1 service, your call is sent directly to the nearest emergency response centre. In addition, with E9-1-1 service, your call back number and address are visible to the emergency response centre call-taker. With Cable Cable's 9-1-1 service, your call is sent to a national emergency call centre. The call centre operator will confirm your location information and then transfer your 9-1-1 call to the emergency response centre nearest your location. You should be prepared to confirm your address and call-back number with the operator. Do not hang up unless told directly to do so and if disconnected, you should dial 9-1-1 again.

For more information concerning the Terms of Service for myPHONE please visit www.cable-cable.net

Number Porting

Currently this option is only available for all Fenelon, Bobcaygeon and Lindsay exchanges (887,731, 738, 324,328, 878, etc.)

Long Distance Calling and Plans

As a **myPHONE** customer, you have access to our Long Distance service, allowing you to make Long Distance calls at home and abroad.

Service	Fees
Long Distance, Canada and US	3 cents per minute
Monthly Access Fee	\$1.50
1-800 Service	4 cents per minute
International Calls and International Calling Card Rates	See attached schedules
Calling Card, Canada and US	5 cents per minute
Call Card Operator Charge	None
Directory Assistance	\$1.00 per call

Directory Assistance

If you need help finding a telephone number, call Directory Assistance. Your account will be charged on a per-use basis.

- For local and North American Long Distance numbers, dial 411.

Frequently Asked Questions - General

In this section, you'll find some common questions about **myPHONE** Digital Phone Service. You can find out what makes this service different and what you can do with your service, and you can find answers to any concerns you may have about Cable Home Phone.

General Questions

Q: What should I do if my old phone company calls me?

If your old phone company calls to try to win you back, remember that you switched for a reason. We value your business, and your complete satisfaction is important to us. We want to ensure that you really do have a better home phone service built around you. Call our office at 1-866-887-6434 if your old phone company calls you, and we can help you analyze their offer and ensure that you have the best products and services for your needs.

Q: I'm moving. Can I keep my phone number?

If you're moving within the same service area, you can indeed keep your phone number in most cases. If you are moving outside of your current service area, we will provide you with a new phone number.

Call us 30 days before you move and we'll help you connect your services at your new address. No matter what services you move, we can install them with one quick visit. Just call us as soon as you can before you move and you'll be connected, comfortable, entertained and at ease before you know it.

Q: How do I change the name on my account?

To change your account information just call our office at 1-888-697-6638

Q: Can I change my phone number?

Yes. To have your phone number changed, please call us at 1-888-697-6638

Q: Will I continue to receive my White Pages and Yellow Pages Directories every year?

Yes.

Q: Will I be listed in the White Pages Telephone Directory?

No, your ported phone number is not automatically included in the white pages directory. You can request your inclusion by calling Bell Canada

Feature Services

Call Display

With Call Display, you can see the caller's name and number before you answer the phone. To use this feature, you require a Call Display compatible phone with a display screen.

How to use Call Display:

Because this service is always on, you never need to activate it. When your phone rings, the caller's name and number are displayed after the first ring.

Helpful Hints

- Some Call Display compatible phones have advanced features that allow you to display a list of callers as well as the date and time the calls were placed. Consult the manufacturer's user guide for more information about your phone.
- If some calls display as "Private Name" or "Private Number", the caller has intentionally blocked display of his or her number and/or name.
- The Call Display feature may not be available or may not display correct information for calls made from public, business or cellular telephones, calls placed by operators or some Long Distance calls.
- If you are using the Call Forward feature, information about calls initially intended for your line cannot be displayed.
- Unlisted phone numbers will still appear on your Call Display unless the caller uses Call Display Blocking.

Caller ID Blocking

Caller ID Blocking allows you to prevent your name and number from being displayed to the people you call. Instead, your name and number will appear as "Private" to those you are calling.

To Enable Caller ID Blocking:

1. Lift your receiver and press *67
2. Dial the number you are calling. The person you are calling will see a display as "Private Name/Private Number." or "Private"

Call Forward – All Calls

Using this feature, you can have all of your incoming calls forwarded to an alternate phone number, such as your cell phone, pager or voice mail.

To Enable Call Forwarding Service

1. Lift your receiver and press *72 followed by the phone number to which your calls are to be forwarded to.
2. To deactivate Call Forwarding, lift the your receiver and press *73.

Call Waiting

Call Waiting uses a series of beeps to alert you to incoming calls when you are already on the phone. You can choose to answer the call or ignore the alert. By applying distinctive tones, you can have this service let you know if the incoming call is local or Long Distance. When you hear a Call Waiting alert tone, your three options are:

To answer the Call Waiting:

1. When you receive the Call Waiting alert (beeps), briefly press the Link or Flash button and begin to speak.
2. If you wish to return to your original call, briefly press the Link or Flash button again. You will return to your original conversation.

To end your first conversation before answering the second caller:

1. Without activating your call waiting (do not press Link or Flash button) simply hang up.
2. The phone will ring notifying you of the second caller.

To ignore Call Waiting:

1. Do not press the Link or Flash button.
2. Call Waiting notification will stop and the incoming caller will be transferred to your voice mail.

Visual Call Waiting

When you receive notification of a incoming call, Visual Call Waiting will allow you to see who is calling

Helpful Hints

- Local calls are signaled by a short bee and long distance calls are signaled by one long and two short beeps.
- Call Waiting is temporarily suspended if you are using Three-Way Calling. Additional callers will receive a busy signal. If you subscribe to Voice mail, your calls will be routed directly to your Voice mail.
- To resume the Call Waiting feature, end the three-way call.

Three-Way Calling

Three-way calling allows you to conference in two other callers with local numbers. Please note, long distance numbers cannot be added to a three-way call.

To use Three-Way Calling:

1. While on a call (or after placing the first call) put the party on hold briefly by pressing the Link or Flash button. You will hear three short beeps followed by the regular dial tone.
2. Dial the number of the second party you wish to call. When this person answers, press the Link or Flash button. All three parties will now be able to converse.

If the second party does not answer your call or if you dial the wrong number: Press the Link or Flash button twice to return to the original call.

Helpful Hints

- Until you press the Link or Flash button after reaching the second caller, the first caller will not be able to hear your conversation.
- If either the FIRST or SECOND person hangs up, your call will not be interrupted. However, if you hang up, the three-way call will end.
- Using Three-Way Calling temporarily disables all Call Waiting features for the duration of the call. Call Waiting is restored once the three-way call ends.

Call Answer - Mailbox Set Up

Before you use the Call Answer feature you will need to set up your mailbox with your personal password. If it's the first time you've used Call Answer or you are a new subscriber to our **myPHONE** service, you'll be prompted to enter the default password we assigned to you when you purchased your service.

The default password is 1324.

To set up your mailbox from your home phone:

1. Dial *98
2. When prompted enter the 4 digit default password (1324)
3. Press 0 to access Mailbox Options. This is where you will be able to change your password and set up a voice recording.
4. To change the default password press 5 and follow the prompts

Helpful Hints

From the Main Menu, you can access four sub-menus:

- | | |
|-------------------------|------|
| • If You Would Like To: | Dial |
| Listen To Your Messages | 1 |
| Change Folders | 4 |
| Access Advanced Options | * |
| Access Mailbox Options | 0 |
| Exit Voice Mail | # |

To set up your mailbox from your another phone:

1. Dial your area code + digital phone number. When your voice mail picks up, press *98
2. When prompted enter the 4 digit default password (1324)
3. Press 0 to access Mailbox Options. This is where you will be able to change your password and set up a voice recording.
4. To change the default password press 5 and follow the prompts

Helpful Hints

• If You Would Like To:	Dial
Record an Unavailable Greeting	1
Record a Busy Greeting	2
Record Your Name	3
Record Your Temporary Greeting	4
Change Your Password	5

How To Use Call Answer Feature

To Hear Your Messages:

1. Dial *98
2. From the main menu, press 1

Helpful Hints

• If You Would Like To:	Dial
Rewind the Message	*
Rewind the Message to the Beginning	2
Pause / Continue A Message	0
Fast Forward the Message	#
Skip to the Previous Message	4
Save the Message	9
Delete the Message	7
Skip to the Next Message	6
Skip to the Previous Message	5

Ring Control

With ring control, you can choose the number of times your phone rings before the Message Centre picks up.

1. From your digital phone, press *94 then the number of rings (using the keypad) that your callers hear before Voice Mail picks up. Please note this number must be between 2 and 9.

Questions about Call Waiting

Q: How do I use Call Waiting with the Enterphone or intercom system in my building?

It is easy. Refer to page 16 for information on how to use Call Waiting with an intercom system or Enterphone.

Questions about Call Forwarding

Q: If I activate Call Forward – All Calls, can callers still leave me voice mail messages?

No. Call Forwarding will forward calls to an alternate number, your myPHONE Call Answer service will not receive messages. If you have a voice mail set up at your alternate number, Call Forward callers to your myPHONE will be able to leave a message.

Q: Can I still make outgoing calls if I activated the Call Forward – All Calls feature?

Yes. You can make outgoing calls, but you cannot receive any calls.

Q: Why do I still hear my phone ring briefly when I activate Call Forward – All Calls?

If someone tries to call you while Call Forward is on, your phone will ring briefly to remind you that the feature is activated.

Q: If I activate Call Forward – All Calls with a Long Distance telephone number, will I be charged for a Long Distance call?

Yes. If you forward your calls to a phone number outside your local calling area, the usual Long Distance charges will be billed to your account if the call is answered at the number.

Q: Can I activate Call Forward – All Calls for my home telephone number from a remote location?

No. You can only activate this service from your myPHONE Line.

Questions about Call Display

Q: I subscribe to Call Display. Why can't I see the caller ID details for all of my calls?

Some of the reasons why the caller ID details may not be displayed include:

- If some calls display as "Private Name" or "Private Number," the caller has intentionally blocked display of his or her number and/or name.
- The Call Display feature may not be available or may not display correct information for calls made from public, business or cellular telephones, calls placed by operators or some Long Distance calls.
- If you are using the Call Forwarding feature, information about calls initially intended for your line cannot be displayed.

Questions about Call Screening

Q: How do I deal with unwanted phone calls (e.g., telemarketing/ repeated wrong numbers)?

If you receive unwanted phone calls, such as repeated wrong numbers or telemarketing calls, try one of these tips:

A. For repeated wrong numbers:

Everyone receives wrong number calls occasionally. The best way to handle these occasional wrong number calls is to let the caller know of the mistake and hang up. However, this can become a major annoyance if you continue to receive repeated wrong number calls despite your efforts. In this situation, try the following:

- Use the Call Display feature to help you decide whether or not to answer calls from wrong numbers that you recognize.
- If the situation becomes a serious inconvenience you may also want to arrange to have your phone number removed from the white pages.

Important: If the calls are of a harassing or abusive, you should contact your local police department and use the Call Trace feature as described on page 00. Details of the traced call will only be released to your local police service.

B. For unwanted telemarketing calls:

You can choose to avoid telemarketing calls by:

- The Call Display feature can help you decide whether or not to answer calls from numbers that you suspect to be telemarketers.

Troubleshooting

If you require assistance with your **myPHONE**, contact 611 - Tech Support

How to reset your Cable Cable Home Phone Terminal

If you do not hear a dial tone, resetting your modem may resolve the problem:

1. Look at the back of your modem and use the pictures below to identify your model and the location of the reset button.
2. Press and hold the reset button with a paperclip until the lights on the front of the terminal turn off.
3. Release the reset button.
4. The terminal will begin the start-up sequence, which takes approximately 5 minutes.
5. The LED on the front of your Cable Cable Home Phone Terminal should now be lit and steady.
6. If this does not resolve your problem, call our tech support at 1-866-887-6434

Problem:

I cannot hear a dial tone. I cannot place calls.

Solution:

1. Try placing a call from a different phone in your home.
2. Ensure that all your phones are properly connected to their jacks, that they are not off the hook and that they are plugged into a wall outlet (if they require power).
3. If you are using a cordless phone, make sure that the handset is in range of its base and that it is properly charged.
4. Ensure that a telephone splitter has not been connected between your Cable Cable Home Phone Terminal and the telephone jack.
5. Unplug each of your phones from its jack and try connecting a single phone to isolate the problem to a specific phone or jack.
 - If you hear a dial tone, it may indicate a problem with one of your jacks.
 - If you do not have a dial tone from any of your jacks, go to step 6 below.
6. Check the LED pattern on your modem to ensure that it is working correctly.
 - If your modem is NOT working correctly, follow the steps on page 00 to reset it.
 - If you still do not hear a dial tone from any of your jacks, please call our tech support at 1-866-887-6434

Problem:

I cannot receive calls. My phone does not ring.

Solution:

1. Ensure that you hear a dial tone and can place a call. If you can't, refer to the above steps, "I cannot hear a dial tone."
2. Ensure that the Call Forward – All Calls feature is not on (dial *74 to deactivate it).
3. Make sure that your phone ringer is on and loud enough to hear (refer to your phone manual for instructions).
4. Ensure that all your phones are properly connected to their jacks, that they are not off the hook and that they are plugged into a wall outlet (if they require power).
5. If you are using a cordless phone, make sure that the handset is in range of its base and that it is properly charged. If none of the steps above resolved the no dial tone/ unable to receive calls, please call our tech support at 1-866-887-6434

Problem:

I hear static and/or a hum while on a call.

Solution:

1. Unplug each of your phones from its jack and try connecting a single phone to isolate the problem to a specific phone or jack. (Note: If possible, use a corded phone for the steps below.)
 - If you do not hear static or a hum, the problem may be with one of your other phones or jacks.
 - If you still hear static or a hum, try step 1 with another phone on a different jack.
 - If you still hear static or a hum after trying all your phones on all of your jacks, try the steps below.
2. Check each of your phones for stuck buttons, damaged keypads or other damage.
3. Check each of your jacks for physical damage or loose wiring.
4. If none of the steps above eliminated the static or hum, please call our tech support at 1 866-887-6434

Problem:

Caller information is not being displayed.

Solution:

1. Make sure that the phone is compatible with Call Display (refer to your telephone manual).
2. Check both the phone power adapter and electrical outlet to ensure that your phone is plugged in properly. Call Display phones should be plugged directly into the phone outlet, with no answering machines, fax machines, extension cords or jack splitters between the Call Display phone and the jack. These components may prevent the Call Display information from being sent to your phone.
3. Verify that your modem is functioning correctly by checking the LED patterns
4. If none of the above suggestions work, please call our tech support at 1-866-877-6434

Problem:

My Call Display only shows 7-digits of a phone number. I am unable to re dial missed calls directly from my Call Display list.

Solution:

Some Call Display compatible telephones allow you to program your area code into your phone. This means that calls being displayed show only the 7-digit telephone number (without the area code). If you are in a 10-digit dialing area and attempt to re dial this number, the call will fail.

To display the full 10-digit telephone number and avoid this problem, do not program an area code into your phone. Refer to the phone manufacturer's user guide to learn how to delete the area code.

If the above does not work, please call our tech support at 1-866-887-6434

Problem:

I am having a problem programming my fax machine to accept incoming faxes.

Solution:

Verify the following information to ensure your fax machine is set up properly:

1. Is your fax machine properly installed and powered on?

- No – Please review the manufacturer's documentation.
- Yes – Go to step 2.

2. Has the ring pattern required to activate your fax machine been set?

- No – Please set the activation ring pattern on your fax machine.
- Yes – Go to step 3.

Refer to your fax manufacturer's User Guide for instructions.

3. Is your phone capable of making the ring pattern to activate your fax machine?

- No – Set your fax machine activation ring pattern to one that your phone is capable of making.
- Yes – Go to step 4.

4. If none of the above works, please call our tech support at 1-866-887-6434

Checking your myPHONE Terminal

Understanding the Phone Terminal LED Pattern

Use the pictures below to identify your Cable Home Phone Terminal images pg 15
The front of your modem contains a series of LED indicators (lights) that indicate the status of various elements that provide your phone service.

During normal operation, all of the lights on the ARRIS Home Phone Terminal will remain on and steady except for the Link LED. From time to time, one or more lights on your Cable Home Phone Terminal may flash or go out.

This section contains information about troubleshooting changes in the normal LED light pattern.

Problem:

The Power light is flashing or is out.

Solution:

If the Power light begins to flash or is out, the Cable Home Phone Terminal is not receiving AC power. Confirm that both ends of the AC power cable are properly connected. If the AC power cable is properly connected and the Power light is still out, call our tech support at 1-866-887-6434.

Problem:

The Telephone 1 and/or Telephone 2 lights are flashing.

Solution:

If Telephone 1 and/or Telephone 2 lights are flashing, one or more phones are off the hook. Confirm that all of your phones are properly hung up.

Problem:

The Battery light is flashing.

Solution:

If the Battery light is flashing, the battery is either low or is being charged (after installation or replacement).

- Note: you can still use your phone while it is charging.
- If the battery was not recently installed or replaced, call our tech support at 1-866-887-6434

Problem:

The Battery light is off.

Solution:

If the Battery light is off, try the following steps:

- 1.** Check the bottom of your modem and ensure that a battery is present.
 - If there is no battery, call our tech support at 1-866-887-6434
 - If there is a battery, remove it and securely reinsert it (you should hear a click).
The battery light may begin flashing to indicate that it is charging.
- 2.** If the battery light is still off, call 1 888 697 6638 and request

Frequently Asked Questions - myPHONE Tech

Q: How does myPHONE work?

myphone uses cable lines to deliver your phone service. Simply put, instead of getting your phone service over the telephone company's wires, you'll get it through Cable Cable's cable lines.

myphone uses the same physical cable as your other services. However, the data and services will be routed through a dedicated, monitored network. You don't have to have TV or Internet service with Cable Cable in order to have **myPhone**. However, you may be interested in the savings available to you when you bundle your **myPHONE** services with other Cable Cable services like **myINTERNET** and **myTV**

Q: Will myPHONE Digital Phone Service continue to work during a power outage?

Yes, for up to 5 hours. Your **myPHONE** Terminal has a battery back-up that allows you to use your telephone service while the power is out. Provided that the battery in your **myPHONE** Terminal is correctly installed and fully charged, you will be able to make and receive calls for up to 5 hours.

Note: Cordless phones cannot work in the event of a power outage. We recommend that you keep at least one corded phone in your home in case of a power outage.

Q: Is myPHONE compatible with fax machines?

myPhone supports most types of telephone devices. Because of the wide variety of fax machines, however, we cannot guarantee full compatibility with every type of fax machine.

Q: Is myPHONE compatible with dial-up modems?

myPhone supports most types of telephone devices. Because of the wide variety of modems, however, we cannot guarantee full compatibility with every type of modem. If you use a dial-up Internet service, we highly recommend switching to the Cable Cable Hi-Speed Internet Ultra-Lite service, which provides faster speeds than dial-up at a similar cost, and you may qualify for a bundle discount on your phone service. For more information about Better Choice Bundles™ and Cable Cable Hi-Speed Internet service, please visit CableCable.com or call 1 888 697 6638 and request Cable Cable Home Phone – Customer Service.

Q: Does Cable Cable Home Phone work with home alarm systems?

Yes. Cable Cable Home Phone works with the majority of home alarm systems such as ADT, Alarmforce, Chubb and many more. The Cable Cable Home Phone service is easily incorporated into an existing home alarm system because it uses a dedicated, private cable network, not Voice over Internet Protocol (VOIP) or the Internet, to transmit information to the alarm company. Your alarm company does not need to make any adjustments or upgrades to work with your new Cable Cable Home Phone service.

Note: If your phone number has changed, you should provide the new number to your alarm company immediately so that they can update your account with accurate contact information.

Q: How can I temporarily disconnect myPhone while I'm away for an extended period of time?

If you want to temporarily disconnect all your telephone services and suspend your billing while retaining your telephone number, you can subscribe to the Seasonal Service by calling 1-866-887-6434