# **Telephone Users Guide**

**Equipment, Features & Voice Mail** 

# ARMSTRONG

ONE WIRE. INFINITE POSSIBILITIES

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### WELCOME TO ARMSTRONG TELEPHONE

Armstrong has been a leader in the telecommunications industry for more than 60 years. Founded in 1947, Armstrong has grown into an organization recognized for unsurpassed local service and extensive community involvement.

We pride ourselves on our attention to service and our technical expertise. Our employees are among the best in the business, and they work hard every day to assure the service you receive is dependable and consistent.

We hope you enjoy the infinite possibilities we have to offer.

This booklet is designed to help you with some frequently asked questions regarding your telephone service. Should you need more information now or anytime in the future, please feel free to contact us directly.

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### CONTACT US

611 (FROM HOME) 1-877-277-5711

### DIRECTORY ASSISTANCE

411 (FROM HOME) CHARGED 50¢ ON A PER-USE BASIS

### ONLINE

### ArmstrongOneWire.com

### **OUR COMMITMENT TO YOU**

Thank you for selecting Armstrong<sup>®</sup>. We're happy to be your entertainment and communications provider. We always try hard to provide you with uninterrupted service. Sometimes, due to severe weather or other events beyond our control, we may have a brief service interruption.

Our service technicians are available 24 hours a day to solve your problem. Please call the service department at 611 or 1-877-277-5711 anytime you experience difficulty.

### IDENTIFYING OUR EMPLOYEES

All Armstrong technicians wear uniforms with our company name on the left chest. They also carry identification badges. Should you ever be in doubt, please call our office prior to admitting someone into your home.

### **DIALING 911 - YOUR SAFETY IS IMPORTANT**

Armstrong is proud to offer 911 emergency dialing. When you dial 911, your call is routed from the Armstrong Telephone network to the Public Safety Answering Point (PSAP) for your area. There are several important differences between dialing Emergency Services with our service and traditional 911:

- 911 Dialing and Armstrong Telephone DO NOT function during a power, cable or broadband outage.
- Service outages due to suspension of your account as a result of billing issues will prevent ALL services, including 911 Dialing.
- Please refer to the Subscription Agreement for additional important information.

### HOW TO MAKE CALLS

### DOMESTIC

For all calls, just dial the area code plus the seven-digit number.

### **INTERNATIONAL\***

To place a call, dial <u>O</u>[1], plus the country code, then the telephone number. If you don't know the country code you may access a current list of country codes at ArmstrongOneWire.com.

### TELECOMMUNICATION RELAY SERVICE (TRS)

TRS allows people who are deaf, hard of hearing, deaf-blind or speech disabled to communicate with anyone using a regular telephone 24 hours a day, every day of the year.

• TTY users can reach the TRS Center by simply dialing 711.

Please note that 711 is to be used only to reach the TRS. For EMERGENCIES you should continue to use 911.

### **OPERATOR-ASSISTED\***

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If you'd like, an Operator will help you place certain types of calls:

• *Person-to-person calls* – The operator must reach a particular person to connect the call.

\*Additional charges apply.

### **CALL BEFORE YOU DIG!**

You are required by law to notify the proper authorities three days prior to any digging over 12 inches in depth.

### PENNSYLVANIA

CALL PENNSYLVANIA ONE CALL SYSTEM, INC. ..... 1-800-242-1776

### OHIO

CALL OHIO UTILITIES PROTECTION SERVICE ...... 1-800-362-2764

### **WEST VIRGINIA**

CALL MISS UTILITY OF WEST VIRGINIA, INC...... 1-800-245-4848

### MARYLAND

CALL MISS UTILITY ..... 1-800-257-7777

#### KENTUCKY

CALL KENTUCKY UNDERGROUND PROTECTION, INC...... 1-800-752-6007 These organizations will notify your local electric, cable, gas and telephone companies to mark their lines. This will ensure that you do not create a hazardous situation or interrupt service. For your safety, call before you dig!

### **BEFORE YOU MOVE**

Don't forget to call Armstrong<sup>®</sup> before moving. We will make arrangements to disconnect your service and, if necessary, recover our equipment. Any equipment provided by Armstrong should be returned to us immediately. You are liable for these items, and will continue to be billed for them until returned.

### ONLINE ACCOUNT MANAGEMENT

With Armstrong<sup>®</sup> Telephone, you're in control of your account. Log on today at ArmstrongOneWire.com. Here you can access detailed information about your account whenever you want. You can check call activity, view your billing information, manage Voice Mail, configure special features and of course, get the answers you need.

### TO LOG IN

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To access your account, select Manage Telephone from the My Account drop-down menu. After logging in, you may be prompted to enter the security PIN for your account.

8	Armst	ron	g Tel	lephoi	ne		Hello, Log Out
<ul> <li>Overview</li> <li>Billing</li> <li>Voice Mail</li> </ul>	Call Details for Select Adapts View Textsize Print					My Plan	
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Call Forwarding	Mar 18 2015	15 15 PM	1248-102108	Call Phone Fil.	7242827988	14	My Feature Status
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	Mar 15 2015	-	#100,000.004	Bernar Cana, B	7240807988		Block Outgoing Caller ID
	14 4 D Page 1 of 35 (347 items)					Save	
							For more information on these features.
	Unbilled Activity for # NOTE: These charges apply to all telephone numbers associated with <u>Account</u> For details on each charge, click the "View Charge Detail" link for each telephone number (CA) knes to view lang catchily from the past 90 days. For additional information plasar rolew on informational Calling States.					check out our features page.	

In this section, we have included a brief guide to using Armstrong<sup>®</sup> calling features from your home telephone. For additional instructions and access to enhanced features, log in to your online account at ArmstrongOneWire.com.

### SPEED CALLING

### DON'T FEEL LIKE DIALING ALL THOSE NUMBERS?

Set up your telephone to quickly call frequentlydialed numbers by dialing only one or two digits. When you're ready to make a call, simply press the speed calling number and then #.

### To Enter or Change Speed Calling Numbers:

- Pick up the receiver and dial \*74. Listen for dial tone.
- 2. Press the number 2-9 that you wish to program for speed calling.
- 3. Next dial the number including area code.

### **CALLER ID**

## KNOW WHO'S CALLING... BEFORE YOU ANSWER.

Decide which calls to answer and which calls to ignore. Caller ID will also log missed calls by date and time received.

*To Activate:* You must have a Caller ID unit or Caller ID telephone to use this feature.

### **CALLER ID BLOCKING**

### **KEEP YOUR NUMBER TO YOURSELF.**

This feature is activated on a per call basis by dialing **\***67 and the number you wish to call. If your Caller ID information is currently blocked, you can also unblock your Caller ID information on a per call basis by dialing **\***82 and the number you wish to call.

The service will not work on calls to 911 and national 800, 866, 877 and 888 numbers.

### CALL WAITING WITH CALLER ID

### DON'T LET AN IMPORTANT CALL PUT YOUR LIFE ON HOLD.

Call Waiting allows you to receive a second call while talking on the telephone. Plus, our Caller ID on Call Waiting feature lets you decide whether or not to answer the call by displaying the caller's name and number, if available.

*To Activate:* When you're on the telephone, a tone lets you know that you have another call. To answer the second call, press the receiver or flash button on your telephone. This puts the current call on hold while you take the incoming one. Press the receiver or flash button again to switch between calls.

*To Deactivate:* Before placing a call, pick up the telephone and dial ★70 and wait for a dial tone. Call Waiting will be reactivated automatically once your call is completed. If you are using Three Way Calling, deactivate Call Waiting by pressing the receiver or flash button briefly; then dial ★70 and then press the receiver or flash button again.

### CALLER ID ON TV

### SEE WHO'S CALLING... WITH CALLER ID ON TV.

When your phone rings the caller's name and number appear on your TV screen. Caller ID on TV works with any standard set top box. A one-time activation fee of just \$9.95 is required.

### THREE WAY CALLING

### HOST YOUR OWN MINI-CONFERENCE CALL.

Three Way Calling lets you add another person to the conversation. It can be used whether you have received or placed the first call.

*To Activate:* Press and release the receiver button to put your first call on hold. You will hear three beeps then a dial tone. Dial the third person's number. You may talk with this person alone or press and release the receiver button to add the first person back on the line. If either party hangs up, you may add another person. To disconnect the third person, press the receiver button twice. You may then add a different third party.

### CALL FORWARDING

### **NEVER MISS A CALL.**

With Call Forwarding you can send your incoming calls to another telephone number. When you're away from home, you can continue to receive all your calls.

*To Activate:* Pick up the telephone and listen for the dial tone, then dial  $\star 72$  and listen again for a dial tone. Now dial the number of the location to which you want to forward calls.

*To Deactivate:* Pick up the telephone and listen for a dial tone, then dial  $\times 73$ . A tone confirms deactivation.

### SCHEDULED CALL FORWARDING

Choose from basic or advanced scheduling options to automatically forward all incoming calls when you are away from home. Log on to ArmstrongOneWire.com to manage this feature.

# SELECTIVE CALL FORWARDING STAY IN TOUCH.

Forward only the calls that are important to you. Other callers will go to voice mail or call back later. Log on to ArmstrongOneWire.com to manage this feature.

### **DO NOT DISTURB**

Do Not Disturb can be used to temporarily reject all incoming calls. Incoming calls will go to voice mail, if enabled, or the caller will receive a message that you are presently not accepting calls if voice mail is disabled.

*To Activate:* Pick up the telephone and dial **\*78**.

*To Deactivate:* Pick up the telephone and dial **\***79.

### ANONYMOUS CALL REJECTION

### DON'T TALK TO STRANGERS.

This feature lets you reject calls from anyone whose Caller ID information is blocked, but not unavailable calls. The caller will automatically receive a message that you are not accepting Caller ID-blocked calls. It also tells the caller to unblock their number and redial if they wish to speak with you.

*To Activate:* Pick up the telephone and dial  $\star$ 77.

*To Deactivate:* Pick up the telephone and dial **\***87.

### **RETURN CALL**

Eliminate missed calls. Return Call will help you identify the last incoming call, and in some cases connect you with that party.

*To Activate:* Pick up the telephone and dial  $\star$ 69. Listen for an announcement that will tell you the time, date and telephone number of the party who last called you. Press 1 to return the call, when possible, or hang up. If the line is busy, listen for an announcement telling you the number is busy, then hang up. When the busy number is free your telephone will ring distinctively. Answering the call will automatically connect you to the party you were trying to reach.

Return Call will periodically attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be canceled.

*To Deactivate:* Pick up the telephone and dial **\***89 then listen for the announcement.

\* There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received. If the number you are trying to reach is outside of the area served by Return Call, you will hear a recording advising you that the call cannot be completed. If the number is a private number, you will hear an announcement stating the number you are trying to reach cannot be handled by Return Call.

### **REPEAT CALL**

No time for busy signals? Repeat Call automatically redials busy numbers until your call is connected for up to 30 minutes – saving you time and effort.

*To Activate:* When you have reached a busy number, hang up then initiate another call and dial  $\bigstar$ 66 when you hear a dial tone. If the line is busy, listen for an announcement telling you the number is busy. Hang up. When the busy number is free your telephone will ring distinctively. Answering the call will automatically connect you to the party you were trying to reach.

Repeat Call will periodically attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be canceled. You can use Repeat Call for more than one busy number at a time. You will hear a distinctive ring when one of the numbers becomes idle however, you will not be able to tell which number it is.

*To Deactivate:* Pick up the telephone and dial **\***86 then listen for the announcement.

\* While Repeat Call is activated you may still make and receive other calls. If the number you are trying to reach is outside the area served by Repeat Call, you will hear a recording advising you that the call cannot be completed.

### CALL TRACE

If you ever receive an obscene, harassing or threatening call, you can have the number traced and, by request, forwarded to the proper authorities.

- **1.** Hang up when you receive an obscene, threatening or harassing call.
- 2. Lift the receiver and listen for dial tone.
- 3. Dial  $\star$  57 and listen for the announcement.
- 4. After initiating Call Trace, call Armstrong<sup>®</sup> during normal business hours (Monday-Friday 8:00 a.m.-4:30 p.m.) for further instructions, or in an emergency, call the police. Please note that you will not be given information regarding the identity of the caller. The number will be given only to law enforcement agencies.

### INTERNATIONAL TOLL RESTRICTION

Toll Restriction ensures that International calls cannot be placed from your telephone. International Call Blocking is enabled by default. Ask a customer service representative to remove this feature from your account if you need to place international calls.

### **CALL BLOCKING**

### DON'T WANT TO TALK TO SOMEONE?

Call Blocking is a handy feature that allows you to define a list of telephone numbers that can't call you.

*Activate/Deactivate Call Blocking:* Pick up the telephone and dial **\*60** then follow the instructions.

### 900/976 CALL BLOCKING

All Armstrong Telephone lines come with 900/976 Call Blocking activated so that calls to these numbers are automatically blocked. There is no charge for this feature and it cannot be removed.

### VOICE MAIL

With Armstrong<sup>®</sup> Voice Mail, you'll never miss an important message. Check your messages anytime, anywhere. There's no extra equipment to buy or maintain. Plus, Armstrong Voice Mail features many exciting new options including online account access, the ability to receive voice mails by e-mail and more.

### ACCESSING YOUR ACCOUNT

To access your Voice Mail from your home telephone, dial **33***#*. If you are away from home, dial your home telephone number then press ★, enter your passcode and press *#*.

Note: The first time you access Voice Mail, you will need to enter a four-digit passcode. The default code is 1234.

### MAIN MENU

Armstrong Voice Mail will let you know when you have new messages. Your message indicator depends on the type of telephone you own. You will typically hear either a stutter-tone when you pick up your telephone receiver or see a message waiting light on the telephone indicating that you have new messages.

- Follow steps to access your account.
- The attendant will notify you if you have new messages from the main menu.
- Dial 1 to play your messages.
- Dial 3 to set up greetings.
- Dial 4 for mailbox settings.
- Dial 6 to review deleted messages.

1 1

**AVAILABLE FOR ALL MENUS: ○** help • **8** pause/continue • ★ return to the previous menu/exit.

### VOICE MAIL

### **MESSAGE PLAYBACK OPTIONS**

### **SKIPPING BACK**

• While listening to a message, dial 77 to rewind five seconds, or 1 to restart the message.

### **SKIPPING FORWARD**

• While listening to a message, dial **99** to skip forward five seconds, or **#** to skip forward to the next message.

### SAVING / DELETING MESSAGES

• After listening to a message, dial 2 to save the message or 3 to delete the message.

### **GETTING ENVELOPE INFORMATION**

• After listening to a message, dial 66.

### **OTHER FEATURES**

- Dial 6 to increase the volume.
- Dial 7 for slow playback.
- Dial 9 for fast playback.

### GREETINGS

Armstrong Voice Mail can be personalized to answer your calls in a number of ways.

### SET UP GREETINGS

From the main menu, dial 3 to set up

- a greeting. Then:
- Dial 1 for personal greetings.
- Dial 2 for extended absence greetings.
- Dial 3 to use a system generated greeting including your name.
- Dial **5** for busy greetings.
- Dial 6 for out-of-hour greetings.

Follow the system prompts to record, setup and when applicable, activate your selected greeting.

**AVAILABLE FOR ALL MENUS: ○** help **• ■** pause/continue **•** ★ return to the previous menu/exit.



### VOICE MAIL

### MAILBOX SETTINGS

### HANDS FREE AND TIME SAVING OPTIONS

- To enable auto-play of messages, dial 1 then 1 again to turn the feature on or off.
- To play urgent messages first, dial 2 then 1 to turn the feature on or off.
- To play the message envelope by default, dial 3 to select Voice Mail Preferences, then 1 to turn the feature on or off.

### **NOTIFICATION SETTINGS**

- From the mailbox settings menu, dial **5** for Notifications Options.
- To turn the Message Waiting Indicator on or off, dial 1.

### **SECURITY OPTIONS**

### **CHANGING YOUR PIN**

- From the mailbox settings menu, dial 3 for Security Options.
- Dial 1 to change your PIN.
- Then enter your PIN using 1-20 digits.
- When complete, dial #.
- You will be asked to confirm your PIN by re-entering it.
- Dial # to confirm.

### **SKIPPING YOUR PIN**

- From the mailbox settings menu, dial 3 for Security Options.
- To turn on or off the feature to skip your PIN when calling from home, dial 3.
- Dial 1 to complete your selection.

# 1. WHAT ARE MY OPTIONS FOR A DIRECTORY LISTING?

With Armstrong<sup>®</sup> Telephone, you'll receive a free listing in your current telephone directory. For an additional monthly charge of \$2.00, you can also select a non-published or unlisted telephone number.

- An "unlisted" telephone number is available through Directory Assistance but is not listed in the telephone book.
- A "non-published" telephone number is not available in either the telephone book or through Directory Assistance.

Armstrong does not provide a directory to you. You will continue to receive a directory as you have in the past.

### 2. CAN I CANCEL MY SERVICE AT ANY TIME?

Yes. Residential customers with Armstrong Telephone have no contracts to sign or long term commitments.

If you are switching service to another local telephone company and want to keep the number you were using with your Armstrong Telephone, you must contact the other company to set up the transfer. This will also automatically disconnect your Armstrong Telephone service. Do not cancel your service through the Armstrong Customer Service Center directly. If you do so, it may complicate your number transfer.

### 3. MY TELEPHONE RINGS ONCE BRIEFLY THEN STOPS. IF I TRY TO ANSWER THE TELEPHONE, NO ONE IS ON THE LINE. WHAT IS HAPPENING?

You may have forgotten to deactivate Call Forwarding. To deactivate Call Forwarding, turn to page 8 in this guide.

# 4. WHERE CAN I FIND A LIST OF RATES FOR INTERNATIONAL CALLS?

Visit us online at

ArmstrongOneWire.com/telephone/international-rates.aspx. Or simply visit ArmstrongOneWire.com and click the Learn tab. Then click International Calling under the Telephone menu.

### FREQUENTLY ASKED QUESTIONS

### 5. HOW DOES ARMSTRONG<sup>®</sup> BILL FOR THE SERVICE?

Your service will be billed one month in advance. The charge for telephone service will appear as a line item on your monthly Armstrong statement. Any additional charges for International, directory assistance and operator assisted or third party calls will be aggregated into three additional line items.

### 6. WHAT PAYMENT OPTIONS ARE AVAILABLE?

Armstrong is pleased to offer a variety of payment options to our customers, including: pay online from your checking or money market account, pay online by secure check or credit card, pay automatically from your checking or savings account, pay by mail and, of course, you can still pay in person at one of our convenient, local offices.

# 7. WHAT TAXES AND SURCHARGES APPLY TO THE SERVICE?

Where applicable state sales taxes, 911 and a regulatory recovery fee.

### 8. HOW CAN I REDUCE THE NUMBER OF CALLS I RECEIVE FROM TELEMARKETERS?

• Add your phone number(s) to the National Do Not Call registry by phone, 1-888-382-1222 or online at www.donotcall.gov. • Re-register when you change service providers, disconnect service or change the billing name on your account.

Note: Signing up for the Do Not Call list won't eliminate <u>all</u> unwanted calls. Charitable and political organizations, surveyors and any organization with which you have a prior or existing business relationship ARE permitted to call you.

- Armstrong does not sell its customer list. However, other firms, even reputable ones like your bank or credit card company might. Use caution when sharing your telephone number and other personal information. If you choose to share this information, you should review the company's policy on how they use your personal information and 'opt-out' if you don't like the way they use your information.
- Some states have additional Do Not Call requirements. For details, visit your state public service or utilities commission website.
- Enhance your privacy by using Armstrong's special calling features like Anonymous Call Rejection, Call Blocking and Do Not Disturb.



ONE WIRE. INFINITE POSSIBILITIES.