Your Atlantic Broadband User Guide

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Welcome to Atlantic Broadband!

Atlantic Broadband Account Number
16 digit # that can be found on your monthly bill: ___________________________________________________________________________

Online Account Management atlanticbb.com/my-services
View and pay your bill online plus much more. You must use your Atlantic Broadband account number to sign up. At that time, you can select your own username and password.

Primary username: ____________________________________________________________________________________
Password: __________________________________________________________________________________________

Atlantic Broadband Internet Service

Email
You can get an atlanticbb.net email address when you sign up for Internet service or call us anytime to set up a new email. NOTE: This username and password can also be used to watch TV online.

Primary username: ____________________________________________________________________________________
Password: __________________________________________________________________________________________
If you forget your email password or want to set up a secondary email address, go to emailtools.atlanticbb.net.

WiFi
The initial network name and password can be found on the back or side panel of your Atlantic Broadband wireless gateway. You can change this information if you wish.

In-home WiFi network name: __________________________________________________________________________
In-home WiFi network password: _______________________________________________________________________

Atlantic Broadband TV with TiVo Service
Our technician will provide this information when they set up your service.

Username: _________________________________________________________________________________________
Media Access Key: _________________________________________________________________________________
DVR TSN # ______________________ — ______________________ — ______________________
(Find on back panel of your TiVo)
Mini TSN # ______________________ — ______________________ — ______________________
Mini TSN # ______________________ — ______________________ — ______________________

Atlantic Broadband Phone Service phonemanager.atlanticbb.net
Check your Voicemail online and review detailed call information with our Online Phone Manager. To set up, use your Atlantic Broadband account number and passcode (CPNI), both found on your monthly bill statement.

Account password (CPNI password): ___________________________________________________________________
Voicemail password (last 4 digits of phone #): __________________________________________________________________

Have questions? We’re here to help.
Call us 24 hours a day, 7 days a week or check out our online support pages.

atlanticbb.com/support 888-536-9600
Your TiVo Remote Control

**Start here!** Press once to get to **TiVo Central**, the main menu for all TiVo features & settings.

- **Arrows** navigate through TiVo menus and program guide. Press **Select** to choose an option.

- **Thumbs Up/Thumbs Down** rate shows for TiVo Suggestions.

- **Replay** repeats the last 8 seconds of the show. Press and hold to jump to the beginning of a show.

- **On Demand** takes you to the main screen for On Demand options.

- **Buttons B & C** come in handy when sorting and filtering your OnePass folder. With **B** you can sort by season, date or newest to oldest. With **C** you can cycle through different views of the episodes with your OnePass.

- **Live TV** takes you to Live TV.

- **Guide** takes you to the program guide.

- **Press Record** to start or stop recording the show you’re watching.

- **On Demand & DVR Controls:** You can Play, Fast Forward, Slow, Rewind and Pause.

- **Advance** moves forward in 30 second increments; press and hold to jump to the end of the show.

- **Enter/Last** returns you to the last channel tuned to in Live TV.

- **Clear** lets you quickly delete shows.

Your remote may vary slightly from the one pictured here, but the basic functions should remain the same. Some features may not be available in all areas.
Say Hello to TiVo

Only Atlantic Broadband’s TiVo service gets to know you to anticipate what you like and ensures there’s always something you want to watch, just a click away.

On your TV, tablet, smartphone or laptop—and whether you’re around the house or traveling the world—TiVo keeps the programs you love at your side. Our TiVo service gives you all this and more:

- Recommendations and shortcuts for what to watch right now that put an end to “there’s nothing on!”
- Stream Live TV or recorded shows to your tablet or smartphone for the ultimate freedom.
- Record up to 6 shows at once and store up to 1,000 hours.
- Watch Live TV, On Demand movies and shows as well as Netflix, in one super easy-to-use service.

Meet TiVo Central  Your New Launchpad for Better Entertainment

To get to TiVo Central, simply press TV on your remote.
How to record *(not available on TiVo preview)*

- To record a show at anytime while watching a program, simply press \( \text{Rec} \) on your remote and the show will begin to record.
- To set up a recording click on \( \text{TV} \), select Manage Recordings & OnePass®.
- Select Set up a manual recording and when prompted select the frequency, channel, date & time of the program you would like to record.

How to access recorded shows

- To see recorded shows press \( \text{TV} \) and select My Shows.
- On the next screen you will be able to see the shows you have recorded and even access recently deleted shows in the folder at the bottom of the main list of all recordings.

How to search

- Press \( \text{TV} \), then scroll to Find TV, Movies, & Videos and select.
- On the next screen there will be a Search option on the screen for you to select.
- Once you are on the search screen you will be able to search for TV shows, movies, actors, directors or channels.

How to access video on demand

- Press \( \text{TV} \) and select the Find TV, Movies, & Videos and select.
- On the next screen select the Atlantic Broadband On Demand option.
- Under your collection, you will be able to access any movies or shows you may have rented along with all other On Demand programs by category.

How to manage your settings

- To access your settings, press \( \text{TV} \) and select the Settings & Messages option at the bottom of the main list.
- Once selected, you will be able to access all settings (i.e Channels, Parental Controls, Recording, Video, etc.).
Using the Atlantic Broadband App

With our free Atlantic Broadband App, you have the freedom to:

- Stream live or recorded shows in your home
- Download most recorded shows and take them to go*
- Use it on your phone as a remote control
- Schedule recordings
- Watch recorded shows
- Start playback on your TV

Getting Started

You will need your Atlantic Broadband email address and password to log in. If you don’t have an email or have forgotten your password, please contact Atlantic Broadband Customer Care at 888-536-9600.

*To stream or download shows from your DVR, your device must be connected to your home Wi-Fi network.

Downloading the App

To download our App, search for Atlantic Broadband.
Access your favorite Apps right on your TV

Press TV and get access to Apps like Netflix and Pandora.

With HBO GO content integrated into TiVo Search and TiVo’s OnePass® selections, you can access an even more comprehensive catalog faster than ever.

Get instant access to every episode, every season of the best classic and current series, entertaining movies, family favorites and so much more. Watch the big premieres the moment they air.

Watch thousands of TV shows and movies, award-winning Netflix originals and a special section just for kids right on your TV set. Customers must have a streaming Netflix membership in order to enjoy this service.

Watch the latest viral web videos or browse categories like Music Videos, Education, or Pets. Select the Settings icon to sign in to your YouTube account so you can access your online playlists and channel subscriptions through TiVo.

All trademarks are the property of their respective owners.
Get the most out of your new TiVo service:

Make frequent use of the TiVo button at the top of your remote
- When you pick up your remote, the first button you should press is. It takes you to TiVo Central, your TV’s new homepage.
- From here, a world of instant entertainment is at your fingertips.

TiVo OnePass® is a smarter way to enjoy it all
- TiVo OnePass tracks down episodes of shows you want to watch and saves them for whenever you’re ready.
- If it’s not available on TV, TiVo fills in the gaps with episodes from your On Demand library and Netflix. Then OnePass organizes it all into a customizable playlist for your viewing pleasure.
- When you’re ready to watch, TiVo has it all cued up for you. To create a OnePass, find the show you want, press and choose the OnePass option.

Train your TiVo
Teach TiVo what shows you love and what shows you don’t. Your TiVo will listen and learn—and make even better recommendations. Simply press or up to 3 times to say how much you really love or dislike a show.

Skip the ads or catch that replay
- Press to instantly jump forward 30 seconds and bypass ads. Press and hold and you catch up to Live TV.
- Miss that great sports play or punch line of a funny joke? Press to jump back 8 seconds.

Enjoy TiVo in every room
A TiVo Mini can connect to your main DVR through your home’s cable wiring and bring the power of TiVo to every TV in your home. A Mini lets you do everything the main DVR can do—even pause live TV—on up to 6 TVs in your home.
Watch TV Online

With Atlantic Broadband, you can enjoy thousands of your favorite shows and movies wherever you are. If you can get online, you can watch great TV.

Simply go to tvonline.atlanticbb.net and enter your Atlantic Broadband email address and password.

Don’t have an email address? Contact Atlantic Broadband at 888-536-9600. If you’ve forgotten your password, please visit emailtools.atlanticbb.net/email.

Remember, you can enjoy any available channel provided the channel is included in your Atlantic Broadband TV service.
Getting connected

Home networking

To configure a router with an Atlantic Broadband connection, follow the instructions below.

Configuring your router

1. Turn off your modem.
   Unplug your cable modem. This will prepare the modem to connect a new device.

2. Connect your modem, router and computer together.
   Once your modem is unplugged, connect the modem to the router’s Internet (or WAN) port and connect your computer to any Ethernet port on the router.
3. Configure your router for a broadband connection.
   a. If your router requires a set up prior to use, follow the instructions in the router’s manual or installation CD.
   b. Choose Automatic Configuration or DHCP for the connection type. Your router will be configured to receive connection information automatically from Atlantic Broadband.

4. Power cycle your modem and router.
   a. Unplug the router’s power cable.
   b. Unplug the modem’s power cable and wait for 30 seconds. If you have Atlantic Broadband Phone service, you must reset the phone modem. Use a paper clip to reboot the EMTA recessed button on the back of the modem.
   c. Plug in the modem’s power cable and wait for the lights to stop flashing.
   d. Plug in the router’s power cable and wait 20 seconds.

Equipment setup for Internet
Equipment setup for Internet and TV

Getting the most from your Internet service

- A high-speed connection from Atlantic Broadband, plus our Wireless Home Networking Service lets you do more with all your devices.
- Our wireless router is the latest and greatest in wireless technology, and supports devices in your household online, from your computer and tablet to your gaming system and smartphones.

How to connect your devices to your in-home WiFi network

1. Find your network name (SSID) and default password/Pre-Shared Key on the back or side panel of your Atlantic Broadband Wireless Gateway.

2. From each of your wireless devices, select your network name (SSID) from the list of available networks in your device Wi-Fi settings, and use the default password/Pre-Shared Key to sign in.

Managing your email

When you purchased your Internet service, you would have been given an option to set up your primary email address. If you did not set up a primary email account, you will need to contact our Customer Care team at 888-536-9600 prior to creating a secondary email account.

To manage or create new secondary email accounts go to: emailtools.atlanticbb.net. You will use the online tool to manage email account preferences and settings, create additional email accounts or change your password.
Using Atlantic Broadband webmail

The webmail feature lets you check your email and manage your email settings from any computer with a web browser at: atlanticbb.net

1. Click on Email and you will be taken automatically to your webmail inbox.

2. Click on any message to see the full message.

3. From your inbox, you can manage your email settings by clicking the Options tab at the top of the page. In the Options menu, you may perform tasks such as creating an email signature, setting a vacation message, auto-forwarding email or changing your password.

4. If you change your password, you will be required to re-login to the Home Page and you must enter your new password.

How to maximize your WiFi network performance

Signal strength is critical in the performance of any WiFi network. You can expect maximum speeds from a hardwired device at the closest location to the modem or router.

Reduce interference

Cordless phones, baby monitors, microwaves, wireless game controllers and other appliances can interfere with your signal.

Avoid physical barriers

- The physical matter between your router and wireless device is more of a relevant factor than you may think.
- Avoid using your device near brick, steel framing or concrete walls, which can absorb the WiFi signals.
- Placing the router higher up and in the open could make a difference to your wireless signal.

Out-of-date hardware/drivers

The type of hardware you use, the age of the device, the operating system, the web browser, and the other applications running on your device all affect upload and download speeds. When you perform network speed tests, be sure that your device is wired to the network and that no other applications are running. Even running an email application in the background can affect your test results.
Your device matters

Modern devices, like iPhones, iPads, notebooks and Android devices, often work with the latest networking standards. Depending on the age of your devices, they may not be compatible. However, if your devices are more than three years old, you may be able to switch to the newer standards to ensure stronger signal and faster speeds.

Understanding your modem

If your system is functioning properly these lights will be solid green. They will flash if your modem is reset or if there is a problem.

Link Light This light will be solid green when a device is connected. It will flash if the device is in use.

If your modem isn’t working, try these troubleshooting measures:

1. Check your cable TV service and power. If there’s a cable or power outage, neither your TV nor the Internet connection will work.

2. Check all of your cable connections. If your coaxial, Ethernet, or USB connections are loose, you may not be able to send or receive data.

3. If you have a cable modem ONLY (no router), reset the modem by unplugging the power to the modem. Wait 60 seconds and plug it back in.

4. If you have both a modem and a router, unplug the power from both. Wait 60 seconds, and then plug in the power to the modem. Wait 2 minutes and then plug the power back into the router.

5. Reboot your computer. Many computer problems are resolved by shutting down and restarting your computer.

6. If you have a surge protector, make sure it is plugged in to an active power outlet and that it doesn’t need to be reset or replaced.

Need additional help?

Go to atlanticbb.com/support/internet for more information on Atlantic Broadband Internet.
Your Phone Service

Talk more for less
- With Unlimited Phone service from Atlantic Broadband you can enjoy more ways to stay connected with friends and family.
- Talk as much as you want with unlimited nationwide calling and popular calling features like free Voicemail with online access, Caller ID, Call Waiting and more.
- Learn more at atlanticbb.com/support/phone.

Phone Features

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<th>To Activate/Access</th>
<th>To Deactivate</th>
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<td>Automatically activated unless deactivated prior to call.</td>
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<td>Speed Dial</td>
<td>*74 (digits 2–9)</td>
<td>*84 (digits 2–9)</td>
</tr>
<tr>
<td></td>
<td>*75 (digits 20–49)</td>
<td>*85 (digits 20–49)</td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td>Press the switchhook/flash button. Dial 3rd participant. Once answered, press the switchhook/flash button again.</td>
<td>Simply hang up to end Three-Way Call. To just disconnect 3rd participant, press the switchhook/flash button twice briefly.</td>
</tr>
<tr>
<td>Automatic Callback</td>
<td>*69</td>
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<td>Do Not Disturb</td>
<td>*53</td>
<td>*54</td>
</tr>
<tr>
<td>Caller ID Blocking</td>
<td>*67</td>
<td>Automatically deactivated at end of call.</td>
</tr>
</tbody>
</table>

Voicemail*
- Simply dial *86 from your home to:
  - Set up your Voicemail
  - Create a personalized greeting
  - Retrieve/save messages
  - Suspend service to use personal answering machine

You can also listen to your Voicemail messages online via our Online Phone Manager.

Online Phone Manager
- Online Phone Manager lets you quickly and easily:
  - Manage Voicemail settings
  - Manage your calling features
  - View your call history

Simply go to phonemanager.atlanticbb.net. Enter Username and Password.

*Voicemail included with Unlimited Phone service, optional for Local Phone service.
Voicemail Service

With Atlantic Broadband Voicemail service, you’ll never miss an important call, whether you’re out of town or on the other line. You can listen to your Voicemail through any computer connected to the Internet at: phonemanager.atlanticbb.net. Check out Online Phone Manager on page 16.

Voicemail service features

- Listen to messages at home, away from home or online
- Message playback controls (rewind/fast forward)
- Send messages to other Atlantic Broadband users
- Create multiple personal greetings
- Activate and manage multiple mailboxes
- Advanced mailbox management tools
- Spanish language menu option

Notification via email

You can opt to get email notification of new Voicemail messages. To set up this email notification, you must use our Online Phone Manager at: phonemanager.atlanticbb.net.

Turning email notification on/off

1. Dial *86
2. Follow Prompts

Using our Online Phone Manager

You can also use our Online Phone Manager to receive notification of new Voicemails or to get copies of Voicemail messages via your email. For more information, please go to Page 17.

Accessing your Voicemail

From home

1. Dial *86
2. When prompted, enter your PIN, and then press #

Away from home

1. Dial your Atlantic Broadband phone number
2. Press # anytime during your recorded greeting
3. When prompted, enter your PIN, then press #
Voicemail Main Menu options

When you access Voicemail, you will start at the Main Menu. There are 3 options:

<table>
<thead>
<tr>
<th>Main Menu option</th>
<th>Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listen to messages</td>
<td>1</td>
</tr>
<tr>
<td>Leave message in another mailbox</td>
<td>2</td>
</tr>
<tr>
<td>Manage mailbox options</td>
<td>4</td>
</tr>
</tbody>
</table>

Setting up your Voicemail

1. Dial *86 from home.
2. When prompted, enter your default PIN, which is the last four digits of your phone number, then press #.
3. Listen to the instructions for creating a new PIN and enter your new 4–10 digit PIN, then press #.
4. When prompted, re-enter your new PIN, then press #. Be sure to write down your PIN so you do not forget it.
5. When prompted, choose your desired language for menu options: English or Spanish.

Online Phone Manager

1. To access the Online Phone Manager, go to phonemanager.atlanticbb.net on a Windows PC or Mac.
2. Type in your Zip Code and then click on the green Go button.
3. You will then be taken to a screen prompting you to login. Type in your Phone Manager ID and Password (this is your Atlantic Broadband account number and CPNI Password, that can be found on your monthly bill), as well as the CAPTCHA letters you have on your screen. Note: If you are unsure of your Phone Manager ID/Password or unable to login, please contact our Tech Support at 888-536-9600.
4. Check the box for Remember my ID on this computer if it is one of your personal computers you are using, and then proceed to click the Sign In button to log in.
Your Phone Manager

- You can listen to any Voicemail messages you have right from this screen by clicking the button to the left of the ✗.

- To change any of your phone features such as Call Forwarding and Call Waiting simply click on any of the sections listed under Features. (Under each feature, instructions will be right on your screen informing you what the feature does and how to use it.) Note: Any features you currently are not using will have a ✗ instead of a ✔ as shown above.

- To view your Call History click on View All under the Call Logs section.

- To view your Calling Statements click on any of the links with the date under Call Detail Statements.

Backup battery

- At time of purchase, Atlantic Broadband provides a battery backup with the phone modem installed to activate your Phone service.

- In the event of a power outage, this battery provides up to eight hours of standby service or up to four hours of talk time using a corded phone connected directly to the phone modem’s working jack.

- You will not be able to use the phone without the battery.

- In most cases, this battery will not need to be replaced for several years but it is recommended that you periodically check the status of your battery.

- Atlantic Broadband offers an easy way for you to purchase a new, replacement battery by visiting: shop.surfboard.com/atlanticbroadband-store or call us at 888-536-9600 if further assistance is needed.
911 services

Atlantic Broadband Phone service provides:

- 911 emergency calling access to police, fire and medical services.
- Our 911 emergency calling will automatically relay your phone number and address in the event you are unable to do so, provided your public safety system supports this feature.
- In locations where this service is not available, you will be asked for your phone number and address.
- As an added protection during a power outage, we provide battery backup to your Atlantic Broadband Phone Service. So even if you don’t have power, you can still dial 911.

Please note: As with any phone service, a wireless phone will not work in a power outage so you should have a working non-cordless phone in your home at all times.
Quick Start Tips

Watch on your TV

See what’s on:  
Press TV

Record something:  
Press REC

Watch what’s on your DVR or On Demand:  
Select TV on your remote and choose My Shows

Find something specific:  
Press TV and then  
Search/Browse by TV shows, movies, actors, directors or channels

Watch TV online

Go to tvonline.atlanticbb.net and enter your Atlantic Broadband email address and password

Free Atlantic Broadband TiVo App

To download our App, search for Atlantic Broadband.

Need an Atlantic Broadband email address?

Give us a call to get your atlanticbb.net email address. Remember, you need one to watch TV online or access our free TiVo App.

Forgot your Atlantic Broadband email password?

Go to emailtools.atlanticbb.net/email.

Set up/access your Voicemail from home:

Simply dial *86.

Access your Voicemail away from home:

Use our Online Phone Manager at phonemanager.atlanticbb.net.