

# 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](http://atlanticbb.com/support/phone).

## Phone Features

Calling Features	To Activate/Access	To Deactivate
Call Waiting	Automatically activated unless deactivated prior to call.	*70
Call Forwarding	*72	*73
Selective Call Forwarding	*63	*83
Speed Dial	*74 (digits 2–9) *75 (digits 20–49)	*84 (digits 2–9) *85 (digits 20–49)
Three-Way Calling	Press the switchhook/flash button. Dial 3 <sup>rd</sup> participant. Once answered, press the switchhook/flash button again.	Simply hang up to end Three-Way Call. To just disconnect 3 <sup>rd</sup> participant, press the switchhook/flash button twice briefly.
Automatic Callback	*69	
Do Not Disturb	*53	*54
Caller ID Blocking	*67	Automatically deactivated at end of call.
Voicemail*	Simply dial <b>*86</b> from your home to: <ul style="list-style-type: none"><li>• Set up your Voicemail</li><li>• Create a personalized greeting</li><li>• Retrieve/save messages</li><li>• Suspend service to use personal answering machine</li></ul> You can also listen to your Voicemail messages online via our Online Phone Manager.	
Online Phone Manager	<b>Online Phone Manager</b> lets you quickly and easily: <ul style="list-style-type: none"><li>• Manage Voicemail settings</li><li>• Manage your calling features</li><li>• View your call history</li></ul> Simply go to <a href="http://phonemanager.atlanticbb.net">phonemanager.atlanticbb.net</a> . 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 **#**

## Vicemail Main Menu options

When you access Voicemail, you will start at the **Main Menu**.

There are 3 options:

Main Menu option	Key
Listen to messages	1
Leave message in another mailbox	2
Manage mailbox options	4

## 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

ATLANTIC<sup>®</sup> broadband

814.201.2191 | 814.201.2317

Main Calls Features Voice Mail FAQ | Preferences | Logout

**Voice Mail**

Mailbox #1 2/2

[View All](#)

**Features**

Do Not Disturb: X

Call Forward: ✓

Anonymous Call Reject: X

Selective Call Reject: X

Speed Dial: X

Caller ID Block: X

[Change Settings](#)

**Call Logs**

**Atlantic Broadband's Phone Manager provides a new level of convenience and control for your communication needs:**

- Listen to voicemail online
- Manage calling features
- Get detailed calling and billing history

**Recent Voicemail Messages**

mbox	Received	From	Duration	
1	10:41 AM Nov 30, 2016	214.210.7250	1 sec	<a href="#">View</a> <a href="#">Delete</a>
2	8:47 AM Nov 4, 2016	214.210.7250	2 sec	<a href="#">View</a> <a href="#">Delete</a>

- You can listen to any Voicemail messages you have right from this screen by clicking the button to the left of the **X**.
- 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 **X** 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](http://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.