ATLANTIC
broadband
BUSINESS

User Guide

Business High-Speed Internet Service

Business Phone Service

Business Video Service

Your Important Account Information

Welcome to Atlantic Broadband Business Services

When it comes to running your business successfully, few things are as important as your communication tools. With Atlantic Broadband Business Services, you can make sure your business stays competitive with the power and performance you need.

Please read this guide to learn more about your new service(s).

With Atlantic Broadband Business Services, your business is our priority.

Reliability and Performance with Business High-Speed Internet

Our High-Speed Internet service offers flexible solutions for your business needs. Meet deadlines, increase productivity and stay ahead of the competition with lightning fast speeds for today's business demands.

Better Phone Service at a Better Price

You get the advantage with our calling plan options: Unlimited local calling plus your choice of per-minute or unlimited long distance calling to anywhere in the U.S., Canada and Puerto Rico. And with over 15 business calling features, including Caller ID and Three-Way Calling, plus productivity tools like Hunt Groups and Call Forwarding, you'll never miss important calls.

Business Video Service is Your Best Entertainment Solution.

Keep clients, guests and employees informed and entertained with the most popular channels, the best High Definition channels, outstanding sports programming and digital music.

Business High-Speed Internet Service

Atlantic Broadband Business High-Speed Internet offers the fast and reliable connection you demand to stay ahead. Business traffic is prioritized across our network and our services are customized to meet your needs today and in the future. It's all there for you with Atlantic Broadband Business High-Speed Internet.

Configuring Your Email
There are 4 ways to configure your email.

1 The easiest way is to use webmail at: **http://mail.atlanticbbn.net**. There is no configuration required.

2 If you would like to use an email client instead of webmail, Atlantic Broadband recommends Outlook Express or Windows Mail, which comes installed on most PC's, Mac Mail or Microsoft Entourage. To automatically configure Outlook Express or Windows Mail, use the directions on the opposite page.

3 If you are an advanced user and would like to configure your own email client, use the following server addresses:

➔ **Incoming: pop.atlanticbbn.net**
➔ **Outgoing: smtp.atlanticbbn.net**

4 If you are using your own domain, please see your domain administrator for configuration settings.

For Windows - XP through Vista

1 Open Outlook Express/Windows Mail.

2 Click **TOOLS** then **ACCOUNTS** from the menu.

3 Select **MAIL** for Outlook Express or **EMAIL ACCOUNT** for Windows Mail.

4 Fill in your name as you would like it to appear in the "From" notation on emails you send. Click **NEXT**.

5 Enter your full email address and click **NEXT**.

6 Provide the email server names.

Choose **POP3** for the server. For Incoming Mail, type "pop.atlanticbbn.net". For Outgoing Mail, type "smtp.atlanticbbn.net". Click **NEXT**.

Windows Mail users – check "Outgoing server requires authentication"

Outlook Express SMTP authentication can be enabled after set-up is complete by selecting:

→ Tools
→ Accounts
→ Select Email Account
→ Properties
→ Server then Check "My Server Requires Authentication"

7 In the **ACCOUNT NAME** box, enter your user name (your full email address).

8 In the password box, enter your password. You might want to check the Remember Password box so that you don't have to re-enter your password each time you use your email. Click **NEXT**.

9 Click **FINISH**.

For Mac

1 In the Mac Mail Top Toolbar click **MAIL**, then click **PREFERENCES**.

2 In the box that appears, click on **ACCOUNTS**, then click on the **+** symbol that appears in the lower left corner.

3 Type in your full name, email address and password, then click **CONTINUE**.

4 In the following Mail Server menu, type in the following values:

→ For account type choose: POP
→ Description: pop.atlanticbbn.net
→ Incoming Mail Server: pop.atlanticbbn.net
→ Username: (your full email address)

5 Click **CONTINUE**.

6 In the Outgoing Mail Server menu, please type in the following values:

→ Description: smtp.atlanticbbn.net
→ Outgoing Mail Server: smtp.atlanticbbn.net
→ Check the "Use Authentication" box

7 Click **CONTINUE**.

8 Review the information in the Account Summary menu to be sure all information is correct, then click **CREATE**.

Using Webmail

Logging In

1   In the address bar of your web browser, type in **http://mail.atlanticbbn.net** (or if you are using your own domain, type in http://mail.mydomain.com (type your actual domain name in the area "my domain". For example: http://mail.joesgym.com).

2   In the Email ID field, enter your username (everything to the left of the "@" symbol in your email address). Enter your password in the Email Password box.

3   Click **LOGIN**.

Checking and Reading Your Email

1   Log in to your email.

2   Your Inbox will be displayed, listing the emails from newest to oldest.

3   To view the content of an individual message, click on the "Sender" for that message.

4   To return to your Inbox, click **GET EMAIL**.

Composing a New Message

1   Log in to your email.

2   Click on **COMPOSE**.

3   Enter the email address where you are sending the message in the **TO** field.

4   Enter the subject of your email in the **SUBJECT** field (your email must include a subject).

5   Enter the content of your message in the large white box.

6   If you wish to attach a file, click **BROWSE** in the section labeled Attachments. Navigate to the file you wish to attach, and click **OPEN**.

7   Once you are finished composing your email and are ready to send your message, click **SEND**.

Deleting Emails From Webmail

1   Using the check boxes to the left of the email sender, check each email you would like to delete.

2   Click on the button marked **DELETE CHECKED**, above or below the row of checked boxes.

3   Under the **GET MAIL** option, change the folder to **TRASH**.

4   For the emails you want to permanently delete, check each check box again, and then click the **DELETE CHECKED** box.

Logging Out of Webmail

1   To log out of webmail, click **LOGOUT** in the upper right corner of the page.

Important

Your total mailbox capacity includes your Inbox, Sent Items, Deleted Items, Address Book, and any additional storage folders you may have created.

Your session will timeout after 10-15 minutes of inactivity. Your session is considered inactive if you remain on the same page, regardless of any text you may enter (i.e., composing an email will not keep a session active).

Always include a subject in your emails.

To change your password, please contact Atlantic Broadband Customer Care.

Frequently Asked Questions

Why can't I get online?

If you are unable to get online and have only one computer on your network, reboot your modem and/or router then reboot your computer. If there are multiple computers on your network, check to see if other computers are having a similar problem. If all of the computers on the network are experiencing the same issue, reboot your modem and/or router. If you are still experiencing problems after rebooting, contact your Network Administrator.

Why can't I get email?

If you are unable to access your email, first check to ensure that your Internet connection is working properly through your web browser. If you are able to connect to a website, verify that your email configurations settings are correct or check with your Network Administrator.

Can I access my email from anywhere?

Yes. Using the Atlantic Broadband webmail (**http://mail.atlanticbbn.net**) you can access your @atlanticbbn.net email account from any location that has Internet access.

What browsers can I use?

Atlantic Broadband Business High-Speed Internet service is compatible with any web browser you may use, however your online experience may differ depending on which browser you use. Many of our customers use Microsoft Internet Explorer (version 5.5 or later) or Mozilla Firefox.

Will my IP address change while I use this service?

Unless you are using a static IP address with your Atlantic Broadband Business account, your IP address will be assigned automatically and may change occasionally.

For 24 hour customer and technical support call Atlantic Broadband Customer Care at 877-435-2227.

Business Phone Service

Atlantic Broadband Phone service is equipped with a powerful set of calling features along with Voicemail and Online Phone Manager. Please familiarize yourself with your features so you can utilize your service to the fullest.

Calling Features Include:

Extension-Based Dialing
Call Hold
Call Transfer
Hunt Groups
Call Forwarding All Calls
Call Forwarding No Answer
Call Forwarding On Busy
Selective Call Forwarding
Caller ID
Call Waiting
Speed Dial
Three-Way Calling
Do Not Disturb
Selective Call Reject
Anonymous Call Reject
Priority Ringing
Call Trace

Optional Services Include:
Auto Attendant
Inbound Toll-free Service

Important Calling Features
Your new phone service includes over fifteen calling features plus productivity tools like Hunt Groups and Call Forwarding.

Optional features include Extension-Based Dialing, Call Hold and Call Transfer which work together and get activated as a group. Your Phone Administrator will know whether these features have been activated for your location.

Extension-Based Dialing
Extension-Based Dialing allows you to dial an internal office phone using just the last four digits of the internal office phone number.

Dialing Internally with Extension-Based Dialing

1 Lift the receiver and listen for dial tone.

2 Dial the 4-digit extension.

If you have Extension-Based Dialing you will first need to dial **9** before dialing any outside phone number.

1 Lift the receiver and listen for dial tone.

2 Dial **9** and the entire outside phone number you wish to reach. Do not wait after dialing **9** for outside access. The **9** and the entire outside number should be dialed in one string.

Important

If you are dialing a 3-digit number, such as 611 or 411, and Extension-Based Dialing is active, you must precede the number with 9 (i.e., 9-611, 9-411). If you are dialing 911 you have the option of preceding the number with 9 (i.e., 9-911) or not.

You can use Extension-Based Dialing between extensions within a location. It does not work across multiple office locations.

Call Hold

Call Hold allows you to place an active call on indefinite hold and return to the call later. While the call is on hold, you are free to make a different outgoing call without interrupting the held call, provided your telephone receiver remains off-hook. The line is silent while the caller is on hold. To do this, you will use the switchhook or the flash button.

The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Placing a Call on Hold

1   Press the **FLASH** button or the **SWITCHHOOK**. Listen for dial tone.

2   Dial ***24** and listen for dial tone. The current call is placed on hold.

Returning to The Held Call

Option 1:

1   Press the **FLASH** button or the **SWITCHHOOK** and listen for dial tone.

2   Dial ***24** to connect to the held call.

Option 2:

1   Hang up to disconnect from the active call.

2   Lift the receiver when your phone rings.

Call Transfer

Call Transfer allows you to transfer any active call to any other extension within your location.

Transferring a Call

1   Press the **FLASH** button or **SWITCHHOOK**. Listen for dial tone.

2   Dial the extension.

3   Hang up before or after the called party answers the call.

Hunt Groups

A Hunt Group is a feature which ensures a call is answered by the first available person. The phone numbers are hunted until the call is answered or until the maximum number of attempts to connect to each number is reached.

The goal of the Hunt Group is to direct the caller to a respondent or Voicemail as quickly as possible. Ask your Phone Administrator whether Hunt Groups have been set up at your location.

When calls reach your phone line during a hunt sequence, the following features are temporarily unavailable for your line:

Call Waiting
Caller ID on Call Waiting
Anonymous Call Rejection
Call Forwarding On Busy
Call Forwarding No Answer
Call Forwarding All
Selective Call Forwarding
Selective Call Rejection
Priority Ringing
Do Not Disturb

The above calling features remain available for calls that come in through direct dial to your line.

Terminal Make Busy

Terminal Make Busy (TMB) is a feature that pertains exclusively to Hunt Group members. If you are stepping away from your phone, always activate TMB to force the hunt sequence to skip your phone and immediately ring the next phone in the Hunt Group.

Activate Terminal Make Busy

1 Lift the receiver and listen for dial tone.

2 Dial ***33**.

3 Wait for confirmation that the TMB feature has been enabled.

4 Hang up the phone.

Cancel Terminal Make Busy

1 Lift the receiver and listen for dial tone.

2 Dial ***34**.

3 Wait for a confirmation that the TMB feature has been disabled.

4 Hang up the phone.

Group Make Busy

Group Make Busy is a feature that pertains exclusively to Hunt Groups. Activate Group Make Busy (GMB) after hours, if the office is closed for the day or during those times when no employees will be at their phones to answer a call. In this manner, the caller is immediately forwarded to Voicemail or whatever destination was specified. GMB may only be activated and deactivated from the main Hunt Group phone number.

Activate Group Make Busy

1 Lift the receiver of the main Hunt Group phone number and wait for dial tone.

2 Dial ***30**.

3 Wait for a confirmation that the GMB feature has been enabled.

4 Hang up the phone.

Cancel Group Make Busy

1 Lift the receiver of the main Hunt Group phone number and wait for dial tone.

2 Dial ***31**.

3 Wait for a confirmation that the GMB feature has been disabled.

4 Hang up the phone.

Call Forwarding All Calls

Call Forwarding All Calls allows you to redirect all incoming calls to another phone number.

Activate Call Forwarding All Calls

1   Lift the receiver and listen for dial tone.

2   Dial ***72** and wait for the confirmation tone.

3   Dial the phone number where you want the calls forwarded. For domestic calls you must include all the digits you regularly dial.

4   Wait for the confirmation announcement and hang up.

Canceling Call Forwarding All Calls

1   Lift the receiver and listen for dial tone.

2   Dial ***73**.

3   When you hear the deactivation announcement, Call Forwarding All Calls is cancelled.

Call Forwarding No Answer

Call Forwarding No Answer allows you to redirect incoming direct-dialed calls to another phone number when the phone is not answered within the first 4 rings.

Activating Call Forwarding No Answer

1   Lift the receiver and listen for dial tone.

2   Dial ***42** and wait for the confirmation tone.

3   Dial the phone number where you want the calls forwarded. For domestic calls you must include all the digits you regularly dial.

4   Wait for the confirmation announcement and hang up. Call Forwarding No Answer is activated.

Cancel Call Forwarding No Answer

1   Lift the receiver and listen for dial tone.

2   Dial ***97**.

3   When you hear the deactivation announcement, Call Forwarding No Answer is cancelled.

Important

Call Forwarding All Calls, Call Forwarding No Answer, and Call Forwarding On Busy remain in effect until you cancel the forwarding option.

Call Forwarding On Busy

Call Forwarding On Busy allows you to redirect incoming direct-dialed calls to another phone number when your phone line is in use to the extent that a caller would receive a busy signal.

Activating Call Forwarding On Busy

1   Lift the receiver and listen for dial tone.

2   Dial ***40** and wait for the confirmation tone.

3   Dial the phone number where you want the calls forwarded. For domestic calls you must include all the digits you regularly dial.

4   Wait for the confirmation announcement and hang up.

Cancel Call Forwarding On Busy

1   Lift the receiver and listen for dial tone.

2   Dial ***98**.

3   When you hear the deactivation announce-ment, Call Forwarding On Busy is cancelled.

Important

Call Forwarding All Calls, Call Forwarding No Answer, and Call Forwarding On Busy remain in effect until you cancel the forwarding option.

Selective Call Forwarding

Selective Call Forwarding allows you to forward calls to another phone number when the caller's number matches a number on your Selective Call Forwarding list. All other calls ring through to your phone.

You can place up to 12 phone numbers on your Selective Call Forwarding list. You may forward each incoming number to a different or same destination number.

Adding Phone Numbers to The List

1   Lift the receiver and listen for dial tone.

2   Dial ***63** and wait for the stutter-dial tone.

3   Dial the 10-digit number (area code + number) to be added to the forward list and wait for the stutter-dial tone.

4   Dial the number to where the call should be forwarded. For domestic calls you must include all the digits you regularly dial.

5   Wait for the confirmation announcement and hang up. The phone number is now a member of the Selective Call Forwarding list.

6   Repeat Steps 1 through 5 for each number you want forwarded.

Removing Phone Numbers From The List

1 Lift the receiver and listen for dial tone.

2 Dial ***83** and wait for the stutter-dial tone.

3 Dial the 10-digit number (area code + number) of the incoming caller to be removed from the list.

4 Wait for the confirmation announcement and hang up. The phone number is removed from the forwarding list.

5 Repeat Steps 1 through 4 for each number you want to remove from the list.

Important

Callers dialing your phone cannot detect that the call is being forwarded.

You can continue to make outgoing calls when any of the Call Forwarding features are active.

You will receive a reminder ring on the forwarded phone when incoming calls pass through. However, you will not be able to answer the call from the forwarded phone.

You can forward your phone to a local or long distance number. Calls forwarded will be billed based on your calling plan.

Call Forwarding All Calls overrides Voicemail, Call Waiting and all other Call Forwarding features.

Canceling Call Forwarding All Calls reinstates all other previously enabled Call Forwarding features.

If your phone is part of a Hunt Group, all Call Forwarding features are disabled (see page 7).

While Call Forwarding All Calls is active, you are not able to remotely access your Voicemail for that line.

Once a number is placed on the forwarding list, the number continues to be forwarded indefinitely until you remove the phone number from the forwarding list.

Caller ID

Caller ID lets you see the name, date, time, and telephone number of the person calling before you answer the call. You must have a phone with Caller ID capabilities or an add-on Caller ID unit in order to use this service.

Caller ID Displays

P, Private, Blocked, Anonymous or No Data
The caller's number was blocked by the caller from displaying or could not be delivered by the network.

E or Error
The phone or Caller ID unit cannot identify the caller's number.

Out of Area
The call is coming from an area that does not support Caller ID.

Important

Caller ID can be used with most answering machines as long as the answering machine is set to pick up calls after the second ring.

Caller ID Permanent Blocking

You can elect to have your name and phone number permanently blocked from appearing on the Caller ID unit of any number you call.

You can permanently block your Caller ID from appearing, or reset your phone back to Caller ID Permanent Non-Blocking, from your Online Phone Manager at: **http://businessphonemanager.atlanticbb.net** (see page 26).

Caller ID Temporary Blocking

You can temporarily block your phone number on a call-by-call basis from appearing on the Caller ID unit of the number you call. You cannot block your phone number to 911 or toll free services.

To Temporarily Block Others From Seeing Your Phone Number When You Call Them

1   Lift the receiver and listen for dial tone.

2   Dial ***67** and wait for the confirmation tone.

3   Dial the number of the person you are calling.

Your number does not appear on the Caller ID unit of the number you called. When you finish speaking and hang up, the temporary blocking is terminated.

Caller ID Temporary Unblocking

If your phone is set to Caller ID Permanent Blocking, you can temporarily unblock your phone number on a call-by-call basis and allow your number to appear on the Caller ID unit of the number you are calling. When you finish speaking and hang up, the temporary unblocking is terminated.

To Temporarily Unblock Your Phone Number

1   Lift the receiver and listen for dial tone.

2   Dial ***82** and wait for the confirmation tone.

3   Dial the number of the person you are calling.

Your number appears on the Caller ID unit of the number you called.

Call Waiting

Call Waiting allows you to answer calls while you are on the phone. A special beeping tone alerts you to a second caller. You can either elect to answer the second call or continue talking.

Answer Call Waiting

1   You will hear a special beeping tone, letting you know a second caller is waiting.

2   Quickly press and release the **SWITCHHOOK** or **FLASH** button on your phone.

3   Your first caller is placed on hold and you are connected to the second caller.

4   To alternate between the two callers, simply press the **SWITCHHOOK** or **FLASH** button.

5   To end either call, hang up, the phone will ring and when you answer you will have the remaining caller on the line.

Cancel Call Waiting

On a call-by-call basis, you can temporarily cancel the Call Waiting feature for the phone number you are about to dial.

1   Lift the receiver and listen for dial tone.

2   Dial ***70** and wait for the confirmation tone. Call Waiting is temporarily disabled.

3   Dial the number you want to call.

4   When you hang up, the temporary cancel is terminated.

Cancel Call Waiting Permanently

You can permanently cancel Call Waiting from your Online Phone Manager at: **http://businessphonemanager.atlanticbb.net** (see page 26).

Important

The Cancel Call Waiting feature is useful when you do not want to be interrupted during an important call, or when you are sending a fax and do not want any call to interrupt transmission.

While dialing the number or speaking on the call, some-one trying to reach you will receive a busy signal. You will not receive the special Call Waiting beep notification.

Speed Dial

You can dial up to 38 pre-programmed phone numbers from your phone by entering the digit(s) followed by the **#** key.

To Set Up Speed Dial Keys

1 Lift the receiver and listen for dial tone.

2 Dial ***74** to program digits 2 to 9 or ***75** to program digits 20-49 as your Speed Dial keys. Wait for the confirmation tone.

3 Dial an unused digit(s) you want to assign as the Speed Dial key (e.g. 2-9, 20-49). Wait for dial tone to return.

4 Dial the phone number you want to program to the Speed Dial key. You must include all the digits you regularly dial for that phone number.

5 Wait for the confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.

6 Make a written notation of the Speed Dial key you associated with each phone number.

7 Repeat Steps 1 through 6 for each phone number you want to assign a Speed Dial key.

Place a Speed Dial Call

1 Lift the receiver and listen for dial tone.

2 Dial the Speed Dial key followed by the **#** key. If you have Extension-Based Dialing, you will need to dial **9** before dialing the Speed Dial number.

Cancel Speed Dial Keys

1 Lift the receiver and listen for dial tone.

2 Dial ***84** to cancel 2-9 or ***85** to cancel 20-49. Wait for the confirmation tone.

3 Dial the Speed Dial key that you want to cancel.

4 When you hear the deactivation announce-ment, the Speed Dial key has been cancelled.

5 Repeat Steps 1 through 4 for each Speed Dial key you want to cancel.

Important

Number pad keys 0 and 1 are reserved for special purposes and cannot be used for Speed Dial.

You can set up Speed Dial to local, long distance or international destinations. You must include all the digits you regularly dial for that destination when you assign the destination number to a Speed Dial key.

When assigning Speed Dial keys to numbers outside the company and Extension-Based Dialing is active, you must include the 9 with all the digits you regularly dial for that destination.

When assigning Speed Dial keys to numbers inside the company and Extension-Based Dialing is active, you only need to specify the 4-digit extension for the num-ber when assigning the key.

Three-Way Calling

Three-Way Calling allows you to connect a third participant to your phone call, regardless of who initiated the call.

Connect With Three-Way Calling

1 Press the **SWITCHHOOK** briefly. The current call is placed on hold and you will hear dial tone.

2 Dial the third participant and wait for them to answer.

3 Once they have answered, press the **SWITCHHOOK** briefly to connect all three parties.

4 If the third participant's phone line is busy or remains unanswered when you dial, press the **SWITCHHOOK** briefly to disconnect the call and return to the original participant.

Disconnecting The Third Participant

1 When you are ready to return to a two-party call, press the **SWITCHHOOK** or the **FLASH** button twice briefly.

2 The third participant is disconnected and you remain connected to the original participant.

Important

Call participants can be local, long distance or international. You will be charged based on your calling plan for any long distance or international calls that you initiate.

Participants can disconnect from the Three-Way call at any time.

If any of the other participants hang up, you maintain your connection with the remaining participant.

Do Not Disturb

When you activate Do Not Disturb, all incoming calls are automatically sent to Voicemail. If you do not have Atlantic Broadband Voicemail service, the caller will hear a message stating the party did not receive their call.

Activating Do Not Disturb

1 Lift the receiver and listen for dial tone.

2 Dial ***53**.

3 Wait for the confirmation announcement and hang up.

Canceling Do Not Disturb

1 Lift the receiver and listen for dial tone.

2 Dial ***54**.

3 When you hear the deactivation announcement, Do Not Disturb is cancelled for that phone number.

Important

No ring signal is sent to your phone while Do Not Disturb is activated. Any answering machines or fax machines connected to the phone line will not be able to respond to incoming calls.

Activating Do Not Disturb immediately sends all incoming calls to Voicemail. If you do not have Voicemail the caller receives a message stating the party did not receive their call.

Do Not Disturb does not apply to callers reaching your phone as a result of a Hunt Group. Activate Terminal Make Busy to avoid being disturbed by hunted calls (see Hunt Groups page 7).

Selective Call Reject

Selective Call Reject blocks incoming calls from phone numbers you specify to be blocked. Your phone does not ring when these calls arrive. The caller is disconnected after hearing a short message stating why the call has been rejected.

Adding Phone Numbers to The Rejection List

1 Lift the receiver and listen for dial tone.

2 Dial ***60** and wait for the confirmation tone.

3 Enter the 10-digit number (area code + number) to be blocked.

4 Wait for the confirmation announcement and hang up. The phone number is now a member of the rejection list.

5 Repeat Steps 1 through 4 for each 10-digit number you want blocked.

Removing Phone Numbers From The Rejection List

1 Lift the receiver and listen for dial tone.

2 Dial ***80** and wait for the confirmation tone.

3 Enter the 10-digit number (area code + number) to be unblocked.

4 Wait for the confirmation announcement and hang up. The phone number is removed from the rejection list.

5 Repeat Steps 1 through 4 for each 10-digit number you want unblocked.

Important

Up to 12 phone numbers can be placed on the rejection list.

Anonymous Call Reject

You can stop receiving unidentified calls with Anonymous Call Reject. When incoming calls do not have a caller's name or phone number, your phone will not ring. The caller is disconnected after hearing a short message stating why the call has been rejected.

Activating Anonymous Call Reject

1 Lift the receiver and listen for dial tone.

2 Dial ***77** and listen for confirmation of successful activation.

3 Hang up the phone.

Deactivating Anonymous Call Reject

1 Lift the receiver and listen for dial tone.

2 Dial ***87** and listen for confirmation of successful deactivation.

3 Hang up the phone.

Important

Anonymous Call Reject specifically blocks calls from phones that have made the caller's number private. It does not apply to calls coming from phones where Caller ID service is not offered.

Anonymous Call Reject does not reject anonymous callers reaching your phone as a result of a Hunt Group.

Priority Ringing

With Priority Ringing, you can set up a list of special callers so your phone will ring with a special tone when they call.

To Set Up Priority Ringing

1 Lift the receiver and listen for dial tone.

2 Dial ***61** and wait for the confirmation tone.

3 Dial the phone number (you must include all the digits you regularly dial) to be assigned a priority ring and wait for another confirmation tone.

4 Enter a number from 1 to 4 to assign one of the following ring patterns:

➔ Standard ring pattern when no distinctive ring assigned.

➔ Long ring, short pause, long ring, long pause, sequence repeats.

➔ Short ring, short pause, short ring, short pause, short ring, long pause, sequence repeats.

➔ Short ring, short pause, medium ring, short pause, short ring, long pause, sequence repeats.

5 Wait for another confirmation tone.

6 Enter a number from 1 to 4 to assign one of the following Call Waiting beep tones:

➔ Standard beep tone when no distinctive ring assigned.

➔ Two short beeps, ten second pause, sequence repeats.

➔ Three short beeps, ten second pause, sequence repeats.

➔ Two short beeps, one second pause, short beep, ten second pause, sequence repeats.

7 Wait for the confirmation announcement and hang up.

8 Make sure to set your answering machine to pick up after at least 4 rings. If your machine picks up before 4 rings, some of the priority ring patterns will not complete.

To Remove a Phone Number From The List

1 Dial ***81**

2 Follow the voice prompts to remove phone numbers from your Priority Ringing list.

Important

Callers dialing your phone cannot detect that Priority Ringing is assigned to the call. The caller always hears the standard ring.

The total number of phone numbers that can be assigned distinctive rings is twelve.

Priority Ringing may not work with all phones.

Call Trace

Call Trace is used in situations where it is necessary to provide the phone number of your last incoming caller to law enforcement agencies.

To Use Call Trace

1   If you receive a harassing or offensive call, hang up immediately.

2   Leave the phone on the hook for about 10 seconds to ensure termination of the call.

3   Lift the receiver and listen for dial tone. If you do not hear dial tone the call may not yet be terminated. Hang up, repeat step 2 and try again.

4   Dial ***57**.

5   Fill out the "Letter of Authorization for Call Trace" form located in the "For Business" section at: **www.atlanticbb.com**.

6   Provide the form to your Law Enforcement Agency.

The information provided by Call Trace will not be available to you directly, but will instead be available only to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life threatening, call your local law enforcement authorities immediately.

Optional Services

Optional services include Auto Attendant and Inbound Toll-free Service.

Auto Attendant

Our optional Auto Attendant service gives your business a professional appearance and maximizes productivity by helping your callers contact the right employee or department in your office.

Inbound Toll-free Service

Our inbound Toll-free service makes it easy for your customers or prospects to contact you at low per-minute rates. If you already have a toll-free number, you can bring it with you to minimize any disruption.

Your Voicemail Service

With Atlantic Broadband Business Voicemail service, you'll never miss an important call. When your phone is busy or you are away from your phone, calls are forwarded to your Voicemail mailbox where the caller can leave a message.

You can also listen to your Voicemail through any computer connected to the Internet at: **http://businessphonemanager.atlanticbb.net** (see page 26).

Voicemail Service Features

With Atlantic Broadband Business Phone Service there are two ways your Business Voicemail service can be set up: as individual Voicemail mailboxes or as part of a Multiple Mailbox group. You will access your mailbox differently depending on how your service is configured. Your Phone Administrator will know the configuration for your location.

You always have the features you need to manage your messages:

➔ Listen to messages at work, from a remote location or online.

➔ Receive new Voicemail messages via your Email.

➔ Message playback controls (rewind/fast forward).

➔ Send messages to Atlantic Broadband Phone customers in your area (not available between all areas).

➔ Create multiple personal greetings.

➔ Advanced mailbox management tools.

➔ Spanish language menu option.

The Voicemail service uses voice prompts to instruct both caller and subscriber on the correct use of the Voicemail service. When you are familiar with the mailbox menus, you can enter the menu choices immediately and bypass the voice prompts.

If you have set up any of the Call Forwarding features, the Call Forwarding settings take precedence over Voicemail.

Message Notification

Your Voicemail service will notify you that you have new messages. When you pick up the phone or press the **ON** or **TALK** button, you will hear a stutter-tone indicating you have a new message. If your phone is equipped with a message waiting light, it will also be lit.

Your Voicemail service can also notify you via Email when a message is received. Visit your Online Phone Manager for more details.

Voicemail Storage/Time Rules

You can store up to 30 new and saved messages in each individual mailbox at any one time. Saved messages will be stored for a maximum of 45 days and then deleted. When a mailbox is full, no new messages can be recorded.

Messages and personal greetings are limited to two minutes in length.

Multiple Mailboxes

The optional Multiple Mailboxes feature allows for additional Voicemail mailboxes on the same phone number, for a total of 5 additional Voicemail mailboxes.

Atlantic Broadband recommends the Phone Administrator be the owner of the main mailbox. The main mailbox controls activation and deactivation of additional mailboxes and has access to all messages contained in them. Each additional mailbox owner has access to their individual line but not to the other additional mailboxes.

Additional mailboxes have the same functions as the main mailbox and can be managed independently by the main mailbox user or the additional mailbox user. For instance, each mailbox can have its own greetings, be put into a suspended state or have personalized settings for options such as message playback order.

Please reference the Atlantic Broadband Business Phone Administrator Guide for instructions on setting up and managing Multiple Mailboxes.

Important

Atlantic Broadband recommends the Phone Administrator be the owner of the main mailbox.

Accessing Your Voicemail

Individual Mailbox Users From Your Business Phone Only

1 Dial ***86**.

2 If your "password required" setting is on, when prompted, enter your mailbox PIN then press **#**.

3 If your "password required" setting is off, when prompted, press **#**.

Multiple Mailbox Users From Your Business Phone Only

1 Dial the main mailbox number.

2 Dial your personal mailbox number.

3 If your "password required" setting is on, when prompted, enter your mailbox PIN then press **#**.

4 If your "password required" setting is off, when prompted, press **#**.

Important

If you do not know your PIN, call Atlantic Broadband Customer Care and request that the temporary PIN be reinstated. At that point, you can either keep the temporary PIN or change it.

Individual or Multiple Mailbox Users From Any Phone

1 Dial your phone number or if part of a Multiple Mailbox group, dial the main mailbox phone number. Wait for the Voicemail greeting.

2 If you are part of a Multiple Mailbox group, press the appropriate personal mailbox number when prompted.

3 Press # when the mailbox greeting is presented, to bypass the greeting.

In the event that you are prompted for a mailbox number followed by the # key, your mailbox number is your 10-digit phone number, which is area code plus phone number.

4 When prompted, enter your mailbox PIN followed by the # key.

Voicemail Main Menu Options

The Main Menu is the entry point into the mailbox functions. If there is no Extended Absence Greeting active (see Manage Greetings on page 21), you are immediately presented with the Main Menu.

If you have an Extended Absence Greeting active, you are first prompted to either keep or deactivate the greeting before proceeding to the Main Menu. The prompt choices are:

EXTENDED ABSENCE PROMPTS	KEY
Retain Extended Absence Greeting	1
Disable Extended Absence Greeting	2
Replay Extended Absence Greeting	3

There are 4 options at the Main Menu:

MAIN MENU OPTION	KEY
Listen to Messages	1
Send a Message	2
Manage Mailbox Options	4
Exit the Main Menu	*

Universal Keys

The following keys are universal for all the mailbox menus:

UNIVERSAL KEYS	KEY
Skip, next, complete	#
Help or replay current prompt	0
Previous menu or exit	*

When using the Voicemail system, you can enter a menu choice at any time. You do not need to wait for the announcement to finish playing.

Setting Up Your Voicemail

1 Dial *86 or remotely dial into your Voicemail mailbox.

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.

Listening To Messages

Retrieving messages

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **1**. You will hear a recording about the number of messages in your mailbox and the first message will be played.

Navigating During Playback

The following navigation options are available while the message is playing:

MESSAGE OPTION	KEY
Listen/Replay from start	1
Save message	2
Delete/undelete message	3
Rewind 10 seconds	7
Pause/continue	8
Fast forward 10 seconds	9
Skip to next message	#
Previous message	64
Get message date/time	65
Jump to a different folder	66
Mark as new	67
Previous menu	*

Important

Each message includes the date and time the message was left. You may disable this feature by pressing 4-9-5-2 from the Main Menu.

New messages are played first, then Skipped messages, then Saved messages. To jump to Skipped or Saved messages, press 66 at any time.

You can check your Voicemail via your Online Phone Manager where you can save it and send as an email attachment (see Online Phone Manager page 26).

Deleting Saved Messages

To delete saved messages and free up storage space:

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **1** to hear any new messages.

3 Press **66** to jump to a different folder.

4 Press **3** to reach the saved messages folder.

5 Press **3** to delete each message as it plays.

Sending Messages

If you want to leave a message for another Atlantic Broadband customer in your area without calling them directly, you can use the Send Messages function and leave a message in their mailbox. This is not available in all areas.

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **2** and, when prompted, enter the area code and phone number of the subscriber you wish to contact, then press **#**.

3 Listen to the greeting and follow instructions to leave a message.

4 Hang up.

Manage Greetings

The Voicemail system is pre-configured with a default No Answer Greeting to respond to callers. You can create personalized greetings that are heard in place of the default greetings. You can also change your created greetings at any time or revert to the default greeting.

The Voicemail system offers the following greeting creation options:

GREETING OPTION	KEY
Busy Greeting	1
No Answer Greeting	2
Extended Absence Greeting	3
Record Name	4

Important

The "Record a new personal greeting" option is not available when the system greeting is active.

The "Review stored personal greetings" option is not available when the system greeting is active.

The "Disable greeting" option is not available on the No Answer Greeting menu.

Disabling the Busy Greeting disables both your personal and system Busy Greeting. Callers hear your No Answer Greeting when your phone line is busy.

Personalize The No Answer Greeting

The No Answer Greeting cannot be turned off. A default system greeting will automatically be played unless you create a personalized No Answer Greeting.

1   Dial ***86** or remotely dial into your Voicemail mailbox.

2   Press **4** to reach the Mailbox Options menu.

3   Press **1** for Greeting Options.

4   Press **2** for No Answer.

5   Press **2** to replace current greeting.

6   Press **1** to record a new greeting.

7   When prompted, record your greeting and press **#** when done.

8   If you are satisfied with the greeting, press **3** to save and activate it.

Important

Be sure to record your entire personal greeting and press 3 to save and activate your new greeting before hanging up. If you hang up before you have activated your new greeting, the prior greeting will remain active.

When you delete a personal greeting, the default greeting is reinstated until you record a new personal greeting.

Changing a Personalized No Answer Greeting

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **4** to reach the Mailbox Options menu.

3 Press **1** for Greeting Options.

4 Press **2** for No Answer.

5 Press **4** to record a new greeting.

6 When prompted, record your greeting and press **#** when done.

7 If you are satisfied with the greeting, press **3** to save and activate it.

Activate The Busy Greeting

The Busy Greeting is initially off and will play a standard system greeting when activated. Busy greetings are used to inform the caller that you are currently on the phone.

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **4** to reach the Mailbox Options menu.

3 Press **1** For Greeting Options.

4 Press **1** for Busy Greeting.

5 Press **2** to enable.

6 If you wish to record a personal greeting, press **2**.

7 When prompted, record your greeting and press **#** when done.

8 If you are satisfied with the greeting, press **3** to save and activate.

Activate The Extended Absence Greeting

If you will be away from the phone and wish to play a different message during this time, you may record an Extended Absence Greeting. This will override both the Busy and No Answer Greetings. The Extended Absence Greeting is initially off. You must record an Extended Absence Greeting to activate this feature.

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **4** to reach the Mailbox Options menu.

3 Press **1** For Greeting Options.

4 Press **3** for Extended Absence Greeting.

5 Press **1** to record a new greeting.

6 When prompted, record your greeting and press **#** when done.

7 If you are satisfied with the greeting, press **3** to save and activate it.

Managing Your Voicemail Options

Changing The Number of Rings

By default, callers will automatically be forwarded to your Voicemail when your phone is busy or when you do not answer after four rings.

To change the number of rings before your callers are routed to Voicemail:

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **4** to reach the Mailbox Options menu.

3 Press **2** to reach the Change Rings menu.

4 Press **2** to change number of rings.

5 Press your desired number of rings, between 2 and 9.

6 You will hear a confirmation message and be returned to the Main Menu.

Important

Callers dialing your phone number may hear one or two rings more than the number you have selected.

If you have a fax machine on your phone line, make sure you set the number of rings for your Voicemail service high enough to ensure that the fax machine can respond to fax calls first.

If you have Call Forwarding On Busy, Call Forwarding No Answer, or Call Forwarding All Calls activated on your phone, callers will NOT be forwarded to your Voicemail. Once you cancel these features, callers will be forwarded to your Voicemail.

Changing Your PIN

You can change your PIN as many times as you want — just make sure to keep track of the new PIN.

To Change Your PIN

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **4** to reach the Mailbox Options menu.

3 Press **3** to reach the Change Password Settings menu.

4 Press **1** to change your PIN.

5 Listen to the instructions for creating a new PIN.

6 Enter your new 4-10 digit PIN then press **#**.

7 Re-enter the new PIN then press **#**.

8 Press **3** to activate your new PIN.

Bypassing Your PIN

If you are an individual mailbox user you can configure your Voicemail system for access without using a PIN. PIN-less access works only from your office phone. Accessing Voicemail away from your office phone will require a PIN.

To Bypass PIN Entry

1 Dial ***86** or remotely dial into your Voicemail mailbox.

2 Press **4** to reach the Mailbox Options menu.

3 Press **3** to reach the Change Password Settings menu.

4 After the prompt, press **2** to turn password off.

5 You will hear a confirmation message and be returned to the Main Menu.

Once PIN Bypass has been configured, to access your Voicemail from home, dial ***86** then **#** to reach the Main Menu.

Reactivating PIN Requirement

1   Dial ***86** or remotely dial into your Voicemail mailbox.

2   Press **4** to reach the Mailbox Options menu.

3   Press **3** to reach the Change Password Settings menu.

4   After the prompt, press **3** to turn password on again.

Changing Your Language Option

To change the language setting for the verbal prompts and default mailbox greeting:

1   Dial ***86** or remotely dial into your Voicemail mailbox.

2   Press **4** to reach the Mailbox Options menu.

3   Press **4** to reach the Language Settings menu.

4   Choose **1** for English or **2** for Spanish.

5   The change is effective immediately and you will be returned to the Main Menu.

Changing The Message Order

The Voicemail system is configured to play the most recent message first. You can reverse that order to instead play the oldest message first.

1   Dial ***86** or remotely dial into your Voicemail mailbox.

2   Press **4** to reach the Mailbox Options menu.

3   Press **93** to reach the Change Message Order menu.

4   Press **2** to reverse the current order.

Disabling and Enabling Message Envelope Information

By default, the Voicemail system records the date, time, message length and incoming phone number for each message. This is called the Message Envelope and is automatically played before each Voicemail message. If you wish, you can prevent the system from playing this information.

1   Dial ***86** or remotely dial into your Voicemail mailbox.

2   Press **4** to reach the Mailbox Options menu.

3   Press **95** to reach the Message Envelope menu.

4   Press **2** to toggle the current setting from On to Off or from Off to On.

Suspending Your Voicemail

You can temporarily suspend your Voicemail service from answering incoming calls. During suspension, you can continue to access Saved messages and manage your Voicemail mailbox. Voicemail service remains suspended until you reactivate it.

1   Dial ***86** or remotely dial into your Voicemail mailbox.

2   Press **4** to reach the Mailbox Options menu.

3   Press **5** to reach the Suspend/Activate Voicemail menu.

4   Press **2** to suspend.

Reactivating Your Voicemail

1   Dial ***86** or remotely dial into your Voicemail mailbox.

2   Press **4** to reach the Mailbox Options menu.

3   Press **5** to reach the Suspend/Activate Voicemail menu.

4   Press **1** to activate.

Your Online Phone Manager

Managing your account is just a click away with our Online Phone Manager. You can listen to messages and manage your calling features without ever picking up the phone.

Your Phone Administrator will set up an individual user account for Online Phone Manager. Access will be through a special URL they will provide to you. Depending on how your account is set up, you may also have a username and password.

Managing Voicemail Online

Our Online Phone Manager lets you listen, review and manage your Voicemail messages from wherever you are.

Check Voicemail Online

1 Go to your individual Phone Manager URL.

2 Enter your username and password.

3 Select the **VOICEMAIL** tab from the toolbar.

4 If you have multiple mailboxes, click on the appropriate mailbox in the left-hand column.

5 Enter your Voicemail PIN.

6 To play a message, click on the arrow icon in the right-hand column.

7 To delete a message, click on the **X** icon in the right-hand column.

Save and Email a Voicemail

1 Right click the message you would like to save.

2 Click **SAVE TARGET AS**. Enter name you would like to use to save this message. Click **OK**.

3 Attach this file to an email as you would any other document.

Managing Your Calling Features Online

Our Online Phone Manager makes it easy for you to activate or deactivate all your favorite phone features like Call Forwarding, Do Not Disturb, Call Waiting and Anonymous Call Reject.

For instructions on activating and deactivating more features, go to:
http://businessphonemanager.atlanticbb.net.

Activating Call Forwarding Online

1 Go to your individual Phone Manager URL.

2 Enter your username and password.

3 Select the **FEATURES** tab from the toolbar.

4 Click on **CALL FORWARD**, select the Call Forwarding feature you would like to activate, and enter the phone number where you would like your calls forwarded.

5 Click **SAVE CALL FORWARDING SETTINGS**.

Deactivating Call Forwarding Online

1 Go to your individual Phone Manager URL.

2 Enter your username and password.

3 Select the **FEATURES** tab from the toolbar.

4 Click on **CALL FORWARD** and select the **DO NOT FORWARD** button.

5 Click **SAVE CALL FORWARDING SETTINGS**.

Check Call Detail Online

1 Go to your individual Phone Manager URL.

2 Enter your username and password.

3 Select the **CALLS** tab to view your call detail.

Frequently Asked Questions

Can I make 900 or 976 calls?

Not at this time.

How will my service be billed?

Your Business Phone service calling plan charges will appear on your Atlantic Broadband bill each month. Additional charges for calls made to international locations, directory assistance (411) or operator services will appear as line items on the same bill.

Am I charged extra for 411 information or operator assistance calls?

Yes.

Will fax machines work with Atlantic Broadband business phone service?

Yes. Atlantic Broadband Business Phone service is compatible with most fax equipment brands.

Does my computer need to be on to use the phone service?

No. Atlantic Broadband Phone service does not require or rely on your computer in any way.

What is E911? Does Atlantic Broadband business offer E911 service?

Atlantic Broadband is proud to offer Enhanced 911 or "E911" service. Dialing 911 connects you to an operator trained to route your call to local emergency medical, fire, and law enforcement agencies. E911 or Enhanced 911 has the added benefit that your telephone number and location are automatically transmitted to the operator during the call.

Will Atlantic Broadband phone service work with my business alarm system?

The vast majority of alarm systems are compatible. However, some alarm systems, particularly older ones that do not support tone dialing, may not work properly without changes. We suggest you test your alarm system before and after installation of Atlantic Broadband Business Phone service.

Can I make or receive collect calls?

Atlantic Broadband's Phone Service does not support inbound collect calling. However, if the caller is using a credit card, calls to your phone will work fine.

Why aren't I getting phone calls?

Check your phone to make sure the ringer has not been turned off. You should also make sure that you do not have the Call Forwarding or Do Not Disturb features activated.

Can I use my current answering machine with Atlantic Broadband phone service?

Yes, however if you currently use Atlantic Broadband's Voicemail service and would like to use a separate answering machine, your Atlantic Broadband Voicemail service will need to be deactivated. Contact Atlantic Broadband Customer Care.

Can I use my credit card authorization machine with my Atlantic Broadband phone service?

Most credit card authorization devices will work with Atlantic Broadband's Phone service. You may need to use a lower baud rate or speed setting for better results.

For 24 hour customer and technical support call Atlantic Broadband Customer Care at 877-435-2227.

Business Video Service

When your business requires an entertainment solution to keep your clients, guests and employees informed, Atlantic Broadband Business Video Service is the clear choice.

Perfect for break rooms, waiting areas, restaurants and lobby areas, we deliver the most popular channels and the best High Definition channels, outstanding sports programming and digital music with crystal-clear reception and sound.

The Most Popular Channels

Over 100 of the very best in news, sports, kids and entertainment channels.

Great Sports Programming

The best in sports — everything from regional coverage to national networks like ESPN, The Golf Channel and NFL Network.

The Best in High Definition

Turn your establishment into the ultimate destination on game night with the most popular channels in HD — including broadcast stations, regional sports networks and ESPN HD.

Digital Music

Entertain waiting customers with nearly 50 commercial-free channels playing 24 hours a day, 7 days a week.

Your Atlantic Broadband Business Account Information Page

It is important to record your Atlantic Broadband account information and keep it in a secure place for reference at a later date.

Account Number(s): _____   _____

Static IP Information

IP Address #1: _____   Subnet Mask: _____

IP Address #2: _____   Gateway: _____

IP Address #3: _____   DNS1: _____

IP Address #4: _____   DNS2: _____

IP Address #5: _____

Domain Information

Vanity Domain Name: _____

FTP User Name: _____

Email Servers:

    Incoming (pop): _____   Outgoing (smtp): _____

Email Addresses

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

Telephone Numbers

_____   _____

_____   _____

_____   _____

_____   _____

For 24 hour customer and technical support call Atlantic Broadband Customer Care at 877-435-2227.

Atlantic Broadband Quick Reference Guide

Phone Service

Calling Features	To Activate/Access	To Deactivate
Call Hold	Press Flash or the Switchhook	*24
Call Transfer	Press Flash or the Switchhook. Dial Extension Hang up.	
Call Waiting	Automatically activated unless deactivated prior to call.	*70
Terminal Make Busy	*33	*34
Call Forwarding	*72	*73
Selective Call Forwarding	*61	*81
Speed Dial	*74 (digits 2-9) *75 (digits 20-49)	*84 (digits 2-9) *85 (digits 20-49)
Three-Way Calling	Press the Switchhook. Dial 3rd participant. Once answered, press Switchhook again.	Hang up to disconnect call. To disconnect 3rd participant, press Switchhook twice briefly.
Do Not Disturb	*53	*54
Caller ID Blocking	*67	Automatically deactivated at end of call.
Call Trace	Hang up. Lift receiver after 10 seconds and dial *57.	

For 24 hour customer and technical support call Atlantic Broadband Customer Care at 877-435-2227.

ATLANTIC
broadband
BUSINESS

Voicemail

Accessing Your Voicemail

Individual Mailbox Users From Your Business Phone

1 Dial ***86**.
2 When prompted enter your PIN followed by the **#** key.

Multiple Mailbox Users From Your Business Phone

1 Dial the main mailbox number.
2 Dial your personal mailbox number.
3 When prompted enter your PIN followed by the **#** key.

Message Notification

The Voicemail service will notify you of a new message by a stutter tone. If your phone has a message waiting light, it will also be lit.

Voicemail Storage / Time Rules

You can store a total of 30 new and saved messages. Messages are limited to 2 minutes. Your personal greeting may be up to 1 minute.

Listening to Messages From Your Business Phone

1 Dial ***86**.
2 Press **1** to hear messages.
3 Follow prompts to save or delete messages.

Sending Messages (not available in all areas)

1 Dial ***86**.
2 Press **2** and when prompted enter area code and number of subscriber.
3 Press **#**.

Personalize the No Answer Greeting

1 Dial ***86**.
2 Press **4**, then **1**, then **2**, then **2**, then **1**.
3 When prompted, record your greeting, then press **#**.
4 Press **3** to save.

Check Voicemail Online

1 Go to your individual Phone Manager URL.
2 Enter your username and password.
3 Select **VOICEMAIL** tab.
4 Click on your mailbox (if multiple mailbox user).
5 Enter your PIN.
6 Click on arrow icon.

For 24 hour customer and technical support call Atlantic Broadband Customer Care at 877-435-2227.

ATLANTIC
broadband
BUSINESS

SBWDG0510

SBWVDG0510