

Home Phone: Unlimited

User Guide



suddenlink[®]
by altice

Welcome

Welcome to Home Phone: Unlimited

Thank you for choosing Suddenlink as your source for quality home entertainment and communications!

We continually look for ways to make living easy, and we want to help you connect in every way we can from the comfort of your home.

This book will explain how to take advantage of all the features and options available to you as a valued Suddenlink Home Phone customer. If you have any other questions about your service, please visit help.suddenlink.com or contact our 24/7 technical support.

Suddenlink Home Phone is a new and better alternative to conventional Phone Services. We are sure you will enjoy making crystal clear digital phone calls. One call. One connection. One bill. With Suddenlink it's just that easy.

Important - To reduce telemarketing calls, remember to register your Suddenlink phone number on the National Do Not Call Registry by going to www.donotcall.gov.

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Quick Reference Guide

Voicemail Set Up

- + Call your home #
- + Enter your temporary Pin: 123456 followed by the # sign
- + Enter your personal pin # (this can be 2 to 5 digits long)
- + State your name when prompted
- + Record your custom greeting when prompted

Voicemail Functions

- + Save Message - 9
- + Replay - 3
- + Advance - #
- + Delete - 7

For detailed instructions reference your customer welcome kit, look it up on suddenlink.com/support or **dial 611**.

Retrieve Voicemail from Home

- + A stutter dial tone means you have a message(s)
- + Dial your 7 or 10 digit home phone number and wait for your Voicemail to answer

Retrieve Voicemail while away

- + Dial your 7 or 10 digit home phone number and wait for your Voicemail to answer
- + Wait for your call to go into the Voicemail system
You will hear your Voicemail greeting.
- + Press the * key & enter your PIN followed by #

Retrieve Voicemail using your “Voicemail to Email” Feature

- + Voicemail to Email* feature sends you an email when you have a voicemail
- + Open email message to see attachment
- + Open attachment to play voicemail message

*May require setup, call 888.822.5151.

Suddenlink Phone

Quick Reference Guide

Call Forwarding

Send your calls to where you are.

- + Press *72 to activate
Wait for three short confirmation tones then dial the 7 or 10 digit number to forward calls to.
- + Press *73 to deactivate
Two short tones indicate you have turned Call Forwarding off.

Call Return

Return the call that was just missed

- + Lift handset of your phone and press *69
- + The phone number and time of last call received is retrieved
- + Press 1 to dial number

If the last call into the home was from an anonymous phone number, Call Return will not work.

Three-Way Calling

Talk to 2 people at different numbers

- + Press and release hook switch to put the current call on hold
Listen for three tones followed by a dial tone.
- + Dial number of second person
- + Press and release hook switch to put current call on hold

Anonymous Call Rejection

- + Press *77 to activate
- + Press *87 to deactivate

A recording confirmation tone will let you know if your anonymous call rejection is ON or OFF.

**Ask how to bundle and save today.
It's easy. One call. One connection. One bill.**

Friendly Features

Block Anonymous Calls

Reject calls without caller information.

1. Reject calls from a caller who has activated a blocking option to prevent the display of their name and phone number.
2. All blocked calls will be intercepted by a recording giving the caller information and options to complete their call.
3. Press *77 to activate.
4. Press *87 to turn off.

Note: A recording confirmation tone will let you know if your anonymous call rejection is ON or OFF. Up to 10 calls can be blocked.

Block Specific Calls

Screens every incoming call against a “do not accept” list of numbers and rejects those calls on the list.

To access Selective Call Rejection service, press *60.

- + To turn your service on or off, press 3.
- + To add a phone number to your list, Press # and dial the number you want to add. Press # again.
- + To add the last number that called, press #01#.
- + To review your list, press 1#.
- + To remove a number right after you hear it (while reviewing your list), press 07*.
- + To remove a number from the list, Press *. Dial the number you want to remove. Press *.
- + To remove all entries, press 08*.
- + To remove all private entries, press 09*.
- + To review the instructions, press 0.

Friendly Features

Call Forwarding

Forward incoming calls to another phone number.

1. To Activate

- a. Listen for a dial tone then dial *72.
- b. Wait for three short confirmation tones, then dial the 7 or 10 digit number to forward calls to.
- c. Hang up the phone.

2. To Deactivate

- a. Listen for a dial tone then dial *73.
- b. Wait for confirmation tone.
- c. Hang up the phone.

Note:

- Two short tones indicate you have turned Call Forwarding off.
- Once activated, you will hear a ring splash (1/2 a ring) before the call forwards. This is a trigger to notify you Call Forwarding is still on.

Caller ID (display on phone unit)

Find out who is calling before you answer. Appropriate equipment required.

Listed Name Delivery

Delivers the name of the calling party or business name.

Phone Number Delivery

Delivers the directory number of the calling party.

1. Wait for one full ring.
2. Look at your Phone Caller ID unit for the phone number and/or name and number associated with the incoming call.

Notes about Caller ID:

- A Caller ID display unit is a separate piece of equipment required for this service. Display units vary in design and features.
- If you have Call Waiting, Caller ID does not display information for any calls coming through when you're on the phone unless you have Call Waiting ID on your line and compatible equipment.
- If your caller is using a privacy feature, the Caller ID display may read "Private Number" instead of the caller's name/number.

Friendly Features

Call Waiting

Receive an incoming call while on the phone.

This service notifies you that a second call is on the line and allows you to switch between the calls. The caller is notified by a tone when the call is activated.

When you hear a Call Waiting tone during a call, you have several options:

1. Hang up the phone and end the original call. The new call will ring with the second caller.
2. Place the original call on hold and answer the waiting call. Press and release the hook switch to put the first person on hold, then answer the second call. You can alternate between the two calls and both conversations will remain private.
3. Ignore the Call Waiting tone, and let the second call go to Voice Mail (if selected).

Note:

- If the first caller hangs up, you will automatically be connected to the waiting call within two seconds.
- Call Waiting allows you to have two people on your phone at the same time – one on hold and one to whom you are talking. A third caller will hear a busy signal (the call may forward to Voice Mail or another number if those services are activated.)

Three-Way Calling

Add a third person to your phone conversation. To add a third person to your call:

1. With the first person on the line, press and release the hook switch to put the call on hold.
2. Listen for three tones followed by a dial tone.
3. Dial the number of the third person. Once the person answers, you can talk privately before connecting the person on hold.

Note: If you get a busy signal or no answer when calling the third person, just press and release the hook switch twice to continue your original call.

Friendly Features

4. To bring the person on hold back into the conversation and complete the 3-Way call, press and release the hook switch for one second and all three of you will be connected.
5. To disconnect, have either person hang up and you can continue a 2-Way call.

Notes about 3-Way Calling:

- You may use 3-Way Calling to add another person, no matter who placed the first call; however, if you hang up the other two people will also disconnect.
- When the 3-Way call includes long distance, you pay only for the call(s) you make.
- Call Waiting does not work during a 3-Way call.

Call Return

Automatically dials the last caller's number. To dial the last incoming call:

1. Lift the handset of your phone and press *69. The phone number and time of the last call received is retrieved.
2. Press 1 to dial the number or hang up.

Note: If the last call into the home was from an anonymous phone number, Call Return will not work.

911 Calling

In the event of an emergency, dial 911.

Voicemail

Note: Voicemail may be an additional charge.

Setting Up Your Voicemail

You will need to set up your Voicemail before using it. Once set-up is complete, your voicemail will be ready to receive messages.

1. Call your Suddenlink home phone number.
2. The Voicemail system will ask you for your password – which is 123456 by default, then press #.
3. Enter your own 4 digit PIN.
4. State your name when prompted.
5. Record your custom greeting when prompted.

Personalizing Your Voicemail

1. Call your Suddenlink home phone number.
2. The Voicemail system will ask you for your password. Then press #. To manage your greeting, Press 2.
 - + To manage your Personal Greeting, Press 1.
 - + To manage your Name Greeting, Press 3.
 - + To enable the Name Greeting, Press 5.

Skip Password

You have the option to access your Voicemail without using your Password. This option is called Skip Password.

To enable Skip Password:

1. Call your Suddenlink home phone number.
2. Enter your password, then press #.
3. Dial 4-2-1.
4. Skip Password is now enabled. You will no longer have to enter your password to access your voicemail.

Voicemail

To disable Skip Password:

1. Call your Suddenlink home phone number.
2. Enter your password, then press #.
3. Dial 4-2-1.
4. Skip Password is now disabled. You will have to enter your password when accessing your voicemail.

Retrieve Voicemail using “Voicemail to Email” Feature

Feature allows you to forward voicemail left on your home phone to your email, where you can listen via your smartphone, computer or tablet.

Manage voicemail on the Suddenlink.net portal by clicking on My Account, then Voicemail to Email.

- a. Listen, delete and save voicemail messages online.
- b. Manage email addresses for active Voicemail to Email.
- c. Voicemail PIN reset via the portal.

Personalizing Your Voicemail

1. Lift the handset of your phone.
2. A stutter dial tone means you have a message(s).
3. Dial your 7 or 10 digit home phone number and wait your voicemail to answer. (From your home phone you can dial *99 to get your voicemail.)
4. The voicemail system will tell you how many new messages you have.
5. Press the 1 key to listen to our messages.

Note: Customers are not required to enter the four-digit PIN to retrieve messages at home. While this is a great time saving feature, Skip Password significantly decreases the privacy protection and security of your Voicemail. If you would like to disable Skip Password, simply access the Voicemail system and follow the prompts.

Shortcut Option to Retrieve Voicemail

(Must use home phone for this option).

1. Dial *99.
2. Enter PIN.

Note: Customers are not required to enter the four-digit PIN to retrieve messages at home. While this is a great time saving feature, Skip Password significantly decreases the privacy protection and security of your Voicemail. If you would like to disable Skip Password, simply access the Voicemail system and follow the prompts. If a customer has anonymous call rejection turned on and their phone has caller ID block, they cannot dial their own home phone number. It will tell them 'This party does not accept anonymous phone calls.' They will have to use the *99 option.

Retrieving Voicemail Remotely

1. Lift the handset of any touch-tone phone.
2. Dial your home phone number.
3. Wait for your call to go into the Voicemail system; you will hear your Voicemail greeting.
4. Press the * key.
5. Enter your PIN followed by the # key.
6. The Voicemail system will tell you how many new Voicemail messages you have.
7. Press the 1 key to listen to your messages.

Saving a Voicemail Message

1. If you want to save the message, press the 9 key at any time during the message.
2. The Voicemail system will save the message and begin playing the next message.

Replaying a Voicemail Message

1. To replay a message, press the 3 key at any time during the message.
2. The Voicemail system will replay the message.

Advancing a Voicemail Message

1. Advance the message several seconds by pressing the # key at any time during playback.
2. The message will advance several seconds and begin playing again.
3. Press the 9 key to advance to the end and save the message.
4. Press the 7 key to advance to end and delete the message.

Deleting a Voicemail Message

Once you have listened to a message, you have the option to delete it.

1. If you wish to delete a message, press the 7 key at any time during the message.
2. The message will be erased.

Voicemail Pickup

Change the number of rings before Voicemail answers.

The default is four rings before Voicemail answers.

1. Listen for a dial tone then dial *94.
2. Enter number of rings (0-9).
3. Listen for confirmation tone.
4. Hang up the phone.

TV Caller ID

TV Caller ID

Find out who is calling before you answer from your TV screen.

To receive TV Caller ID you must subscribe to SL200 HDTV and Suddenlink Home Phone. A small Caller ID display will appear at the bottom of the TV screen when a phone call comes in on your Suddenlink Phone.

After installation of SL200 HDTV and Home Phone, it may take up to 6 days for this feature to enable.

Note: TV Caller ID is not available in all areas and will not work with all set-top boxes.

Your TV remote control enables you to perform the procedures for TV Caller ID. The keys used on your remote are as follows: B Key, C Key, Select/OK Key, and the directional arrows.

First identify your set-top box type on the front panel, then follow the appropriate instructions below.

Pace Set-Top Boxes

- 1. To Disable TV Caller ID service on all boxes:**
 - a. Press the C Button on your DVR Remote.
 - b. Move the selection bar to Settings.
 - c. Press Select on TV Caller ID Custom Settings.
 - d. Press Select again on Turn TV Caller ID Off. If it says Turn TV Caller ID On, then the Caller ID service is currently turned off.
 - e. To remove notification from the TV screen, Press C.
- 2. To Enable TV Caller ID Service on the individual box:**
 - a. Press the C Button on your DVR Remote.
 - b. To ENABLE service, move the selection bar to Alerts ON.
 - c. Press Select.
 - d. TV Caller ID is now enabled and will begin collecting Call Log Data.

TV Caller ID

3. To Disable TV Caller ID Service:

- a. Press the C Button on your DVR Remote.
- b. To DISABLE service, move the selection bar to Alerts OFF.
- c. Press Select.
- d. TV Caller ID

4. The Call Log lists all calls coming in on your Suddenlink Phone Lines. To use the Call Log:

- a. Press the C Button on your DVR Remote.
- b. With Call Log highlighted, press the Select button.
- c. If the Call Log is empty, the incoming Calls window will display a message stating NO CALLS.
- d. On rare occasions, an error message may indicate service is not available. If this happens, select Exit to close the message and try again. If the problem persists, please call customer service for assistance.

5. Deleting Entries in the Call Log:

- a. Press the C Button on your DVR Remote.
- b. With Call Log highlighted, press the Select button.
- c. To Delete all entries, press A on your remote.
- d. To Delete one entry, move the selection bar to the entry and press B on the remote.

6. Setting the Duration of the TV Caller ID Display:

- a. Press the C Button on your DVR Remote.
- b. Move the selection bar Settings.
- c. Press Select.
- d. Press Select again on TV Caller ID Settings.
 - I. Move the selection bar to Set Caller ID Display Duration and press Select. The display lists durations in seconds. Auto setting is set at the default of 15 seconds.
 - II. Move the Up/Down Arrow Keys to the durations you prefer and press Select.
 - III. To exit, press Exit or change the channel to your desired programming.

TV Caller ID

Scientific Atlantic and Cisco Set-Top Boxes

- 7. To Disable TV Caller ID service on all boxes:**
 - a. Switch to Channel 975, the TV Caller ID Channel.
 - b. Move the selection bar down to Settings.
 - c. Press Select.
 - d. Press Select again on TV Caller ID Settings.
 - e. Press Select again on Turn TV Caller ID Off. If it says TurnTV Caller ID On, then the Caller ID service is currently turned off.
 - f. To remove notification from the screen, Press C.

- 8. To Enable TV Caller ID Service:**
 - a. Turn to Channel 975, the TV Caller ID Channel.
 - b. To ENABLE service, move the selection bar to Caller ID ON.
 - c. Press Select.
 - d. TV Caller ID is now enabled and will begin collecting Call Log Data.

- 9. To Disable TV Caller ID Service:**
 - a. Turn to Channel 975, the TV Caller ID Channel.
 - b. To DISABLE service, move the selection bar to Caller ID OFF.
 - c. Press Select.
 - d. TV Caller ID is now disabled but Call Log Data will still be collected.

- 10. To Suspend TV Caller ID Service Temporarily:**
 - a. Turn to Channel 975, the TV Caller ID Channel.
 - b. To SUSPEND service, move the selection bar to Caller ID SUSPEND.
 - c. Press Select.
 - d. TV Caller ID will not appear until one of the following occurs:
 - I. The Set-Top Box is powered off and on again. Then select CALLER ID ON from the Menu.
 - II. The Suspend Status is reset overnight.

TV Caller ID

11. The Call Log lists all calls coming in on your Suddenlink Phone Lines. To use the Call Log:

- a. To view entries, turn to Channel 975, the TV Caller ID Channel.
- b. If the Call Log is empty, the incoming Calls window will display a message stating NO CALLS.
- c. On rare occasions, an error message may indicate service is not available. If this happens, select Exit to close the message and try again. If the problem persists, please call customer service for assistance.

12. Setting the Duration of the TV Caller ID Display. To configure the Time Limit:

- a. Turn to Channel 975, the TV Caller ID Channel.
- b. Move the selection bar down to Settings.
- c. Press Select.
- d. Press Select again on TV Caller ID Settings.
- e. Move the selection bar to Set Caller ID Display Duration and press Select. The display lists durations in seconds. Auto setting is set at the default of 15 seconds.
- f. Move the Up/Down Arrow Keys to the durations you prefer and press Select.
- g. To exit, press Exit or change the channel to your desired programming.

13. Deleting Entries:

- a. To Delete all entries, press A on your remote.
- b. To Delete one entry, move the selection bar to the entry and press B on the remote.

Motorola Set-Top Boxes

1. To disable the TV Caller ID pop-ups or if you have any questions, please contact Suddenlink Customer Service.

Note: *TV Caller ID Service is only available if you subscribe to both SL200 HDTV and Suddenlink Home Phone service.

Directory Assistance – Dial 411

If you need to contact directory assistance to get a local or long distance phone number, dial 411. There will be an additional charge incurred for making this call.

Calling the Operator – Dial 0

You can contact the operator if you need help placing a call. There will be an additional charge incurred for making this call.

International Long Distance Rates

International rates vary based on the call destination. To get current pricing please visit us on the web at suddenlink.com/telephone/international.php or call Suddenlink customer service.

Billing Information

If you have any questions regarding your monthly billing statement please visit us on the web at help.suddenlink.com or call Suddenlink customer service by dialing 611 on your home phone.

Note: All prices are subject to change.





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