Service Electric Cable TV and Communications Telephone Guide

Service Electric offers a variety of features with their state of the art telephone service. This brochure will guide you through the basic features.

Please visit our website at **www.sectv.com/help/telephone/userguide**.

Short Codes - Social and Public Services

- 211   Non-Emergency Services
- 411   Directory Assistance - Charges Apply
- 511   Travel and Traffic Information for PA owned roads
- **611   Service Electric Cable TV Customer Service**
- 711   Telecommunications Relay Services
- 811   "Call Before you Dig"
- 911   Emergency Services

Web Portal

Web Portal allows you to view general user settings such as telephone number and caller ID name. You can set your Call Screening preferences: Create a Schedule, Allow Block, Call Forward and Voicemail. You may also view your Call History.

- Visit **sectv.user.alianza.com.**
- Enter your username. Your user name will be USERxxxxxxxxxx (Your ten digit telephone number). Example: USER6105551212
- Enter the default password (first (4) four letters of account holder's name in all capital letters, followed by the first (4) four letters of the account holder's last name in all lower-case letters). Example: JOHNsmit Note:
  - ❖ If the first letters of your first and last name are less than (4) four letters, please append (0) zeros to the end to complete the (8) eight characters. Example: JEN0doe0
- Select the Sign In button.
- The System will prompt you to reset your password.

TELEPHONE FEATURES

All the features you need, all available to you!

- 900 Call Block
- Anonymous Call Block
- Block Caller ID
- Call Forward, All Calls
- Call Forward, Busy Signal
- Call Forward, No Answer
- Call Forward, Out of Service
- Call History
- Call Trace
- Call Waiting
- Call Waiting with Caller ID
- Caller ID with Name
- Custom Call Screening Block
- Distinctive Ring
- Do Not Disturb
- Find me/Follow me
- International Call Block
- Nomorobo
- Priority Ring
- Return Call
- Simultaneous Ring
- Specific Caller Allow
- Specific Caller Block
- Specific Caller Forward
- Three Way Calling
- Unlimited Long Distance Calling
- Voicemail
- Voicemail Web Portal

Star Features at a Glance

- *77   Enable Anonymous Call Block
- *87   Disable Anonymous Call Block

- *72   Enable Call Forward, All Calls
- *73   Disable Call Forward, All Calls

- *90   Call Forward, Busy Signal (Enable and Disable)
- *92   Call Forward, No Answer (Enable and Disable)

- *57   Call Trace

- *43   Enable Call Waiting, All Calls
- *44   Disable Call Waiting, All Calls

- *70   Disable Call Waiting, One Call

- *52   Do Not Disturb
- *53   Disable Do Not Disturb

- *67   Enable Block Caller ID
- *65   Disable Block Caller ID

- *69   Return Call (Enable and Disable)

- *48   Enable Specific Call Allow
- *49   Disable Specific Call Allow

- *60   Enable Specific Call Block- Add a Number
- *59   Disable Specific Call Block - Remove A Number

- *63   Specific Caller Forward (Enable and Disable)

- *82   Access Voicemail from Home

Voicemail Guide

How Voicemail Works

Voicemail Service begins as soon as you subscribe by answering callers with a standard greeting and storing their messages for you.

- You can listen to your messages from your own telephone by simply calling the system access number ***82.**
- Once entering the main menu, you can navigate to mailbox setup to record your personalized greeting or leave the default greeting in place.
- No one else has access to your mailbox without your password.

Access Your Voicemail

- **Dial *82** from your home telephone.
- You can also access your voicemail while away from the home by dialing your home number. When you hear your greeting, press the pound sign.
- Enter your 4-digit PIN, followed by the #.
- Your default PIN is 1234.

Listen to messages	Press 1
Skip message	Press 1
Save message	Press 2
Erase message	Press 3
Repeat message	Press 9
Exit the menu	Press 0

Personalize Your Voicemail

- **Dial *82** from your landline telephone.
- Enter your 4-digit PIN, followed by #.
- Press **8** to access your personal options, including the following:

Change your pin	Press 1
Personalize your greeting	Press 2
Record your personal name	Press3
Call Forwarding	Press 5
Set Call Screening/forwarding number	Press 6
Repeat personal options	Press 9
Exit the menu	Press 0

Voicemail Message Waiting Indicator (MWI)

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages, or messages marked as unread in your voicemail box.

Remote Access to Voicemail
- Dial your 10-digit telephone number from any telephone.
- When you hear your voicemail greeting, press # .
- Enter your 4-digit PIN followed by #.

Voicemail to Email
Voicemail messages can be converted to a .mp3 file and sent to an email address, or list of email addresses. Voicemail to email can be set up using the online voice portal.

- Go to your Web Portal **(sectv.user.alianza.com).**
- Click on the voicemail menu.
- Select the voicemail box from the list by clicking on the row.
- Check the "Forward Voicemail to Email" box.
- Enter your email address (or multiple email addresses) in the box.
- Click save.

> Selecting the "Keep a copy in voicemail box" allows you to also listen to messages on your telephone. By un-checking this option, you can prevent the stuttered dial tone notification on your telephone, and use your email to listen to voicemail messages.

Access on Power/Connectivity Failure

In the event of a power outage, Internet outage, or device failure, people that attempt to call you will go to your voicemail.

Call forwarding, Simultaneous Ring, or Find-me/Follow-me will continue to function.

Call Forwarding

You can forward incoming calls from your home telephone to another telephone number.

Call Forward, All Calls
If you would like to forward all calls:

- Lift the receiver and listen for dial tone.
- Press ***72**.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination telephone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and have calls ring to your line, dial ***73**, enter PIN and choose option 2.
- This service will continue to function even in the event of a power outage, Internet outage, or device failure.

Call Forward, Busy Signal
To forward calls only when you are on another call or when your telephone is off-hook:

- Lift the receiver and listen for dial tone.
- Press ***90**.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination telephone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and send calls to voicemail when you are busy, dial ***90**, enter PIN, and choose option 2.

Call Forward, No Answer
Rather than have your unanswered calls go to voicemail, you can have calls forwarded to another telephone number when not answered.

- Lift the receiver and listen for dial tone.
- Press ***92**.
- When prompted, enter your PIN.
- Press 1.
- When prompted, enter the destination telephone number, starting with a 1, i.e. 1 800 555 1212.
- To disable this feature and send calls to voicemail when don't answer, dial ***92**, enter PIN, and choose option 2.

Call Forwarding, Remote Access

Unconditional call forwarding, or forwarding of all calls is available remotely using the voicemail system. This feature can be accessed remotely by dialing your telephone number, and while listening to the voicemail greeting pressing the # key. This will allow you to enter your PIN and access the voicemail system. In the Personal options menu (8), you can enable call forwarding.

Other Call Forwarding Options

Other forwarding options, like Find-me/Follow-me, Simultaneous Ring, Forwarding select numbers to voicemail, and many additional options are available in the online web portal **(sectv.user.alianza.com).**

Call History

From your Web Portal (**sectv.user.alianza.com**), you will be able to view call records for the current month or search for calls within a specific date range. You can also sort by type of call and/or specific inbound call flags.

Call Return

Call Return allows you to reconnect with the caller from your last call without dialing the number.

To Use Call Return
- Lift the receiver and listen for dial tone.
- Press ***69**.
- Your call will be placed to the last inbound or outbound party.

Call Screening

Your privacy and personal time are important. Calls from anonymous callers to your telephone can be annoying and inconvenient. Call screening features allow you to limit the calls you receive before they ring your telephone.

Anonymous Call Block
- Lift the receiver and listen for dial tone.
- Press ***77.**
- Callers without a Caller ID will be blocked.
- To Disable, Anonymous Call Block press ***87.**

Call Screening, Custom Number

If you want to prevent calls from a specific number, you can use the Custom Call Screening feature to control who can ring your telephone.

- Lift the receiver and listen for dial tone.
- Press *60.
- When prompted, enter your PIN.
- When prompted, enter the telephone number you would like to block.
  - o Enter the Caller ID just as you see it, typically this includes a 1 plus the area code, i.e. 1 222 555-1212.
- Calls from the number entered will now be blocked.
- To remove a number from this block, press *59 and follow the prompts as outlined above.

Call Trace

Allows you to trace the telephone number of harassing calls through the phone company. Only law enforcement officers may retrieve this information from the phone company. Call Trace should be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.

- When you receive a threatening or obscene call, depress the Switch Hook or Flash Button, and release quickly.
- Listen for a special dial tone and press *57
- Hang up.
- The number you traced will be recorded at the phone company. If you decide to follow up on this matter, contact the proper authorities.

Call Waiting

When you are on a call and receive another call, you will hear a call waiting tone. You can choose to place your current call on hold and take the second call, or you can simply continue talking and ignore the second call.

To Use Call Waiting
- When you hear the Call Waiting tone, press and release the Switch Hook or Flash button on your telephone.
- Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the Switch Hook or Flash button.

To Temporarily Disable Call Waiting for One Call
- Lift the receiver and listen for dial tone.
- Press ***70** and wait for a second dial tone.
- Dial the number. Call Waiting is disabled for the current call.
- After you hang up, Call Waiting will be active once more.

To Enable/Disable Call Waiting for All Calls
- Lift the receiver and listen for dial tone.
- Press ***43** to enable Call Waiting for all calls.
- Press ***44** to disable Call Waiting for all calls.

Change Call Waiting Settings
Call Waiting settings can be changed from the Settings page in the Calls section on Web Portal **(sectv.user.alianza.com).**

Caller ID for Call Waiting
You can see who is calling, even if you are already on another call. Caller ID and Caller ID Name is available if your telephone displays Caller ID.

Caller ID

When using a compatible telephone, you can see the name and number of the party calling your telephone. When you place a call, your name and telephone number is available to people you dial. You can control when your caller ID information is sent.

Caller ID Block per Call
To prevent your caller ID (name and number), from being displayed to the person you dial:

- Lift the receiver and listen for dial tone.
- Press ***67** and wait for a second dial tone.
- Dial the number – caller ID is not available to the party you called.
- Your caller ID will be displayed on future calls.

Caller ID Unblock per Call
To allow your caller ID to be sent to the person you dial:

- Lift the receiver and listen for dial tone.
- Press ***65.**
- Your call will no longer send caller ID. Caller ID will be blocked for one call.
- If you need to enable caller ID for a single call, you can use ***65** and the number, to enable caller ID for that call only.

Do Not Disturb

Do Not Disturb allows you to set your status to unavailable. While you have Do not Disturb activated, calls will go directly to voicemail without ringing your telephone.

- Lift the receiver and listen for dial tone.
- Press ***52** to activate Do Not Disturb.
- When you are ready to receive calls again, press***53**. Calls will ring your telephone, before going to voicemail.

Find Me/Follow Me

Find me/Follow me is a web portal (sectv.user.alianza.com) feature that allows you to forward your calls to multiple phones. You can also set how many rings it will make before forwarding to the next number.

- Log into your Web Portal and go to the Call Section.
- Follow the instructions for Find me/Follow me.

National Directory Assistance- 411 Service

Dialing 411 offers considerable savings from using 555-1212. Dial 411 and get connected to any number, anywhere in America.
Charges:

- $0.75 for Local
- $1.00 for National

National Do Not Call Registry

You can reduce the number of unwanted sales calls you get by signing up for the free National Do Not Call Registry. **Visit www.donotcall.gov** to register your number. Please note, not all calls can be blocked from the Do Not Call Registry. You can visit their website for more information.

Nomorobo - Robocall Blocking

Nomorobo identifies recorded calls, spam calls, scams or other annoyances and actively blocks the calls. You will need to create a free account with Nomorobo. Below are the instructions to create your account.

- To create account with the Nomorobo service go to **www.nomorobo.com/signup.**
- First, click on "Get Started Now".
- Select Service Electric Cable TV and Communications from the "Choose Your Landline Carrier List".
- In the email address field, enter the email address to be used for the Nomorobo account. Click Next.
- Shortly after clicking "Next" you will receive an email.
- Open the email from Nomorobo and click the "Click Here to Setup Nomoromo" button in the email.
- Select "Landline/VoIP" from the telephone type drop down menu, Select Service Electric Cable TV and Communications and enter your number in the "Telephone Number" field.
- Click Next and the on-screen instructions will guide you through the SECTV web portal setup. **(sectv.user.alianza.com)**
- Your account is now active.

Operator Assisted Calls

When an operator provides some sort of assistance or places your call, it is an operator assisted call, fees apply. Operator Assisted Calls may include the following calls:

- Collect Calls - The calling party wants to place a call at the called party's expense.
- Third Number Calls - Calls can be billed to a party other than the calling and called party.
- Person-to-Person Calls - A method of placing a telephone call, in which the calling party wants to speak to a specific party and not simply to anyone who answers. The caller is not charged for the call unless the requested party can be reached.
- Station-to-Station Calls - A method of placing a telephone call, in which the calling party agrees to talk to whoever answers the telephone.
- Other Operator Assisted Calls may include calls billed to a credit card and certain international calls which cannot be directly dialed.

Priority Ring

Priority Ring allows you to know who is calling based on the ring pattern.

- Log into your Web Portal.
- Go to the Calls Section.
- You will be able to set a specific ring pattern for all anonymous callers, all toll free callers and/or specific callers.
- There are seven (7) ring patterns available to use.

Selective Call Acceptance

Selective Call Acceptance allows you to program your phone to accept calls from a specific list of callers. Only calls on your list will ring through.

- Pick up your receiver, and listen for a dial tone.
- Press ***48**.
- Listen for a message telling you whether the feature is turned on or off. The recorded message will also tell you how many, if any, numbers are currently stored in your acceptance list.
- Follow the voice instructions to add or delete numbers.
- When you are ready to receive all calls, press ***49** to deactivate Selective Call Acceptance.

Selective Call Block

Selective Call Block allows you to program your phone to block calls from a specific list of callers. All calls will ring, except the ones you have on your list.

- Log into your Web Portal **(sectv.user.alianza.com)**.
- Go to the Call Section.
- Follow the instructions to add or delete numbers.
  - ➢ You may also call our Customer Service Team to block specific numbers for you.

Simultaneous Ring

Simultaneous Ring can be found in your Web Portal (**sectv.user.alianza.com**) . You can schedule your phone to ring in multiple numbers at the same time.

Three-way Calling

Three-way calling lets you bring two parties into the same call for everyone to participate in the same conversation.

- Call the first party.
- Press and release the Switch Hook or Flash button on your telephone. This will put the first party on hold.
- Listen for a second dial tone and call the second party.
- After the second party answers, press and release the Switch Hook or Flash button to join both parties into the call.

BACK UP POWER DISCLOSURE STATEMENT

Backup Power for telephone service during power outages
For many years, your home telephone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home telephone services require backup battery power to continue functioning during an outage. To avoid disruption of voice services during an outage and to maintain the ability to connect to 911 emergency services, we at SECTV offer a battery supply within its VoIP telephone equipment, as well as the option to purchase your own battery backup supply.
Please note, in the event of a total power blackout, Internet may not work. Without Internet services, your telephone service will become inoperable.

What your battery can and cannot do for you?
SECTV's backup batteries for telephone modems allow you to continue to use your voice services during a power outage. Without a backup battery or alternate backup source, such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your telephone is by using some form of backup power. Our backup battery does not provide power to any services other than voice. Security Systems, medical monitoring devices, cordless telephones and other equipment will not run on a home telephone backup battery. In order to use your telephone while on battery, you must be using a corded telephone, or a cordless telephone that is connected to its own battery backup. SECTV suggests using a corded telephone during a power outage. It is always good practice to keep emergency numbers stored in a charged cell telephone, when available.

Purchase and Replacement Options
It is the customer's responsibility to notify SECTV when batteries need to be replaced. If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery is a good option for you. The battery supplied at install by SECTV is an 8.4vdc 2400mAh Lithium Ion battery. You can also purchase a backup battery through Service Electric. The cost for the battery is currently $50.00 per battery. Rate is subject to change.

Expected Backup Power Duration

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you four hours talk time. If you feel that is not enough time, you may extend your standby power by purchasing multiple batteries.

Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage, and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41 degrees F and below 104 degrees F. Batteries have a shelf life of approximately 16 months at 77 degrees F without recharging. Storage above 77 degrees F is not recommended because it will reduce battery life. Please check your battery at least twice a year. Under normal operating conditions and proper maintenance, most batteries will not need to be replaced for 6-10 years. If your device starts to make a loud beeping sound, the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

You may find more telephone information and troubleshooting tips on our website **www.sectv.com** and clicking the HELP Button.