



## Phone Service Guide



# TABLE OF CONTENTS

<b>GRANDE PHONE SERVICE</b>	<b>1</b>
<b>CALLING PLANS</b>	<b>2</b>
<b>SERVICES</b>	<b>3-4</b>
<b>YOUR ONLINE PHONE MANAGER</b>	<b>5-6</b>
<b>USING YOUR CALLING FEATURES</b>	<b>7-18</b>
<b>YOUR VOICEMAIL SERVICE</b>	<b>19-23</b>
<b>UNDERSTANDING YOUR EQUIPMENT</b>	<b>24</b>
<b>BASIC TROUBLESHOOTING</b>	<b>25-26</b>
<b>FREQUENTLY ASKED QUESTIONS</b>	<b>27</b>



# GRANDE PHONE SERVICE

Thank you for choosing Grande Communications as your residential telephone service provider. Please take a few moments to read this guide and learn more about your new Grande Phone service. You will find the more you know about the features and options available, the more you will enjoy them. This guide will be your resource for everything your Grande Phone services have to offer.

## OPTIMUM PHONE SERVICE

Grande's Optimum Phone service is our best phone product including unlimited calls within the US and Canada, 16 great calling features, special Mexico rates, Voicemail, Online Phone Manager and more! If you frequently make calls throughout the state and across the nation, this is the phone package for you!

## ESSENTIAL PHONE SERVICE

Essential Phone service provides unlimited local calling and 6 popular features including Caller ID, Call Waiting, Three-way Calling and Grande's Online Phone Manager at no additional cost. Calling friends and family around town has never been easier than with Grande's Essential Phone service.

## BASIC PHONE SERVICE

Basic Phone service provides unlimited local calling without any features. Grande's Basic service is good for the occasional caller who mainly uses a phone line for home alarm and/or fax machine.

Phone Services Summary	Optimum	Essential	Basic
Local Calling	Unlimited	Unlimited	Unlimited
Domestic Long Distance	Unlimited	7¢/minute	9¢/minute
Mexico Savings Plan	7¢/minute	7¢/minute	Not Available
Number of Calling Features	16	5	0
Online Phone Manager	Included	Included	Not Available
Voicemail	Included	Optional	Not Available
Outage Protection Service	Included	Included	Included

Service is not available in all areas. Phone service does not include call detail on monthly statements and may not be used for commercial purposes such as telemarketing or autodialing. Phone service advertised is only for residential use and must be direct-dialed from home. Additional fees and surcharges for directory assistance, directory assistance call completions, calling card calls, operator-handled calls, inbound toll-free calls, and international long distance calls will apply.

Restrictions apply. All rates shown above are before applicable taxes and fees. Installation charges may apply. Service may be subject to credit approval and may require a deposit. Service is not available in all areas. Other restrictions and charges may apply. Pricing, features and channels subject to change.

Mexico Savings plan includes \$0.07/minute to landlines and \$0.30/minute to mobile phones. Other restrictions and charges may apply. Pricing, features and channels subject to change.

# CALLING PLANS

## DOMESTIC LONG DISTANCE CALLING

Domestic long distance calls include calls placed to anywhere in the U.S., including Alaska, Hawaii, Puerto Rico, US Virgin Islands, Guam, Northern Mariana. Calls to Canada are also considered domestic calls.

## INTERNATIONAL CALLING

In addition to great domestic long distance calling plans, you will also enjoy amazingly low international rates to over 260 countries. To see a complete list of our international rates go to <http://www.grandecom.com/international>.

### Mexico Savings Plan

Customers in Optimum and Essential Phone services will receive special discounted rates of \$0.07/min when calling land lines in Mexico. Calling rates to cell phones can be found at <http://www.grandecom.com/international>.

### To Direct Dial Someone in a Country With an International Access Code:

1) Enter: **0 1 1** (the international access code) + the country code + the city code + the local phone number

For example, if you are calling Paris, France, dial **0 1 1** (the international access code), **3 3** (the country code for France), **1** (the city code for Paris) and the local telephone number.

To see a complete list of our international country codes go to <http://www.grandecom.com/international>.

## E911 EMERGENCY CALLING

Grande Communications Phone service provides E911 emergency calling access to police, fire and medical services. Our E911 emergency calling will automatically relay your phone number and address in the event you are unable to do so provided your public safety system supports this feature.

As an added protection during a power outage, we provide battery backup to your Grande Communications Phone service. This backup provides up to 8 hours of standby time and up to 4 hours of talk time, so even if you don't have power, you can still dial 911.

### Important:

- As with any phone service, a cordless phone will not work in a power outage so you should have a working non-cordless phone in your home at all times.
- To assure access to 911 emergency calling is not disrupted, do not move your phone modem without notifying Grande Communications.

## 900 AND 976 NUMBERS

Calls to 900 or 976 numbers dialed from your home are not permitted.

# SERVICES

## OUTAGE PROTECTION SERVICE

All Grande Phone services include our Outage Protection service. In case of an outage, this service will redirect incoming calls to another phone number so you never miss an important call. You must activate this service using the online phone manager or the **\*** codes below in order for it to work.

### Activate Outage Protection Service

Lift the phone & listen for dial tone.

- 1) Dial **\* 9 4** and wait for the announcement.
- 2) Enter the phone number where calls should be forwarded followed by **#**.
- 3) Wait for confirmation announcement and hang up.

Outage Protection service is activated.

### Deactivate Outage Protection Service

1) Lift the phone & listen for dial tone.

- 2) Dial **\* 9 5**.
- 3) When you hear deactivation announcement and hang up.

Outage Protection service is cancelled.

### Outage Protection Service Status

Check the status (enable or disabled) of your Outage Protection service by dialing **\* 1 4**.

- 1) Lift your phone & listen for dial tone.
- 2) Dial **\* 1 4**.
- 3) Listen to the status announcement and hang up



You can use the Online Phone Manager to activate and deactivate Outage Protection service.

# SERVICES

## DIRECTORY ASSISTANCE

By dialing **4 1 1** you will gain access to any listed number in the United States. Provide the city and state, and we will find the desired listing including the area code. Directory assistance calls are charged on a per-use basis.

## DIRECTORY LISTINGS

Grande Communications offers primary and non-published directory listings within your local white pages. Your phone number, or primary directory listing, is provided at no charge in the telephone directory published by the local phone carrier within your local area.

Non-published directory listings are available upon your request for a monthly fee. Your name, address and phone number will not be published in the phone directory or street address directory.

## OPERATOR SERVICES

Grande Communications Operators are available for you at all times. Just dial **0** and you will connect to an Operator that can help you place any of the following calls:

**Collect Calls** – The Operator will connect the call for you and request payment from the called party

**Person-to-Person Calls** – The Operator will connect you to a particular person.

**Bill to Third-Party Calls** – The Operator contacts one phone number and requests that the call be charged to another phone number.

Operator assisted calls are charged on a per use basis.

## CALL TRACE

Call Trace ensures that the phone number of your last incoming caller is traced to provide necessary information to law enforcement agencies.

### To use Call Trace

- 1) When you receive a harassing or offensive call, hang up immediately.
- 2) Leave the phone on the hook for about 10 seconds to ensure that the call terminates.
- 3) Lift the receiver and listen for the dial tone. If you do not hear a dial tone, the call may not yet be terminated and you will need to repeat Step 2.
- 4) Dial **\*57**.
- 5) Fill out the "Letter of Authorization for Call Trace" form located at <http://www.grandecom.com/legal>.
- 6) Provide the form to your local law enforcement agency.

**Important:** The information provided by Call Trace will not be available to you directly. It will only be available 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.

# YOUR ONLINE PHONE MANAGER



Managing your account is just a click away with our Online Phone Manager. You can listen to messages, manage your calling features, view your call history, and much more.



### Accessing Online Phone Manager

To access Online Phone Manager you need to go to: <https://phonemanager.grandecom.net> or click on the Online Phone Manager links on the Grande Portal (<http://www.grandecom.net>).

The first time you access your Online Phone Manager, you will be prompted for your Grande ID and password, Account Number as well as your Account Password (CPNI Passcode) to register your email address for Online Phone Manager access.

### The Grande ID and Password

The Grande ID is the same as your Grande Portal ([grandecom.net](http://grandecom.net)) username or the first part of your email address before the "@". Example: if your email address is [johndoe@grandecom.net](mailto:johndoe@grandecom.net) then your Grande ID is "johndoe".

Your Password is the same password you use to login on the Grande Portal ([grandecom.net](http://grandecom.net)) or with you email when you use your Grande webmail.

### The Account Passcode (CPNI Passcode)

This passcode will be required the first time you use Online Phone Manager. The Account Passcode can be found on the top right section of your Grande Bill Statement and it is required to authenticate yourself when contacting Grande.

**Important:** If you do not have your Grande ID or passcodes you will need to contact Grande Communications' Customer Care to create one for you.

Account Summary	
Service Charge	\$1.00
Local Call	\$0.10
Long Distance	\$1.00
International	\$1.00
Payphone	\$1.00
Telephone Services	\$1.00
Telephone Service	\$1.00
Payment Due Date	06/01/10

## MANAGING YOUR VOICEMAIL

Our Online Phone Manager lets you control advanced features for your Voicemail.

- Listen to your Voicemail online
- Erase Voicemails
- Change the number of rings before a call goes to Voicemail
- Turn Voicemail On/Off
- Set up an automatic email notification when you have a new Voicemail
- Set up email forwarding – so you can actually get an email containing an attachment with of a new Voicemail message
- Change your Voicemail Passcode

## MANAGING YOUR CALLING FEATURES

Our Online Phone Manager makes it easy for you to activate or deactivate all your favorite phone features.

- Turn Anonymous Call Rejection On/Off
- Control Call Forwarding Options
- Turn Do Not Disturb On/Off
- Set up Priority Ringing features
- Create a Selective Call Rejection list
- Turn Caller ID Blocking On/Off for calls
- Set up your Speed Dial keys from 2-9 and 00-99
- Turn Call Waiting On/Off for all calls

**Important:** You can view your feature codes i.e. \*69 Call return, anytime either by using the handy reference tool at back of this guide or online under the HELP tab.

## YOUR CALL HISTORY

You can view a detail of each call you have made or received using the CALL HISTORY capabilities of Online Phone Manager.



The Grande Communications Phone services offer a powerful set of calling features. Grande's calling features give you more control over your phone use. Whether you want to see who's calling, or you want to have a special dial tone associated for your favorite caller – Grande has the calling features you need! Simply pick the plan that is right for you depending on what features you need.

Phone Features	Optimum	Essential
Caller ID	✓	✓
Caller ID Blocking	✓	✓
Call Waiting	✓	✓
Call Waiting ID	✓	✓
Three-Way Calling	✓	✓
Call Forwarding Always	✓	
Call Forwarding No Answer	✓	
Call Forwarding Busy	✓	
Selective Call Forwarding	✓	
Speed Dial	✓	
Call Return	✓	
Auto Redial	✓	
Do Not Disturb	✓	
Selective Call Rejection	✓	
Anonymous Call Rejection	✓	
Priority Ring	✓	

## CALLER ID

Optimum Essential

Caller ID lets you see the 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

This means 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 you set your machine to pick up after the second ring.



# USING YOUR CALLING FEATURES

## CALLER ID BLOCKING

Optimum Essential

Get the security you need by permanently or temporarily blocking your phone number from appearing on the Caller ID unit of the number you call. You can block your phone number on a call-by-call basis or permanently.

### Blocking Caller ID Permanently

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\*31** and wait for confirmation announcement and hang up.

Your phone number will not appear on the Caller ID unit of the person you are calling.

### Unblocking Caller ID Permanently

- 1) Lift the receiver.
- 2) Dial **\*36** and wait for the confirmation announcement and hang up.

Your phone number will now appear on the Caller ID unit of the person you are calling.

*You can also activate and deactivate Caller ID Blocking from the Online Phone Manager.*

### Temporarily Blocking Caller ID

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\*67** and wait for confirmation tone.
- 2) Dial the phone number of the person you are calling. Your phone number will not appear on the Caller ID unit of the person you are calling.
- 3) When you hang up, Caller ID Blocking is terminated.

### Temporarily Unblocking Caller ID

If you have set your phone service to block your caller ID permanently via our Online Phone Manager or through **\*31**, you may temporarily unblock your phone number on a call-by-call basis.

- 1) Lift the receiver.
- 2) Dial **\*65** and wait for the confirmation tone.
- 3) Dial the number you wish to call. Your number will appear on the Caller ID unit of the number you call. When you hang up, this function is cancelled. The next call you make will be 'Private' unless you again unblock your Caller ID.

## CALL WAITING

Optimum Essential

Call Waiting lets you accept an incoming call while you are talking to another caller. A special beeping tone alerts you of a second caller. You can either answer the second caller or continue talking.

To do this, you will use the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad). 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.

### 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 will automatically be placed on hold while you get connected to your second caller.
- 4) If you need to alternate between the two callers, simply press the **SWITCHHOOK** or **FLASH** button. While talking to each caller the conversations remain private.
- 5) To end either call, hang up. The phone will ring, when you answer the remaining caller will be on the line.

### Cancel Call Waiting (per Call)

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\*70**.
- 3) Listen for confirmation tone.
- 4) Enter the phone number you would like to call. Call Waiting automatically turns back on when you hang up.

### Disable Call Waiting (permanent)

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\*39**.
- 3) Listen for confirmation announcement and hang up.

### Enable Call Waiting

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\*43**.
- 3) Listen for confirmation announcement and hang up.



*You can use the Online Phone Manager to cancel Call Waiting for all calls.*

**Important:** Activating Call Forwarding Always will disable Call Waiting. When you cancel Call Forwarding Always, your Call Waiting will be reactivated.

# USING YOUR CALLING FEATURES

## CALL WAITING ID

Optimum Essential

Caller ID will also work with Call Waiting. When you hear a call waiting tone, capable phones will display the incoming call information.

## THREE-WAY CALLING

Optimum Essential

Get everyone connected with Three-Way Calling. You can connect a third participant to your phone call, regardless of who initiated the call.

To do this, you will use the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad). 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.

### Connect With Three-Way Calling

- 1) Press the **SWITCHHOOK** briefly. The current call is placed on hold and you will hear dial tone. If your phone is equipped with a **FLASH** button, pressing the **FLASH** button is the same as pressing the **SWITCHHOOK**.
- 2) Dial the third participant and wait for them to answer.
- 3) Once they have answered, press the **SWITCHHOOK** or the **FLASH** button briefly and connect all three parties.
- 4) If the third participant's phone line is busy or no one answers the phone, press the **SWITCHHOOK** or the **FLASH** button briefly to disconnect the call and return to the original participant.

### Disconnecting The Third Participant

- 1) When you are ready to get back 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 your original participant.

### Important:

- All participants can be local, long distance or international. Depending on your phone service you will be charged for any long distance or international calls you initiate.
- Any of the three call participants can disconnect from the call at any time. If you hang up, the call is terminated between all participants.

## CALL FORWARDING

Optimum

Worried about leaving town and missing that very important phone call? With Call Forwarding, you have nothing to worry about. You can forward your home phone number to any number of your choice.

### Important:

- You can forward calls to a local or long distance phone number. Long Distance charges may apply depending on your level of service.
- Any calls forwarded to an international number will be billed as if you called that phone number directly.
- You can continue to make outgoing calls when any of the Call Forwarding features are activated.

## CALL FORWARDING ALWAYS

Optimum

You can forward your calls to another phone number if you don't want to miss an important call. Calls will stay forwarded until you cancel the forwarding option.

### Activate Call Forwarding Always

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\*72** and wait for the announcement.
- 3) Enter the phone number where you want calls forwarded followed by **#**.
- 4) Wait for confirmation announcement and hang up.

Call Forwarding Always has been activated.

### Deactivating Call Forwarding Always

- 1) Lift your phone & listen for dial tone.
- 2) Dial **\*73**.
- 3) When you hear the deactivation announcement, Call Forwarding Always has been deactivated.

### Call Forwarding Status

To see if your Call Forwarding status is enabled or disabled, simply dial **\*11**.

- 1) Lift your phone & listen for dial tone.
- 2) Dial **\*11**.
- 3) Listen to the status announcement and hang up.



You can use the Online Phone Manager to activate and deactivate Call Forwarding Always.

# USING YOUR CALLING FEATURES

## CALL FORWARDING NO ANSWER

Optimum

Call Forwarding No Answer redirects calls to another phone number when your phone is not answered within the first 4 rings. Calls are redirected until you cancel the forwarding option.

### Activate Call Forwarding No Answer

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\*92** and wait for the announcement.
- 3) Enter the phone number where you want your calls forwarded followed by **#**.
- 4) Wait for confirmation announcement and hang up.

Your Call Forwarding No Answer is now activated.

### Deactivate Call Forwarding No Answer

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\*93**.
- 3) When you hear the deactivation announcement, your Call Forwarding No Answer has been cancelled.

If your answering machine is programmed to pick up calls before 4 rings, it will override this feature.

### Call Forwarding No Answer Status

To see if your Call Forwarding No Answer status is enabled or disabled, simply dial **\*13**.

- 1) Lift your phone & listen for dial tone.
- 2) Dial **\*13**.
- 3) Listen to the status announcement and hang up.

### Number of Rings on Call Forwarding No Answer

You can set the number of rings before a call evokes the Call Forwarding No Answer feature. The valid numbers are 0, 2-20.

- 1) Lift your phone & listen for dial tone.
- 2) Dial **\*98**.
- 3) Listen to the announcement and enter a valid number (0, 2-20).
- 4) Listen to the confirmation announcement and hang up.



You can use the Online Phone Manager to activate and deactivate Call Forwarding No Answer.

## CALL FORWARDING BUSY

Optimum

Another way to never miss a phone call is to redirect incoming calls to another phone number when you are on your phone. Without Call Forwarding Busy, the caller would receive a busy signal. If you aren't on your phone, then calls will be directed to your phone number as usual.

### Activate Call Forwarding Busy

Lift the phone & listen for dial tone.

- 1) Dial **\*90** and wait for the announcement.
- 2) Enter the phone number where calls should be forwarded followed by **#**.
- 3) Wait for confirmation announcement and hang up.

Call Forwarding Busy is activated.

### Deactivate Call Forwarding Busy

Lift the phone & listen for dial tone.

- 2) Dial **\*91**.
- 3) When you hear deactivation announcement, Call Forwarding Busy is cancelled.

### Call Forwarding Busy Status

You can always know to the status (enable or disabled) of your Call Forwarding Busy feature by dialing **\*12**.

- 1) Lift your phone & listen for dial tone.
- 2) Dial **\*12**.
- 3) Listen to the status announcement and hang up.



You can use the Online Phone Manager to activate and deactivate Call Forwarding Busy.



# USING YOUR CALLING FEATURES

## SELECTIVE CALL FORWARDING

Optimum

Use Selective Call Forwarding to forward calls from specific numbers on a forwarding list to the phone number that you designate. All other calls ring through to your phone.

### Adding Phone Numbers to Selective Call Forwarding

To use Selective Call Forwarding you will need to add at least one phone number to your list.

- 1) Go to: <https://phonemanager.grandecom.net> and log in
- 2) Click on Call Forwarding and enter the desired phone number and name on the Selective Call Forwarding section
- 3) Save your changes and enable the feature

Selective Call Forwarding is now enabled



You must use the Online Phone Manager to add phone numbers on your forwarding list before you can enable Selective Call Forwarding functions.

### Activate Selective Call Forwarding

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\* 6 3** and wait for the announcement.

Selective Call Forwarding is activated.

### Deactivate Selective Call Forwarding

- 1) Lift the phone & listen for dial tone.
- 2) Dial **\* 8 3**.
- 3) When you hear deactivation announcement, Selective Call Forwarding is cancelled.

#### Important:

- You can dial outgoing calls to phone numbers on your forwarding list.
- You will receive a reminder ring on your phone when incoming calls pass through. However, you will not be able to answer the call from your phone.
- Since one ring signal is sent to your phone for phone numbers on the forwarding list, answering machines or fax machines connected to your phone line should be set not to respond to incoming calls on the first two rings.
- You can forward your phone to a local or non-local number. However, depending on your phone service you will be billed for calls forwarded to long distance or international numbers, similar to dialing that number directly.
- The Selective Call Forwarding list overrides any other enabled Call Forwarding feature for incoming numbers contained on the list.
- If a number is contained on both the Selective Call Forwarding list and the Selective Call Reject list, Selective Call Reject takes precedence in the processing of that number.

## SPEED DIAL

Optimum

You can quickly dial up to 108 pre-programmed phone numbers from any phone in your home.

### Set Up Speed Dial 8 (Digits 2-9)

- 1) Lift the phone and listen for dial tone.
- 2) Dial **\* 7 4** to program digits 2 to 9 as your Speed Dial keys.
- 3) Wait for dial tone and enter the digit you want to assign as the Speed Dial key (e.g. 2-9) followed by the phone number to be programmed.
- 4) Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
- 5) Write down the Speed Dial key you assigned to each phone number.
- 6) Repeat steps 1 through 5 for each phone number you want to assign a Speed Dial key.

To use Speed Dial 8 (2-9) from the phone after programming, you should dial the Speed Dial code number, then **#** (e.g. **2 #**).

### Set Up Your Speed Dial 100 (Digits 00-99)

- 1) Lift the phone and listen for dial tone.
- 2) Dial **\* 7 5** to program digits 00 to 99 as your Speed Dial keys.
- 3) Wait for dial tone and enter the digits you want to assign as the Speed Dial key (e.g. 00-99) followed by the phone number to be programmed.
- 4) Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
- 5) Write down the Speed Dial key you assigned to each phone number.
- 6) Repeat steps 1 through 5 for each phone number you want to assign a Speed Dial key.

To use Speed Dial 100 (00-99) from the phone after programming, you should dial **#** then Speed Dial code number, then **#** (e.g. **2 #**).

#### Important:

- You can program a total of 108 Speed Dial keys. The telephone keys are 2-9 and 00-99.
- You can set up Speed Dial to local, long distance or international phone numbers. Make sure to include all digits you regularly dial.



You can assign and manage your Speed Dial keys through the Online Phone Manager.

# USING YOUR CALLING FEATURES

## CALL RETURN (\*69)

Optimum

With Call Return (\*69), you can automatically dial back the most recent number that called you.

### Using Call Return

Lift the phone & listen for dial tone.

- 1) Dial \* 6 9 .
- 2) You will hear the most recent number that called you.
- 3) Follow the instructions and press 1 .
- 4) If the called phone number is busy or no one answers the call, hang up the phone and repeat step 1.

### Important:

- Call Return only works on local phone numbers
- Call Return may not work if the original caller used a phone number blocking feature.
- To delete the Call Return number (the most recent number that called you) dial \*89.

## AUTO REDIAL (\*59)

Optimum

Auto Redial dials the number of your most recent call.

### Redialing The Last Outgoing Call

1) Lift the receiver and listen for dialtone.

1) Dial \* 5 9 .

**Important:** Auto Redial cannot be used to call 911.

## DO NOT DISTURB

Optimum

When you activate Do Not Disturb, all incoming calls are automatically sent to Voicemail so your phone doesn't ring at all.

### Activate Do Not Disturb

- 1) Lift the phone & listen for dial tone.
- 2) Dial \* 7 8 .
- 3) Wait for confirmation announcement and hang up.

Do Not Disturb is activated.

### Cancel Do Not Disturb

- 1) Lift the phone & listen for dial tone.
- 2) Dial \* 7 9 .
- 3) Wait for deactivation announcement and hang up.

Do Not Disturb is cancelled.

### Important:

- A ring signal is not sent to your phone while Do Not Disturb is activated. Any answering machines or fax machines connected to this phone line will not be able to respond to incoming calls.
- Do Not Disturb overrides all Call Forward settings. You can also activate and deactivate Do Not Disturb from the Online Phone Manager.

## SELECTIVE CALL REJECTION

Optimum

Selective Call Rejection 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 that you are not accepting call at this time.

You must use the Online Phone Manager to activate all Selective Call Rejection functions.

### Adding Phone Numbers to Selective Call Rejection

To use Selective Call rejection you will need to add at least one phone number to your list.

- 1) Go to: <https://phonemanager.grandecom.net> and log in
- 2) Click on Selective Call Rejection and enter the desired phone number and name
- 3) Save your changes and enable the feature

Selective Call Rejection is now enabled.

# USING YOUR CALLING FEATURES

## ANONYMOUS CALL REJECTION

You can stop receiving unidentified calls with Anonymous Call Rejection. When incoming calls do not have a caller's name or phone number, Anonymous Call Rejection will automatically route these calls to a short message stating that you are not accepting calls at this time and your phone will not ring.

### Activate Anonymous Call Rejection

1) Lift the phone & listen for dial tone.

2) Dial **\*77**.

3) Wait for confirmation announcement and hang up.

Anonymous Call Rejection is activated.

### Deactivate Anonymous Call Rejection

1) Lift the phone & listen for dial tone.

2) Dial **\*87**.

3) Wait for deactivation announcement and hang up.

Anonymous Call Rejection is deactivated.



You can also activate and deactivate Anonymous Call Rejection from the Online Phone Manager.

### Important:

- Anonymous Call Rejection specifically blocks calls from phones that have made the caller's phone number private.
- This service does not apply to calls originating from phones where Caller ID service is not offered.

## 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.

You can only setup Priority Ring using Online Phone Manager.

### Adding Phone Numbers to Priority Ringing

To use Priority Ringing you will need to add at least one phone number to your list.

1) Go to: <https://phonemanager.grandecom.net> and log in

2) Click on Priority Ringing and enter the desired phone number and name

3) Save your changes to enable the feature. Priority Ringing is now enabled.

### Important:

- A caller will not be aware you have Priority Ringing. The caller hears the regular, familiar ring.
- Priority Ringing may not work with all phones.

# YOUR VOICEMAIL SERVICE

Grande Communications offers a powerful Voicemail service so you'll never miss an important call, whether you're out of town or on the other line. With our advanced tools, you can even get email alerts when you have new Voicemail and listen to Voicemail from most Internet-connected devices.

Voicemail is included with our Optimum Phone Service and available as an optional service with our Essential Phone service.

## VOICEMAIL SERVICE FEATURES

Our Voicemail service has all the standard features you need to manage your calls:

- Listen to messages at home, away from home or online
- Message playback controls (rewind/fast forward)
- Send messages to other Grande Communications users
- Create multiple personal greetings
- Advanced mailbox management tools
- Use online phone manager to listen to, download and e-mail your voice messages.

## TYPES OF VOICEMAIL MESSAGES

- **New** – messages that have not yet been reviewed.
- **Skipped** – new messages you choose to skip are saved in a special category.
- **Saved** – messages that have been reviewed and saved.
- **Deleted** – messages that have been reviewed and deleted. Messages may be undeleted until you hang up or return to the Main Menu.

## MESSAGE NOTIFICATION

Your Voicemail service will notify you that you have a new message. When you pick up the phone to hear a dial tone, 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. You can also choose to get a new Voicemail message delivered to you via email using our Online Phone Manager!

### To clear the Message Waiting Indicator:

1) Dial **\*99**.

2) Listen to the confirmation announcement and hang up.

You can use the Online Phone Manager to receive notification of new Voicemails or to get copies of Voicemail messages via your email.

## VOICEMAIL STORAGE/TIME RULES

You can store up to 60 minutes of recorded new and saved messages in your mailbox at any one time. The maximum message length is 2 minutes. Saved messages will be stored for a maximum of 60 days and then deleted. When a mailbox is full, no new messages can be recorded.

# YOUR VOICEMAIL SERVICE

## ACCESSING YOUR VOICEMAIL

### From Home

- 1) Dial **\*86**.
- 2) When prompted, enter your Passcode, then press **#**.

### Away From Home

- 1) Dial your Grande Communications phone number.
- 2) Press the **\*** key anytime during your recorded greeting.
- 3) When prompted, enter your Passcode then press **#**.

## VOICEMAIL MAIN MENU OPTIONS

When you access Voicemail, you will start at the Voicemail Box menu. There are several options:

MESSAGE OPTION	KEY
Listen to Messages	<b>1</b>
Change your mailbox busy greeting	<b>2</b>
Change your mailbox no answer greeting	<b>3</b>
Compose and send a new message	<b>5</b>
Delete all messages	<b>7</b>
Change your Passcode	<b>8</b>
Record your name	<b>9</b>
Repeat Options	<b>#</b>

**Important:** 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

The first time you use your Voicemail you will be required to set it up by changing the default Passcode and your name.

- 1) Dial **\*86** from home.
- 2) When prompted, enter your default Passcode, which is 9999 then press **#**.
- 3) Listen to the instructions for creating a new Passcode and enter your new 4 -10 digit Passcode, then press **#**.
- 4) When prompted, re-enter your new Passcode, then press **#**. Be sure to write down your Passcode so you do not forget it.

## SETTING UP YOUR GREETINGS

You can set up your Voicemail so that callers hear a different personal greeting if you don't answer, if the line is busy, or if you will be away from the phone for an extended period.

### Personalize The No Answer Greeting

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

- 1) Access your Voicemail ( **\*86** from home).
- 2) Press **3** for No Answer.
- 3) Press **1** to record a new greeting.
- 4) When prompted, record your greeting and press **#** when done.
- 5) If you are satisfied with the greeting, press **\*** to save and activate it.

### Changing a Personalized Busy Greeting

- 1) Access your Voicemail ( **\*86** from home).
- 2) Press **2** for Busy Greeting.
- 3) Press **1** to record a new greeting.
- 4) When prompted, record your greeting and press **#** when done.
- 5) If you are satisfied with the greeting, press **\*** to save and activate it.

**Important:** Be sure to record your entire personal greeting and press **\*** 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.

# YOUR VOICEMAIL SERVICE

## LISTENING TO MESSAGES

You can listen to your messages accessing your Voicemail (\*86 from home) or by using your Online Phone Manager.

### Retrieving Messages

- 1) Access your Voicemail ( \* 8 6 from home).
- 2) Press **1** . You will hear a recording about the number of messages in the folder and the first message will be played.

OPTIONS MENU	KEY
Save message	#
Erase message	7
Repeat the message	2
Play the message envelope	5
Previous message	4
Next message	6
Call back the caller	8
Additional options	9
Previous Menu	*

### Navigating During Playback

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

MESSAGE OPTION	KEY
Pause Message	2
Skip backward	1
Skip forward	3
Jump to beginning	4
Jump to End	6

### Important:

- Each message includes the date and time the message was left.
- New messages are played first, then Skipped messages, then Saved messages.
- When you have listened to all your messages, you will be returned to the Main Menu.

### Deleting Saved Messages

To delete saved messages and free up storage space:

- 1) Access your Voicemail ( \* 8 6 from home).
- 2) Press **1** to hear any new messages.
- 3) Press **7** to delete each message as it plays.

## CHANGING YOUR PASSCODE

You can change your Passcode as many times as you want – just make sure to keep track of the new Passcode!

### To change your Passcode:

- 1) Access your Voicemail ( \* 8 6 from home).
- 2) Press \* .
- 3) Press **8** to reach the Change Passcode Settings menu.
- 4) Listen to the instructions for creating a new Passcode.
- 5) Enter your new 4 -10 digit Passcode then press # .
- 6) Re-enter the new Passcode then press # .
- 7) Listen to the confirmation announcement and hang up.

**Important:** Should you ever forget your Passcode, don't hesitate to contact Grande Communications Customer Care.



You can use the Online Phone Manager to change your Passcode.



# UNDERSTANDING YOUR EQUIPMENT

You will receive a phone modem with your Grande Phone Service. This is a single device that connects our network to your phones and home computer. Your new phone modem is compatible with almost all existing cordless and non-cordless phones. The phone modem comes with battery backup so if your power goes down, your Grande Phone Service will still be available for up to 8 hours of standby time and up to 4 hours of talk time.

## Front View of your Phone Modem

- 1) Battery
- 2) Telephone 2
- 3) Telephone 1
- 4) Link



These lights will be steady green when a device is connected. They will flash if the device is in use. Telephone 2 Light will be dark if you only have one telephone line.

- 5) Online
- 6) US (Upstream)
- 7) DS (Downstream)
- 8) Power

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

## Back View of Your Phone Modem

- 1) Power cord
- 2) Cable
- 3) Reset
- 4) USB
- 5) Ethernet
- 6) Telephone 2
- 7) Telephone 1



# BASIC TROUBLESHOOTING

## PROBLEM: NO DIAL TONE

**Try This:** Check the lights on your phone modem (the device connecting your cable to your phone adapter).

- **Power Light** – should be solid. If not, verify that the device is plugged directly into a working power outlet.
- **DS (Receive) Light** – should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the receive light still does not light up solid, please contact your Grande Customer Care Center.
- **US (Send) Light** - should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the send light still does not light up solid, please contact your Grande Customer Care Center.
- **Online Light** – should be solid.
- **Link (PC) Light** – should be blinking. If not, verify that the Ethernet cable is plugged in to both the cable modem and the phone adapter. Unplug the power cord from the phone adapter and leave it disconnected for 60 seconds. Reconnect the power cord. If you still do not have dial tone, please contact your Grande Customer Care Center.
- **Telephone 1 Light** – should be steady green when a device is connected. They will blink if the device is in use.
- **Telephone 2 Light** – should be steady green when a device is connected. They will blink if the device is in use. Will be dark if you only have one telephone line.
- **Battery Light** - should be steady green. It will blink if there is a problem with the battery. Your connection should not be affected by the status of the battery light as long as you have power to the phone modem. If the battery light is off, make sure the Modem is plugged in and the battery is securely connected. If the light is flashing, please contact your Grande Customer Care Center.

Make sure that all phones are on the hook and that cordless phone batteries are charged. Plug the phone directly into the phone adapter to determine if the issue may be related to wiring inside your home. Try to plug a working corded phone into different jacks to find out if the issue is isolated to one phone or jack.

## PROBLEM: CANNOT RECEIVE CALLS

**Try This:** Check all phones to be sure that the ringers have not been turned off and to see which phones are affected. You should also make sure that you do not have Call Forwarding or Do Not Disturb features activated.

If all phones are affected, please contact your Grande Customer Care Center.

## BASIC TROUBLESHOOTING

### **PROBLEM: CALLS DISCONNECTING OR CAN'T HEAR THE OTHER SIDE OF THE CONVERSATION**

**Try This:** Check all phones to see if only specific phones are affected by this problem. If using a cordless phone, test with a non-cordless phone if possible. If only certain phones are susceptible, check connections or replace the phone itself.

Verify the type of call the other party is making. If they are using a cell phone, your conversation could be affected by reception difficulties. If the call is a local or long distance call from a standard phone line and you are still experiencing problems, contact your Grande Customer Care Center.

### **PROBLEM: I AM GETTING SHORT RINGS ON MY PHONE AND NO ONE IS THERE WHEN I ANSWER**

**Try This:** If your phone is giving only one short ring, you may have Call Forwarding activated on your line.

### **PROBLEM: ONE OF MY PHONE JACKS IS NOT WORKING**

**Try This:** Try plugging another phone into the jack to verify that the problem is not the phone itself. Check every phone and make sure they are securely plugged in. If you continue to experience problems with the jack, call your local office for assistance.

## FREQUENTLY ASKED QUESTIONS

### **Where can I view detailed call information?**

Itemization of call history is available through our Online Phone Manager tool located at: <https://phonemanager.grandecom.com>.

### **Can I restrict international calling?**

Yes. Contact Grande Communications if you would like to put a block on all international calls.

### **Can I use my own answering machine?**

Yes. You can disable Voicemail through our Online Phone Manager located at [phonemanager.grandecom.com](https://phonemanager.grandecom.com) or via your phone's key pad by following the instructions on page 21.

### **Will fax machines work with Grande Communications Phone service?**

Yes. Grande Communications Phone service is compatible with most fax equipment brands; however the send speed must be set on low.

### **Can I use my existing telephone and caller ID equipment?**

The majority of cordless and non-cordless phones, caller ID units, answering machines, fax machines, alarms and teletype devices will work with Grande Communications Phone service. We suggest that you test all your equipment once your Grande Communications Phone service is installed.

### **Can I watch cable TV and surf the Internet while I'm on the phone?**

Yes. With Grande Communications Phone service, you can use all three services at the same time, on the same cable outlet.

### **If my cable TV goes out, will I still be able to make phone calls?**

In most cases an interruption in cable service should not affect your phone. However, outages can cause an interruption in your Phone service. All Grande Phone services include our Outage Protection service. In case of an outage, this service will redirect incoming calls to another phone number so you never miss an important call. Remember to activate this service in order for it to work.

### **What is E911? Does Grande Communications Offer E911 service?**

Yes, you have E911 service. E911 (Enhanced 911) has the benefit of automatically transmitting your telephone number and location to the operator during the 911 call.

***If for any reason you need to move the phone modem or take it to another residence, please contact Grande Communications so your E911 service is maintained.***



## Grande Customer Care

Austin	512-220-4600
Corpus Christi	361-334-4600
Dallas	877-238-6891
Midland	432-262-4600
Odessa	432-272-4600
San Antonio	210-320-4600
San Marcos	512-878-4600
Waco	254-235-4600



Service is not available in all areas. Cable Modem is required for Digital Phone service. Additional charges will apply for cable modems provided by Grande. Grande phone services advertised are only for residential use, must be direct-dialed from home, exclude calling card calls and must not be used for commercial purposes such as telemarketing or autodialing. Additional fees and surcharges for directory assistance, directory assistance call completions, calling card calls, operator-handled calls, inbound toll-free calls, and long distance calls will apply. Monthly rates shown are before applicable taxes, assessments, fees and surcharges. Grande is a provider of low-income Linkup and Lifeline services. To find out if you qualify, contact the Public Utility Commission at [www.puc.state.tx.us](http://www.puc.state.tx.us) or at 1.888.782.8477. The GRANDE COMMUNICATIONS marks and logos are registered service marks of Grande Communications Networks, LLC. All other marks and logos are the trademarks or service marks of their respective companies. All rights reserved. ©2010 Grande Communications Networks, LLC.