Digital Phone Features Guide
Welcome to Blue Ridge Digital Phone

Congratulations on subscribing to Blue Ridge Digital Phone. We are confident that you will find great savings in the unlimited local and long-distance calling in the continental U.S., Alaska, Hawaii, Puerto Rico, Guam, the U.S. Virgin Islands and Canada. And to make your life easier, Blue Ridge Digital Phone includes many popular phone features as part of your service.

Please take a few minutes to browse through this guide to familiarize yourself with your new digital phone features and how they work. Thank you for choosing Blue Ridge Digital Phone.

If you still have questions after reading the digital phone features guide, please call 800-CABLE-77.
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## EQUIPMENT

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Caller ID

Caller ID lets you see the number and, if available, the name of the party that is calling you. You can decide whether or not to answer the incoming call. If you choose not to answer the call it will go to your voice mail. (if you have voicemail feature)

**Note:** You must have proper equipment to see the Caller ID information transmitted.

Call Waiting

With Call Waiting, you can take a second call without disconnecting the first. When you are on the telephone, a call waiting tone will alert you that you have another incoming call. You can choose to place your current call on hold and take the second call, or you can simply continue talking and the second call will be forwarded to your voicemail. (if you have voicemail feature)

**To use Call Waiting:**
-Press and release the switch hook or flash button when you hear the Call Waiting Tone.
-Your first call will be placed on hold, and your second call will be on the line.
-Press the switch hook or flash button as often as you would like to switch between the two calls.
-To end the first call and answer the second, simply hang up. Your telephone will ring and your second call will be on the line.
-You can end either call by having the caller hang up.

**To enable Call Waiting:**
-Lift the receiver and listen for dial tone.
-Dial *58 to enable Call Waiting

**To disable Call Waiting:**
-Lift the receiver and listen for dial tone.
-Dial *59 to disable Call Waiting

Call Waiting ID

With Call Waiting ID, you will be able to see the name and number of the second caller when you hear the Call Waiting tone. You can then decide whether to place the first call on hold and take the second call or continue talking and let the second call go to your voice mail.

**Note:** You must have proper equipment to see the Caller ID information transmitted.
Call Forward

Call Forward allows you to forward all your incoming calls to another telephone number.

**To enable the Call Forward feature:**
- Lift the receiver and listen for dial tone.
- Dial *72.
- To enable Call Forwarding press 1
- Enter the forwarding number followed by the #key
- The system will repeat the number your calls will be forwarded to.

**To disable the Call Forward feature:**
- Lift the receiver and listen for dial tone.
- Dial *72.
- To disable Call Forwarding press 2
- The system will advise you that Call Forwarding is disabled.

Selective Call Forwarding

The Selective Call Forwarding Feature enables you to create a list of telephone numbers that will be forwarded to a number that you designate when you receive a call from them.

**To add a number to the Selective Call Forward feature:**
- Listen for dial tone.
- Dial *63.
- Enter the Caller ID number followed by the # key.
  (Number must be 11 digits including +1)
- The system will repeat the number of the caller to be forwarded.

*Note:* A screening forwarding number is required. This can be setup online via myBlueRidge or by using voicemail settings.

**To remove a number from the Selective Call Forward feature:**
- Listen for dial tone.
- Dial *80.
- Enter the Caller ID number followed by the # key.
  (Number must be 11 digits including +1)
- The system will repeat the number of the caller to be allowed.

Return Call

With Return Call, you can automatically place a call to the last number that called you.

**To use the Return Call feature:**
- Lift the receiver and listen for dial tone.
- Dial *69.
Call Forward Busy

The Call Forward Busy feature allows you to have incoming calls transferred to another phone number or sent to voicemail whenever your telephone line is busy.

Note: To setup Call Forward Busy, log into MyBlueRidge.

Call Forward Ring/No Answer

The Call Forward Ring/No Answer feature allows you to have incoming calls transferred to another phone number or sent to voicemail whenever your telephone is unanswered.

Note: To setup Call Forward Ring/No Answer, log into MyBlueRidge.

Three-Way Calling

With Three-Way Calling you can set up your own 3-party conference calls.

To use the Three-Way Calling feature:
- Once you are on the line with your first call, press and release the switch hook or flash button to hear a second dial tone.
- Dial the number for your second party.
- When the second party answers, press and release the switch hook or flash button.
- Your three-way call will begin.
- When finished with the call, simply hang up.

Anonymous Caller Rejection

Anonymous Caller Rejection blocks incoming calls from parties who are actively blocking their outbound caller ID. If the caller doesn’t have caller ID to display the call will come through as unknown.

To enable the Anonymous Call Rejection feature:
- Lift the receiver and listen for dial tone.
- Dial *77 to reject calls from blocked numbers.

To disable the Anonymous Call Rejection feature:
- Lift the receiver and listen for dial tone.
- Dial *87 to allow calls from blocked numbers.
Selective Call Rejection

With the Selective Call Rejection Feature, you can choose to block incoming calls from specific telephone numbers.

To add a number to the Selective Call Rejection feature:
- Lift the receiver and listen for dial tone.
- Dial *60.
- Enter the Caller ID number followed by the # key.
  (Number must be 11 digits including +1)
- The system will repeat the number of the caller to be blocked.

To remove a number from the Selective Call Rejection feature:
Lift the receiver and listen for dial tone.
- Dial *80.
- Enter the Caller ID number followed by the # key.
  (Number must be 11 digits including +1)
- The system will repeat the number of the caller to be allowed.

Selective Call Acceptance

With the Selective Call Acceptance Feature, you can create a list of specific telephone numbers that you will accept calls from. All other callers will receive a busy signal.

To enable the Selective Call Acceptance feature:
- Lift the receiver and listen for dial tone.
- Dial *64 to enable Selective Call Acceptance

Note: You must create your list of accepting callers by then pressing *80. If no list is created, all callers will be blocked.

To disable the Selective Call Acceptance feature:
- Lift the receiver and listen for dial tone.
- Dial *84 to disable Selective Call Acceptance

To add a specific number that you will accept calls from:
- Lift the receiver and listen for dial tone.
- Dial *80.
- Enter the Caller ID followed by the # key.
  (Number must be 11 digits including +1)
- The system will repeat the number of the caller to be allowed.

Caller ID Blocking

With Caller ID Blocking, you can prevent your name and telephone number from being displayed on Caller ID on certain calls.

Note: Caller ID Blocking may not be available on some calls, including calls to E911.
Caller ID Blocking (continued)

To enable the Caller ID Blocking feature per call:
- Lift the receiver and listen for dial tone.
- Dial *67 and the number you wish to call.
- You will be connected with your Caller ID blocked for this call.

To disable the Caller ID Blocking feature per call:
- Lift the receiver and listen for dial tone.
- Dial *82 and the number you wish to call.

Do Not Disturb

Do Not Disturb prevents all of your incoming calls from ringing on your phone. When Do Not Disturb is turned on, all incoming calls go to voicemail.

To enable Do Not Disturb
- Lift the receiver and listen for dial tone.
- Dial *78

To disable Do Not Disturb
- Lift the receiver and listen for dial tone.
- Dial *79

TV Caller ID

With your subscription to digital phone and digital cable, you will be able to see caller information right on your TV. Tune to Channel 999 to see the last 10 calls received and to change settings.

Accessing Voicemail

Records messages from unanswered calls that you can play, save or delete any time you choose.* A stutter dial tone when you pick up the handset indicates you have new voicemail messages.

To enter your voice mailbox:
- Lift the receiver and listen for dial tone.
- Dial *33.
- You will receive the Main Menu.

To retrieve messages while you are away:
- Dial your 10 digit home phone number.
- As soon as voicemail greeting begins, interrupt by pressing the # key.
- You are prompted to enter your pin, followed by the # key.
- You will receive the Main Menu.

Note: Initial voicemail pin setup from your telephone line is required.
Main Menu

Press 1 to Listen to messages.
Any new or saved message will play automatically.
  1- Skip
  2- Save
  3- Delete
  9- Repeat menu
  0- Exit

Press 8 for Personal Options

1- Change Setup PIN
   -Enter PIN followed by #

2- Personalize Greeting
   1- Record your default greeting
      Record Your Default Greeting Followed by the # sign
      1- Save
      2- Record Again
      3- Listen
      4- Erase
      9- Repeat menu
      0- Exit menu

2- Record your greeting for calls sent to voicemail when you are busy
Record your greeting followed by the # sign
  1- Save
  2- Record Again
  3- Listen
  4- Erase
  9- Repeat menu
  0- Exit menu

3- Record your greeting for calls that you do not answer
Record your greeting followed by the # sign
  1- Save
  2- Record Again
  3- Listen
  4- Erase
  9- Repeat menu
  0- Exit menu
211 Social Services Assistance Call

Just dial 211 for access to local and get connected to a community resource specialist. Social Services Assistance calls are free. The local community resource specialist can put you in touch with local organizations providing:
- Supplemental food and nutrition programs
- Shelter and housing options and utilities assistance
- Emergency information and disaster relief
- Employment and education opportunities
- Services for veterans
- Health care, vaccination and health epidemic information
- Addiction prevention and rehabilitation programs
- Re-entry help for ex-offenders
- Support groups for individuals with mental illnesses or special needs
- A safe, confidential path out of physical and/or emotional domestic abuse.

411 Directory Assistance Call

Just dial 411 for access to both local and long distance numbers. Directory Assistance calls are charged on a per-use basis. Additional charges will depend on the service requested. For prices, call Customer Service.

Directory Assistance Call Completion:
You can obtain a listed phone number from Directory Assistance and complete the call by having the operator dial the number or via the automated process. Additional charges apply.

611 Customer Service Assistance Call

Just dial 611 for access to a Blue Ridge Communications Customer Care Representative. Customer Service Assistance calls are free. The Blue Ridge Communications Customer Care Representative can assist you with any of your needs relating to services offered from Blue Ridge Communications.

711 Telecommunications Relay Service (TRS) TTY Assistance Call

Just dial 711 for access to the Telecommunications Relay Services (TRS). Telecommunications Relay Services (TRS) Assistance calls are free. The Telecommunications Relay Services (TRS) allows a caller with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.
811 Call Before You Dig Assistance Call

Just dial 811 for access to the Call Before You Dig service. Call Before You Dig Assistance calls are free. The Call Before You Dig Assistance service provides a notice to local utility companies to locate underground facilities before a homeowner starts digging.

911 Emergency Assistance Call

In most major cities, emergency police, fire and medical services can be reached by dialing *911. Remember, DIAL 911 immediately in case of any emergency. *Your Digital Phone allows access to E911 services that may not be accessible in the event of a power or network outage or if your broadband connection is unavailable. You should not move your Digital Phone without notifying Blue Ridge Communications at 1-800-CABLE-77. The address associated with E911 is the original service address on record. If your Digital Phone equipment is moved to another address, calls to E911 using that equipment will still identify the original service address.

Digital Phone EMTA

Your digital phone service requires the use of an Arris cable/phone EMTA (provided by Blue Ridge at no additional cost.) When connected to your telephone and a cable outlet, your EMTA provides status LEDs on the front panel that indicate how well and at what state your EMTA is operating.

1. Power
   - Illuminates solid green to indicate that AC power is being applied to the EMTA.
   - AC power must be available to recharge the battery.

2. DS (Downstream)
   - Blinks to indicate that the EMTA is receiving data from the cable network.

3. US (Upstream)
   - Blinks to indicate that the EMTA is sending data to the cable network.

4. Online
   - Illuminates solid green when the EMTA is registered on the network and fully operational. This indicator blinks to indicate one of the following conditions.
   - The EMTA is booting up and not ready for data
   - The EMTA is scanning the network and attempting to register
   - The EMTA has lost registration on the network and will continue blinking until it registers again
5. Link
- Illuminates solid green to indicate that an Ethernet / USB carrier is present and
blinks to indicate that Ethernet / USB data is being transferred between your PC
and the EMTA.

6. TEL 1
- Illuminates solid green when telephone service for line 1 is enabled.
- Blinks when phone line 1 is in use.

7. TEL 2
- Illuminates solid green to indicate when telephone service for line 2 is enabled.
- Blinks when phone line 2 is in use.

8. Battery
- Illuminates solid green to indicate that the battery is charged. Blinks to indicate that
the battery charge is low. Off when the EMTA is operating from battery power,
when the battery charge is depleted, or the battery is defective.

NOTES:
- After the EMTA is successfully registered on the network, the POWER and ONLINE LEDs
will remain lit constantly to indicate that the EMTA is active and fully operational.
- When the EMTA is operating on battery power (with out AC power),
the LEDs may behave differently
- POWER LED will blink to indicate that the unit is operating under
battery power but AC power has failed.