Dear Valued Customer:

We proudly welcome you to the Troy Cable Unlimited calling plan. Your Troy Cable Unlimited Voice plan provides digital quality features and affordability you won’t find anywhere else. Thank you for choosing us!

Please take time to look through the feature booklet. It explains the full range of features that are offered in your plan. The features we offer will give you the flexibility to live life without the traditional hassles. Manage your account from your phone or through the Internet at www.troycable.net/myphone.

Our network reliability, customer support and value pricing are a great combination. We are confident you have made the right choice and we appreciate the opportunity to serve you. Please let us know if you have any questions. The Troy Cable customer service number is 334.566.3310 and we are always happy to help. Again, we appreciate you choosing Troy Cablevision, Inc. and look forward to a long and rewarding relationship.

Sincerely,

The Troy Cable Team
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Contacts

Store all of your contacts in one place.

Access Via:

Login to your online account @ www.troycable.net/myphone

To Add a Contact:
1. Click contacts
2. Click Add New Contact and wait for a new screen to appear
3. Enter the contact’s information into the data fields provided
4. Click Save

To View A Contact:
1. To view all contacts, click All

To Edit a Contact:
1. Click contacts
2. Highlight contact you want to edit
3. Click edit
4. Edit the contact’s information in the Data fields provided
5. Click Save

Anonymous Call Rejection

The Anonymous Call Rejection Feature allows you to reject incoming calls from parties that have blocked their directory or identifying information.

Access Via:

To Activate:
1. Dial [*] [7] [7]
2. Listen for message
3. All incoming calls that are blocked, unavailable, or unknown will receive a message (not receiving blocked or unknown calls)

To Deactivate:
1. Dial [*] [8] [7]
2. Listen for message
3. All incoming calls that are blocked, unavailable, or unknown will now be able to get through

Access Via:

To Activate:
1. Login to your online account @ www.troycable.net/myphone
2. Click Call Manager
3. Once the Call Manager screen appears, click Screening
4. Click Anonymous Rejection
5. To activate, click red X
6. Click apply

To Deactivate:
1. Login to your online account @ www.troycable.net/myphone
2. Click Call Manager
3. Once the Call Manager screen appears, click Screening
4. Click Anonymous Rejection
5. To deactivate, click the green √ mark
6. Click apply
**Selective Rejection**

Unwanted callers? Just program that number into your phone to make sure they never get through to you again.

**Access Via:**
1. Disconnect from unwanted/harassing phone call's
2. Listen for a dial tone
3. Dial [*] [1] [5]
4. Follow Menu Instructions

**Note:** Use this feature when you do not know the number of the unwanted caller. The unwanted caller’s number will then show up in your selective rejections list located under the call manager screening section.

**To Activate:**
1. Login to your online account @ www.troycable.net/myphone
2. Click Call Manager on the options list
3. Once the Call Manager screen appears, click screening
4. Click Selective Rejection
5. Edit list
6. Enter the number you wish to block.
7. Click add new
8. Click OK
9. To activate click the red X
10. Click Apply

**To Deactivate:**
1. To delete a number from your list locate the number in the list
2. Click edit list
3. Click the trash can to the right of the number it will disappear
4. Click OK, then apply
5. To cancel any changes & exit click cancel
6. Deactivate selective rejections by clicking the green √ mark,
7. Click apply

**Call Forwarding**

The Call Forwarding feature allows you to transfer incoming calls to another telephone number by dialing a code and the telephone number to which calls are to be transferred.

**Access Via:**

**To Activate:**
1. Dial [*] [7] [2] and wait for the stutter tone
2. Enter the phone number, area code first, you wish to have all incoming calls transferred to, wait for stutter tone, hang up

**To Deactivate:**
1. Dial [*] [7] [3]
2. Wait for fast-busy tone
Note: The Follow Me feature takes priority over Call Forwarding [*72]. If both features are activated at the same time, Follow Me will override Call Forwarding. Also, if Follow Me is turned off, the phone will revert to Call Forwarding status. We recommend choosing one or the other but not both at the same time.

Access Via:

Forwarding Destinations

You may program frequently used forwarding destinations for easier setup

1. Login to your online account @ www.troycable.net/myphone
2. Click Call Manager
3. Click Forwarding
4. Click Forwarding Destinations
5. Enter a name for the destination you wish to forward calls to in the box provided next to destination
6. Enter the number you wish to forward calls to in the box provided next to number
7. Click add
8. Click apply

You may now use this destination when setting up forwarding rules

Forward Immediately

1. Login to your online account @ www.troycable.net/myphone
2. Click Call Manager
3. Click Forwarding
4. Click immediately
5. Enter the number or destination name you wish to forward calls to in the box provided
6. Select yes or no if you would like your phone to ring once when a call is forwarded
7. Click the red X to enable
8. Click apply
9. Click the green √ mark to disable

Busy/No Answer

1. Login to your online account @ www.troycable.net/myphone
2. Click Call Manager
3. Click Forwarding
4. Click Busy/No Answer
5. Uncheck the box next to use the same configuration for Busy and Unanswered calls
6. Enter the number or destination name you wish to forward calls to in the box provided
7. Enter the number of seconds to wait to forward calls
8. Click the red X to enable
9. Click apply
10. Click the green √ mark to disable

*Busy call forwarding is not offered at this time
**Missed Calls**

With the **Call Log** feature, you will have a record of the last 10 calls.

**Access Via:**

1. Login to your online account
2. Wait for your page to appear – **Dashboard**
3. The last ten missed calls will be displayed on the left side of the screen

**Messages & Calls**

1. Click **Messages & Calls**
2. To view messages click **messages**
3. Listen to messages by clicking the speaker icon to the left of the message
4. View the last 10 missed calls by clicking **“Missed Calls”**
5. View the last 10 dialed calls by clicking **“Dialed Calls”**
6. View the last 10 Received calls by clicking **“Received Calls”**

**Call Return**

**To Activate:**

When activated, **Call Return** dials back the last missed call.

**Access Via:**

1. Dial [*] [6] [9]
2. The number of the last incoming caller will be announced
3. Press 1 to dial

**Call Waiting**

When you are on the phone and another call is coming in, the **Call Waiting** feature will alert you of the second call.

**Access Via:**

1. A tone will sound alerting you that you have another call coming in. While on the call, press the flash button once. The first call will be put on hold and you will be connected to the second call.
2. To return to the original call, press the flash button again one time only. You will be able to switch back and forth between two calls by pressing the flash button.

**To Deactivate:**

1. Dial [*] [7] [0]
2. The number you are calling
3. Customers should be able to complete an outgoing call
4. **Call waiting** is now disabled so that any incoming calls are sent to Voicemail.

**Note:** [*] [7] [0] deactivates Call Waiting for 1 outgoing call only. Once the call disconnects, your **Call Waiting** Feature is reactivated automatically.
Caller ID

With Caller ID, you are able to identify your caller before picking up the phone, allowing the convenience of choosing which calls to take at a time that is right for you. This feature even works when you are already on the phone and a 2nd party calls in. When you hear the Call Waiting tone, your 2nd party’s identifying information will display, just as it would if you were off the phone.

Access Via:

1. Wait two full rings when you receive an incoming call
2. Check the Caller ID reader for the name and number of the incoming call

Note: Your phone must have name and number display compatibility for this feature to work.

Access Via:

1. Login to your online account
2. Click Settings
3. Once the setting screen appears, click Caller ID preferences
4. Edit preferences
5. Click apply

Outgoing Caller ID Deactivation

Deactivate Outgoing Caller ID Via:

1. Dial [*][6][7]
2. Dial the number you are calling

Note: When deactivating Outgoing Caller ID, your number will not be displayed on the recipient’s Caller ID. Instead, the recipient’s Caller ID will display “Blocked/Unavailable”. The star code [*][6][7] will deactivate the Caller ID for one outgoing call only.

Do Not Disturb

The Do Not Disturb feature allows you to have all incoming calls redirected to your Voicemail without ringing the phone.

Access Via:

To Activate:

1. Dial [*][7][8]
2. Listen for the announcement
3. All incoming calls will be forwarded directly to Voicemail

To Deactivate:

1. Dial [*][7][9]
2. Listen for the announcement
3. All incoming calls will now ring to your home phone

Access Via:

To Activate:

1. Login to your online account
2. Click Call Manager on the options list
3. Once the screen appears, click Screening
4. Click **Do Not Disturb**
5. To activate, click the **red X**
6. Click apply

**To Deactivate:**
1. Login to your online account
2. Click Call Manager on the options list
3. Once the screen appears Click Screening
4. To deactivate, click **green √ mark**
5. Click apply

**Note:** To help you remember that your **Do Not Disturb** feature is on, click yes under ring my phone once when a call is rejected?

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**Follow Me**

Expecting a call, but want to get on with your day? **Follow Me** lets your forward your calls to up to five alternate locations. You have the freedom to do what you need to do without worrying about whether you’re going to get a call or not. If **Follow me** is activated and unable to locate you, your call will be directed to **Voicemail**.

**Access Via:**

1. Login to your online account
2. Click Call Manager on the options list
3. Click follow me
4. Click **red X** to enable
5. Click apply

**To Deactivate:**
1. Login to your online account
2. Click Call Manager on the options list
3. Click follow me
4. Click the **green √ mark** to deactivate
5. Click apply

**Note:** If **Follow Me** is activated and unable to locate you, your call will be directed to **Voicemail**.

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**Selective Caller**

1. Login to your online account @ www.troycable.net/myphone
2. Click Call Manager
3. Click Forwarding
4. Click Selective Callers
5. Enter the number or destination name you wish to forward calls to in the box provided
6. Select yes or no if you wish the system to ring your phone when a call is forwarded
7. Select the calls you wish to forward under “Call to Forward” (To add number to this list click edit list)
8. Click the **red X** to enable
9. Click apply
To Deactivate:

1. Login to your online account @ www.troycable.net/myphone
2. Click Call Manager
3. Click Forwarding
4. Click Selective Callers
5. Click the green √ mark to disable

Access Via:

Dial *63
1. Follow menu options

**Speed Dial**

With Speed Dial you can program all your frequently dialed numbers for quick and simple access.

**How to Set up Your Speed Dial Numbers**

Access Via:

The speed dial numbers have a one-digit range (2-9) and a two-digit range (20-49).

1. Dial *74 wait for the tone, enter the one-digit speed dial numbers you have selected, enter the phone number, wait for the tone, hang up handset
2. Dial *75 wait for the tone, enter the two-digit speed dial numbers you have selected, enter the phone number, wait for the tone, hang up handset

Access Via:

1. Login to your online account
2. Click contacts on the options list
3. Click speed dial
4. Select the speed dial code from the drop down list
5. Enter the phone number in the box next to number
6. Click add
7. To add additional numbers repeat steps 5-6
8. Click apply

**How to use Speed Dial**

1. Listen for a dial tone
2. Dial the specific code (2-9 or 20-49) for the number you wish to call, followed by the # sign and your call will be connected

**Three-Way Calling**

With Three-way Calling you can talk with two people at once.

Access Via:

1. While on the first call, press the flash button
2. Listen for a dial tone
3. Dial your other party’s number
4. When you are ready to add the original caller, press the flash button again
### Voicemail

Whether you are on another call, not at home or just too busy, we will send the caller to your own personal Voicemail inbox where you can retrieve your messages at a time that is convenient for you.

#### Access Via:

**To Set Up From Home:**

1. Dial [*] [9] [8] from your home phone
2. Enter your password (your temporary password is the last 4 digits of your home number) and Press 4
3. Press # when you hear “Greetings” press 1, press 1, record greeting, press #, will play back greeting press #

**To Access from Home:**

1. Dial [*] [9] [8] from your home phone
2. Enter your 4 digit password (your temporary password is the last 4 digits of your home number) and then press the # sign

#### Message Menu:

**Access Via:**

**You have to be listening to the message to use these options.**

Press [1] to listen to new messages

1. Repeat
2. Save
3. Erase
4. Send a copy
5. Leave as new

Press [2] to send a message

#### Main Menu

Press 3 to leave mailbox & log on as another subscriber Press 1 to review messages

Press 4 to change mailbox settings

#### Follow Menu Options & Instructions

**Access Via:**

**To Set Up:**

1. Login to your online account
2. Click settings
3. Click security
4. You may change your PIN under “Change PIN”

To select the number of ring intervals before Voicemail picks up, click on preferences to change the number of seconds before calls are forwarded to voicemail, click apply

**To Access:**

1. Login to your online account
2. Click view messages
3. The Voicemail page will appear displaying your message list
4. Click sound icon to the left of the message and the message will play in your computer’s media program (ie. Media Player, itunes or Quicktime Player)
5. To delete a message, place a green √ mark in box next to message, click delete selected