# Business Phone

**optimum.**
business

# Welcome!

## To Optimum Business Services

At Optimum Business we want to help your business connect.

This Optimum Business Phone User Guide explains how to take advantage of the features available to you as a valued customer.

If you have questions about your service, call our customer service team 24 hours a day 7 days a week at 1-800-490-9604 or visit: optimumbusiness.com/support

# Contact Information

**Optimum Business**

Commercial Phone, Internet and TV Services

**Sales, Technical Support & Account Services**

1-800-490-9604

**Sales Hours of Operation**

Monday – Friday | 7:00 am – 6:00 pm CST

**Technical Support Hours of Operation**

24 hours a day, 7 days a week

Visit business.optimum.net for additional information about Optimum Business services and your account.

# Optimum Business Phone Quick Reference Guide

### Call Forwarding

This service forwards all your incoming calls to an alternate number, without ringing your telephone first.

**1. To Activate**

    a. Listen for a dial tone, then dial *72.

    b. Wait for confirmation tone, then dial the number to which to forward.

    c. Listen for the confirmation tones.

    d. Hang up the telephone.

**2. To Deactivate**

    a. Listen for a dial tone, then dial *73.

    b. Wait for confirmation tone.

    c. Hang up the telephone.

Note: Two short tones indicate that you have turned Call Forwarding off.

## Call Waiting

This service notifies you that a second call is on the line and allows you to switch between the calls.

1. **End the original call and answer the second call.** Hang up the telephone and the "second" call will ring on your telephone.

2. **Place the original call on hold and answer the second call.** Press and release the switch hook to put the first call on hold and answer the second call. You can alternate between the two calls by pressing and releasing the switch hook.

3. **Ignore the Call Waiting tone and use \*69 Call Return to call the second caller.** Once you have finished the original call, dial \*69 to call the second caller.

4. **Ignore the Call Waiting tone and let the second call go to Voicemail (if configured)**.

Notes about Call Waiting:

+ If the first caller hangs up, you will automatically be connected to the waiting call within two seconds.

+ Call Waiting allows you to have two people on your telephone at the same time – one on hold and one to whom you are talking. A third caller will hear a busy signal (the call may forward to Voicemail or another number if those services are activated.)

## Three-Way Calling:

This service enables you to have a call with two other people simultaneously. To add a third person to your call:

1. While on the call, press and release the switch hook to put the call on hold.

2. Listen for three tones followed by a dial tone.

3. Dial the number of the third person. Once the person answers, you can talk privately before connecting the person to the call.

4. Press and release the switch hook for one second and all three of you will be connected.

5. To disconnect, have either person hang up and you can continue a 2-Way call.


Notes about 3-Way Calling:

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

+ You may use 3-Way Calling to add another person, no matter who placed the first call; however, if you hang up the other two people will also disconnect.

+ When the 3-Way call includes long distance, you pay only for the call(s) you make.

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## Features

### Anonymous Call Rejection

Reject calls from callers who have activated a blocking option to prevent the display of their name and phone number. All blocked calls will be intercepted by a recording that will give the callers information and options to complete their calls.

To Activate
1. Press **\*77**

To Deactivate
1. Press **\*87**

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

### Auto Attendant

Auto Attendant service automatically answers incoming calls and responds to touch-tone input and voice recognition commands, allowing callers to transfer to a specific phone line within the called business and listen to announcements. Greetings and instructions are customizable by the customer.

A primary menu with up to nine selections (use phone dial pad keys "1" though "9") is provided. Each of these selections can then go to a secondary menu with an additional number of selections up to 9.

For each primary menu selection, you can select one of the following:

a. Forward to a phone line
b. Move to another menu item

For each secondary menu selection, the user can select one of the following:

a. Forward to a phone line
b. Listen to a pre-recorded message
c. List users, i.e. "Press 1 for Roger Abraham, Press 2 for Clyde Baker,
   Press 3 for Lisa Cannon, etc."

To add or change an Auto Attendant, please contact Optimum Business customer service.

## Busy Line Redial

To redial the last number that you called, press **\*66**. The Optimum Business phone system will continue to call the number until it is not busy and then ring you back to complete the call.

Dial **\*86** to cancel the Busy Line Redial before the Optimum Business system rings you back.

## Call Forward on No Answer or Busy

This service forwards all of your incoming calls to an alternative number selected if the line is busy, is not answered, or is busy and another call is waiting.

1. To Activate Call Forwarding No Answer
   a. Listen for a dial tone then dial **\*92**.
   b. Wait for confirmation tone, and then dial the number to which calls will be forwarded.
   c. Listen for the confirmation tones.
   d. Hang up the telephone.

2. To Deactivate Call Forwarding No Answer
   a. Listen for a dial tone then dial **\*93**
   b. Wait for confirmation tone.
   c. Hang up the telephone.

3. To Change the amount of rings on Call Forwarding No Answer (Default four rings before line forwards)
   a. Listen for a dial tone then dial **\*94**.
   b. Enter number of rings (2-9).
   c. Listen for confirmation tone.
   d. Hang up the telephone.

4. To Activate Call Forwarding Busy
   a. Listen for a dial tone then dial **\*90**.
   b. Wait for confirmation tone, and then dial the number to which calls will be forwarded.
   c. Listen for the confirmation tones.
   d. Hang up the telephone.

5. To Deactivate Call Forwarding Busy
   a. Listen for a dial tone then dial **\*91**.
   b. Wait for confirmation tone.
   c. Hang up the telephone.

## Call Return

1. At the dial tone, press **\*69**. The phone number, date and time of the last incoming call are announced.

2. To return the call, press **1**. If you do not want to return the call, hang up.

## Call Waiting

This service notifies you that a second call is on the line and allows you to switch between the calls. You are notified by a tone when the call is waiting.

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

1. End the original call and answer the waiting call. Hang up the telephone and the new call will ring with the second caller.

2. Place the original call on hold and answer the waiting call. Press and release the hook switch to put the first person on hold and answer the second call. You can alternate between the two calls and both conversations will remain private.

3. Ignore the Call Waiting tone and use **\*69** Call Return to identify the second caller once you have finished the original call.

4. Ignore the Call Waiting tone and let the second call go to Voicemail (if selected).

5. If the first caller hangs up, you will automatically be connected to the waiting call within two seconds.

## Call Waiting ID

This service notifies a you that a second call is on the line (while providing identification of the calling party on the caller ID display) and allows the you to switch between the calls. The called party is notified by a tone when the call is waiting.

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

1. End the original call and answer the waiting call. Hang up the telephone and the new call will ring with the second caller.

2. Place the original call on hold and answer the waiting call. Press and release the hook switch to put the first person on hold and answer the second call. You can alternate between the two calls and both conversations will remain private.

3. Ignore the Call Waiting tone and use **\*69** Call Return to identify the second caller once you have finished the original call.

4. Ignore the Call Waiting tone and let the second call forward go to Voicemail (if selected).

5. If the first caller hangs up, you will automatically be connected to the waiting call within **two seconds**.

## Caller ID

Optimum Business Phone provides Caller ID. Customers will need to have the appropriate equipment.

1. Wait for one full ring.

2. Look at your Caller ID unit for the telephone number and/or name and number associated with the incoming call.

Note about Caller ID:

+ A Caller ID display unit is a separate piece of equipment that is required for this service. Display units vary in design and features.

+ If you have Call Waiting, Caller ID doesn't display information for any calls that come through when you're on the telephone unless you have Call Waiting ID on your line and compatible equipment.

+ If your caller is using a privacy feature, the Caller ID display may read "Private Number" instead of the caller's name/number.

## Calling the Operator

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

For current pricing, please call Optimum Business customer service at 1-800-490-9604.

## Directory Assistance — Dial 411

If you need to contact directory assistance to get a local or long distance phone number, dial 411. There will be an additional charge incurred for making this call. To get current pricing please call Optimum Business customer service.

## Hunt Group

Each line in a hunt group has a phone number. A caller dials the primary (or Pilot) number of the hunt group.

Hunting starts at that number and continues through the group of lines, skipping busy lines and rings the first available number. If the call is not answered, it will be routed to Voicemail if that option has been ordered (press **\*99** plus the Hunt Group pilot number to retrieve voicemails).

Notes:

Features not compatible with Hunt Group: Call Waiting; Call Waiting ID.

Lines that are included in the Hunt Groups cannot use the following features:

+ Call Forward Busy Line          + Simultaneous Ring

+ Call Forward Do Not Answer      + Call Hold

+ Call Waiting

## International Long Distance Rates

International rates vary based on the call destination.
For current international pricing visit www.optimumbusiness.com.

## Recording Customized Messages

Record Menu Greetings – you will be given instructions and a number to call for recording your greetings and menus.

When recording greetings, make sure you are in a quiet location with little background noise and use your handset rather than a speakerphone.

# Remote Access to Call Forwarding (RACF)

You will be assigned a default PIN code to use with RACF (the default PIN for RACF is the last four digits of your Optimum Business telephone number).

The PIN must be changed from your phone prior to the first use of RACF.

PIN set up (must be completed from the phone to which the number is assigned)

1. Lift the handset

2. Dial **\*98**. When prompted to designate the feature to change, dial **\*97#** for RACF.

3. When prompted to enter your PIN code, dial your default PIN code

4. When prompted to enter new PIN code, enter a new PIN code up to 10 digits

5. When prompted to re-enter new PIN code, re-enter the new PIN code

6. Listen for confirmation announcement, then hang up

You may now use the global access numbers depending on your location.

## RACF # 866-928-2540

| | | | | |
|---|---|---|---|---|
| Amarillo TX | Deport TX | Jonesboro AR | Mohave Vly AZ | Sulphur LA |
| Andrews TX | Detroit TX | Kingman AZ | Morrilton AR | Sulphur Spg TX |
| Anna TX | Flagstaff AZ | Krum TX | Mtn Home AR | Terminal TX |
| Arkadlphia AR | Flippin AR | Lake City AR | Mt Vernon TX | Terrell TX |
| Athens TX | Forney TX | Lake Havasu AZ | Mt. Pleasant TX | Tioga TX |
| Aubrey TX | Frisco TX | Lakeview AR | Newport AR | Tuckerman AR |
| Batesville AR | Gainesvl TX | Lamar AR | Paris TX | Tyler TX |
| Bay AR | Gassville AR | Leesville LA | Payson AZ | Walnut Rdg AR |
| Big Spring TX | Gladewater TX | Lindl Swan TX | Pilot Point TX | Whitehouse TX |
| Bull Shoals AR | Grandsalin TX | Lk Charles LA | Pittsburg TX | Whitesboro TX |
| Bullhead City AZ | Gunter TX | Longview TX | Pocahontas AR | Winnsboro TX |
| Cabot AR | Gurdon AR | Mallard Point AR | Prosper TX | |
| Canyon TX | Heber Spg AR | Malvern AR | Quitman TX | |
| Castlerock AZ | Helena AR | Marvell AR | Rockwall TX | |
| Celina TX | Henderson TX | Mckinney TX | Royse City TX | |
| Clarksville AR | Iowa LA | Midland TX | Russellvl AR | |
| Dallas TX | Jacksonvl AR | Midway AR | Sanger TX | |
| Dardanelle AR | Jacksonvl TX | Mineola TX | Seagoville TX | |
| De Ridder LA | Jessievl AR | Minerlwlls TX | Sedona AZ | |

## RACF# 866-475-4135

Abilene TX
Agency MO
Alexandria LA
Alta CA
Arcata CA
Auburn CA
Aurora MO
Austin TX
Avenue City MO
Bastrop LA
Belpre OH
Benton LA
Big Pine CA
Bishop CA
Blue Lake CA
Bylthe CA
Boonville MO
Boyce LA
Branson MO
Brookfield MO
Bryan TX
Cannon Afb NM
Carthage MO
Chickasha OK
Clfx Wemr CA

Clovis, NM
Conroe TX
Cushing OK
Diboll, TX
Drumright OK
Earp CA
El Dorado AR
Enid OK
Ehrenberg AZ
Eureka CA
Farwell TX
Ferndale CA
Floydada TX
Fortuna CA
Gallipolis OH
Georgetown TX
Grambling LA
Greenville MS
Greenwood MS
Grass Valley CA
Haughton LA
Helena MO
Henryetta OK
Highlandvl MO
Homewood CA

Hudson TX
Huffman TX
Humble TX
Huntsville TX
Hutto, TX
Hydesville CA
Indianola MS
Jarrell TX
Kmblng Ct MO
Leander TX
Loleta CA
Lubbock TX
Lufkin, TX
Magnolia AR
Many LA
Marietta OH
Marionville MO
Mer Rouge LA
Minden LA
Monett MO
Montgomery TX
Muskogee OK
Nacogdoches TX
Natchitoches LA
Neosho MO

Nixa MO
Okmulgee OK
Osawatomie KS
Ozark MO
Paola KS
Parker AZ
Parker Dam AZ
Pauls Vly OK
Perkins OK
Pierce City MO
Plainview TX
Pollock LA
Porter TX
Post TX
Reeds Spg MO
Rio Dell CA
Rockwy Bch MO
Ruston LA
San Angelo TX
San Antonio MO
Savannah MO
Seminole OK
Shallowtr TX
Shreveport LA
Snyder TX

Springhill KS
St. Joseph MO
Stillwater OK
Sweetwater TX
Texico NM
Trenton MO
Trinidad CA
Truckee CA
Tulia TX
Urbana AR
Verona MO
Victoria TX
Wagoner OK
Waldo AR
Wewoka OK
Willis TX
Winnfield LA
Wolfforth TX
Woodrow TX
Wynnewood OK
Zwolle LA

## RACF# 866-271-6531

All Locations in: North Carolina, West Virginia, Virginia, Ohio, Kentucky.

## To forward your calls

1. Dial the Remote Access to Call Forwarding phone number for your location provided. (See previous page.)

2. Dial your 10-digit telephone number, followed by your PIN. Then press **#**.

3. Press **72#**.

4. Dial the "forward-to" number, including 1 + area code if required, and press **#**.

5. Follow the voice instructions to confirm or change the "forward to" number.

## To cancel Call Forwarding

1. Press **73#**.

2. Listen for confirmation tones to indicate Call Forwarding is canceled. When you are using Remote Access to Call Forwarding, you have three chances per call to enter your phone number and PIN. If you make an error on the third try, you are disconnected. Just hang up and try again.

### To change your PIN

1. Dial **\*98** to access the PIN change feature

2. When prompted to indicate the feature to change, Dial **\*97#** for RACF.

3. When prompted to enter your PIN code, dial your current PIN code

4. When prompted to enter new PIN code , enter a new PIN code up to 10 digits

5. When prompted to re-enter new PIN code, Re-enter new PIN code

6. Listen for confirmation announcement, then hang up If you forget your
   PIN, call 1-800-490-9604.

## Selective Call – Rejection, Forward, Acceptance

To access Selective Call Rejection service, press **\*60**. Follow the instructions.

To access Selective Call Forwarding service, press **\*63**. Follow the instructions.

To access Selective Call Acceptance service, press **\*64**. Follow the instructions.

After accessing the Rejection, Forward or Acceptance service

To turn your service on or off, press **3**.

To add a phone number to your list, Press **#**, Dial the number you want to add. Press **#**.

To add the last number that called, press **01#**.

To review your list, press **1#**.

To remove a number right after you hear it (while reviewing your list), press **07\***.

To remove a number from the list, Press **\***. Dial the number you want to remove. Press **\***.

To remove all entries, press **08\***.

To remove all private entries, press **09***.

To review the instructions, press **0#**.

## Speed Calling numbers – list size 30

To record speed dial numbers:

1. Go off-hook and receive dial tone, press **75#**.

2. At the second dial tone, press the two-digit Speed Calling code (20-49).

3. Dial the telephone number for that code. Include 1 + area code, if necessary.
   (The number can have up to 16 digits.)

4. Listen for confirmation tone, then hang up.

To speed dial a call: At the dial tone, press the 2-digit Speed Calling code, followed by #.

## Three Way Calling

This service enables you to have a call with two other people simultaneously.
To add a third person to your call:

1. While on the call, press and release the switch hook to put the call on hold.
2. Listen for three tones followed by a dial tone.
3. Dial the number of the third person. Once the person answers, you can talk
   privately before connecting the person to the call.
4. Press and release the switch hook for one second and all three of you will
   be connected.
5. To disconnect, have either person hang up and you can continue a 2-Way call.

Notes about 3-Way Calling:
+ You may use 3-Way Calling to add another person, no matter who placed the first
  call; however, if you hang up the other two people will also disconnect.

+ When the 3-Way call includes long distance, you pay only for the call(s) you make.

+ Call Waiting does not work during a 3-Way call.

## Email Notification of Voicemail

Unified messaging lets a user access stored voice messages either with a regular PC e-mail client or by telephone. The PC user can open and play back voice messages, if his/her PC has multimedia audio capability.

To set up Unified Messaging:

1. Call Optimum Business customer service at: 1-800-490-9604.

2. Give customer service the email address to which you would like your voicemail sent. When notification of a voice message is received in your email inbox at your PC, open the email and then - if desired - open the attached **.wav** file to listen to the voice message. Be sure the audio on your PC is set to a volume level that you can hear the message playback. A copy of your voicemail message will remain in your voice mailbox after retrieval from your email notification. You will need to delete the message from both your email inbox and your voice mailbox as desired.

## Voicemail

Optimum Business provides Line Voicemail service. If any of your lines are equipped with Line Voicemail, use the following instructions.

## Setting up your Voicemail box

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

## Personalizing your Voicemail box

1. From your own phone dial *99. When the automated voice answers, press **\***.
2. The Voicemail system will ask for your temporary password— which is **123456**.
3. The Voicemail system will then prompt you to select a 4 digit password and to press the **#** key. Select a password that is easy to remember, but difficult for someone else to guess. Please note that your password cannot contain **#** or **\***. The Voicemail system will ask you to verify your password by entering it a second time and pressing the **#** key.
4. The Voicemail system will prompt you to set up your personal preferences including your personal greeting.
5. If you forget your password, call Optimum Business Customer Service at 1-800-490-9604.

## Retrieving Voicemail Messages From your Own Business Phone

1. Lift the handset of your phone.
2. A stutter dial tone means you have a message(s).
3. From your phone dial *99 and wait for your Voicemail to answer.
4. Enter your password after the system prompt.
5. The Voicemail system will tell you how many new messages you have.

## Using any Other Phone

1. Lift the handset of any touch-tone phone and listen for dial tone.
2. Dial your **7 or 10 digit phone number**.
3. Wait for your call to go into the Voicemail system; you will hear your Voicemail greeting.
4. Press the **\*** key. (If the Voicemail is on a Hunt Group, any line in that Hunt Group can retrieve a message by dialing *99 plus the Hunt Group pilot number (first line).

5. Enter your password.
6. The Voicemail system will tell you how many new Voicemail messages you have and play them.
7. Press the 1 key to listen to your archived messages.

## Managing your Voicemail Messages

When you have finished listening to your Voicemail messages, there are several options available to manage them. The following directions describe these options.

## Saving a Voicemail Message

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

1. If you want to save the message, press 9 immediately at the conclusion of the message.
2. The Voicemail system will save the message and begin playing the next message.

## Replaying a Voicemail Message

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

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

## Advancing (Skip) a Voicemail Message

While you are listening to a message, you can advance the message. Press **#** to advance to the end of the message.

## Deleting a Voicemail Message

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

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

## Voicemail Access From the Web Portal

Unified Communications is an existing phone feature that enables you to set up voicemail to e-mail notifications on your Optimum Business phone. This feature supports up to three (3) email addresses. To set-up, go to the "Voice" drop down menu and select "Voicemail" in the Optimum Business Portal (optimum.net). The "Voicemail" tab lets you control the following:

## User Setup

If you have already registered on the portal, you can simply login using your username and password. If you have not registered on the portal, visit optimum.net/newid and simply follow the easy online instructions.

If you have already registered on the portal, you can simply login using your username and password.

To get started, you will need to be connected to the Internet from your Optimum Business service location.

You can find your Optimum Business account number on your bill, on the Optimum Business work order that was left by the technician at the time of installation, or on your Sales Order Confirmation email.

Once your ID is created, log in at optimum.net/business.

## How to Access Voicemail

1. Hover over the Voice tab and select "Voicemail" from the drop down list
2. Select the phone number you would like to hear the voice messages for
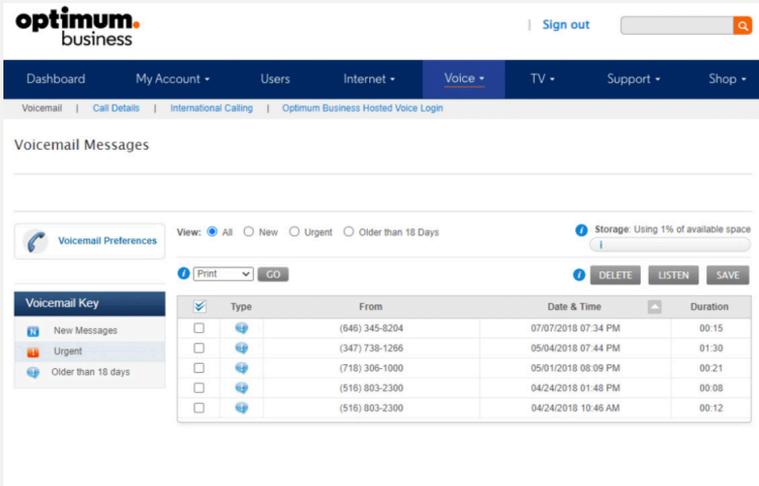


## User PIN Selection

1. Hover over the Voice tab and select "Voicemail" from the drop down list
2. Select the phone number you would like to edit the settings for
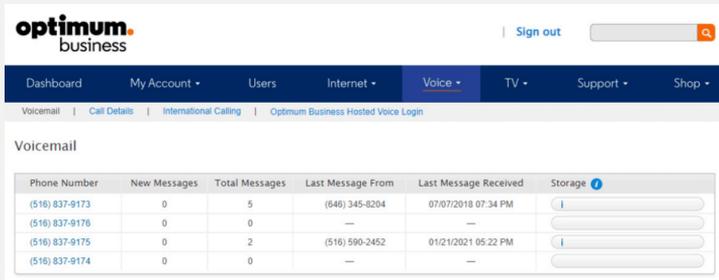3. Select "Voicemail Preferences" on the left side
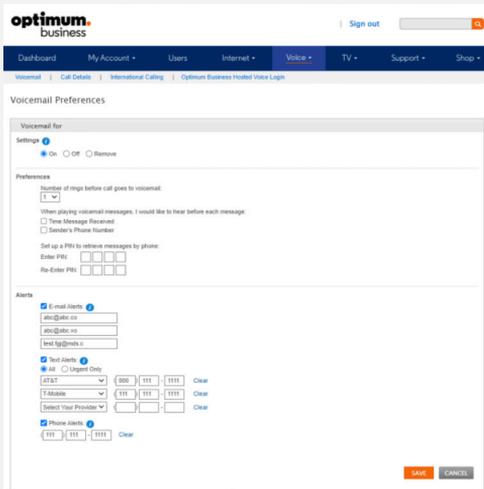
## How to Add Email Address

1. Hover over the Voice tab and select "Voicemail" from the drop down list
2. Select the phone number you would like to edit the settings for
3. Select "Voicemail Preferences" on the left side
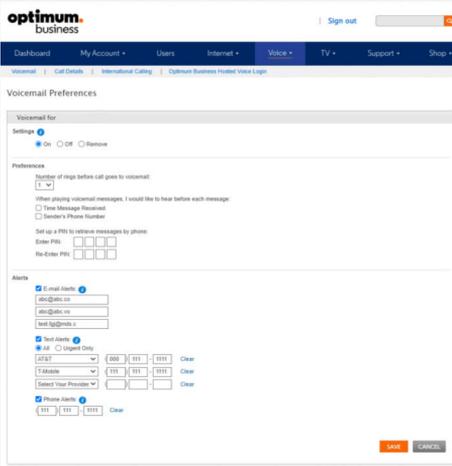


## Voicemail Settings

1. Hover over the Voice tab and select "Voicemail" from the drop down list
2. Select the phone number you would like to edit the settings for
3. Select "Voicemail Preferences" on the left side
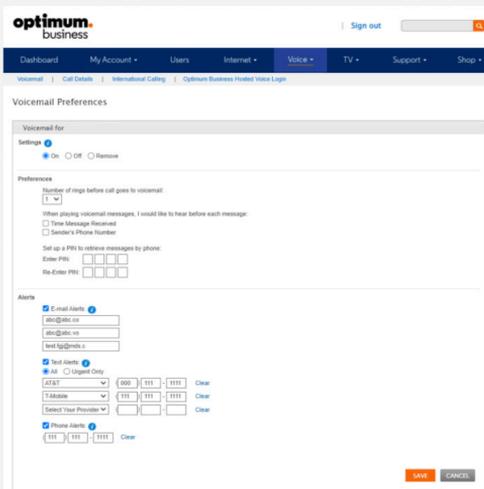
## User Setup Individual Voicemail Boxes

1. Hover over the Voice tab and select "Voicemail" from the drop down list
2. Option will appear for individual voicemail setup for each extension on account



Notes about 3-Way Calling:

Lines with Voicemail cannot use:

+ Call Forward Busy Line or
+ Call Forward Do Not Answer

# Billing Information

If you have any questions regarding your monthly billing statement, please call Optimum Business customer service.

**All prices are subject to change.**

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