



User Guide, NY Tri-State Area

Business Phone

optimum.
business



Welcome!

Congratulations on your decision!

Put Optimum Voice to work for your business. You're about to begin enjoying the benefits of our exceptional flat-rate business phone service, including productivity-boosting calling features and significant savings.

Together, Optimum Voice and Optimum Online® high-speed Internet access will provide your business with an outstanding combination of communications services, backed by outstanding technical and service professionals, to deliver the best performance, reliability, service—and value—in business communications.

This user guide provides you with information that will help you get the most from your Optimum Voice service. Use it to guide you through the process of registering your Optimum Voice account at optimumbusiness.com and keep it for reference for using your calling features. You'll find troubleshooting information here, too.

This user guide and the Optimum Voice Web site are excellent sources of information. However, if you ever have a question about Optimum Voice that you can't find an answer for in the user guide or at optimumbusiness.com, please call Optimum Business Customer Support at 1-866-575-8000.

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Getting Started

To take full advantage of the Web-based call management and Enhanced Voicemail capabilities, and to set up your account for international calling, you'll first need to activate your account on our innovative, easy-to-use Web portal, My Optimum Voice. My Optimum Voice lets you manage calling features like rollover hunting, check voicemail messages and get call detail records — all via the Web.

The Phone Manager's login and password will give you access to ALL lines on the account.

The Phone Manager can assign an individual line to an employee so that the employee can manage their own calling features, like call forwarding and voicemail, for their individual line.

Phone Managers have the ability to:

1. Access all the lines on the account and manage all call features for each individual line.
2. Assign a User ID and password to employees for Web portal access and reset passwords when needed.
3. Assign a line to an individual employee, so the individual employee can manage their own calling features.
4. Manage the Rollover Hunting feature and company voicemail box of primary number.
5. Activate International calling on each line on the account.
6. See call detail records for all lines on the account and export the information to a spreadsheet.
7. Manage the directory listing for each line on the account.

End Users will have access to see only their individual line once the Phone Manager creates a User ID and password and assigns a line to the employee.

Phone Manager's Activation of My Optimum Voice

Activating My Optimum Voice from the PC connected to your Optimum Voice cable modem will save you time. If you complete the process at another computer, you'll need your HFC MAC address — an identification number you'll find on the back of the cable modem. In either case, you will also need your Cablevision account number, so be sure to have that handy.

1. During the registration process, you will need your Cablevision account number and will be asked a security question regarding your account.
2. Go to optimumbusiness.com, and click on the My Optimum Voice menu item on the left.
3. Click on the "New User" link at the bottom of the Login box in the lower right-hand corner of the screen.
4. Follow the online instructions to register in four easy steps.

User Management

The Phone Manager has the ability to manage both the users and functions of your phone lines; assign, edit and delete "Users" and "Passwords"; and assign each available Phone Number to specific functions. The Phone Manager can also assign one phone line per User ID and set up a User ID for each phone line on the account.

To Add a New User:

- Go to the My Optimum Voice Dashboard.
- Click on the "User Management" link.
- Click on the "Add New User" link.
- Select an Existing User name or create a New User name by choosing "New User" in the top drop down menu.
- Fill out the form. User names must be between 4 and 15 alphanumeric characters long and all in lower case. Hyphens (-) and underscores (_) are not permitted.
- Select a Phone Line from the Phone Number drop down menu.
- Assign a Line Type from the Line Type drop down menu.
- Click on the "Add New User" button.

Edit User Information:

- Go to the My Optimum Voice Dashboard.
- Click on the “User Management” link.
- Find the User you want to edit. Click on the blue “Edit” link that corresponds to that User under the Manage Column.
- Change the information and then click on the “Save Changes” button when you are done.

Assign a Phone Line or Line Type to a User:

- Go to the My Optimum Voice Dashboard.
- Click on the “User Management” link.
- Click on the “Edit All Lines” link at the bottom.
- If the phone line is “Unassigned” in the “User” column, click on the drop down arrow and select another user that is available in the drop down menu.
- By clicking on the drop down menu under the “Line Type” column for the corresponding Phone Line, you can specify the Line Type of Voice Only, Credit Card, Fax, Shared, or Alarm.
- Click on the “Save Changes” button when you are done.

To Assign a User That has Already Been Assigned:

- Go to the My Optimum Voice Dashboard.
- Click on the “User Management” link.
- Click on the “Edit All Lines” link at the bottom of the interface.
- You must remove the User from his existing Telephone Number by selecting “Unassigned” in the drop down menu.
- Click on “Save Changes.”
- User can then be assigned to a different Telephone Number.
- Click on “Save Changes” button when you are done.

Switch Lines Between Two Different Users:

- Go to the My Optimum Voice Dashboard.
- Click on the “User Management” link.
- Click on the “Edit All Lines” link at the bottom of the interface.
- You must remove both Users from their existing phone number by selecting “Unassigned” in the drop down menu.
- Click on “Save Changes.”
- Users can now be selected from the drop down menu and assigned to the new Telephone Number.
- Click on the “Save Changes” button when you are done.

Using My Optimum Voice

1. To log in to your secure Web portal, go to optimumbusiness.com and enter your User name and Password in the Login box in the lower right-hand corner.
2. You will enter the site on the “Dashboard” section. Here, you’ll see a snapshot of how many voicemail messages you have, the status of your calling features (ON or OFF), and the last five (5) call records for the phone number selected in the drop down menu at the top of the screen.
3. To view call details and manage features for another number on your account, select that number in the drop down menu and click on “Go”.
4. Click on “Call Details,” “Voicemail,” “Features” or “International” to access those sections of the portal.

Call Details:

- View call detail records for the current period and up to three prior bill periods.
- Select an individual phone line from the drop down box at the top of the page.
- Click “Go.”
- Click on the “Call Details” tab.
- Click on the Domestic or International tabs to view the call details for each line.
- Under “View Options” you can select a Date Range, Billing Cycle, view the most frequent numbers, or look up calls to a specific phone number.
- You can export call details for the individual line you are viewing or for all lines on your account into a single spreadsheet. Simply click on the appropriate link in the bottom left corner.

Voicemail Highlights:

Select the Voicemail tab to listen to messages via your PC or to manage Voicemail settings.

- View list of messages currently in your Voicemail box, including caller’s phone number, time and duration of message.
- Click “Listen” to listen to Voicemails left on your Optimum Voice line through the media player on your computer.
- Save messages on your computer by highlighting “Listen,” and right clicking on your mouse. Once you’ve saved a message, you can e-mail it to other colleagues and business partners.
- Manage your Optimum Voice Voicemail settings (# rings, call identification information) by selecting the “Customize” option under “Voicemail Options.”

- Receive e-mail, pager and/or phone notification of the fact that you've received a Voicemail by activating that function in the "Notifications" section under "Voicemail Options."

Featured Highlights

Select the "Features" tab to configure many of your Optimum Voice calling features. The features are conveniently organized under the following categories:

- "Promote My Business"—411, White Pages and Yellow Pages directory listings
- "Protect My Privacy"—Anonymous Calling, Anonymous Call Blocker
- "Forward My Calls"—Call Forwarding, Find Me
- "Manage My Calls"—Call Waiting, Call Waiting with Caller ID, VIP Ringing, Rollover Hunting

International Calling Highlights:

Optimum Voice lets you save even more money when you make international calls.

Select the International tab to:

- Check calling rates.
- Activate International calling on each line on your account.
- View your International call detail records.
- Review your billing history.
- Recharge your account with a credit card.
- Register to use Optimum Voice International rates like a calling card (from telephone numbers that aren't on your Optimum Voice account) to get the same great rates when you're out of the office.

Optimum Voice Enhanced Voicemail provides all the features of an answering machine combined with the power of the Web. It lets you listen to messages, create personal or corporate greetings, and access your Voicemail box from anywhere there's a phone or Internet access.

To Activate Voicemail:

1. Log on to My Optimum Voice at optimumbusiness.com.
2. Select the phone number you want to access in the drop down list.
3. Select the "Voicemail" tab.
4. Select a Voicemail PIN (password) to be used to access the Voicemail box associated with that line via the phone. Please note that the PIN must be four digits. You can change the PIN at any time via the My Optimum Voice Web Portal or telephone (follow the instructions on page 11 of this user guide).
5. When Voicemail is activated, be sure to write down the Voicemail access number. That phone number will be used to access the Voicemail box by phone.
6. Set up a personal or corporate greeting by following the instructions on page 10 of this user guide.

To Access Your Voicemail Box:

1. From a phone connected to Optimum Voice, either:
 - Dial the Voicemail access phone number and enter the four-digit Voicemail PIN (password)
 - or
 - Dial your Optimum Voice phone number, and enter your Voicemail PIN. If you have Anonymous calling activated you'll have to dial your Optimum Voice phone number, hit (*) key and enter your Voicemail PIN.
2. From any other phone:
 - Dial your Voicemail access phone number. This number is displayed in the My Optimum Voice Web Portal. Click on the Voicemail tab and the number will be displayed on the left hand side.
 - Enter your Optimum Voice phone number, including area code.
 - Enter your four-digit Voicemail PIN.

To Set or Change a Corporate or Personal Greeting:

1. Access your Optimum Voice Voicemail box.
2. Press (4) for personal options.
3. Press (1) to create a corporate or personal greeting, or press (4) to record your name or company name to be included in a network-generated greeting.
4. Follow the voice prompts to change either your greeting or recorded name.

To Retrieve New Messages:

When you pick up the phone handset and hear a stutter dial tone, you have a new Voicemail message. To access your messages via the phone:

1. Access your Optimum Voice mailbox.
2. Press (1) for new messages.
3. Follow the voice prompts to hear messages.

When Listening to Your Messages:

1. Press (1) to rewind.
2. Press (3) to fast forward.
3. Press (7) to delete.
4. Press (8) for call identification information (e.g., time of call and caller's phone #).
5. Press (9) to save.
6. Press (#) to skip message.
7. Press (*) to return to main menu.

To Retrieve Other Messages:

1. Access your Optimum Voice mailbox.
2. Press (3) for other messages.
3. Press (1) to listen to old messages. Press (2) to listen to deleted messages.
Press (*) to return to main menu.

Changing Your Voicemail PIN Using the Phone:

1. Access your Optimum Voice mailbox.
2. Press (4) for personal options.
3. Press (2) to change the PIN.
4. Follow the voice prompts to change your PIN.

Mailbox Capacity:

- Your voice mailbox has a maximum storage capacity of 20 minutes. Each message can be up to a maximum of 4 minutes.
- In the event that your mailbox reaches capacity, callers will not be able to leave you a message.
- Optimum Voice does not automatically delete messages from your mailbox. To ensure that callers will be able to leave you messages on a continuous basis, we encourage you to regularly delete messages from your mailbox.
- Your voice mailbox supports one greeting message with a maximum length of 30 seconds.

Additional Optimum Voice Features

There are a number of other calling features that are included with your Optimum Voice service that will also help make you and your employees more efficient and productive.

Rollover Hunting

The Rollover Hunting option allows incoming calls to your primary phone line to roll over to the next available line and, if all lines are busy or not answered, to roll over to Voicemail. If a line in the Hunt Group is busy, the hunt automatically skips that number and moves to the next number in the sequence. It will hunt through all lines once to find an idle line. The Phone Manager can configure one (1) hunt group per account. You have two options with Rollover Hunting - Linear or Circular.

Linear Hunting

This option routes calls to the first idle line in sequential order starting with the first line in the group and ending with the last line in the group.

Circular Hunting

This option varies the starting point for the hunt group and allows for an even distribution of calls within the group. Calls will be routed to the first idle line starting with the line directly after the line of which the last call was completed. The hunt will then follow the specified line sequence.

1. To manage rollover hunting, log on to My Optimum Voice.
2. Select the telephone number that you want to be the primary number or the hunt group from the drop down box at the top of the page and Click "Go."
3. Click on "Hunt Group" under "Manage My Calls."
4. Click "On."
5. Select "Linear" or "Circular" rollover sequence.
6. Choose the phone numbers you want to be included in the hunt group.
Highlight the phone number in the "Available for Hunt" box and click the add arrow to move the phone number over to the "Hunt Sequence" box.
7. Click "Submit" and your rollover hunting will be active.

Note: A line that is **dedicated** to an alarm, credit card, ATM or fax machine should **not** be included in the hunt group.

To change the **Primary** number for the hunt group follow the steps below:

1. You must first turn the “Rollover Hunting” off and click “Submit.”
2. Select the new Primary number from the drop down list at the top of the page.
3. Click “Go.”
4. Select “Rollover Hunting” on the features tab and reconfigure the hunt group.

Voicemail Number of Rings

If all lines are busy or the first idle line in the hunt sequence does not answer the call within four rings (default setting), the Voicemail trigger will be reached and the call will be sent to the Voicemail box of the primary line. (Note: The Voicemail box of the primary line will act as the company’s general mailbox. The message on that line should project general company information.)

To change the voice mail number of rings

1. Select the primary number from the drop down list and click “Go.”
2. Click on the “Voicemail” tab at the top of the page.
3. Click on the “Options” link.
4. Select the number of rings from the drop down list.
5. Click “Submit.”

Rollover Hunting Advance Timer Setting

Calls coming in to the hunt group will automatically rollover to the next available line in the hunt sequence after five rings. This parameter is not configurable by the user via the My Optimum Voice Web Portal.

Rollover Hunting and Call Forwarding

If Call Forwarding is activated on the primary line of an active Hunt Group, Call Forwarding will override the Hunting feature. When Call Forwarding is deactivated, Rollover Hunting will reactivate automatically without requiring any reconfiguration.

Note: When the Hunting feature is activated, the Call Forwarding feature can be turned on for the primary line via the telephone only, and not via the web portal.

Call Forwarding (only available in the continental US)

Directs incoming calls to a forwarding number to prevent missed calls.

1. To activate Call Forwarding, dial (*72). Listen for the dial tone. Dial the number to which you want calls to be forwarded.
2. Listen for ring tone. If the party answers, calls will be forwarded to that number.
3. To confirm Call Forwarding when the line is busy or there is no answer, briefly press the hook switch or flash key, dial (*72), listen for a stutter dial tone, then redial the number. The two beeps and dial tone you hear will confirm that calls have been forwarded.
4. To verify that Call Forwarding is active, dial (*72). An announcement will notify you that Call Forwarding is activated. If the forwarded number is in use, you will get a busy signal.
5. A short, abbreviated ring indicates an incoming call has been forwarded on your Optimum Voice telephone.
6. To deactivate Call Forwarding, dial (*73).

Call Forwarding can also be activated and deactivated through My Optimum Voice by selecting the “Features” tab and adjusting the settings of Call Forwarding.

Rollover Hunting and Call Forwarding

If Call Forwarding is activated on the primary line of an active Hunt Group, Call Forwarding will override the Hunting feature. When Call Forwarding is deactivated, Rollover Hunting will reactivate automatically without requiring any reconfiguration.

Note: When the Hunting feature is activated, the Call Forwarding feature can be turned on for the primary line via the telephone only, and not via the web portal.

Call Return (*69)

Automatically dials the last incoming call.

1. To use Call Return, pick up the handset and dial (*69) after the dial tone.
2. After the prompt, press (1) to initiate callback.

Call Waiting

Signals an incoming call when phone is in use.

1. A special tone repeats every 10 seconds to signal an incoming call.
2. To accept the incoming call, press the hook switch or flash key briefly.
3. To return to the first call, press the hook switch or flash key again.
4. To deactivate Call Waiting before making a call, dial (*70), listen for a stutter dial tone, then dial the telephone number.
5. To deactivate Call Waiting on all incoming calls, go to the “Features” tab of My Optimum Voice and adjust the settings of Call Waiting.

Note: When the Hunting feature is activated, the Call Forwarding feature can be turned on for the primary line via the telephone only, and not via the web portal.

Caller ID

Identifies callers before answering the phone.

1. Each incoming caller’s name and phone number are displayed on the Caller ID display.
2. This feature requires a Caller ID-compatible display device or telephone.

Call Waiting with Caller ID

Indicates name and number of incoming caller when phone is in use, so you can decide whether or not to interrupt a conversation to take the call.

1. A compatible Caller ID phone display is required to use Call Waiting with Caller ID.
2. Call Waiting must also be activated for this feature to work.
3. To activate Call Waiting with Caller ID, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the “Features” tab. Call Waiting with Caller ID is listed under “Manage My Calls.”
4. Select the “On” button, then click “Submit.”
5. Deactivating Call Waiting will also deactivate Call Waiting with Caller ID.

Caller ID Blocking (*67)

Blocks the display of your Caller ID for outbound calls on a per-call basis. You can block the Caller ID display for outbound calls on a call-by-call basis by entering (*67) on the phone. When Per-Call Block is ON, your call is identified as “Private” or “Anonymous” on the Caller ID display unit of the recipient’s phone. When you hang up, Per-Call Blocking is automatically turned OFF.

Anonymous Calling

Blocks Caller ID information on all outgoing calls.

1. To activate this feature, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the “Features” tab. Anonymous Calling is listed under “Protect My Privacy.”
2. Select the “On” button, then click “Submit.”
3. To override Anonymous Calling on a per-call basis and allow your Caller ID information to be displayed, dial (*82) before placing your call.

Anonymous Call Blocker

Automatically rejects calls from those who block their Caller ID information.

1. Anonymous callers receive an announcement that you are not accepting unidentified calls, and that to reach you, they should call again without blocking their number.
2. To activate this feature, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the “Features” tab. Anonymous Call Blocker is listed under “Protect My Privacy.”
3. Select the “On” button, then click “Submit.”

Three-Way Calling

Adds a third party to a call.

1. Dial the first number you wish to connect.
2. Once the first call has been answered, press the hook switch or flash key to place that call on hold.
3. Listen for a dial tone. Dial the second telephone number.
4. When the second party answers, you can speak privately to the second person while the first call is still on hold.
5. To create a three-way call, press the hook switch or flash key again.

Busy Redial (operates only on numbers within the continental US)

Automatically redials a busy number for up to 30 minutes.

1. To activate this feature, dial (*66) after making a call to a busy number.
2. Busy Redial will redial the busy number for up to 30 minutes. When the called number becomes idle during that 30-minute period, two short rings, followed by one long ring six seconds later, will notify you that the line is no longer busy.
3. When you answer the Busy Redial callback, the call to the previously busy number will automatically go through.
4. You can activate this feature on multiple busy numbers at once, and continue to make and receive other calls while Busy Redial is activated.
5. To deactivate Busy Redial, dial (*86). Deactivating Busy Redial will cancel all pending Busy Redial requests.

VIP Ringing

Provides distinctive ring and Call Waiting tone for incoming calls from select phone numbers.

1. VIP Ringing lets you identify incoming calls from up to 32 numbers as distinct from others, either as priority calls, or as calls you do not wish to answer.
2. To activate this feature, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the "Features" tab. VIP Ringing is listed under "Protect My Privacy."
3. Select the "On" button.
4. After turning the feature ON, enter up to 32 numbers on your VIP List.
5. To add a number to the VIP List, enter it as a 10-digit number (area code included), and click "Add."
6. To remove a number from the VIP List, highlight it and click "Remove."
7. Once you have completed your VIP List updates, click "Submit."

Find Me

Programs incoming calls to ring at up to three additional numbers.

1. Calls to your Optimum Voice line can be programmed to ring at up to three other numbers at the same time, so you never miss an important call.
2. To activate this feature, log on to My Optimum Voice, select the number on which you wish to activate the feature, and click on the “Features” tab. Find Me is listed under “Forward My Calls.”
3. Select the “On” button, then enter up to three other numbers at which you want calls to your Optimum Voice line to ring (e.g., a cell phone, a home line, etc.).
4. To complete activation of the Find Me feature, click “Submit.”
5. If your cell phone number is one of your Find Me numbers, you may have trouble making calls from your cell phone to your Optimum Voice number after you activate Find Me. If you do, first dial (*67) before dialing your Optimum Voice number from your cell phone.

Direct-Dial International Calling

Optimum Voice offers great international calling rates for your business, without plan fees.

- Optimum Voice can save you money on international calls to Puerto Rico, Canada and other countries, whether you’re dialing from a phone connected to Optimum Voice in your office or calling from another phone. View Optimum Voice’s international calling rates at optimumbusiness.com/ov/intrates.
- To make direct-dial international calls with Optimum Voice, you must first register for direct-dial international calling on My Optimum Voice by logging in and selecting the International tab. If you have not yet activated My Optimum Voice, refer to page 4 for instructions.
- Optimum Voice conveniently bills international charges for direct-dialed calls and remote calls to your credit or debit card. You have the flexibility to enable access to international calling on all or just individual lines on your account. You will first select the phone number in the drop down list, then select the International tab and set up international calling for that individual line.

- Domestic calls made using the remote calling feature will be charged against your direct-dial international calling plan at the applicable per-minute rates set forth on the Web site.
- Optimum Voice updates its premium features from time to time. To get the most up-to-date information on what's available, check optimumbusiness.com regularly.

Business Name on Caller ID Display

Promote your business by displaying your business name on others' Caller ID displays.

When you make a call to someone who has a Caller ID display, the name of your business (up to 15 alphanumeric characters) will appear on the recipient's Caller ID display. The company name that appears on your Optimum Business account is the default entry for this feature.

Directory Assistance

Optimum Voice includes a 411 and White Pages directory listing (simple, straight line listing) for new Optimum Voice for Business phone number(s), at no additional charge.

Note: There is one 411 and White Pages Directory Listing per each Optimum Voice for Business account.

Troubleshooting Optimum Voice

If you experience phone connectivity problems, please use the following troubleshooting tips to help restore your service.

If your phone(s) is/are connected directly to the voice-enabled modem, please follow the instructions for Direct Modem Connection. If the modem is instead connected to a network interface device (NID), please follow the troubleshooting tips under Business Wiring Connection.

Problem:

Blinking lights on the voice-enabled modem, but no connection to the Internet.

1. Shut down and power off your computer.
2. Unplug the modem from the power cord on the back of the modem.
3. After 30 seconds, plug the power cord back into the modem, and wait for the lights to change to solid green (this may take up to five minutes). DO NOT turn your computer back on yet.
4. Once the lights turn solid, power on your computer and start your Internet browser. You should now be able to access the Internet.
5. If the lights still do not turn solid green, you should verify that all of the modem connections are tight, and that the modem is connected to the cable at its first point of entry into your business location (or as close as possible). After checking your connections and cabling, repeat the above steps.
6. If you still cannot access the Internet, please contact Optimum Business Customer Support at 1-866-575-8000 for further assistance.

Problem:

No dial tone.

Direct Modem Connection

1. Verify that the voice-enabled modem is powered on and is in active status with four green lights displayed.
2. Ensure that the phone cord is connected properly to LINE 1 of the voice-enabled modem.
3. Ensure that your phone device is working properly. Connect another phone that you have confirmed is working to the voice-enabled modem.
4. Reset the modem by turning the power On and Off (for the Motorola modem, pull out the electric plug from the back of the modem; for the Scientific Atlanta modem, remove both the power wire from the back of the modem and separate the modem from the base it's attached to.
For the modem that says EMTA on the front, remove the power wire from the battery backup/ACP device).

Business Wiring Connection

1. Unplug the phone from the wall jack and connect it directly to the modem. If you hear the dial tone, then the issue is with the business wiring.
2. If there is still no dial tone, follow the steps outlined under “Direct Modem Connection.”
3. If the issue is with the business wiring, try connecting the phone to other Optimum Voice jacks and check for the dial tone.

Problem:

Static/hum on line.

Direct Modem Connection

1. Verify that the phone cord is connected to LINE 1 on the back of the voice-enabled modem.
2. Move the phone (or the base station if you are using a cordless phone) along with the phone cord as far away from the PC and monitor as possible.

Business Wiring Connection

1. Unplug the phone from the wall jack and connect it directly to the modem. If there is no static/hum, then the issue is with the business wiring.
2. If the static/hum on the line is still there, follow the steps outlined under “Direct Modem Connection.”
3. If the issue is with the business wiring, try connecting the phone to other Optimum Voice jacks and see if the problem persists.

Problem:

Unable to make international calls.

1. To make direct-dial international calls with Optimum Voice, you must first register on My Optimum Voice. Since international calling is a prepaid service, you will need to provide your credit card information to activate the service.
2. If you have registered for international calling but are unable to complete a call, check the number and try again.
3. If you are still unable to complete a call, go to My Optimum Voice and check to see if you have adequate funds in your account.

Problem:

Not receiving Voicemails.

1. Please ensure that you've registered for Voicemail in My Optimum Voice.
2. Go to the Voicemail settings of My Optimum Voice, and verify the number of rings before Voicemail is picked up.
3. Your mailbox may be full. Delete any unwanted messages.

Problem:

Optimum Online is working, but Optimum Voice is not.

1. Ensure that the phone cord is connected properly to LINE 1 of the voice-enabled modem.
2. Ensure that your phone device is working properly. Connect another phone that you have confirmed is working to the voice-enabled modem.
3. Reset the modem by turning the power On and Off (for the Motorola modem, pull out the electric plug from the back of the modem; for the Scientific Atlanta modem, remove both the power wire from the back of the modem and separate the modem from the base it's attached to. For the modem that says EMTA on the front, remove the power wire from the battery backup/ACP device).

Business Wiring Connection

1. Unplug the phone from the wall jack and connect it directly to the modem. If you hear the dial tone, then the issue is with the business wiring.
2. If there is still no dial tone, follow the steps outlined under "Direct Modem Connection."
3. If the issue is with business wiring, try connecting the phone to other Optimum Voice jacks and check for the dial tone.

Problem:

Both Optimum Online and Optimum Voice are not working.

1. Confirm that the cable is properly connected to the voice-enabled modem, and the modem is in active status with four green lights.
2. If the voice-enabled modem is not in active status, reset your modem by turning the power OFF and ON.

Problem:

Dropped calls or one-way audio.

Direct Modem Connection

1. Check that the phone cord is securely attached (click sound) to both the phone and the modem.
2. Ensure that your phone device is working properly. Connect another phone that you have confirmed is working to the Optimum Voice modem.
3. If you are using a cordless phone, ensure that the base station is properly connected and that the remote hand set is fully charged.
4. Try selecting a different frequency channel on your cordless phone.

Business Wiring Connection

1. Unplug the phone from the wall jack and connect it directly to the modem. If you do not experience the dropped call or one-way audio, then the issue is with the business wiring.
2. If you continue to have the same problem, follow the steps outlined under "Direct Modem Connection."
3. If the issue is with the business wiring, try connecting the phone to other Optimum Voice jacks and see if the problem persists.

Note: Still having problems? Click on net guide on My Optimum Voice, or contact Optimum Business Customer Support at 1-866-575-8000.

Other Important Information

Modem Power and Battery Backup

- Your Optimum Voice modem is electrically powered. Cablevision will provide battery backup for the cable modem at time of installation.
It will be your responsibility to note the status of the battery by periodically checking the LED indicator located on the battery unit. If a replacement is needed, you will need to place a trouble ticket at 1-866-575-8000. Cablevision will replace the battery unit free of charge.
- In the event of a local power outage, the modem will remain functional for as long as the battery is in working condition. However, if there is a disruption to the cable network or facilities, or if broadband connection is disrupted or not operating, the service will not work

regardless of the condition of the battery backup unit. In the event of a larger power outage, the modem, including all phones and services connected to or powered by it, will not work. The customer expressly acknowledges that in such cases Enhanced 911 service, and the use of Optimum Voice for business as the connection between a security system and/or emergency medical alert system and central monitoring services will not work.

Enhanced 911 Service

- Optimum Voice supports Enhanced 911 (E911) service. With E911, when a caller from your business location dials 911, emergency services are automatically provided with your business name, phone number and the address associated with your account.
- E911 will only operate properly if the modem remains at the service address specified on your account at the time of installation. You must contact Optimum Business Customer Support at 1-866-575-8000 before moving the modem to a different address.
- If your Optimum Voice service is disconnected for any reason, E911 service will also be disconnected.

Business Security and Medical Alert Systems

If you have a centrally monitored security system, which is not a Fire Alarm or a Grade-A high security alarm system, Optimum Voice for business will be wired so that it may be available for use with such system. Although Optimum Voice for business will supply a connection that will allow the operation of your existing business security system, Optimum Voice for business does not guarantee that any such system will be in complete operational order following the installation of Optimum Voice for business. As such, it is your obligation to contact your security system provider to inform them of your Optimum Voice for business installation and any change in phone number and to request a complete operational test of such system immediately following installation of your Optimum Voice for business service. In addition, it is your responsibility to test your system on a regular basis. All Optimum Voice for business installations will insure proper wiring from the cable modem to the Cablevision demarcation point (NID/wiring block). Any inside wiring from the NID/wiring block to the alarm panel is customers' responsibility. In the event of a large-scale power outage or network outage (whether unplanned or maintenance related), your Optimum Voice for business service, including any security or medical alert system, which uses Optimum Voice for business to connect to central station monitoring, will not function.

Cablevision does not support the use of Optimum Voice for business as a connection between the customer's alarm system and the central station monitoring services for all Fire Alarms and High Security Grade-A type business security alarm systems, and the customer must maintain an alternate telephone connection for such connections.

Key and PBX Systems

- If you are using a Key or PBX system with Optimum Voice in your business, Cablevision is only responsible for delivering dial tone to the network interface device (NID), i.e., the connectivity panel that serves as the demarcation point for the Optimum Voice service. Optimum Voice provides an analog connection(s) to be used with these systems.
- Cablevision does not guarantee that Optimum Voice or all Optimum Voice features described in this user guide will function with key systems and PBXs, nor do we provide technical support for such systems.

