

easyConnect Phone Features

INSTRUCTION GUIDE - ARRIS CABLE MODEM

VOICEMAIL - INITIAL SETUP

Messages can be retrieved free of charge, 24 hours a day from your home phone, or from any other telephone, for the cost of a regular call. You may personalize many of the settings and record your own greeting.

HOW TO REACH YOUR MAILBOX

1. From home dial: * 5 5
From any other phone dial:
06371 802 4444 - within Germany
0049 6371 802 4444 - international
2. Enter your entire telephone number including the area code.
3. Enter your voicemail PIN when prompted.
DEFAULT VOICEMAIL PIN: 0000

ACTIVATE / DEACTIVATE VOICEMAIL

Pick up your phone and dial:

ACTIVATE: * 0 3
DEACTIVATE: * 0 4

NOTE: Upon initial activation of phone service, voicemail is disabled by default. You may be enabled or disabled the service at any time, your settings, messages, and personalized greeting will be saved.

PERSONALIZE YOUR PIN

A PIN must be entered in order to access your voicemail remotely. To ensure the security of your mailbox, you should change the default PIN (0000) immediately.

CHANGE MAILBOX PIN

Press: 0 in the main menu

- 5 - change PIN
- * - return to main menu

MAILBOX PIN

Must be 4 to 10 digits long.

Do not use: sequential digits (12345) or repetitive digits (11111) - these combinations are invalid and will not be saved.

CUSTOMIZE THE OUTGOING MESSAGE

You may use the default voicemail announcement for all incoming calls or record a personalized greeting.

RECORD A NEW GREETING

Press: 0 in the main menu

- 4 - start recording
- # - stop recording
 - 1 - accept
 - 2 - preview greeting
 - 3 - rerecord

OVERVIEW: VOICEMAIL MENU

- * * - HELP¹
- * # - EXIT¹

1 - PLAY MESSAGES

- * - REWIND (during playback)
- # - FORWARD (during playback)

3 - Advanced Options

- 1 - reply
- 3 - envelope
- 5 - leave a message

4 - Play previous message

5 - Repeat current message

6 - Play next message

7 - Delete current message

8 - Send message to another Surf'n'Talk mailbox

- 1 - Prepend message
- # - Stop recording prepend
- 2 - Forward message without prepending

9 - Save message to folder / save to:

- 0 - new messages
- 1 - old messages
- 2 - work messages
- 3 - family messages
- 4 - friends messages

- * - Message Help
- # - Exit

2 - SWITCH TO MESSAGE FOLDER

- 0 - new messages
- 1 - old messages
- 2 - work messages
- 3 - family messages
- 4 - friends messages

3 - ADVANCED OPTIONS

- 5 - Leave a message

0 - MAILBOX OPTIONS

- 4 - own greeting
- 5 - change voicemail PIN
- * - return to main menu

¹⁾ NOTE: While in any menu or submenu, you may use these commands to obtain help for that menu function or to exit.

easyConnect Phone Features - ARRIS

ACTIVATE / DEACTIVATE VOICEMAIL

Pick up your phone and dial:

- **ACTIVATE: * 0 3** -or- **DEACTIVATE: * 0 4**
-

CALL WAITING

Accept a second call:

- Press: **FLASH**
- The first call is placed on hold.

Back to the first call:

- Press: **FLASH**
- The second call is placed on hold.

Alternate between calls:

- Press the **FLASH** to alternate.
Each call remains private; the caller placed on hold cannot hear the other conversation.
- Press **FLASH** to disconnect the active party and switch to the other party

Block call waiting on next call:

- Before dialing a number, press: *** 7 0**
 - Dial the number as usual.
-

THREE-WAY CONFERENCE

During a call:

- Press: **FLASH**
- Listen for the dial tone.
- Dial a telephone number.
- Wait for an answer.
- Press: **FLASH** to connect everyone together.

To disconnect second party:

- Press: **FLASH**
The first call will remain on the line.

End a three way conference:

- Hang-up the phone, all parties will be disconnected.
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QUICK DIAL

Save quick dials:

- Pick up the receiver, press: *** 7 4**
- Follow the interactive menu.

Dial a saved quick dial:

- Pick up the receiver
 - Press a numerical key: **2** thru **9**, then **#**
-

WAKE-UP CALL

Set wake-up time:

- Pick up the receiver, press: *** 0 1**
- After the announcement, enter the desired time
TIME FORMAT: 24-hr clock / 4-digits required
- Listen for the confirmation, then hang-up.

Deactivate wake-up call:

- Pick up the receiver, press: *** 0 2**
- Listen for the confirmation, then hang-up.

CALL ID BLOCK

One time call ID block (anonymous calling):

- Pick up the receiver, press: *** 8 1**
- Dial a telephone number as usual.

For this call only, your number will not be displayed to the party you have dialed.

Permanent ID block:

- Pick up the receiver, press: *** 6 8**
- Dial telephone numbers as usual.
Your number will not be displayed with all calls.

End permanent ID block:

- Pick up the receiver, press: *** 6 7**
 - Dial telephone numbers as usual.
Your number will be displayed with all outgoing calls.
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CALL FORWARDING

NOTE: Standard dialing rates apply to all forwarded calls.

Enable call forward all calls:

- Pick up the receiver
- press: *** 7 2**
- Enter the destination number
- Listen for the confirmation, then hang-up.

End call forward all calls:

- Pick up the receiver, press: *** 7 3**
- Listen for the confirmation, then hang-up.

Forward when busy:

- Pick up the receiver, press: *** 9 0**
- Enter the destination number.
- Listen for the confirmation, then hang-up.

End forward when busy:

- Pick up the receiver, press: *** 9 1**
- Listen for the confirmation, then hang-up.

Forward when no answer:

- Pick up the receiver, press: *** 9 2**
- Enter the destination number.
- Listen for the confirmation, then hang-up.

End forward when no answer:

- Pick up the receiver, press: *** 9 3**
- Listen for the confirmation, then hang-up.

End or cancel any call forwarding:

- Pick up the receiver, press: *** 5 0**
Listen for the confirmation, then hang-up.
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PHONE NUMBER SELF-ID

To confirm your telephone number:

- Pick up the receiver, press: *** 1 0**
- Listen for the automated message, your phone number will be announced verbally.