



# San Bruno Digital Phone USER GUIDE



Version 5.0

**Note:** As soon as installation is completed, you will need to activate your account by lifting the telephone receiver and pressing four zeros (0000). Once activation is completed, enjoy your service!

**Note:** Seven digit local (650) dialing. Dial local and national long distance calls using eleven digit dialing.

Always dial: 1 + (Area Code) + Number





Dear Customer,

Thank you for choosing to use San Bruno Digital Phone!

New technology makes it possible for us to provide telephone service to you over our existing broadband system, and because the investment in the system is behind us, we are able to provide service at very reasonable rates.

Our telephone service does what you expect, but with more features and at a lower price. You can call all of the people that you call today and there will be no distinction between your local and your long distance telephone companies. Using the simple features that come with our telephone service, it will be easy for you to reach people, and it will be easier for people to reach you.

Our San Bruno Digital Phone requires you to use a touch tone telephone. We recommend a telephone that has a Caller ID display and a “FLASH” button. While you can access all of the basic features by telephone, you can access even more features via the internet if you have a computer and go to [www.digitaldialtone.net](http://www.digitaldialtone.net). Using a computer and the internet, however, is not a requirement for you to use San Bruno Digital Phone.

This User Guide provides information that you may find useful in order to use all of the features of our new telephone service. We hope you find San Bruno Digital Phone enjoyable to use. We are pleased to provide it for you.

WELCOME!

The Staff at San Bruno



## PLACING CALLS THROUGHOUT THE US, CANADA AND TO THE CARIBBEAN

When you use San Bruno Digital Phone, all telephone calls placed to locations within the US, Canada and the Caribbean are dialed the same way, using eleven digit dialing.

- Seven digit dialing for local (650) calls.
- Dial 1 plus the AREA CODE and the NUMBER to reach all locations within the US, Canada and the Caribbean.

**NOTE: Calls placed to the Caribbean will incur international toll charges.**

## PLACING INTERNATIONAL CALLS

When you use San Bruno Digital Phone to place telephone calls outside of the US and Canada you must dial according to the requirements of the country you are calling.

When dialing the Caribbean use eleven digit dialing as described previously.

When dialing any other country dial 011 plus the country code, the city code and the number.

- Dial 011 plus the COUNTRY CODE plus the CITY CODE plus the NUMBER to reach anyone outside of the US, Canada and the Caribbean.

***NOTE: Additional charges will always apply to calls placed beyond the US, Canada and In Plan Countries.***

## DIRECTORY ASSISTANCE

- Dial 411 to reach Directory Assistance.

**A charge will apply to each call placed to Directory Assistance.**



## EMERGENCY ASSISTANCE

- **DIAL 911 FOR EMERGENCY ASSISTANCE.**

**YOU ARE REQUIRED TO KEEP YOUR SERVICE ADDRESS CURRENT BY PROVIDING IT TO SAN BRUNO CABLE.**

**ALSO;**

**IN THE EVENT OF A POWER OR SYSTEM FAILURE, OR IF YOUR EQUIPMENT IS NOT CONNECTED CORRECTLY AND PLUGGED IN, YOU WILL NOT BE ABLE TO USE YOUR SAN BRUNO DIGITAL PHONE TO REACH 911.**

## MANAGING YOUR ACCOUNT

You can manage all of the basic features of San Bruno Digital Phone via your telephone using your VOICE MAIL PIN, and you can manage advanced features via the website using your Telephone Customer Login and your website PASSWORD.

Each section below describes features as they are managed using your telephone, and each section continues to describe the advance features as they are managed via the website.

### Logging in via the telephone

When you ordered your service, the customer service representative provided you with your VOICE MAIL PIN. If you do not know your PIN, and do not have access to the internet, call customer support for assistance.

### Logging in via the website

Many features can be managed via the web site at [www.digitaldialtone.net](http://www.digitaldialtone.net). Once on the page, login using your TELEPHONE CUSTOMER LOGIN and WEBSITE PASSWORD.

- You will have chosen your telephone customer login and password at the time you registered for service.



To manage your voice mail PIN and your website PASSWORD, click on MY ACCOUNT and then click on EDIT PERSONAL INFORMATION. You will see that you can change your voice mail PIN and website PASSWORD. If you make any changes scroll to the bottom of the page and click on SAVE.

## VOICE MAIL

By default, inbound telephone calls will ring your telephone 4 times or until you answer. In the event that you do not answer, your caller will hear a voice mail greeting and will be able to leave you a message.

You can listen to, and save or delete your messages and you can choose from either of two system greetings, a greeting with your name, or you can choose to customize your greeting.

### Listening to Voice Mail

- To listen to your messages from your home telephone lift your telephone handset and press 777. (If you dial 777# your connection will be made more promptly.) You will be prompted to enter your voice mail PIN. Once you provide your PIN, you will be logged in.

Once you have logged in, new messages will automatically play. Once any new messages have played, any saved messages will play. After listening to each message, you can choose to delete it, save it or if you wait the message will be saved by default.

- To delete a message press 7.
- To save a message press 9.
- To skip past the voice prompt press 4.

At any time you can stop listening to messages and go back to the main menu by pressing \*.



*Listening to Voice Mail, cont.*

- To listen to your messages while away from your home telephone, dial your home telephone number; once the greeting begins to play press \*. Enter your PIN. Once logged in, follow the directions above.

### **Managing your greeting**

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Log into the system by entering your password. Any messages will begin to play. To skip the messages and go to the main menu press \*. Once at the main menu press 2 to manage your greeting and press 1 to listen to the active greeting.

- **To use a generic system greeting –**

Press 2 then 1 to listen to the generic phone greeting.  
Press 2 and then 2 to activate the generic phone greeting.

- **To use a greeting with your telephone number -**

Press 3 and then 1 to listen to the greeting that includes your telephone number.  
Press 3 and then 2 to activate the greeting with your telephone number.

- **To use a greeting with your name -**

Press 4 and then 3 to record your name.  
Press 4 and then 1 to listen to the greeting with your name.  
Press 4 and then 2 to activate the greeting with your name.

- **To use a customized greeting -**

Press 5 and 3 to record your customized greeting.  
Press 5 and 1 to listen to your customized greeting.  
Press 5 and 2 to activate your customized greeting.

**To exit the system simply hang up.**



## Web Based Features for Voice Mail

### **Listening to Voice Mail using a computer:**

You can listen to your voice mail from the website by logging in using your TELEPHONE CUSTOMER LOGIN and the website PASSWORD. Once you have logged in, you will be on the Voice Mail page. Your current voice mail messages will be listed. You can click "Listen" to listen to a voice mail message, you can click "Download" to download your message on to the computer that you are using, and you can click "Remove" to send your voice mail message to the trash. Voice Mail messages can be re-stored from the trash for 7 days from the day they were deleted.

### **Voice Mail Notification & Emailing Voice Mail**

San Bruno Digital Phone can automatically notify you when you have received a new voice mail, and if you would like, we can email the voice mail to you. (Even if we email it to you, you can still listen to it over the telephone as usual.)

To manage this option, go to [www.digitaldialtone.net](http://www.digitaldialtone.net) and login using your Telephone Customer Login and the website PASSWORD. You will be on the voice mail page. Click on EDIT SETTINGS, choose to be notified when you receive a new voice mail, and choose whether to have your voice mail attached to the notification.

If you have elected to receive your voice mail via email, click on messages with the subject New Voice Mail and play the .wav file on the computer.

### **Voice Mail Greeting via the website**

You can use the website to choose from among 4 possible greetings. To use a greeting with your name, or to use the customized greeting, you will need to record your name and/or your customized greeting via the telephone before you go to the web page.

- To record your name, log in to the voice mail system and press \* to get to the main menu. Press 2 to manage greetings.

Press 4 and then 3 to record your name.

Press 4 and then 1 to listen to a greeting that includes your



- To record a customized greeting, log into the voice mail system and press \* to get to the main menu. Press 2 to manage greetings.

Press 5 and 3 to record your customized greeting.

Press 5 and then 1 to listen to your customized greeting.

To choose your greeting via the website go to [www.digitaldial-tone.net](http://www.digitaldial-tone.net) and login using your TELEPHONE CUSTOMER LOGIN and the website PASSWORD. You will be on the voice mail page. Click on EDIT SETTINGS; use the drop down menu to select the generic greeting, the greeting that includes your telephone number, the greeting that includes your name or your customized greeting. Once you have made your selection click Save.

## FEATURES

### Caller ID

**Inbound Calls** – Callers will be able to reach you by dialing your telephone number as they usually do. If you are using a telephone with a Caller ID display, the identity of many callers will be displayed to you. The caller must be calling from a telephone network that passes Caller ID, and the caller must not have blocked Caller ID in order for their Caller ID to be displayed to you.

### Anonymous Call Rejection

**Inbound calls** - The system default allows callers who have blocked their Caller ID to reach you, however, you can go to the website and choose to reject anonymous calls.

- Go to the website, login and click on MANAGE FEATURES. Check Anonymous Call Rejection, scroll to the bottom of the page and click save.

If you select this option, any caller who has blocked Caller ID will hear a message informing them that you do not accept anonymous calls, and you will not be disturbed.



## Blocking Caller ID

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**Outbound calls** – When you place a telephone call your identity may be displayed on the Caller ID display of the person you are calling unless you Block Caller ID.

By default, the system will display your Caller ID to people that you call. To block your Caller ID from being displayed to the people that you call, log into the website, click on MANAGE FEATURES, check the box to prevent your Caller ID from being displayed, scroll to the bottom of the page and click save. Please note that many people reject calls from callers blocking their Caller ID. To display Caller ID on a per call basis, press \*82 and then dial as usual.

- To block Caller ID for all calls, log into the website, click on MANAGE FEATURES, check the box to prevent your Caller ID from being displayed, scroll to the bottom of the page and click save.
- To display Caller ID on a per call basis, press \*82 and then dial normally.



## Call Waiting

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If you are on the telephone when another party dials your number, you will hear a beep over the voice of the person that you are speaking with.

- Put the first party on hold to speak with the second by pressing the flash button or by depressing the switch hook for half a second.
- Switch back to the first party by pressing the flash button, or depress the switch hook for half a second and you will again be speaking with the first party.

You can disable Call Waiting so that you are not disturbed while on any given telephone call that you are placing, press \* 70, listen for a second dial tone and then dial as usual and Call Waiting will be disabled for the duration of that call.

- To disable Call Waiting for all calls press \* 57.





To enable Call Waiting for all calls press \* 56.

If a caller dials your telephone number while you are on the telephone and have Call Waiting disabled, by default, the caller would be forwarded to voice mail. Using the website, however, you can customize the way that incoming calls are handled while you are on the telephone. See Manage Features below.

### **Three Way Calling**

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If you would like to add an additional party to a telephone call that is already in progress, use Three Way Calling.

Once you are engaged in a telephone call, depress your switch hook for half a second, or press your flash button, listen for the second dial tone and dial the third party's telephone number. When they answer, you can have a private conversation, and then press the switch hook or the flash button to join the third party to the call.

### **Call Return**

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In the event that you miss a telephone call and would like to return it, you can use Call Return to call the party, providing that their Caller ID was presented to you.

To return a call press \*69.

## **ADVANCED MANAGE FEATURES VIA THE WEBSITE**

### **Speed Dial**

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You can dial frequently called telephone numbers by pressing just three buttons using Speed Dial.

To create Speed Dial shortcuts, log into the website, click on Manage Features, and click on Set-Up Your Customized Speed-Dial Numbers. Your current speed dial settings will be presented.

To change your Speed Dial shortcuts, click edit, change the names and telephone numbers displayed in the editable fields, and when you are done click save.





## Call Handling Options

By default, any caller who has not been blocked from reaching you by the Anonymous Call Rejection feature will cause your telephone to ring, and the caller will hear ringing until you answer your telephone, or until the call is forwarded to voice mail.

You have the option of choosing special handling options for particular callers or for specified call conditions such as when you are on the telephone, or when you are reachable via another telephone number. **CAUTION: TO RETRIEVE YOUR VOICE MAIL FROM OTHER THAN YOUR OWN TELEPHONE, YOU MUST SELECT CALL HANDLING OPTIONS THAT ALLOW YOU TO REACH YOUR VOICE MAIL FROM OTHER TELEPHONES.**

**NO ACTION** – Under the specified call condition, when a call is placed to your telephone, the telephone will ring until answered, until the caller hangs up, or for 2 minutes.

**FORWARD TO VOICE MAIL** – Under the specified call condition, when a call is placed to your telephone, the incoming call will be forwarded to voice mail.

**FORWARD TO NUMBER** – Under the specified call condition, when a call is placed to your telephone, the incoming call will be forwarded to a specified telephone number. Charges may apply to forwarded calls.

**FORWARD TO GROUP** – Under the specified call condition, when a call is placed to your telephone, the incoming call will be forwarded to a group of telephone numbers as specified in Forward Groups settings. Charges may apply to forwarded calls.

- To establish a forward group, login, click on Manage Features, and click on Forward Groups.
- Click on New Forward Group, provide the name of the group, select RING ALL from the drop down menu and click Save.



### *Call Handling Options, cont.*

- From the Forward Groups page, find your new Forward Group and click on Group Items.
- Click on New Hunt Group Item, provide the name of the group item, the telephone number for the item, and click save.
- To add additional Group Items, repeat the previous step.
- To review your work click on Manage Features, Forward Groups, find your new Forward Group and click on Group Items.

**FORWARD TO RING** – Under the specified call condition, when a call is placed to your telephone, your telephone will not ring. The caller will, however, hear false ringing for approximately 2 minutes.

**FORWARD TO RING AND VMAIL** – Under the specified call condition, when a call is placed to your telephone, your telephone will not ring. The caller will however hear approximately 4 false rings and then be transferred to voice mail.

**FORWARD TO BLOCK** – Under the specified call condition, when a call is placed to your telephone, your telephone will not ring, and the caller will hear a reorder tone.

**FORWARD TO BUSY** – Under the specified call condition, when a call is placed to your telephone, your telephone will not ring and the caller will hear a busy signal.

## **Selecting Call Handling Options for Various Conditions**

### **Call Filtering**

While the system treats all incoming calls identically, as long as they have not been blocked from reaching you by the Anonymous Call Rejection, the Call Filter feature gives you the option of choosing a call handling option for certain callers.

To specify Call Filtering for any given caller, login to the website, click on Manage Features, click on Customize How Incoming Calls Are Handled, click on New Filter, provide the name of the person whose call you want filtered, provide the caller's telephone number, select the special handling from the drop down menu, provide the call forward number if you want the





call to be forwarded, or provide the forward group if you want the call forwarded to a group, and click save.

To enable Call Filtering, login into the website, click on Manage Features, check the box for Enable Call Filtering, scroll down and click Save.

Selecting Call Handling Options for Various Conditions, cont.

This feature can be used to make you more accessible to certain callers and less accessible to others. If a caller does not show their Caller ID, their calls will not be filtered.

### **Unconditional Call Handling**

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Calls that have not been blocked by the Anonymous Call Rejection feature, and not Filtered, will next be handled according to the Unconditional Call Handling setting you choose.

The normal setting for this feature is NO ACTION. Using the NO ACTION setting, incoming telephone calls that are not otherwise handled, will ring your telephone. IF YOU SELECT ANY OF THE OTHER OPTIONS, YOUR TELEPHONE WILL NOT RING. This setting is most often changed if you do not want to be disturbed, or if you want your calls forwarded automatically to another number.

### **Busy Call Handling**

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Busy signals have almost become a thing of the past now that so many people use Call Waiting and Voice Mail. With Call Waiting, you are able to switch between your current call and an incoming call, or if you ignore the incoming call, the caller can be automatically transferred to voicemail, so callers will not hear a busy signal.

If, however, you do not wish to be disturbed while on any particular telephone call, you can dial \*70 before dialing the number, and Call Waiting will be disabled during that call. If you don't ever want to be disturbed while on the telephone you can disable Call Waiting for all calls by pressing \*57. Call Waiting can be enabled again, if you so choose, by pressing \*56.





### *Call Handling Options, cont.*

With Call Waiting disabled, if you are on the telephone when another call comes in, you have the choice of having the telephone call forwarded immediately to your voice mail, or if you don't use voice mail, you might want to provide your caller with a busy signal.

The Busy Call Handling setting has no effect unless you disable Call Waiting. If you disable Call Waiting, we strongly suggest that you select FORWARD TO VOICE MAIL, or if you have an answering machine and do not use voice mail, we suggest you choose FORWARD TO BUSY.

Login, click on FEATURE MANAGEMENT, scroll down to Busy Call Handling, and select FORWARD TO VOICE MAIL or FORWARD TO BUSY.

### **Unanswered Call Handling**

Calls that have not been blocked by the Anonymous Call Rejection feature, not Filtered, and not otherwise handled, will be handled according to the Unanswered Call Handling setting.

The normal setting for this feature is FORWARD TO VOICE MAIL. Using the FORWARD TO VOICE MAIL setting, incoming telephone calls that are not otherwise handled will ring your telephone approximately 4 times or provide you with a call waiting indication if you are on the telephone. Your caller will hear approximately 4 rings, and if you do not answer the call, it will be forwarded to voice mail.

Alternatively, if you use a telephone answering machine rather than the system's voice mail, you might choose the NO ACTION setting for this feature. Using the NO ACTION setting incoming telephone calls will ring your telephone until you answer, or the answering machine picks up. If you are on the telephone, you will hear a call waiting indication and your caller will hear rings until you switch to the incoming call. If you do not switch to the incoming call, the call will be terminated in one minute and the caller will not have an opportunity to leave you a message.



*Call Handling Options, cont.*

## **Unavailable Call Handling**

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From time to time a problem such as a power failure may interrupt your telephone service. In the event that telephone calls can not be completed to your telephone, you can determine how the call should be handled. We recommend that you choose to FORWARD TO VOICE MAIL, however you may select any of the available options.

## **Quick Start**

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Use seven digit dialing for local (650) calling and eleven digit dialing for local and domestic long distance calling.

Manage your account at [www.digitaldialtone.net](http://www.digitaldialtone.net).

**Retrieving Voice Mail** - Dialing 777# then enter your password. If you are away from your home phone, dial your home telephone number from any telephone, press \* when you hear the greeting, and enter your password.

**Call Waiting** - To disable Call Waiting press \*57. To enable Call Waiting press \*56. To disable call waiting for just one call press \*70.

**Don't Ring My Phone** - If you don't want to take calls, log into the web site, go to Manage Features, scroll down to Unconditional Call Handling and choose how you would like your calls directed.

**Voice Mail Settings** – If you use a voice mail box, Busy Call Handling, Unanswered and Unavailable Call Handling should be set to Forward to Voice Mail. Customizing these settings on the Manage Features page is permissible.

**Disabling Voice Mail** – If you are not using a voice mail box, Busy Call Handling, Unanswered Call Handling and Unavailable Call Handling should be set to NO ACTION. Customizing these settings on the Manage Features page is permissible.



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