

# Home Phone features

## REFERENCE GUIDE



Your**VOICE**



**Massillon Cable TV, Inc.**

*One Connection. A World of Possibilities.*



**Clear Picture, Inc.**

*One Connection. A World of Possibilities.*

# Thank You

Massillon Cable TV and Clear Picture, Inc. would like to thank you for making the switch to Home Phone! We appreciate your business, and will continue to keep you connected with the latest Home Phone technology and service offerings.

## Home Phone Advantages include:

- 3000 nationwide minutes and unlimited local minutes
- Local assistance and customer support
- Enhanced 911 service delivers your address and phone number to emergency responders
- Free privacy options
- Free Voice Mail when you have cable and Internet service with us
- Low international rates
- One bill from one company



Massillon Cable TV, Inc.  
One Connection. A World of Possibilities.



Clear Picture, Inc.  
One Connection. A World of Possibilities.

## COMPLETE HOME SERVICE AVAILABLE

You already have **Your VOICE**  
Discover **Your VIEW** and **Your LINK** and save even more!



### LIFELINE CABLE

Enjoy local favorites with 40 essential channels.

### BASIC CABLE

Add Basic Cable to your service and access a total of 95 channels full of information, education and entertainment!

### BASIC PLUS

90 more channels than Basic Cable! Listen to Music Choice 24 hour music, use an Interactive Program Guide and watch On Demand/Channel 1 and Pay-Per-View movies and events!

### HIGH-DEFINITION

Experience superior resolution, digital surround sound and widescreen pictures with over 75 more channels!

### PREMIUM CHANNELS

Over 45 channels available! Choose from HBO, Cinemax, Showtime, The Movie Channel, Starz and Encore! Many of these channels are available in HD!





YourLINK

Search, shop and surf the Internet at speeds faster than telephone-based modems and rated higher than DSL. Enjoy the Web without busy signals or extra phone lines – be online and use the phone at the same time.

Please call Customer Service if you have any questions regarding our service offerings.

# Home Phone Features

 Enabling Feature – By selecting these options, you enable the specific feature on your phone.  Disabling Feature – By selecting these options, you disable the specific feature on your phone.

<b>SELECTIVE CALL REJECTION (*60)</b>
Allows users to block up to 12 telephone numbers
<b>SELECTIVE CALL RING (*61)</b>
Allows you to specify up to 12 numbers that will ring with a stutter, distinguishing them from other calls
<b>SELECTIVE CALL FORWARDING (*63)</b>
Allows users to forward only calls from specific, pre-programmed numbers to another designated number
<b>SELECTIVE CALL ACCEPTANCE (*64)</b>
Allows users to accept calls from up to only 12 specific telephone numbers
<b>REPEAT DIALING (*66)</b>
Keeps trying a busy number for you until the call goes through
<b>PER CALL BLOCKING (*67)</b>
Blocks your own identity when calling another number
<b>CALL RETURN (*69)</b>
Automatically dials your last incoming call, whether the call was answered, unanswered, or busy
<b>CANCEL CALL WAITING (*70)</b>
Allows you to cancel the Call Waiting alert on a per-call basis
<b>CALL FORWARDING (*72)</b>
Automatically forwards all calls to any number you choose
<b>DISABLE CALL FORWARDING (*73)</b>
Deactivates the Call Forwarding Feature
<b>ANONYMOUS CALL REJECTION (*77)</b>
Blocks calls from unidentified numbers
<b>DO NOT DISTURB (*78)</b>
Automatically forwards calls to Voice Mail <i>(You MUST have Voice Mail to add this feature to your service)</i>
<b>DISABLE DO NOT DISTURB (*79)</b>
deactivates automatic call forwarding to Voice Mail

<b>PER CALL NUMBER UNBLOCKING (*82)</b>
Unblocks your private number when calling another person, on a per-call basis
<b>PER CALL NAME &amp; NUMBER UNBLOCKING (*83)</b>
Displays your name and number to others on a call-by-call basis
<b>DISABLE ANONYMOUS CALL REJECT (*87)</b>
Allows all calls to come through
<b>CALL WAITING</b>
Alerts you when another caller is trying to reach you while you're on the phone
<b>THREE-WAY CALLING</b>
Permits three-way conference calls
<b>CALLER ID</b> (Including Caller ID Number, Name)
Identifies incoming calls if customer has a Caller ID box or Caller ID phone
<b>CALLER ID ON TV AND CALLER ID ON PC</b>
Allows you to screen incoming phone calls as the number and ID pop up on your TV or PC screen
<b>VOICE MAIL</b>
Allows you to retrieve and manage your phone messages no matter where you are
<b>TEXT MESSAGE ALERT</b>
Allows you to receive a text message on your cell phone each time you receive a home Voice Mail <i>(You MUST have Voice Mail to add this feature to your service)</i>

Please call today to add any of the features above to your HOME PHONE package if you do not currently have access to them.

(Some features may not be available in all areas)

**SELECTIVE CALL REJECTION** screens out up to 12 phone numbers while allowing other calls to ring through.

*Here's how to use SELECTIVE CALL REJECTION:*

- To activate or deactivate the feature, dial \*60 and listen to the ON/OFF announcement. To toggle this feature on and off, dial 3.
- You can add a number to your list of rejected calls: dial \*60, enter #, wait for the tone, and then enter the selected phone number. Press # again and hang up.
- When you wish to add the number of the last incoming call to your list: dial \*60, press #1#, and hang up.
- If you would like to remove or hear the phone numbers on your list: dial \*60 and listen for instructions.
- **You can disable this feature by dialing \*87.**

This is a FREE feature with your phone service. Does not block toll-free, private, unknown or pseudo phone numbers.

**SELECTIVE CALL ACCEPTANCE** allows you to specify up to 12 numbers from which you will receive calls; all other calls will be screened out.

*Here's how to use SELECTIVE CALL ACCEPTANCE:*

- To activate or deactivate the feature, dial \*64 and listen to the ON/OFF announcement. To toggle this feature on and off, dial 3.
- You can add a number to your list of accepted calls: dial \*64, dial #, wait for the tone and then enter the selected phone number. Press # again and hang up.
- When you wish to add the number of the last incoming call to your list: dial \*64, press #01# and hang up.
- If you would like to remove or hear the phone numbers on your list: dial \*64 and listen for instructions.

This is a FREE feature with your phone service. When this is enabled, it supersedes all features. \*64 does not screen toll-free, private, unknown or pseudo phone numbers.

**SELECTIVE CALL RING** allows you to specify up to 12 numbers that will ring with a stutter, distinguishing them from your other calls.

*Here's how to use SELECTIVE CALL RING:*

- Pick up your phone and dial \*61.
- After dialing \*61, press # and wait for the tone.
- Enter the selected phone number, press # again and hang up.
- You can add the last incoming call to your list: press \*61, then press #01# and hang up.
- **You can disable this feature by dialing \*61 and pressing 3.**

This is a FREE feature with your phone service. Note: You will hear the same distinctive short/long/short ring for all the numbers on your Selective Call Ring list. Any numbers on the Selective Call Ring list also ring through on Call Waiting as short/long/short.

**REPEAT DIALING** keeps trying a busy number for you until the call goes through.

*Here's how to use REPEAT DIALING:*

- When you dial a number and hear a busy signal, hang up.
- Now, pick up the phone, listen for the dial tone and dial \*66.
- You will hear a recording that says, "The last number you called is busy. You will be notified when the line becomes free."
- Hang up.
- Your phone will ring as soon as the number is available. When you pick up your phone, the call will be placed automatically.
- If you are on another call when the other party becomes available, your Home Phone will ring as soon as your line becomes free.
- If you leave before the other party is available, your phone will ring 7 times, then try again in 10 minutes. You will need to place your call again.
- This feature is only available when dialing local calls.

This is a FREE feature with your phone service. You cannot reach someone with a private phone number by using \*66; you will get a message saying, "This number cannot be reached." You cannot reach someone with Voice Mail by using \*66; you will automatically be connected to this person's Voice Mail. This feature only works on local calls.

**SELECTIVE CALL FORWARDING** allows you to specify up to 12 numbers that will be forwarded to a second number; all other calls ring through.

*Here's how to use SELECTIVE CALL FORWARDING:*

- To activate or deactivate the feature, dial \*63 and listen to the ON/OFF announcement. To toggle this feature on and off, dial 3.
- You can add a number to your list of accepted calls: dial \*63, enter #, wait for the tone and then enter the selected phone number. Press # again and hang up.
- When you wish to add the number of the last incoming call to your list: dial \*63, press #1# and hang up.
- If you would like to remove or hear the phone numbers on your list: dial \*63 and listen for instructions.

This is a FREE feature with your phone service. Note: Selective Call Forwarding and Call Forwarding can be provided on the same line but cannot be activated at the same time. The destination of your Selective Call Forwarding may be local or long distance. Toll charges for calls forwarded to a long-distance number will apply.

**PER CALL BLOCKING** allows you to block your own identity when calling another number.

*Here's how to use PER CALL BLOCKING:*

- Pick up the phone and dial \*67.
- After dialing \*67, you will hear a dial tone.
- Dial the telephone number you wish to reach.
- If this person has Caller ID, your telephone number will come up as a private call.
- If this person has Anonymous Call Rejection, you will hear a recording that says, "The party you have dialed does not accept blocked calls. Please hang up and redial the number without blocking your number."

This is a FREE feature with your phone service.

**CALL RETURN** automatically dials your last incoming call, whether the call was answered, unanswered or busy.

*Here's how to use CALL RETURN:*

- When you want to find out the number of your last incoming call, pick up the phone and dial \*69.
- If the number of your last incoming call is not blocked, invalid, out of order or out of the service area, you will hear a recording that says, "The last number that called your line was (xxx) xxx-xxxx. To call this number, press 1 now. If not, please hang up."
- If the number of your last incoming call is blocked or private, you will hear dead air for a few moments before getting a dial tone.

This is a FREE feature with your phone service. This feature is only available when dialing local calls.

**DISABLE CALL FORWARDING** deactivates Call Forwarding.

*Here's how to use DISABLE CALL FORWARDING:*

- Dial \*73.
- When you hear two short tones followed by a dial tone, Call Forwarding has been deactivated.

This is a FREE feature with your phone service.

**CANCEL CALL WAITING** cancels Call Waiting on a call-by-call basis.

*Here's how to use CANCEL CALL WAITING:*

- Dial \*70 and then you will hear a dial tone.
- Dial the telephone number you wish to reach.
- The call will not be interrupted by a Call Waiting alert. The next call will have the Call Waiting reset.

This is a FREE feature with your phone service.

**ANONYMOUS CALL REJECTION** blocks calls from unidentified numbers.

*Here's how to use ANONYMOUS CALL REJECTION:*

- Pick up the phone and dial \*77.
- After dialing \*77, you will hear two beeps.
- Hang up the phone. You have now activated Anonymous Call Rejection.
- When you receive calls from individuals with blocked numbers, they will get the recording, "The party you have dialed does not accept blocked calls. Please hang up and redial without blocking your number."
- **You can disable this feature by dialing \*87.**
- You will hear two beeps.
- Hang up the phone. You have now deactivated Anonymous Call Rejection. You can now receive both blocked and unblocked calls.

This is a FREE feature with your phone service.

**CALL FORWARDING** automatically forwards all calls to any number you choose when your line is busy or there is no answer.

*Here's how to use CALL FORWARDING:*

- Pick up the phone and dial \*72.
- Dial the number you want to forward your calls to and when someone at that number answers, it is activated.
- If no one answers, or the line is busy, press the receiver button for one second and repeat the above steps within two minutes.
- **You can disable this feature by dialing \*73.**
- When you hear two short beeps followed by a dial tone, Call Forwarding has been deactivated.

This is a FREE feature with your phone service. This feature overrides Voice Mail; calls will go to the user-directed forward number instead of the Voice Mail.

**DO NOT DISTURB** automatically forwards calls to Voice Mail. *(You MUST have Voice Mail to add this feature to your service.)*

*Here's how to use DO NOT DISTURB:*

- Pick up the phone and dial \*78.
- After dialing \*78, you will hear a short tone denoting activation.
- Hang up.
- You will hear a short tone/ring on your home phone when a call comes to your house.
- The call is directed immediately to Voice Mail.
- **You can disable this feature by dialing \*79.**
- When you hear a short tone, this feature has been deactivated.

This is a FREE feature with your phone service. Note: If you do not have Voice Mail and this feature is accidentally turned on, callers will hear, "Sorry, the phone number you have dialed does not have a mailbox in this Voice Mail system."

**DISABLE DO NOT DISTURB** deactivates automatic call forwarding to Voice Mail.

*Here's how to use **DISABLE DO NOT DISTURB**:*

- Dial \*79.
- When you hear a short tone, this feature has been deactivated.

This is a FREE feature with your phone service.

**DISABLE ANONYMOUS CALL REJECTION** turns off Anonymous Call Rejection, allowing calls from unidentified numbers.

*Here's how to use **DISABLE ANONYMOUS CALL REJECTION**:*

- Dial \*87.
- Listen for two beeps — this lets you know that Anonymous Call Rejection has been turned off.

This is a FREE feature with your phone service.

**PER CALL NUMBER UNBLOCKING** unblocks your private number when calling another person, on a per-call basis.

*Here's how to use **PER CALL NUMBER UNBLOCKING**:*

- Pick up the phone and dial \*82.
- After dialing \*82, you will hear a dial tone.
- Dial the telephone number you wish to reach.
- If this person has Caller ID, your telephone number and Caller ID information will be displayed.
- If the person you wish to reach does not answer, the phone will ring five times before going to Voice Mail.
- Dialing \*82 allows you to speak with individuals who normally do not answer blocked calls or have Anonymous Call Rejection.
- \*82 must be used on a call-by-call basis; this function works only for individual calls.

This is a FREE feature with your phone service.

**CALLER ID** can be used to identify the name and number of incoming calls if you have (1) Caller ID box or (2) Caller ID phone. A compatible display screen or other compatible hardware is required.

*Here are the **CALLER ID** features that are available:*

- Caller ID with number – shows you the telephone number of the caller before the call is answered.
- Caller ID with name – shows you the name of the caller before the call is answered.
- Caller ID with Call Waiting – shows you the number or the name of the caller while you are on the phone.
- You can unblock your private number/name so that it will show up on Caller ID by dialing \*82 or \*83 before you call.
- You can block your number when calling out from your phone by dialing \*67 before you call.

This is a FREE feature with your phone service.

**PER CALL NAME & NUMBER UNBLOCKING** displays your name and number to others on a call-by-call basis.

*Here's how to use **PER CALL NAME & NUMBER UNBLOCKING**:*

- Pick up the phone and dial \*83.
- After dialing \*83, you will hear a dial tone.
- Dial the telephone number you wish to reach.
- If this person has Caller ID, your telephone number and Caller ID information will be displayed.
- If the person you wish to reach does not answer, the phone will ring five times before going to Voice Mail.
- Dialing \*83 allows you to speak with individuals who normally do not answer blocked calls or have Anonymous Call Rejection.
- \*83 must be used on a call-by-call basis; this function works only for individual calls.

This is a FREE feature with your phone service.

**CALLER ID ON TV AND CALLER ID ON PC**

allows you to screen incoming phone calls as the number and ID pop up on your TV or PC screen. Name, number, date and time of phone calls is also stored on a Caller History Log.

Please call a customer service representative to add this feature today. This service is available for \$1.99 a month.

**How CALL WAITING works:**

A special tone alerts you to a waiting call; the person calling you hears normal ringing.

**To answer a waiting call:**

1. While you're on the phone, a special tone tells you a second call is waiting.
2. Press and quickly release the "Receiver" or "Flash" button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

**To alternate between callers:**

1. Press and quickly release the "Receiver" or "Flash" button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

**To end either call:**

1. While on the phone with the caller you want to disconnect, hang up the phone.
2. Your phone will ring.
3. When you answer, you'll be connected with the caller you placed on hold.

**To disable Call Waiting on a call-by-call basis, dial \*70 before dialing your party.**

This is a FREE feature with your phone service.

CUT HERE 

**VOICE MAIL** is a convenient service that can be added to your home phone that allows you to access and manage your phone messages. Depending on what services you have with Massillon Cable TV or Clear Picture, Inc., Voice Mail could be only \$3.50 per month or FREE! Benefit from the great savings of Massillon Cable TV or Clear Picture, Inc. Voice Mail today!

- You can access your Voice Mail from home or away from home.
- You can manage your messages by saving, replaying, erasing, rewinding or advancing Voice Mail messages.
- You can have up to 30 messages, up to four minutes per message, saved on your phone. New messages are saved for 20 days and saved messages are kept for 30 days.

Call today for information on how to add this feature to your Home Phone service if you do not currently have access to it.

Voice Mail operation instructions are below.

This is a FREE feature IF you have Cable, Phone & Internet with Massillon Cable TV or Clear Picture, Inc. In order to retrieve messages when away from home, this service should initially be set up from home. If you have a private number, you will have to dial \*82 or \*83 in order to initially set up Voice Mail.

**THREE-WAY CALLING** permits a three-way conference call.

**Here's how to use THREE-WAY CALLING:**

1. Place the person you are talking with on hold by pressing the receiver button for one second. A dial tone will follow.
2. Call a second person.
3. When you get an answer, press the receiver button briefly again. All three of you will be connected.

When either of the people you called hangs up, you remain connected to the other person. As the center of the conference, if you hang up, or drop the call, all parties in the conference call are dropped.

Many phones have a "Flash" or "Link" button, which can be used in place of the receiver button. While using Three-Way Calling, Call Waiting is unavailable. When the second person answers, you can have a private conversation before connecting your three-way call. If the call to the second person does not go through or the person you want to speak to is not available, press the receiver button twice. The person you have on hold will return to the line.

This is a FREE feature with your phone service.

**RETRIEVING VOICE MAIL MESSAGES**

The following instructions will guide you through the process of retrieving your Voice Mail messages. You can retrieve up to 30 messages (with a total of 120 minute maximum and 4 minute maximum per message) from your Home Phone at home or while you are away from home, using any touch-tone phone.

**At Home Using Your Home Phone**

1. Lift the handset of your phone.
2. Dial your 10-digit home telephone number.
3. The Voice Mail system will answer with a welcome message.
4. Press the pound (#) key to indicate you are calling to access Voice Mail.
5. Enter your PIN followed by the pound (#) key.
6. The Voice Mail system will tell you how many new messages you have.
7. Press the '1' key to listen to your messages.

## Away from Home Using any Other Phone

1. Lift the handset of any touch-tone phone.
2. Dial your home phone number. Wait for your Voice Mail to answer and then press the star (\*) key.
3. The Voice Mail system will answer with a welcome message.
4. Enter your Home Phone 10-digit telephone number and press the pound (#) key.
5. Enter your PIN followed by the pound (#) key.
6. The Voice Mail system will tell you how many new messages you have.
7. Press the '1' key to listen to your messages.

## Managing Your Voice Mail Messages

Quick Keys:

Listen/Replay – 1	Mark As New – 6
Advance – 3	Erase – 7
Rewind – 4	Save – 9

## Saving a Voice Mail Message

Once you have listened to a message, you have the option of saving it. (New messages are saved for 20 days.)

1. If you want to save the message, press the '9' key immediately at the conclusion of the message. (Once you have saved a message it is stored for 30 days.)
2. The Voice Mail system will save the message and begin playing the next message.

## Replaying a Voice Mail Message

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

1. To replay a message, press the '1' key immediately at the conclusion of the message.
2. The Voice Mail system will replay the message.

## Erasing a Voice Mail Message

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

1. If you wish to erase a message, press the '7' key immediately at the conclusion of the message.
2. The message will be erased.



Your **VOICE**

CUT HERE

**TEXT MESSAGE ALERT** allows you to receive a text message on your cell phone each time you receive a home Voice Mail. (*You MUST have Voice Mail to add this feature to your service.*)

Please access your Voice Mail to activate this feature. (Refer to page 12 of this book if you need instructions on this.)

Here's how to use **TEXT MESSAGE ALERT**:

- Access your Voice Mail account.
- Once in Voice Mail, press 3 (Personal Options), then press 6 (Message Alerts), then press 2 (Configure your Text Message Alert).
- You will hear, "You can receive a text message on your cell phone each time you receive a message in your Voice Mail." Press 1 to activate Text Message Alert.
- To add or change the cell phone that the text message will be sent to, press 2 (alerts can only be sent to one cell phone number).
- To specify what numbers you would like to get text message from when they leave a Voice Mail, press 3. (There is a limit to the amount of numbers you will be able to add for Text Message Alert. Once the list for numbers is full, you will not be able to add anymore.)
- **You can disable this feature by accessing your Voice Mail, then pressing 3, then 6, then 2, and finally pressing 1.**

This is a FREE feature with your phone service.

Please call today for information to add any of these features to your HOME PHONE package if you do not currently have access to them.

(Some features may not work in all areas)





**Massillon Cable TV, Inc.**  
*One Connection. A World of Possibilities.*

## Contact Information Stark County Residents

- LOCATION:** 814 Cable Court NW, Massillon, Ohio  
(just west of the Cherry Road viaduct)
- HOURS:** 8AM to 6PM Monday - Friday (except holidays)  
9AM to 12PM Saturdays (except holidays)
- WEB SITE:** [www.massilloncabletv.com](http://www.massilloncabletv.com)  
<http://mctv.hometownohio.com>
- BILL PAY:** <http://yourstatement.massilloncabletv.com>
- PHONE:** Call 330-833-4134 for information about  
Massillon Cable TV services or for support.
- MAIL ADDRESS:** Massillon Cable TV  
PO Box 1000  
Massillon, OH 44648-1000



**Clear Picture, Inc.**  
*One Connection. A World of Possibilities.*

## Contact Information Wayne County Residents

- LOCATION:** 444 W. Milltown Road, Wooster, Ohio
- HOURS:** 8AM to 6PM Monday - Friday (except holidays)  
9AM to 12PM Saturdays (except holidays)
- WEB SITE:** [www.cpiwooster.com](http://www.cpiwooster.com)  
<http://cpi.hometownohio.com>
- BILL PAY:** <http://yourstatement.cpiwooster.com>
- PHONE:** Call 330-345-8114 for information about  
Clear Picture, Inc. services or for support.
- MAIL ADDRESS:** Clear Picture, Inc.  
PO Box 917  
Wooster, OH 44691-0917