

Need any help at all?  
800-956-4401 or [myinsight.com](http://myinsight.com)

Everything  
you need  
to know  
about your  
Phone 2.0  
service.



# Hi.

We are truly pleased you have chosen Insight Phone 2.0. As the new phone service on your block, we know that we can't just tell you how good our service is – we need to prove it. And we will.

The information in this handbook is pretty much old hat, as our phone service works like other traditional phone services you have had. However, we do encourage you to keep it as a reference guide. And, before you stick it in a drawer, take a quick look at the E911 information, as it is the most critical section.

Again, welcome and we look forward to serving you.

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## Domestic calls

For calls within your own area code, just dial the 7 or 10-digit phone number.

For calls outside your area code, dial 1 + the area code + the 7-digit number.

## International calls

To place the call yourself, dial 011 + the country code + the phone number.

If you don't know the country code or want an operator to place the call for you, just dial 0.

## E911 emergency calls

Dial 911 to reach emergency police, fire and medical services. Enhanced 911 provides the emergency service with your telephone number and location. Remember, dial 911 immediately in case of any emergency. In order for Enhanced 911 service to work properly, you must not move your Insight Phone modem connection without first contacting Insight Customer Care at 1-800-956-4401.

## Operator-assisted calls

If you'd like, an operator will help you place certain types of calls:

- **Collect calls** – The operator contacts the answering party and requests payment for the call.
- **Person-to-person calls** – The operator must reach a particular person to connect the call.
- **Bill to third-party calls** – The operator contacts one phone number and requests that the call be charged to another designated phone number.

Additional charges will depend on the service requested.

*To contact your operator, press 0 for local calls and 00 for long distance calls.*

## Directory assistance

Just dial 411 for access to both local and long distance numbers. Directory Assistance calls are charged on a per-use basis.

## Specialized directory listings

The following services are available for a monthly charge:

- A "non-listed" telephone number is not listed in the phone book but will still be available through Directory Assistance.
- A "non-published" phone number is not available in either the phone book or through Directory Assistance.

Unless you advise us otherwise, your billing name and address information may be released to other telecommunications service providers whenever you accept a third-party or collect call. If you wish to prevent disclosure of this information, please contact us. Your ability to receive third-party or collect calls will be blocked.

## Caller ID

With Caller ID, the incoming caller's telephone number and name (if available) are displayed on a Caller ID unit or Caller ID phone before you answer. All incoming numbers are stored, noting date and time of call.

**To use:** You must have a Caller ID unit or special Caller ID phone to use this feature. When someone calls, simply read their name and phone number, and decide whether to answer.

## Caller ID unblock



This feature can be used to temporarily allow your caller ID to be seen by parties that you call.

**To use:** For each call that you want to unblock, press \*82 before you dial the number.

Available on a per line basis. This service is provided at no-charge for all Insight Phone customers. Note: This feature is only used when Caller ID blocking was requested for all calls as a feature of the Phone 2.0 Service. You do not need to use \*82 after using \*67.

## Anonymous call rejection



This feature lets you reject calls from anyone whose Caller ID information is blocked. The caller will automatically receive a message that you are not accepting Caller ID-blocked calls. It also tells the caller to unblock their number if they wish to speak with you.

**To use:** Press \*77

**To deactivate:** Press \*87

## Repeat dialing

Let your phone redial a busy number for you and tell you when the line is no longer busy.

**To use:** If you get a busy signal, hang up, lift the handset again, and press \*66. The busy line will be monitored for up to 30 minutes. When it becomes available, your phone will give a special ring. Pick up the handset and you're connected. To reactivate after 30 minutes, repeat the original instructions.

**To deactivate before 30 Minutes have elapsed:** Press \*86. Repeat Dialing does not work with long distance calls or with 800 or 900 numbers. Repeat Dial is available on a pay per use charge.

## Call waiting

It's like having an extra line for incoming calls. When you're on the phone, a soft beep lets you know another person is calling. You can take the second call without disconnecting the first.

**To use:** To take your second call, press the switch hook or flash button on your phone. This puts the current call on hold while you take the incoming one. You can always switch between calls without disconnecting either one by pressing the switch hook or flash button. Or you can hang up the phone to end the current call, and the incoming call will ring through immediately.

**To deactivate before making a call:** Press \*70 and place your call.

Call Waiting will be reactivated automatically once your call is completed.

**To disable call waiting:** To permanently disable this feature, please call our Customer Care Center, 1-800-956-4401.

## Caller ID with call waiting

When you're on the line, you can see the name and phone number of an incoming call before deciding to take it. Call ID with Call Waiting requires a phone that allows the feature to work properly.

## Last caller number lookup



Couldn't get to the phone in time to answer? With last caller number lookup, a recording tells you the number of the last caller.

**To use:** Lift the handset and press \*69 to hear a recording of the phone number of the last incoming call. Call return does not work for calls that have been forwarded to another number or for calls from 800 or 900 numbers.

Call return is available on a pay per use charge.

## 3-way calling

Now you can speak to two different parties at the same time. You can also place one party on hold while you speak privately to the other, then return to the 3-way call.

**To use:** Place a call to the first party. Once that person is on the line, press the switch hook or flash button briefly. This places the first party on hold and gives you a dial tone. When you hear the tone, dial the second number.

If the second party doesn't answer, press the switch hook twice to return to the first party. If the second party does answer, you can speak privately to them, then press the switch hook briefly to create a 3-way connection.

To disconnect the second party, press the switch hook once. You'll remain on the line with the first party. To disconnect all parties, hang up the phone.

## Call forwarding



If you don't want to miss an important call, you can forward incoming calls from your home phone number to another number where you can be reached.

**To use:** Lift the handset, listen for the dial tone, press \*72, and dial the number of the forwarding location. A tone will confirm activation.

**To deactivate:** Pick up the handset, listen for a dial tone, and press \*73. A tone confirms deactivation.

If you leave Call forwarding on and receive a call after returning home, you'll hear a "ring splash," a short ring indicating that the call is being forwarded. You cannot answer the ring splash. It merely reminds you to deactivate Call Forwarding now that you're home.

### *Selective call forwarding:*

This feature lets you forward incoming calls from up to 12 selected phone numbers to the location of your choice. Voicemail will not pick up calls that have been forwarded.

**To use:** Pick up the handset, listen for the dial tone, and press \*63.

A menu of options will guide you to activate this feature and add or delete numbers from your list. Select Option 1 from the menu to activate the feature, then press 0 for other menu options.

**To deactivate:** Pick up the phone, press \*83 and a menu of options will guide you.

### *Remote access to call forwarding\*:*

You can easily activate or cancel Call Forwarding while you're away from home. Go to [myinsight.com](http://myinsight.com) to find the toll-free number for your town.

**To use:** Dial the toll-free access number and follow the voice prompt to enter your home phone number. You will then be prompted to enter your Personal Identification Number. A menu of options will guide you.

## Selective call rejection

Use Selective Call Rejection when you choose not to receive calls from selected phone numbers. This feature lets you select up to 12 numbers that will be automatically routed to a polite message indicating you are not receiving calls.

**To use:** Lift the handset, listen for a dial tone, and press \*60. A menu of options will guide you to activate this feature and add or delete numbers from your list. Press \*60 if you'd like to add the last number that called you.

**To deactivate:** Press \*80 and a menu of options will guide you.

## Do not disturb

Don't want to be disturbed by incoming calls during dinner time with the family? Use the Do Not Disturb feature to place your phone line in a busy state. If you activate this feature, the caller hears an announcement stating that you do not wish to be interrupted. Do Not Disturb does not affect your ability to make outgoing calls. You may activate and deactivate this feature at any time.

**To use:** Lift the handset, wait for the dial tone and press \*78. Wait for the announcement confirming that the Do Not Disturb feature is activated and then hang up the handset.

**To deactivate:** Lift the handset, wait for the dial tone and press \*79. Wait for the announcement confirming that the Do Not Disturb feature is deactivated and then hang up the handset.

## Toll restriction

Toll Restriction ensures that only local calls can be made from your phone. One feature of Toll Restriction is International Call Blocking service. If you have International Call Blocking on your line(s), please be advised that this service will only block the completion of direct-dialed international calls. You will be responsible for international calls made using a 10-10 dial around service or an operator service provider. Please call your local Insight Customer Service office or dial 1-800-956-4401 for more information.

## Third party/collect call block

Third Party/Collect Call Block ensures that you can't be charged for calls billed from another number, including collect calls. Please call your local Insight Customer Service office or dial 1-800-956-4401 to have this enabled.

## Caller ID blocking

\* 6 7

With this service, you can prevent the party you're calling from seeing your phone number. Instead, they'll see "private" or "anonymous" on their display unit or phone.

**To use:** For each call you want to block, press \*67 before you dial the number. Caller ID Blocking is also available on a per-line basis, where your name and number are automatically blocked for each call you make.

Available on per line basis. This service is provided at no-charge for all Insight Phone customers. **Note:** If the party you are calling has Caller ID block enabled, your call will not complete.

## Call trace

\* 5 7

If you ever receive a harassing or threatening call, you can have the number traced and, by request, forwarded to the proper authorities.

**To use:** Should you receive an offensive call, hang up immediately, wait 10 seconds, then pick up the handset, and press \*57. The information will be provided to law enforcement agencies upon request. Call Trace is available for a per use charge.

## 900/976 call blocking

All Insight Phone lines come with Call Blocking activated so that calls to all 900 and 976 numbers are automatically blocked. There is no charge for this feature.

## Setting up voicemail

To access your mailbox simply dial your home number and the new user tutorial will guide you through activating your account.

### How to activate your mailbox:

- Dial home number.
- When prompted for password, pick a number from 4 to 6 digits, enter and press pound.
- Follow recorded instructions to set up announcement and greeting.

## Recording your greeting

Your Voicemail system's outgoing greeting will be played whenever you can't answer the phone. There are two types of greetings you can record:

- **Personal greeting** – Lets you record your own personal message for your callers to hear.
- **Standard greeting** – Your voicemail system will play a standard greeting that inserts your recorded name.

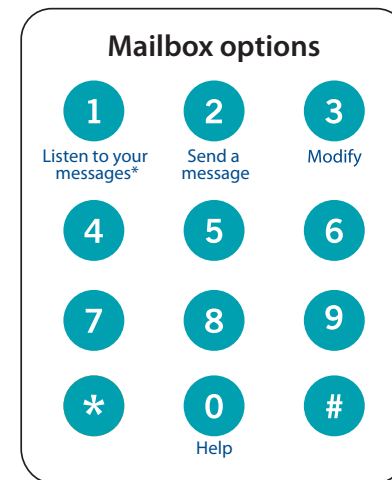
## Accessing your voicemail

Your Insight Phone 2.0 voicemail box provides you a few flexible options to access your messages when home or away.

**When home or away:** Simply dial your home phone number. When the greeting begins, press the **STAR (\*)** key. Enter your password followed by the **POUND (#)** sign.

## Mailbox options

After you log in, you have the following options.



Option 2 lets you send a message to another Insight Phone 2.0 customer.

## Listen menu

While listening to a message you have a number of options. Just press the button indicated below.



Option 5 lets you forward a message to another Insight Phone 2.0 customer.

## Personal options

You have the ability to customize your voicemail settings; from the main menu press ③ to access your personal options.

- Press ① for Greetings
- Press ② for Message Notification
- Press ③ for Listings
- Press ④ for Setup

To change your passcode, press ③